

*St. Joseph's...
Many Faces...
One Purpose—
Providing High Quality
Patient Care*



*Community Service Plan
& 2005 Annual Report*



St. Joseph's

Helping You Live a Healthy Life

555 East Market Street • Elmira, NY 14901

(607) 733-6541

www.stjosephs.org

***St. Joseph’s Community Service Plan
&
2005 Annual Report***

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In accordance with Section 2803-1 of the New York State Public Health Law, St. Joseph’s presents its Community Service Plan and 2005 Annual Report. Individuals seeking additional information about the hospital or this report may contact St. Joseph’s Marketing/Community Development Department at (607) 737-7810 or it may be accessed for viewing and printing on-line at St. Joseph’s web site at www.stjosephs.org. Copies are also mailed to many local community leaders and elected officials.



Sr. Marie Castagnaro, SSJ

I. President/CEO Review of 2005

Sister Marie Castagnaro, SSJ

Every year has its share of joyous celebrations as well as some trials and tribulations. The key to success is to ensure that those moments of joy far outnumber and outlast any obstacles. For St. Joseph's 2005 had its share of challenges but also many celebrations.

The title of this year's Community Service Plan and Annual Report - "*St. Joseph's... Many Faces One Purpose – Providing High Quality Care*" truly reflects St. Joseph's core principles.

During 2005 all of us at St. Joseph's – medical staff, employees and the board of directors – met this challenge head-on. Despite health care's rising costs along with a growing number of the uninsured, St. Joseph's continued its mission of providing good quality health care at an affordable price.

Among our many accomplishments in 2005 included the addition of some of the latest in technology equipment. Our Interventional Digital Subtraction Angiography (DSA) system and our Nuclear Imaging System Gamma Camera are just two examples of our technology at work. A relationship between AdvantageHealth Medical Services, P.C. – an alliance between the physician practices of board-certified otolaryngologists and general surgeons and the Hospital was finalized.

St. Joseph's presence touched all corners of Chemung County with the expansion of our physical and occupational therapy services to the Big Flats area, while in Southport we completed the expansion of Southport Internal Medicine, one of our primary care offices.

Our successes did not go unnoticed as organizations from outside of Chemung County recognized St. Joseph's for its high quality work. The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) featured our cost-effective Performance Improvement (PI) Initiative entitled, metered-dose inhalers, during one of JCAHO's Satellite Network Videoconferences. At the same time St. Joseph's earned the Quality Respiratory Care Recognition (QRCC) under a national program aimed at helping patients and families make informed decisions about the quality of the respiratory care services available in hospitals.

Never one to rest on our laurels, St. Joseph's continues to move forward to even bigger and better opportunities in 2006. We look to finalize our designation as a Stroke Center of Excellence, implement a chronic dialysis service, and plan for a new and expanded Emergency Department.

There's no reason to stand still in 2006 because by standing still in today's world only causes you to fall behind the times. Therefore our journey in 2006 will remain steadfast – provide high quality healthcare in order to address the health care needs of our community.

II. Corporate Structure

St. Joseph's Hospital is a 501(c)3 not-for-profit corporation with a certified capacity of 295 beds. St. Joseph's is located at 555 East Market Street, in the City of Elmira, New York, which is located in Chemung County. The hospital operates primary care offices in the City of Elmira, Town of Southport, and the Town of Big Flats. St. Joseph's also operates a 71-bed skilled nursing facility, also located at 555 East Market Street in the City of Elmira. St. Joseph's parent corporation is St. Joseph's Health System, Inc. Subsidiaries include St. Joseph's Hospital Foundation – Elmira, NY Inc., St. Joseph's Heritage Corporation, St. Joseph's Health System Management Services Organization, L.L.C., St. Joseph's Health System Management Services Organization, LLC, St. Joseph's Housing Development Fund Company, Inc., Creative Orthotics & Prosthetics, Inc., and CAD/CAM Orthotics, Inc. DBA Madison Avenue Pharmacy.

III. 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's 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.

- *Reaffirmed on December 19, 2001 by St. Joseph's Board of Directors*



St. Joseph's "Mitten Tree" – During the holiday season employees donated hats, scarves, gloves, and mittens to help keep the needy of our community warm during the winter season.

