

The Many Faces of St. Joseph's in the Community



*Celebrating Over 90 Years of
Serving the Community*

COMMUNITY SERVICE PLAN
&
2002 ANNUAL REPORT



Helping You Live a Healthy Life
555 East Market Street • Elmira, New York 14901
(607) 733-6541
www.stjosephs.org



Message From the President/CEO

Sister Marie Castagnaro, SSJ

“St. Joseph’s is not just a hospital that provides care for the sick. St. Joseph’s also encompasses a dedicated and loyal staff. The faces of St. Joseph’s are the many employees who live, work, and volunteer in the community. Through their work and volunteerism they strive to make our community even more vibrant and strong for future generations.”

Back in 1908 the founders of St. Joseph’s Hospital faced many hurdles and obstacles in opening a Catholic hospital in the Elmira area. Nevertheless they persevered in those beginning days to build the foundation for a facility which addressed the health care needs of the community.

We’re now entering our 95th year of service to this community, and while the Elmira area is much different today than in 1908, the people who are part of the St. Joseph’s Hospital family in 2003 have many of our founders’ high quality characteristics. Despite the enormous challenges facing the healthcare industry today, St. Joseph’s had many success stories in 2002. For example, we acquired the new ImageChecker(Computer Aided Detection (CAD) system for use in breast cancer screening to assist radiologists in minimizing false negative readings during mammograms. Also during this past year both St. Joseph’s Hospital and St. Joseph’s Skilled Nursing Facility (SNF) achieved accreditation from the Joint Commission on Accreditation of Healthcare Organizations as a result of our demonstrated compliance with the Joint Commission’s nationally recognized health care standards. Those are just two examples of the hard work and dedication of the people who comprise St. Joseph’s Hospital.

St. Joseph’s is more than just a hospital. We are a community hospital fulfilling our mission of meeting the healthcare needs of this area’s residents. *St. Joseph’s Community Service Plan and 2002 Annual Report* provides a snapshot picture of our many accomplishments during 2002. At the same time it highlights the programs and services we offered the community so its residents receive the highest in quality healthcare.

2003 will be just as challenging as 2002, but like the Hospital’s founders we will not allow any barrier to prevent us from completing our mission to “heal in mind, body, and spirit, as Jesus did, all who come to us.”

***Community Service Plan
Report for 2002***

Table of Contents

	Page
I. Mission Statement	3
II. A Look Back at St. Joseph's in 2002	3
III. Community Needs Assessment	5
IV. Public Participation in Process and Notice	6
V. Strategic Plan Role in Improving Access to Health Care Services by the Under - Served	7
VI. Charity Care Programs	15
VII. Financial Performance/Statistics for Fiscal Year 2002	16
VIII. Board of Directors/Officers	17
IX. Appendix	18

I. Mission Statement

St. Joseph's Hospital, a Catholic health facility, is a voluntary not-for-profit community general hospital founded by the Sisters of St. Joseph of Rochester in cooperation with the physicians and citizens of Elmira. The St. Joseph's Hospital community, by maintaining a deep respect for the dignity of each person, strives to heal in mind, body and spirit, as Jesus did, all who come to us.

St. Joseph's Hospital is committed to use its resources to provide the highest quality care. The Hospital ministers to inpatients and outpatients, serving as a primary care and specialty referral center for people from all faiths living in Chemung County and the surrounding counties of New York and Pennsylvania.

In keeping with the spirit of the Mission of the Sisters of St. Joseph, the Hospital is committed to respond to the changing health and welfare needs of the community. St. Joseph's keeps abreast of the latest advances in medical technologies and provides education for staff, patients, and the community. The Hospital works with other health care providers and agencies to meet regional health care needs.

II. A Look Back at St. Joseph's in 2002

St. Joseph's, a voluntary, not-for-profit, Catholic acute care hospital celebrated its 94th year of operation in Elmira, New York by realizing the following accomplishments:

- * Acquired the new ImageChecker(Computer Aided Detection (CAD) system for use in breast cancer screening to assist radiologists in minimizing false negative readings during mammograms.**
- * St. Joseph's Hospital and St. Joseph's Skilled Nursing Facility (SNF) both achieved accreditation from the Joint Commission on Accreditation of Healthcare Organizations as a result of their demonstrated compliance with the Joint Commission's nationally recognized health care standards.**
- * The New York State Office of Mental Health (OMH) issued St. Joseph's Behavioral Science Unit (BSU) a renewed Operating Certificate through July 31, 2004.**
- * St. Joseph's Pulmonary Function Laboratory was awarded accreditation by the Commission on Laboratory Accreditation of the College of American Pathologists (CAP).**
- * St. Joseph's Hospital Laboratory was awarded Accreditation with Distinction by the Commission on Laboratory Accreditation of the College of American Pathologists (CAP).**
- * St. Joseph's Hospital Auxiliary was one of 75 hospital auxiliaries from across New York State to receive the Healthcare Association of New York State's (HANYS) 2002 Auxiliary Advocacy Award.**

