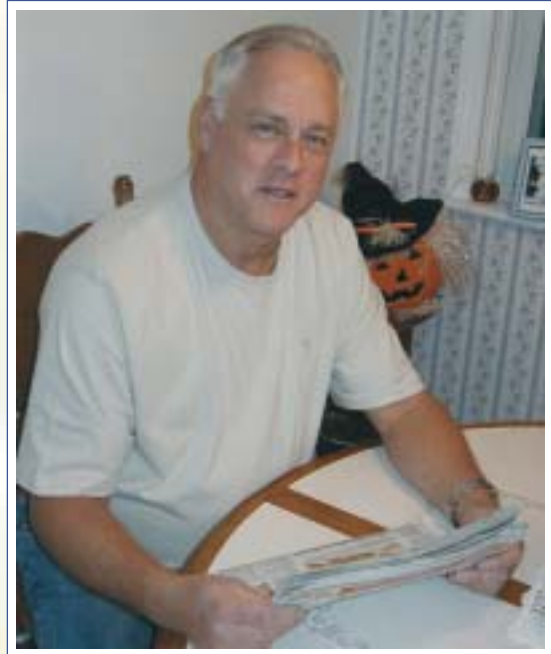


St. Joseph's - Providing the Community with Healthcare Options



“Due to the pain in my thumb, signing my name or writing a check was excruciating. St. Joseph’s Hand Management Center had the knowledge I was looking for to help me understand what I have and to help me in my everyday life.”

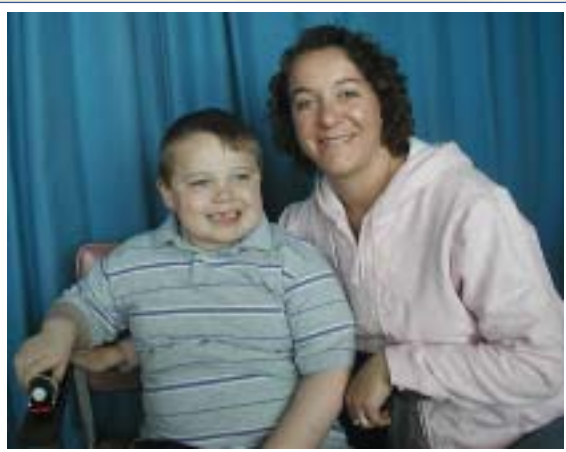
Donna Little, Horseheads, NY



“I feel alot better during the day and I’m more rested. I’m very thankful that I had a Sleep Study done at St. Joseph’s because I get alot more things done during the day.”

Dick Clark, Elmira, NY

2007 Annual Report & Community Benefit Plan



“Occupational Therapy has been wonderful for Zachary. We’ve seen alot of improvement with Zachary’s motor development. We’re very fortunate to have a program like this one in our area for him.”

Aimee & Zachary Miller, Elmira, NY

**St. Joseph's 2007 Annual Report
&
Community Benefit Plan**

	Page
I. A Message From The President/CEO	2
II. Corporate Structure	3
III. Mission Statement	3
IV. Public Participation in Processing and Notice to Public	4
V. Needs Assessment	6
VI. Strategic Plan	8
VII. Financial Report	8
VIII. Addenda	11

In accordance with Section 2803-1 of the New York State Public Health Law, St. Joseph's presents its Community Service Plan and 2007 Annual Report.



I. A Message From The President/CEO

Sister Marie Castagnaro, SSJ

Since we opened our doors on September 24, 1908 St. Joseph's has fostered a culture of healing in body, mind, and spirit for all people who are in pain, broken, confused, and addicted. It all started with a dedicated group of Sisters of St. Joseph of Rochester and physicians who saw the need for a faith-based hospital in Elmira. This dedicated band of pioneers won over the hearts and minds of an entire community. Frequently, community residents rallied their support for St. Joseph's through their strong financial contributions. The fortitude, courage and insight of this circle of women and men laid the cornerstone for what St. Joseph's stands for today in the 21st Century.