IV. Performance in Meeting the Community's Health Needs

2005 Hospital Accomplishments

- Installed the latest in technology with the Philips MultiDiagnost Interventional Digital Subtraction Angiography (DSA) system offering radiographic fluoroscopy to vascular and interventional procedures.
- Acquired the SKYLIGHT nuclear imaging system – or gamma camera – in order to perform non-invasive, highly advanced diagnostic tests that can lead to potentially life-saving treatment options or rule out serious medical conditions.

- AdvantageHealth Medical Services, P.C. – an alliance between the physician practices of board-certified otolaryngologists Albert Menner, M.D. and Nils Peterson, M.D. and general surgeons P.V. Abraham, M.D., and S.A. Gulfaraz, M.D and the Hospital was finalized.
- Expanded physical therapy and occupational therapy services to the Big Flats area.
- Completed the \$400,000 expansion project for one of St. Joseph’s primary care offices – Southport Internal Medicine.
- Cost-effective Performance Improvement (PI) Initiative entitled, metered-dose inhalers, featured during the Joint Commission on Accreditation of Healthcare Organizations’ (JCAHO) November 10, 2005 Satellite Network Videoconference.
- Awarded a three-year term of accreditation in Magnetic Resonance Imaging (MRI) as the result of a survey by the American College of Radiology.
- Earned Quality Respiratory Care Recognition (QRCR) under a national program aimed at helping patients and families make informed decisions about the quality of the respiratory care services available in hospitals.

2005 Statistical Report:

• Licensed Beds	295
• Number of Employees (full-/part-time)	834
• Number of Licensed Physicians on Staff	183
• Number of Registered Nurses (full-/part-time)	137
• Number of Licensed Practical Nurses (full-/part-time)	48
• Number of Admissions	6,195
• Number of Emergency Department Visits	13,892
• Number of Outpatient Visits	114,673
• Number of Inpatient Surgeries	966
• Number of Hours of Occupational Therapy & Physical Therapy services for children in area school districts	7,000
• Southern Tier Addiction Rehabilitation Services (STARS):	
Outpatient & Intensive Outpatient Visits	13,611
Inpatient Rehabilitation – Patients Treated	250
Inpatient Rehabilitation – Patient Days	4,417
Adolescent Intensive/Outpatient Visits	1,828
• Annual % Occupancy (excluding SNF)	72.8%
• Number of Hours donated by Volunteers	26,903
• Total Number of Flu Shots Given to Employees/Hospital Volunteers/General Public	877

St. Joseph’s Participation in Community Coalitions:

Staff members participate in a variety of community coalitions and groups seeking to improve the health of our community. Among those groups and coalitions include the following:

- Adult Immunization Coalition
- Brothers & Sisters for Wellness
- Chemung County Emergency Preparedness
- Chemung County Housing Coalition
- Colorectal & Prostate Health Initiative of Chemung & Schuyler Counties
- Diabetes Action Coalition
- Eat Well, Play Hard Partnership
- Elmira Downtown Development “Shape Up Downtown”
- Healthy Living Partnership
- Healthy Women Partnership
- Learn & Serve Advisory Council of Elmira City School District
- Obesity Task Force
- Reach Out and Read (ROAR) of the Southern Tier
- School Readiness Project
- Strong Kids/Safe Kids
- Southern Tier Regional Emergency Management Services (STREMS)
- Southern Tier Tobacco Awareness Coalition
- TRIAD of Chemung County
- Tri-County Critical Incident Stress Management Team

V. Performance in Improving Access to Health Care Services for the Under-Served

As part of St. Joseph’s commitment to improving access to health care services for the under-served, the Hospital provided the following programs at low or no cost to the community in 2005:

- Participated in 19-community health fairs and preventative-screening events where over 800 people received either health information, blood pressure, blood sugar or bone density screenings.
- Hospital tours for many area youth groups and organizations.
- In cooperation with three area elementary schools St. Joseph’s “Adopt-A-School” program provided six health educational sessions for students in those schools’ kindergarten through grade five.