Services offered by St. Joseph's Medical Staff:

Alcohol and Drug Rehabilitation	Allergy and Immunology
Anesthesia	Cardiac Diagnostic Services
Cardiovascular Health Assessment	Cardiac Rehabilitation
Cardiothoracic Surgery	Chemotherapy
Clinical Laboratory Department	Emergency Medicine
Endocrinology	Endoscopy Unit
Family Practice	Food & Nutritional Services
Gastroenterology/Endoscopy	General Surgery
Geriatrics	Gynecology
Health Education	Hematology
ICU/CCU/Burn Care Unit	Infectious Disease
Internal Medicine	Lithotripsy Services
Magnetic Resonance Imaging	Mental Health Services
Neurology	Neurodiagnostic Services
Neurosurgery	Nuclear Medicine
Occupational Health Services	Oncology
Otolaryngology	Ophthalmology
Pathology	Orthopedic Surgery
Pediatric Cardiology	Patient Evaluation/Social Work Services
Plastic and Reconstructive Surgery	Pediatrics
Radiology	Physical Rehabilitation Medicine
Rheumatology	Respiratory Care Services
Sleep Disorders Unit	Seven Operating Room Suite
Ultrasonography	Substance Abuse Rehab Unit
Vascular Surgery	Urology

Comprehensive Programs Offered by St. Joseph's

Acute Inpatient Care	Occupational Health Services
55PLUS®	Oncology
Acute Medical/Surgical/ Physical Rehabilitation	Ophthalmology
-Physical Therapy	Osteopathic Medicine
-Occupational Therapy	Pain Management Center
-Speech & Swallowing Disorders	Pastoral Care
-Hand Management Center	Patient Education
-Return-to-Work Center	-Diabetic Education
-Vestibular Rehabilitation	-Hip & Knee Pain Seminars
Allergy & Immunology	-Nutrition Counseling
Behavioral Science Services	-55PLUS(/Betts Komer Seminars
Blood Banking	Pathology & Laboratory Services
Cardiac Diagnostic Service	Pediatrics
Cardiac Invasive Surgery	Pediatric Cardiology
- Stress Test	Primary Care Physicians
- Echocardiography	Regional Burn Center
- (EKG)	Respiratory Care Center
Cardiovascular Laboratory	Rheumatology
Chemotherapy	Skilled Nursing Facility
	Sleep Disorders Center

Chest Pain Center	Social Work
Community Education	Southern Tier Addiction Rehabilitation Services (STARS)
Emergency Department	-Alcohol & Drug Rehabilitation
Endocrinology	-Substance Abuse Rehabilitation
Endoscopic Services	-Adolescent Intensive Outpatient
-Endoscopy	Support Groups
- Gastroenterology	Surgical Services
- Colonoscopy	-Seven Operating Room Suites
- Sigmoidoscopy	-Ambulatory (Day) Surgery
-Targis Therapy (Enlarged Prostate Treatment)	-Eye Surgery
Food & Nutritional Services	-Gynecological Surgery
General Surgery	-Lithotripsy Services
Health Education	-Neurosurgery Services
Hematology	-Orthopedic Surgery
Infectious Disease	-Plastic & Reconstructive Surgery
Intensive Care Unit/Cardiac Care Unit/Burn Unit	-Thoracic Surgery
Medical Imaging	-Vascular Surgery
- Computerized Tomography (CT)	Urology
- Digital Subtraction Angiography (DSA)	Volunteers
- Mammography	
- Magnetic Resonance Imaging (MRI)	
- Nuclear Medicine	
- Open MRI	
- Osteoporosis Education/Bone Densitometry	
- Radiology	
- Ultrasound	
Neurology	

III. Community Needs Assessment

The following reports, documents, surveys and partnerships were utilized in developing St. Joseph's Community Needs Assessment:

- * **Community Health Status Report for Chemung County by U.S. Department of Health and Human Services Administration (July 2000).**
- * **Pastoral Care Department's Annual Mission Report**
- * **United Way of the Southern Tier Strategic Plan 2000 - 2002.**
- * **City of Elmira Continuum of Care for the Homeless (FY 2000 Consolidated Plan).**
- * **St. Joseph's Board of Directors Business Development/Strategic Planning Committee.**
- * **Bed Need in the Southern Tier Service Area 1996-2005-Finger Lakes Health Systems Agency (1996).**
- * **Labor Market Profile from the New York State Department of Labor, Division of Research and Statistics.**
- * **Proposed Chemung County Plan on Aging 2000 - 2003 prepared by Chemung County Office for the Aging in cooperation with the Office for Aging Advisory Committee.**
- * **Futurescan 2000...A Millennium Forecast of Healthcare Trends 2000-2004, sponsored by Society for Healthcare Strategy and Market Development of the American Hospital Association.**
- * **Healthcare Association of New York State, Inc. (HANYS) FACETS Cornerstone+ Reports.**