Throughout the years St. Joseph's has always been a "safety net" hospital willing to meet our community's unmet healthcare needs ranging from our Behavioral Science Unit to the establishment of our inpatient/outpatient substance abuse rehabilitation services. At the same time we have remained at the forefront of local healthcare by providing high quality patient care through our continual investment in critical state-of-the-art technology and healthcare services.

It does not matter if the year is 1908 or 2007, St. Joseph's has faced numerous challenges and opportunities. As an organization and partner in this community we have overcome these hurdles and have grown to become stronger thanks to the idealism of our early founders. You can find that spirit of care and compassion by walking the halls of our Hospital. What you will see is a staff dedicated to patient care, care of the family and care of each other.

No task is ever too little or big for our staff. We come together from numerous faith backgrounds and yet one priority is clearly part of who we are at St. Joseph's – remembering and fulfilling the Mission of St. Joseph's each and every day.

In 2008 we will reflect upon our facility's many accomplishments and achievements as we celebrate St. Joseph's 100th anniversary. This year's many special events commemorating this major milestone will give everyone an opportunity to look back on our past with pride and satisfaction. Please be assured, however, that our vision will continue to shine our spotlight on serving this community and its residents for the next 100 years and beyond.

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 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 and works with other health care providers and agencies to meet regional health care needs. St. Joseph's strives to provide the latest advances in medical technologies and provides education for staff, patients and the community.

- Reaffirmed on April 26, 2006 by St. Joseph's Board of Directors -

St. Joseph's Service in Action...

"Fassett Elementary School has started our partnership with St. Joseph's Hospital. In November our kindergartners learned the importance of washing their hands. (LEARNING) They were given a bar of soap, and made posters that will be posted in the hospital reminding visitors to wash their hands. (SERVING) The Highlight of the visit was the black light showing all of the germs on their hands."

Karen Buck, Fassett Elementary School Teacher who coordinates most of that school's "Learn & Service" activities.

IV. Public Participation in Processing and Notice to the Public

St. Joseph's utilizes many primary and secondary resources in pinpointing and addressing the community's healthcare needs. The dedicated and passionate community leaders who volunteer for its Board of Directors offer their input, advice, recommendations, and oversight in providing the Hospital's leadership and direction.

As an additional planning resource St. Joseph's Marketing/Community Development established a Community Advisory Council comprised of a cross section of the community for the purpose of offering input on improving quality of care and service for the Hospital's patients.

In addition to these volunteers, several Hospital staff members take part in many local coalition groups that have been organized to address those critical health care issues facing the community. The feedback from these coalitions, comprised of community members, provides guidance to St. Joseph's in addressing and meeting these issues.

St. Joseph's employee representation can be found on the following coalitions:

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

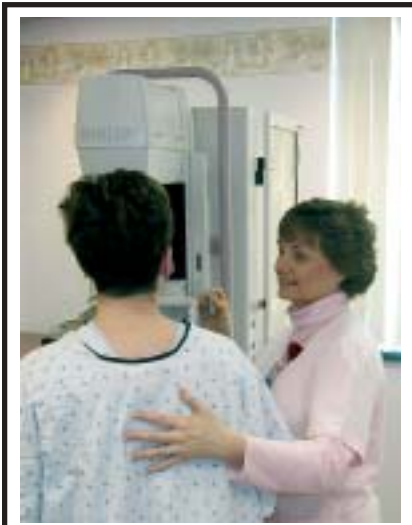
Members of the general public seeking additional information about St. Joseph's or requesting a copy of this report may contact St. Joseph's Marketing/Community Development Department at (607) 737-7810. St. Joseph's 2007 Annual Report & Community Benefit Plan may also be accessed for viewing and printing on-line at St. Joseph's web site at www.stjosephs.org. Copies of this report are also mailed to many local community leaders and elected officials.

2007 Hospital Accomplishments

- Earned Quality Respiratory 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.
- Joins Institute for Healthcare Improvement's (IHI) 5 Million Lives Campaign to reduce medical harm throughout the nation.
- St. Joseph's Auxiliary receives one of the Healthcare Association of New York State's (HANYs) Advocacy Certificates for its contributions to St. Joseph's and the community.