How to Contact Us

		Hand Management Services 737-7818 Kidney Center 737-7835 Laboratory 737-7811 Marketing/Community Development 737-7810 Medical Staff Office 737-7838 Neurodiagnostic Lab 737-7821 New Dawn/Alcoholism Rehab Residential Unit 737-7801 Occupational Health Services 737-7814 Outpatient Scheduling/MRI 737-7817 Radiology/X-Ray (Medical Imaging) 737-7813 Rehabilitation Center (Physical, Occupational and Speech Therapy) 737-7804 Senior Advantage 737-7016 Sleep Center 737-7008 Southern Tier Addiction Services 737-7802 Volunteers 737-7819
ASSISTANCE General Information 733-6541 Patient Information 737-7803 Admissions 737-7808 Behavioral Science Unit (Inpatient Psychiatric) 737-7002 Billing In/Out Patient 737-7805 Breast Imaging Center 737-7813 Cardiopulmonary Services 737-7816 Day Surgery 737-7830 Emergency/Trauma Services 737-7806 Endoscopy Services 737-7010		
555 E. Market Street, Elmira, NY 14901 www.stjosephs.org		

- Mentoring program for several students at Thomas K. Beecher Elementary School.
- Free weekly community blood pressure screenings in the Hospital's front lobby and Catholic Charities Samaritan Center resulted in over 600 people receiving the screenings.
- Free health seminars for over 175 people. The seminar topics were "Skin Cancer: Identification & Treatment," "Kidney Stones: How to Prevent a Repeat Performance," "Oh, My Aching Back: How Physical Therapy Can Help Ease the Pain," "Go With the Grains to Your Diet," and "Get a Grip – Common Problems to Mature Hands."
- Job shadowing experiences by local students with Hospital healthcare professionals.
- Over 100 people attended the monthly free health education seminar, "Hip & Knee Pain."
- A total of 16,693 patient visits at the Hospital's outpatient primary care offices in Elmira, Big Flats, and Southport.
- St. Joseph's Rehabilitation Center provided physical, speech and occupational therapy, upon physician referral, to students in the Elmira City and Elmira Heights School Districts as well as to residents in area nursing homes.
- Speech Pathology Department provided Cleft Lip and Palate Clinic for 60 Children that involved area physicians including plastic surgeons, orthodontists, oral surgeons, and general dentistry.
- Return to Work Program – Occupational Therapy Department assisted people in getting back to work after injuries as well as created healthy policies and procedures for industries' employees.
- Inpatient, outpatient, intensive outpatient and adolescent intensive outpatient services provided by Southern Tier Addiction Rehabilitation Services (STARS) and Addiction Rehabilitation Unit (ARU).
- Sponsorship or co-sponsorship of such support groups as Survivors of Stroke (SOS), Amputee Support Group, Diabetes Support Group, Widow/Widower Support Group, Depressive and Manic Depressive Support Group, and Alert, Well and Keeping Energetic (A.W.A.K.E.) for patients diagnosed with obstructive sleep apnea.
- Low-cost mammography provided in cooperation with American Cancer Society.
- Sponsored the seminar "Pastoral Care and Suicide: A Community of Faith Response."
- Co-sponsored Hospice Foundation of America Teleconference "Living With Grief: Ethical Dilemmas at the End of Life."

VI. Performance in Providing Charity Care

Financial assistance is available to those individuals determined to be financially ineligible for Medicaid, but whose gross income does not exceed the guidelines outlined in the table below. The Hospital's Financial Assistance Committee may also consider applicants with unusual circumstances falling outside the guidelines. Determination of eligibility is made within 30 days of receiving the application and proof of income.



A special ribbon cutting ceremony celebrated Southport Internal Medicine's \$400,000 expansion project.

Under St. Joseph’s Financial Assistance Program, the hospital provides our community with uncompensated care each year to persons unable to pay the total cost of hospital services. Patients must apply within six months (180 days) of initial billing. Certain elective procedures, such as cosmetic surgeries will not be eligible for financial assistance.

Full Discount Income/Resource Levels
(if over income limits for full discount – may be eligible for partial discount)

Family Size	Annual Income Limit	Resource Level
1	\$10,000	\$3,600
2	\$13,200	\$4,800
3	\$16,400	\$6,000
4	\$19,600	\$7,200
5	\$22,800	\$8,400
6	\$26,000	\$9,600
7	\$29,200	\$10,800
8	\$32,400	\$12,000

For each additional family member add \$3,200 to income limit and \$1,200 to resource level.