- * Catholic Charities of the Southern Tier
- * Chemung Valley Health Network
- * Chemung County Housing Coalition
- * Colorectal Cancer Screening & Prostate Cancer Education Initiative
- * Diabetic Awareness Screening Initiative
- * Healthy Heart Coalition
- * Healthy Women's Partnership
- * *Learn and Serve*- Elmira City School District
- * Public Policy Committee - Diocese of Rochester
- * Reach Out and Read (ROAR) of the Southern Tier
- * Southern Tier Tobacco Coalition
- * TRIAD of Chemung County
- * United Way of the Southern Tier's Partnership for Children
- * Patient Survey Report Cards -incorporated into each "Welcome to St. Joseph's Booklet" available in every patient's room. Patient feedback is requested on pain control, privacy, communication, and education.

IV. Public Participation in Process and Notice

Several approaches are utilized to not only identify various community needs, but also respond to them through the sponsorship or co-sponsorship of various programs, activities or services. St. Joseph's uses the following methods to gather general public input:



St. Joseph's (photo at left) was one of several area health care providers and non-profit groups to participate in the annual Health Lifestyles Expo held at the Coach USA Center in Downtown Elmira. Staff members of St. Joseph's Hand Management Center not only distributed information, but also provided an interactive activity for all Expo attendees.

- * *Community Service Plan* mailed to several hundred community leaders and elected officials for their information and input.
- * Members of the community may receive a copy of the *Community Service Plan* by contacting the Hospital's Marketing/Community Development Department.
- * Individuals with access to the Internet may access current and previous year St. Joseph's *Community Service Plans* on the Hospital's web site (www.stjosephs.org).

Following input from several sectors of the community the following goals were established for St. Joseph's 2002-2004 Strategic Plan:

- Operate the business in a way that increases financial profitability for St. Joseph's.
- Create an environment that fosters teamwork and business ownership, improves skills and focuses on the customer, while enabling people to realize their full potential, maximize their contribution and increase their personal satisfaction.
- Establish services that enable St. Joseph's to achieve its aim of improving the identified health care needs of the community.
- Innovate, acquire and support the systems and selected critical components that result in superior customer satisfaction and significant competitive advantage.

**V. Strategic Plan Role in Improving Access to Health Care Services
by the Under - Served**

St. Joseph's provided the following programs and services during 2002 to help improve not only access to health care by the under-served, but also to fulfill its overall vision of improving the health of our community members:

* **55PLUS® Program** - This free program provides hospitalization and wellness services to more than 7,600 members along with the following:

- * Newsletter
- * Screenings
- * Seminars
- * Complimentary transportation for inpatients
- * Private rooms at a semi-private rate (subject to availability)
- * Complimentary homemaker service after discharge
- * Information packets during hospital stay
- * Discounts with area merchants
- * Assistance with insurance filing
- * Interest-free payment plus

* **Abuse Issues (Physical and/or Sexual)**

All St. Joseph's employees, but in particular, the Emergency Department staff, are trained to recognize the signs of abuse and proceed with sensitivity and persistence if abuse of any kind is suspected. Among the areas encountered frequently are:

- * **Child Sexual Abuse**-In 1992, St. Joseph's played a leadership role in developing a community multi-disciplinary child sexual abuse team. This was implemented in cooperation with local law enforcement agencies, the American Bar Association, the district attorney's office, community services and social services agencies. A major accomplishment of this team was the development of a comprehensive, standardized reporting form that greatly reduces the number of interrogations victims must undergo, thereby alleviating much of the emotional toll that victims suffer.
- * **Rape**-In addition to receiving medical intervention, victims of a sexual assault are offered the specialized services of the Rape Crisis Center of the Southern Tier.
- * **Domestic Violence**-This can take many forms, including spousal (partner) abuse, child abuse and elder abuse. Our Emergency Department staff follows all state regulations regarding the reporting of such cases, but also attempts to prevent future abuse. For example, victims of domestic violence are given the mandated handout regarding victims' rights. However, our staff believes that language of this handout might be confusing to many victims. Therefore, the staff initiated the use of two simpler, more condensed lists of community resources.

Additionally, St. Joseph's Hospital and the Emergency Department have developed a cooperative aid policy with leading community agencies to assist domestic violence victims awaiting transportation to a safe house, regardless of whether the victim is a patient of St. Joseph's. The Emergency Department staff also has access to the resources of the Mobile Crisis team that is available in our community.

*** Adopt-A-School Program**

Since 1991 health professionals from St. Joseph's have visited Elmira area classrooms to give in-depth presentations on a variety of health topics for students between the grades of kindergarten through six. For the 2001 - 2002 school year, St. Joseph's Adopt-A-School Program included Holy Family Intermediate, Holy Family Primary, Thomas K. Beecher Elementary, and George Washington Elementary Schools.