2007 Statistical Report:

• Licensed Beds	295
• Number of Employees	1,000
• Number of Licensed Physicians on Staff	194
• Number of Outpatient Visits	107,247
• Number of Emergency Department Visits	15,518
• Southern Tier Addiction Rehabilitation Services (STARS)	
Outpatient & Intensive Outpatient Visits	11,128
Adolescent Intensive/Outpatient Visits	1,579
• Number of Hours of Occupational Therapy & Physical Therapy services for children in area school districts	7,353
• Number of Surgeries	3,718
• Number of Admissions:	
Medical/Surgical	4,313
Behavioral Science Unit	929
Physical Rehabilitation	364
Alcohol Rehabilitation	260
Skilled Nursing Facility	111
• Annual Acute Care % Occupancy	75.6%
• Number of Hours donated by Volunteers	27,762
• Total Number of Flu Shots Given to Employees & Hospital Volunteers	570



In cooperation with the Healthy Women Partnership St. Joseph's Breast Imaging Center provides mammography service to qualified women who cannot afford it..

V. Needs Assessment

In determining the needs' assessment for the communities it serves St. Joseph's collects and reviews information and data from several sources.

The following reports, documents and surveys were instrumental in developing this assessment:

- Press Ganey Patient Satisfaction Surveys of St. Joseph's patients.
 - Kolpien & Associates 2006 healthcare survey that incorporated the results of a telephone sample of 500 residents of the greater Elmira-Corning area.
 - Solucient Market Planner Plus
 - Chemung County Health Department's Community Health Assessment (2005 – 2010).
 - United States Census Data
 - New York State Department of Health
 - New York State Department of Labor
 - The National Center Health Statistics (NCHS)
- American Cancer Society – Southern NY Region – 2006 Community Needs Assessment
 - New York State Cancer Registry - 2007
 - National Immunization Program
 - Finger Lakes Health Systems Agency Chemung County Health Report (October 2006).
 - Food Bank of the Southern Tier Hunger in America 2006 – Local Report Summary.
 - Prevention Risk Indicator Service Monitoring System for Alcohol and Substance Abuse: 2005 Risk Profile for Chemung County – New York State Office for Alcoholism and Substance Abuse Services.

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 2007:

- Participated in several community health fairs and monthly preventative-screening events where over 1,400 people received either preventative health information, blood pressure, blood sugar or bone density screenings.
- Hospital tours for many area youth groups and organizations.
- Mentoring program, featuring hospital employees as mentors, for several students at Thomas K. Beecher Elementary School.
- 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.

- Free weekly community blood pressure screenings in the Hospital's front lobby resulted in 590 people receiving the screenings.
- Free and low cost health seminars for over 200 people. The seminar topics were "Stroke: Early Intervention is the Key," "Alzheimer's Disease – Just Getting Forgetful or Reason to Worry?" and "Alzheimer's Disease: Tools for Faith Communities, Caregivers, Parish Ministers, and Clergy."
- Job shadowing experiences by local students with Hospital healthcare professionals.
- A total of 129 people attended the monthly free health education seminar, "Hip & Knee Pain."
- A total of 14,594 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 50 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, Diabetic 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.
- Mammography provided in cooperation with Healthy Women Partnership to qualified women.
- Co-sponsored Hospice Foundation of America Teleconference "Living With Grief®: Before and After Death" which attracted 45 people.

St. Joseph's Service in Action...

"Learning Buddies: Lessons are presented to partner learning buddies classes on health and social topics presented by St. Joseph's 'Adopt-a-School Program.'"