Partial Discount Income Levels

If Family Income exceeds Income Limits By:	Eligible Discount
1-10%	90% Discount
11-20%	80% Discount
21-30%	70% Discount
31-40%	60% Discount
41-50%	50% Discount
51-60%	40% Discount
61-70%	30% Discount
71-100%	20% Discount

Information regarding St. Joseph’s Financial Assistance Program can be answered by contacting St. Joseph’s Credit Department at (607) 737-1508.

VII. Financial Statement For Report Year 2005

I. Sources of Revenue

• Net Patient Services Revenue	<u>63,388,363</u>	
• Other Operating Revenue (e.g. investments)	<u>3,928,642</u>	
Total Revenue:		<u>\$67,317,005</u>

II. Expenses

• Salaries and Benefits	<u>40,524,606</u>	
• Supplies and Other Expenses	<u>19,467,945</u>	
• Depreciation and Interest	<u>5,072,178</u>	
Total Expense:		<u>\$65,064,729</u>

III. Bad Debt/Uncompensated Care 3,421,792

IV. Charity Care 369,202

Total Charity Care: \$3,790,994

V. Assets 53,733,016

VI. Liabilities and Fund Balances 53,733,016

VII. Capital-Equipment 11,303,634

VIII. Land 1,480,397

IX. Buildings & Improvements/Construction 8,091,877

Summary Financial Statement

1. Total Operating Patient Service Revenue:	<u>\$67,317,005</u>
2. Total Operating Expenses:	<u>\$65,064,729</u>
3. Charity Care:	<u>\$369,202</u>
4. Bad Debt/Uncompensated Care:	<u>\$3,421,792</u>

1. Revenue – includes income from patient care billings, grants, donation fund raising;
2. Operating Expenses – includes salaries/benefits, supplies, other expenses, depreciation and interests on expenses on loans;
3. Charity Care – this accounting is a result of facility charity care policies-reflecting expenditures associated with free care to patients not expected to pay their medical bills (e.g. patients without health insurance or financial resources)
4. Bad Debt – reflects expenditures not collected from patients expected to pay their medical bills – uncollected medical charges (e.g. patients with some form of health insurance or financial resources)

VIII. Addenda

- Board of Directors Rosters #1
- Organization Chart #2
- 2005 Revenue Percentages #3

Addendum #1

- *St. Joseph's Health System Board of Directors*

Donald Hartman, Chairman
A. Scott Welliver, Vice Chairman
Donald D. Quick, Secretary
Julie Delgrosso
Louis Difabio
T. Curran Sekella
Laura Sherwood
Scott D. Moore
Sister Marie Castagnaro, President
Robert McNamara, Treasurer
Gregory Sommers, Assistant Treasurer

- *St. Joseph's Hospital Board of Directors*

Donald Hartman, Chairman
Sister Marie Castagnaro, SSJ, President
Patricia Thompson, Secretary
Robert M. McNamara, Treasurer*
Gregory Sommers, Assistant Treasurer*
Martin Fennell
Angelo A. Fusco
John T. Gough (Bishop's Appointee)
Sister Mary Louise Heffernan, SSJ
Sister Elizabeth Anne LeValley, SSJ
Joseph P. Manning
Rob McKinnon
Sister Janice Morgan, SSJ** (President SSJ's of Rochester)
Dr. Kim Panosian
Donald D. Quick
Melinda Sartori
Dr. John Schiavone
Polly Smith-Blackwell
A. Scott Welliver
Dr. Kurt Krause** (President Medical Staff)
Dr. Edward Williams** (Vice President Medical Staff)

*Officer but not Member of the Board of Directors

**Ex-Officio Voting Member

- *St. Joseph's Hospital Foundation Board of Directors*

Julie Delgrosso, Chairperson
Alison Mandel, Vice Chairperson
Louis Difabio, Secretary
Clarence Croke, Treasurer
David P. Sullivan, President
Christopher Baker
Mary Ann Baker
Dr. Rose Byland
Sister Marie Castagnaro, SSJ
James J. Lynch II
Gina Mitchell
Michael Murray
Daniel O'Connell
Joanne Quick
David J. Sheen
Lindy Van Brunt

- *Creative Orthotics and Prosthetics Board of Directors*

John Renz, President & CEO
T. Curran Sekella, Chairman
Sheldon Hunt, Vice Chairman
Judy McIntosh, Secretary
Les Malcovitch, Director
David Sickles, Vice President & Director
Jerald M. Stemerman, Director