*** Classroom Topics:**

- * What is Hand Therapy? (Kindergarten);**
- * Infection Control (Grade 1);**
- * Rehabilitation (Grade 2);**
- * Respiratory Care Services (Grade 3);**
- * Self Esteem (Grade 4);**
- * First Aid (Grade 5).**



Area school children learn the proper way to stretch under the guidance of the staff at the Twin Tiers Rehabilitation Center.

*** Children's Health Fair-** In early May 178 third grade students from the three schools participating in the Adopt-A-School program attended a half-day interactive health information program at the Hospital. The topics ranged from better nutrition habits to the importance of physical fitness.

*** Thomas K. Beecher School Mentoring Program -** Each month a group of hospital staff members serve as a mentor for a selected number of elementary students at Beecher School.

*** Hospital School Tours-**Students ranging in age from nursery school through high school received personal hospital tours in 2002.

Hospital staff gave tours to the following groups:

- * Career Development Council Career Research for Elmira Southside High School Students**
- * Elmira Free Academy Career Pathways Course**
- * Millerton Head Start**
- * YWCA of Elmira and the Twin Tiers Daycare**

*** Continuous Quality Improvement**

Three key components of St. Joseph's Strategic Plan include improving patient care, reducing costs as well as streamlining processes and other benefits. Therefore, employees are encouraged to submit "Opportunity Statements" for improvement. In 2002

Over 350 employees proposed opportunity statements resulting in the organization of over 70 CQI teams. Some examples of teams, with accomplishments include the following:

- Stroke team;
- Pain Team;
- Physician Handwriting Team.

**** Donations by St. Joseph's Employees to the Community***

The employees at St. Joseph's are a very giving group of individuals. Listed below are some of the activities which have benefited from the employees generosity:

- * Employee Holiday dinner contributions purchase gifts for those patients who must spend Christmas Day at our facility.
- * Payroll deduction contributions to the United Way of the Southern Tier
- * Donating nonperishable food items to local food pantries.
- * Collection of pop-can tabs to raise money to help support families staying at the Ronald McDonald House Charities in Rochester, New York.

Many St. Joseph's employees are members of St. Joseph's Hospital Employee Gift Fund. These employees generously contribute to community causes through employee payroll deduction. Local non-profit organizations send their program requests to the hospital foundation where a committee of employees determines the funding allocations for a particular year.

The following organizations received funding in 2002:

- * American Cancer Society
- * American Heart Association
- * American Red Cross
- * Arctic League
- * Chemung County ARC
- * Chemung Valley Historical Society
- * Coaches Vs. Cancer Holiday Basketball Tournament
- * Glove House
- * Joel Stephens Memorial Basketball Tourney
- * Muscular Dystrophy Association
- * National Warplane Museum
- * Project Graduation (Notre Dame High School, Elmira Free Academy, Southside High School, and Thomas A. Edison High School)
- * Samaritan Center
- * Seven Lakes Girl Scouts Council
- * Southern Tier Food Bank
- * Southern Tier Hospice
- * Southside Community Center
- * Tanglewood Nature Center
- * YWCA Tribute to Women

Interested organizations may submit their requests in writing to Employee Gift Fund, St. Joseph's Hospital Foundation, 555 East Market Street, Elmira, NY 14901.

**** Free/Low Cost Health Screenings***

St. Joseph's staff and/or volunteers provided services at the following community health screenings:

- * Free Weekly Blood Pressure Screenings in St. Joseph's front lobby, Elmira Southside

Tops Pharmacy, and The Samaritan Center for 670 individuals.

- * Flu Shot Clinics -256 community residents received their flu immunizations at the clinics held in St. Joseph's front lobby.
- * 55PLUS Oktober HealthFest - 110 members of 55PLUS(received a whole host of screenings from bone densitometry for osteoporosis to blood sugar for diabetes.

* *Free Health Seminars*

During 2002 the following health seminars were offered free for community residents:

- * Betts F. Komer Seminar Series-Over 100 people attended the following sessions which were organized through St. Joseph's Hospital Foundation/55PLUS(:
 - * "Colon Cancer: Prevention Can Be a Matter of Life or Death"
 - * "Skin Cancer: The Danger is More Than Skin Deep"
 - * "How To Raise a Healthy Teenager"
- * 55PLUS®-220 individuals attended the following 55PLUS(Sponsored seminars:
 - * "Breathe Easy: Coping with C.O.P.D. Stop Wheezing and Start Living"
 - * "Eating and Aging: What You Need to Know"
 - * "Sounds of Silence: Hearing Loss in Seniors"
 - * "Getting to the Heart of the Matter: Women and Heart Disease"
- * Hip and Knee Pain Monthly Seminars-158 attendees.
- * Medical Education Programs for Area Health Care Professionals - A total of 310 people attended these sessions throughout 2002.
- * *Genetic Advances:Charting a Moral Course* Teleconference -Sponsored by the Catholic Health Association.
- * *Living With Grief:Loss in Later Life* Teleconference - Co-sponsored with Southern Tier Hospice.