LeAnne Becker

**Assistant Principal – Beecher Elementary School &
Learn & Serve Contact Person for that school**

VI. Strategic Plan

In 2007 St. Joseph's commissioned Noblis, Inc., a nationally known healthcare consultant, to prepare a Need Analysis Report on the Chemung County Community. Noblis used many of the primary and secondary sources of research data indicated in the "Needs Assessment" section of this plan. The Noblis report noted that the services showing the greatest need in Chemung County were:

- Primary and Preventive Care – particularly for the Medicaid Population
- Outpatient Psychiatric and Substance Abuse Services
- Transitional Care
- Home Health

As part of St. Joseph's Strategic Plan the following vision statement illustrates St. Joseph's commitment in addressing these needs:

St. Joseph's will improve the health of our community through the treatment of traumatic and acute illnesses by a dedicated and trained professional staff utilizing the latest in medical technology.

Our success will be achieved by:

- *Developing customer oriented, quality driven, financially sound programs and services;*
- *Empowering people toward spiritual, physical, and emotional wellness;*
- *Partnering in collaborative joint venture opportunities with a regional healthcare delivery system that shares similar values, and*
- *Championing health education and disease prevention.*

Also, we will continue to provide long term nursing care by using an approach that provides preventative, therapeutic, and rehabilitative services.

VII. Financial Report

• Financial Assistance Program – 2007

Financial assistance is available to individuals/families that are unable to pay the cost of Hospital services and have gross incomes and resources that do not exceed the guidelines below. Applications must be submitted within 12 months of the date of service. St. Joseph's Financial Assistance Committee may also consider applications with unusual circumstances falling outside the guidelines. See below for Financial Assistance Guidelines.

To be eligible, the applicant must provide the following:

- A fully completed, signed and dated application.

- Verification of income for all eligible family members for the previous 6 months. Self-employed applicants please call (607) 737-1508 for details of needed information. Applications without proof of income will be denied automatically.
- A denial from Medicaid or other New York State program, in those cases where the Hospital believes the applicant may be eligible to receive help to pay their Hospital bills. Applicants may call our help line, 607-737-1508, for information or questions.

Certain elective procedures, (e.g., cosmetic surgery) are not eligible for financial assistance. In and Outpatient addiction services are eligible only if the patient resides within our Primary Service Area, defined as Chemung, Schuyler, Steuben, Tioga and Tompkins Counties.

St. Joseph's Income and Resource Level Guidelines

Family Size	Annual Income Limit	Resource Level	
1	\$0 - 20,500	Full Discount	\$4,200
	\$20,501 – 23,100	30% discount and Blue Cross rate	
	\$23,101 – 25,650	15% discount and Blue Cross rate	
	\$25,651 – 30,750	Blue Cross rate	
2	\$0 – 27,400	Full Discount	\$5,500
	\$27,401 – 30,825	30% discount and Blue Cross rate	
	\$30,825 – 34,250	15% discount and Blue Cross rate	
	\$34,251 – 41,100	Blue Cross rate	
3	\$0 – 34,400	Full Discount	\$7,000
	\$34,401 – 38,700	30% discount and Blue Cross rate	
	\$38,701 – 43,000	15% discount and Blue Cross rate	
	\$43,001 – 51,600	Blue Cross rate	
4	\$0 – 41,400	Full Discount	\$8,500
	\$41,401 – 46,575	30% discount and Blue Cross rate	
	\$46,575 – 51,750	15% discount and Blue Cross rate	
	\$51,751 – 56,925	Blue Cross rate	
5	\$0 – 48,300	Full Discount	\$10,000
	\$48,301 – 54,350	30% discount and Blue Cross rate	
	\$54,351 – 59,400	15% discount and Blue Cross rate	
	\$59,401 – 65,450	Blue Cross rate	
6	\$0 – 55,300	Full Discount	\$11,500
	\$55,301 – 62,250	30% discount and Blue Cross rate	
	\$62,251 – 69,250	15% discount and Blue Cross rate	
	\$69,251 – 76,250	Blue Cross rate	
7	\$0 – 62,200	Full Discount	\$13,000
	\$62,201 – 70,000	30% discount and Blue Cross rate	
	\$70,001 – 77,800	15% discount and Blue Cross rate	
	\$77,801 – 85,600	Blue Cross rate	
8	\$0 – 69,200	Full Discount	\$14,500
	\$69,201 – 77,850	30% discount and Blue Cross rate	
	\$77,851 – 86,500	15% discount and Blue Cross rate	
	\$86,501 – 95,250	Blue Cross rate	

For each additional family member add \$7,000 to income for a full discount. If applicable, a partial discount will be calculated by the business office. Add \$1,500 for each additional family member to the resource level.