- *CAD/CAM Orthotics d.b.a. Madison Avenue Pharmacy Board of Directors*

Angela Grosvenor, Chairperson
Robert McNamara, Secretary/Treasurer
Dr. Francisco Corbalan
Dr. James Freeman
Carol Gill
James Reed
Anthony Ruggerio

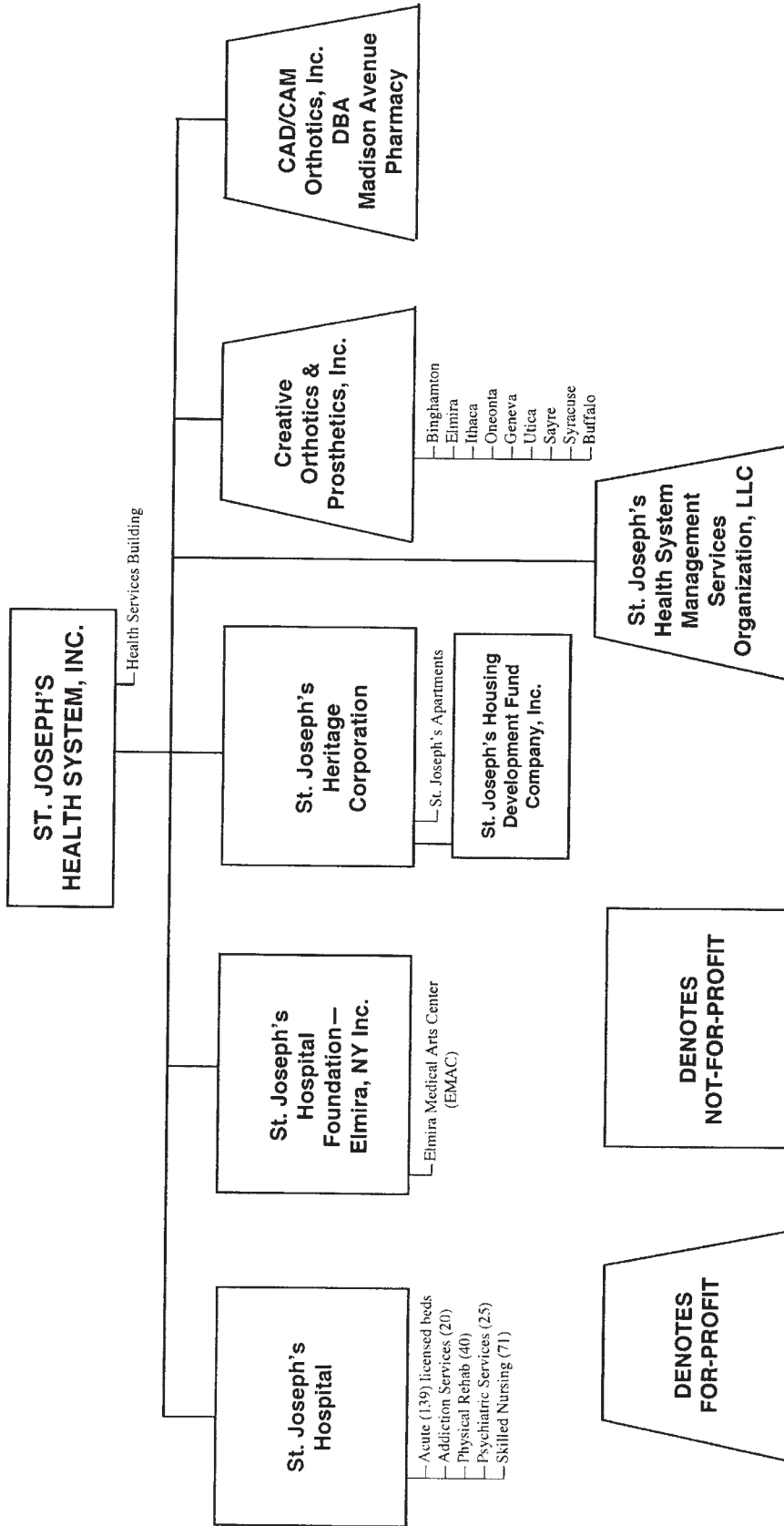
- *St. Joseph's Health System Management Services Organization, L.L.C.
Board of Directors*

Sister Marie Castagnaro, SSJ, President & Chairperson
Don VanGorder, Vice Chairperson
Robert McNamara, Secretary/Treasurer