* *Medicaid Managed Care (Priority Health Care)*

Once again in 2002 St. Joseph's maintained its close relationship with the Chemung County Department of Social Services, Twin Tiers Physician Management (Adult Program), and Southern Tier Pediatrics (Pediatric Program) in refining the Managed Care Program.

St. Joseph's Emergency Department received an average of 3 visits per day from patients participating in the Medicaid Managed Care Program. Not only does St. Joseph's ensure their treatment, but the Hospital works with the patients and participating organizations so these patients receive the proper level of care while also efficiently utilizing the Priority Health Care Program. The program's goal calls for providing the highest quality of care in the most appropriate and cost effective manner.

At the same time a Chemung County Department of Social Services caseworker, employed in the hospital on a full-time basis since early 1997, provides intake, referral and other information to patients and their families. As a convenience patients no longer have to travel to the Department of Social Services to apply for benefits. Since the program's start-up in 1997 the Medicaid worker has approved 821 applicants from several surrounding counties in addition to Chemung County.

* *Occupational Health Services (OHS)*

St. Joseph's offers a comprehensive package of services over 400 companies in this region. These companies are committed to controlling health care and workers' compensation costs

by maintaining a healthy and productive workforce. St. Joseph's Occupational Health Services (OHS) provides the following services to these companies:

- * Pre-placement exams
- * Extensive physician services
- * OSHA compliance consultations (personal protective equipment and bloodborne pathogen training)
- * Wellness and preventive health programs
- * Workers' compensation evaluations and case management
- * Respirator and Fit Testing Programs
- * Industrial Hearing Conservation Program
- * Urine and Hair Collection for Drug Testing
- * Breath Alcohol Testing
- * Compete Comprehension of New York State Department of Transportation/Federal Guidelines

OHS also administered over 1,400 influenza vaccines both at St. Joseph's and company sites in 2002.

* *Outpatient Primary Care Offices*

A total of 1,272 Medicaid Managed Care patients received primary care services from St. Joseph's three primary care offices (Elmira Primary Care, Horseheads Primary Care and Southport Primary Care).

* *Rehabilitation Center at St. Joseph's*

The community's demand for physical therapists, occupational therapists, and speech therapists in the community has the staff at The Twin Tiers Rehabilitation at St. Joseph's providing services that would not be available otherwise. St. Joseph's has contracts with several area agencies including the Chemung County Health Department where St. Joseph's provides rehabilitation services for patients discharged from St. Joseph's inpatient rehabilitation units. A Public Health Nurse goes into the home and assesses the patient's needs. Statistics have proven that providing services in the community reduces the need for nursing home placements. A second component of St. Joseph's program provides services to school age children at the schools. This service allows children to attend therapy, along with regular school classes.

Other agencies that contract St. Joseph's services include the following:

- * B.O.C.E.S.
- * Chemung County Health Department
- * Chemung County Nursing Facility
- * Elcor Nursing Facility
- * Elmira City School District
- * Elmira Heights School District

Total 2002 Visits:

Physical Therapy-	13,246
Occupational Therapy-	19,823
Speech and Hearing-	968

*** Southern Tier Addiction Rehabilitation Services (STARS) and Addiction Rehabilitation Unit (ARU)**

Southern Tier Addiction and Rehabilitation Services offers chemical dependency treatment in a continuum of services which include adult outpatient, intensive and inpatient rehabilitation and adolescent outpatient and intensive services. Having all of these services available in one location ensures a smooth transition through all phases of this continuum.

Depending upon the level of care that is needed, patients will be assigned to one or more of the following services:

- * ***Outpatient Program:*** The STARS outpatient clinic offers day, evening and weekend groups so that the needs and schedule of each patient can be accommodated. The clinic has expanded, and is now open Monday through Thursday evenings. A Relapse Prevention Program, as well as a Women's Group, is available both during the day and evening hours.
- * ***Intensive Outpatient Treatment:***
 - * **Evenings:** This program meets three evenings per week. After completion of this program, patients continue aftercare through the regular outpatient program.
 - * **Days:** There are two tracks of the day program. One is offered in the morning, while the second is available in the afternoon. This allows for accommodation of various work schedules. This program is held five days per week. After completing this program, patients continue aftercare through the regular outpatient program.
- * ***Inpatient Rehabilitation Program-New Dawn-*** This unit constitutes the most intensive level of treatment service. It encompasses education, individual and group therapy activities, introduction to self-help groups, 12-step workshops, work therapy, and other modalities offered within a therapeutic community. The length of stay is variable.
- * ***Adolescent Outpatient Treatment Program -*** Adolescent Outpatient was added in 2002 due to demand. It provides a psycho-educational group for adolescents abusing chemicals. The focus of treatment is aimed at education on chemical, signs and symptoms of dependence, exploring decisions that led to the referral, and determination if a higher level of care is needed. Group sessions are held weekly along with individual appointments.
- * ***Adolescent Intensive Outpatient Treatment Program-*** The Adolescent Intensive Outpatient Program of STARS (Southern Tier Addiction Rehabilitation Services) has been in operation since October 2000. It provides an intensive treatment and recovery experience for youth and young people primarily ages 15 through 18. Younger patients may be taken if appropriate treatment can be provided. The Adolescent Intensive treatment is also useful for adolescents who have completed inpatient rehabilitation but need this level of support and intensive treatment for continuation of the recovery process.
 - * The Adolescent Intensive Program meets four times per week from 4:00 - 6:00 p.m. Individual sessions and parent involvement are also scheduled.
- * **STARS/ARU Statistics for 2002:**
 - * **Outpatient:**