A determination of eligibility will be made within 30 days of our receipt of the application and proof of income. Applications submitted without proof of income or a letter of explanation will be automatically denied. Applications are not open-ended. The Hospital may require the person to reapply for each additional service.

Completed Financial Assistance Program forms will be sent to St. Joseph's Hospital, P.O. Box 1512, Elmira, New York 14902-1512. The Hospital's Medicaid worker may be reached at (607) 733-6541, extension 355.

• ***2007 Financial Statement***

I. Revenue

• Net Patient Services Revenue – Total All Services	<u>\$62,216,247</u>
• Other Operating Revenue (e.g. investments)	<u>\$5,776,438</u>
Total Revenue:	<u>\$67,992,685</u>

II. Expenses

• Depreciation & Interest	<u>\$4,059,060</u>
• Salaries	<u>\$30,372,386</u>
• Employee/Fringe Benefits	<u>\$9,187,684</u>
• Supplies & All Other Expenses	<u>\$24,505,116</u>
Total Expense:	<u>\$68,124,246</u>

III. Details of Specific Revenue/Expense Items

• Government Grants Revenue	<u>\$000,000</u>
• Research & Medical Education Revenue	<u>\$000,000</u>
• Research & Medical Education Expense	<u>\$000,000</u>

• Bad Debt/Uncompensated Care	<u>\$3,227,660</u>
• Free Care (Charity Care, Hill Burton)	<u>\$452,384</u>
• Courtesy Care	<u>\$000,000</u>
• Community Benefit	<u>\$2,378,445</u>

VIII. Addenda

• Board of Directors Rosters	#1
• Organization Chart	#2
• 2007 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
Christopher P. Baker
Julie Delgrosso
Louis Difabio
Sheldon Hunt
Scott D. Moore
Sister Marie Castagnaro, President
Robert McNamara, Treasurer
Gregory Sommers, Assistant Treasurer

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

Donald Hartman, Chairman
Dr. John Schiavone, Vice Chair
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)
Donald D. Quick
Polly Smith-Blackwell
Donald Thomson
A. Scott Welliver
Dr. Edward Williams** (President Medical Staff)
Dr. Philip Stuart** (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*

Louis Difabio, Chairperson
Christopher P. Baker, Vice Chairperson
Gina Mitchell, Secretary
Clarence Croke, Corporate Treasurer
David P. Sullivan, President

Sister Marie Castagnaro, SSJ
Julie Delgrosso
Stephen Eckler
James J. Lynch II
Alison Mandel
Michael Murray
Daniel O'Connell
Dr. Roger Schenone
Joanne Quick
Lindy Van Brunt
Mary Jo Yunis

- *Creative Orthotics and Prosthetics Board of Directors*

Sheldon K. Hunt, Jr., Chairman
Les Malcovitch, Vice Chairman
Judy McIntosh, Secretary
John Renz, President/CEO
Carol Negri
Jerald M. Stemerman

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

Joseph Braunscheidel, President
Angela Grosvenor, Chairperson
Robert McNamara, Secretary/Treasurer
Dr. Francisco Corbalan
Dr. James Freeman
Anthony Ruggerio