ORGANIZATION CHART

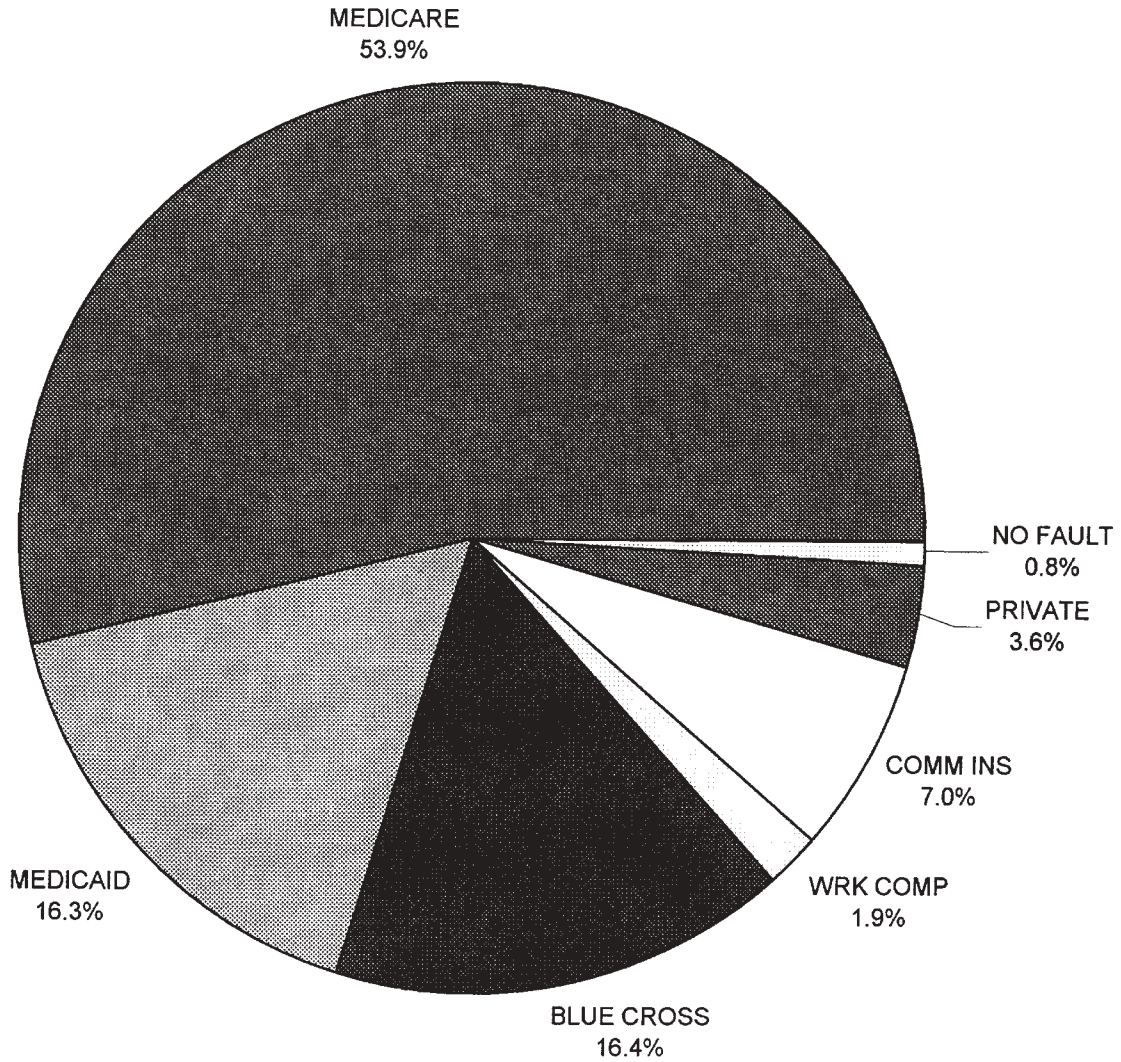
Date	Manual No.
2/17/06	Oc-A11
Replaces (Date & No.)	
2/16/05	Oc-A10



Approved by: *Thomas R. Crotty, CEO*

ADDENDUM #3

ST. JOSEPH'S HOSPITAL
2005 REVENUE PERCENTAGES





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