-Consults to hospital/detoxification	678
-STARS Outpatient Units of Service	6,817
-Intensive Outpatient Units of Service	5,647

*** Inpatient Rehabilitation:**

-Patients treated	198
-Patient days	3,211

*** Adolescent :**

-Adolescent Intensive	2,207
-Adolescent Outpatient	313

In addition to treatment, STARS sponsors monthly seminars from September through May on topics related to alcoholism/chemical dependency. These are open to both professionals and the general public.

*** Speakers Bureau**

Throughout 2002 St. Joseph's healthcare professionals gave the following informational sessions/presentations to community agencies, organizations, clubs and schools:

*** Wegmans(Elmira Store)-****Pharmacy Department**

- * Importance of Knowing Health History/Medications
- * Hip & Knee Pain
- * Sleep Disorder
- * Signs/Symptoms/Prevention/Treatment of Stroke
- * Pain Clinic
- * First Aid
- * Wintertime Infection Control
- * Family Health



Emergency Department staff members presented "The Dangers of Poison Plants" for the third grade students attending the annual Children's Health Fair.

- * Corning Community College Wellness Day
- * 18th Annual Strong Kids/Safe Kids Downtown Elmira
- * WETM-TV Healthy Lifestyles Expo
- * 9th Annual Horseheads Family Day
- * Elmira Psychiatric Center's Employee Health & Wellness Fair

*** Support Groups**

Serving as a sponsor or co-sponsor with other community groups, St. Joseph's staff assisted with the following Support Groups in 2002:

- * Survivors of Stroke (S.O.S.)
- * Amputee Support Group
- * Widow/Widower Support Group
- * Depressive and Manic Depressive Support Group

* Alert, Well and Keeping Energetic (A.W.A.K.E.)- Patients diagnosed with obstructive sleep apnea

*** Volunteers**

A dedicated and loyal group of volunteers assists the Hospital in a number of areas both in and outside St. Joseph's. During 2002 Hospital volunteers donated 26,030 hours in over 35 different departments, the visitor's information desk and gift shop. Other areas where St. Joseph's Volunteer program is involved include the following:

- * **Retired Senior Volunteer Program (RSVP)-** As a station for RSVP, 60 people who volunteer at St. Joseph's, also belong to RSVP. St. Joseph's works in conjunction with RSVP to recruit new volunteers, help RSVP maintain funding and participates in their annual Volunteer Recognition Program
- * **Cerebral Palsy (CP)-** Work in conjunction with CP to accommodate clients who are physically challenged
- * **Aiding outside organizations**
- * **Holding blood drives for the American Red Cross**
- * **Daffodil sale for the American Cancer Society**
- * **Flower sale for the American Heart Association**
- * **Ticket sales for the LPGA Corning Classic**
- * **Mothers Helpers Program -** Partnered with the Samaritan Center by providing baby and children's clothing and equipment for those needy individuals.

*** Women's Health Services**

St. Joseph's is an active partner in several programs designed to provide health care to women who cannot otherwise afford vital services. Two programs in which St. Joseph's participated in 2002 were:

- * **Healthy Women Partnership of Chemung and Schuyler Counties-**This program is a joint effort of the following partners:
 - * **St. Joseph's Hospital**
 - * **Associated Radiologists of the Finger Lakes, PC**
 - * **YWCA of Elmira and the Twin Tiers**
 - * **Planned Parenthood of the Southern Tier**
 - * **American Cancer Society**
 - * **RSVP of Chemung County**
 - * **Colorectal Health Initiative**
 - * **Samaritan Center**
 - * **Schuyler Hospital**
 - * **Healthy Women Partnership of Schuyler County**
 - * **Chemung County Department of Health**
 - * **NYS Department of Health**
 - * **Health Center for Women - Arnot Ogden Medical Center**

This program provides services related to breast and cervical health concerns for any woman who is 50 years of age or older and who is uninsured or underinsured or whose insurance does not cover mammograms. (Medicare will reimburse for a mammogram every year.)