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

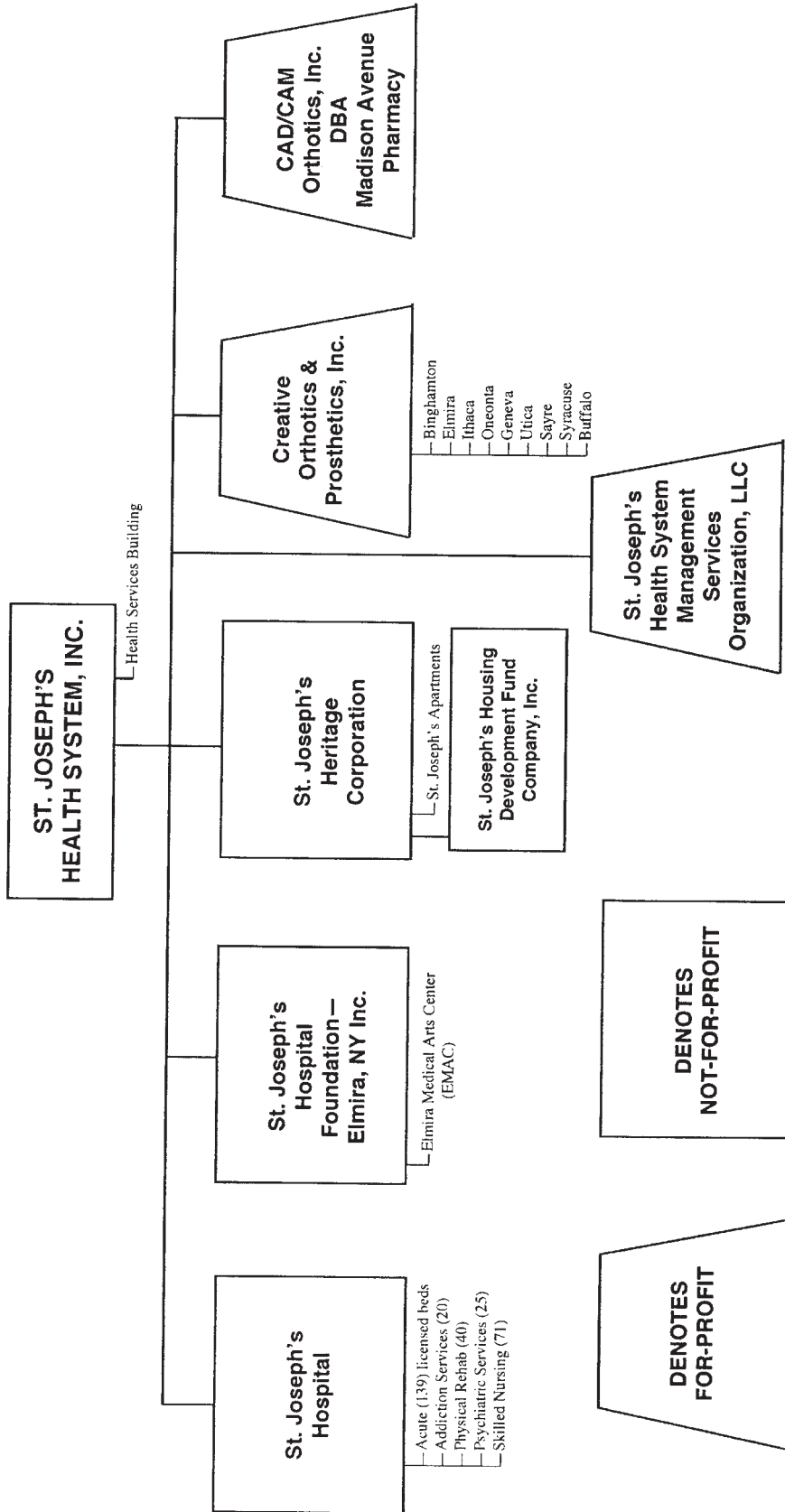
Sister Marie Castagnaro, SSJ, President & Chairperson
Don VanGorder, Vice Chairperson
Robert McNamara, Secretary/Treasurer