Once eligibility is determined, the patient is referred to a participating medical facility for necessary services. Patients are assessed and either receive these services at a low cost or free of charge. If other services are needed, such as childcare, transportation, etc., the social service agencies in the partnership will make arrangements.

Participation in the Breast and Cervical Partnership is one more example of St. Joseph's commitment to meeting the health care needs of all members of our community.

* **Low-Cost Mammography-** St. Joseph's, in cooperation with the American Cancer Society, Associated Radiologists of the Finger Lakes, P.C., and Arnot Ogden Medical Center, has continued to participate in a low-cost mammogram program. Eligibility requirements are:

- * A woman must be symptomatic or a high risk for breast cancer
- * Must not have health insurance for mammography service
- * Have a limited income

A physician can refer the woman or she may choose self-referral. Mammograms are available on a sliding fee scale, dependent upon income. St. Joseph's has been an active participant in this program since 1993.

VI. Charity Care Programs at St. Joseph's

In keeping with the philosophy, goals and mission of the founders of St. Joseph's Hospital, and, in particular, promote justice and service for the poor, St. Joseph's, a Catholic, non-profit facility, renders medical care to all persons.

Charity care is partially defined as the charges for care provided for which St. Joseph's does not pursue payment because of the patient's inability to pay. The Hospital, therefore, makes available a reasonable amount of uncompensated services and/or financial assistance to eligible patients.

The classification of an account as charity care can occur at any time in the collection process, from pre-admission to final collection agency review.

Uncompensated charges resulting from Medicaid and state/local indigent care programs are also included as charity care because of the significant difference between hospital charges and reimbursement.

To support those patients, who may have difficulty paying their hospital bill, St. Joseph's makes available the programs listed below:

- * **St. Joseph's Hospital Charity Care Program**-The hospital provides charity care allowances for patients who demonstrate that the cost of Hospital services will create a financial hardship.
- * **Johanna Moore Trust Fund**-Income from the Joanna Moore Trust Fund is available to defray expenses of worthy patients who do not qualify for public assistance and who are unable to pay for the services rendered to them. These limited funds are available through the approval of the Hospital's Vice President of Finance.

Eligibility for any of the above programs is based upon the patient's (or responsible person's) financial need in relation to his/her income, resource level and ability to meet normal living expenses, as determined from financial assistance application information (Any unusual circumstances are also taken into consideration.) St. Joseph's Finance Department reviews this information, along with the patient's eligibility for Medicaid and any other entitlement programs, to determine if either financial assistance will be awarded toward the patient's bill or all or part of the patient's bill will be considered as uncompensated care.

VII. Statement of Financial Resources for the Fiscal Year 2002

Total Patient Service Charges	\$107,163,926
Other Operating and Non-Operating Revenue	2,570,383
Net Assets Released from Restrictions	<u>41,045</u>
Total Gross Revenue	109,775,354
Operating Expenses	
Nursing Service	17,408,024
Other Professional Services	14,262,407
General Services	7,742,613
Fiscal and Administrative Services	12,464,812
Education Services	51,430
Provision for Depreciation	3,263,511
Provision for Interest	<u>1,976,215</u>
Total Operating Expenses	57,169,012
Community Service	
Programs that pay below charges:	
Medicare	32,797,768
Medicaid	7,601,423
Other Contractual Discounts	10,129,657
Bad Debt Net of Recoveries	3,632,201
Charity Care	156,837
Other Miscellaneous Patient Write-offs	<u>3,856</u>
Total Community Service Allowance	<u>54,321,742</u>
Total Community Service and Operating Expenses	<u>111,490,754</u>
Excess (Deficiency) of Revenue over Expenses	\$ <u>(1,715,400)</u>

VIII. Board of Directors/Officers**St. Joseph's Hospital**

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A. Scott Welliver, Vice-Chairman

Sister Marie Castagnaro, President

St. Joseph's 2002 Community Service Plan

Sister Mary Louise Mitchell, Secretary
Robert M. McNamara, Treasurer*
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Dr. Joseph E. Calderone, M.D.
Dr. James Freeman, M.D.**
Angelo A. Fusco
John T. Gough
Donald Hartman
Sister Mary Louise Heffernan
Dr. Robert H. Huddle, M.D.
Sister Elizabeth Anne LeValley
Dr. Albert Menner, M.D.**
Sister Janice Morgan**
Thomas O'Mara
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Sister Marie Castagnaro
J. Scott Clune
Julie Delgrosso
Louis Difabio
Alison Mandel
Daniel O'Connell
Monica Ott
David J. Sheen
Lindy Van Brunt

Creative Orthotics & Prosthetics, Inc.

John Renz, President & Chief Exec. Officer
T. Curran Sekella, Chairman
Sheldon Hunt, Vice-Chairman
Judith G. McIntosh, Recording Secretary
L. Edward Considine
Les Malcovitch
David Sickles
Jerald M. Stemerman

Madison Avenue Pharmacy

(CAD/CAM Orthotics, Inc.)

Angela Grosvenor, Chair

Robert McNamara, Secretary/Treasurer

Dr. Francisco Corbalan, M.D.

Dr. James Freeman, M.D.

James Reed

St. Joseph's Health System, Inc.

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A. Scott Welliver, Vice Chairman

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Sister Marie Castagnaro, President

Daniel O'Connell

Louis Difabio

T. Curren Sekella

* **Officer, but not Member of the Board of Directors**

** **Ex-Officio Voting Member**

IX. Appendix

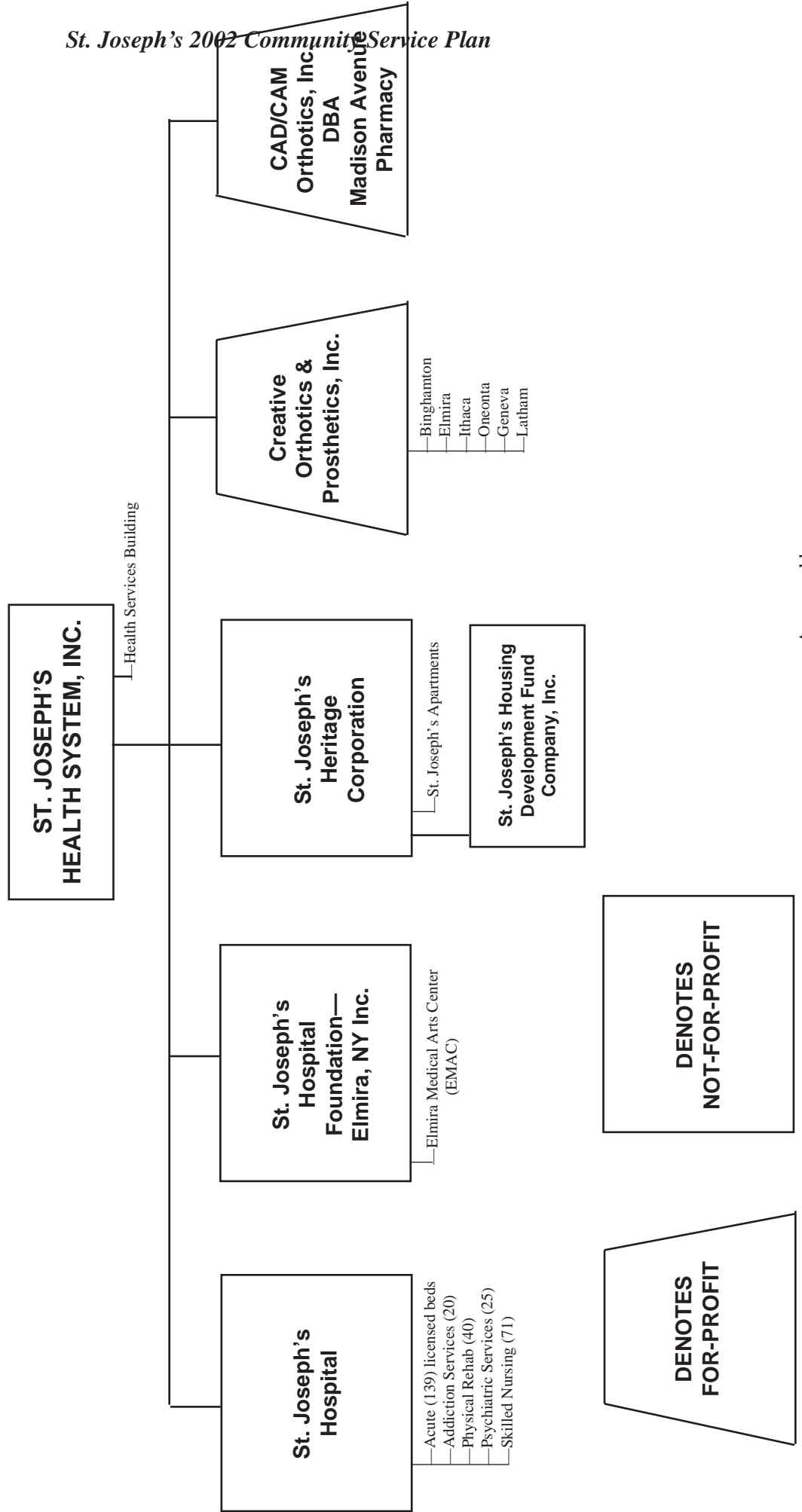
St. Joseph's Hospital Organization Chart - Corporate Structure

Appendix 1

2002 Revenue Percentages

Appendix 2

St. Joseph's 2002 Community Service Plan



Approved by: _____

ST. JOSEPH'S HOSPITAL
2002 REVENUE PERCENTAGES