ADDENDUM #2



ORGANIZATION CHART

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

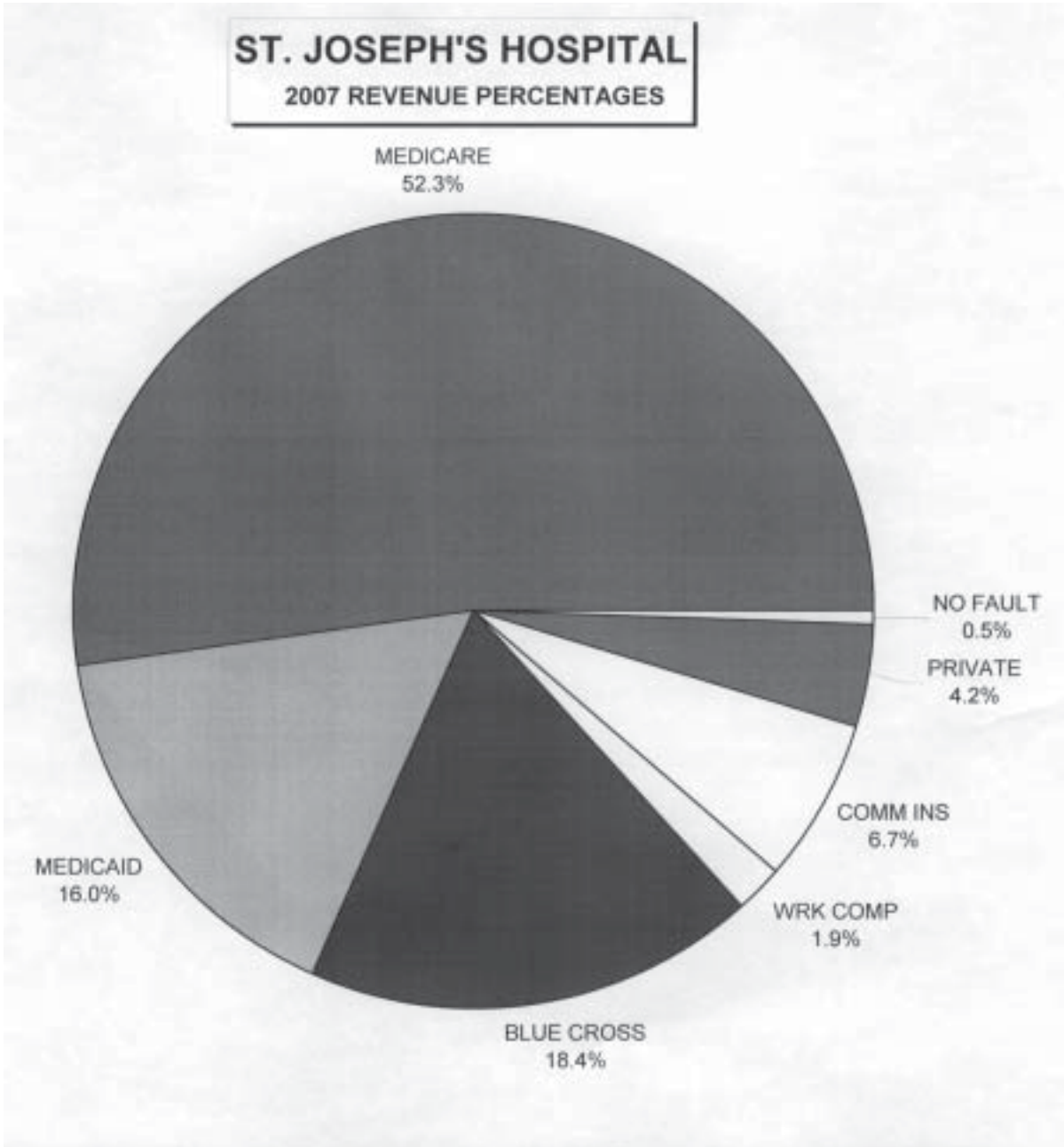


DENOTES NOT-FOR-PROFIT

DENOTES FOR-PROFIT

Approved by: Shirley R. Castiglione, SSS

ADDENDUM #3



St. Joseph's Community Service in Action



www.stjosephs.org



 **St. Joseph's**

Helping You Live a Healthy Life

MARKETING & COMMUNITY DEVELOPMENT
555 East Market Street • Elmira, New York 14901
(607) 733-6541