

HEALTHCARE THAT WORKS. HEALTHCARE THAT IS SAFE. HEALTHCARE THAT LEAVES NO ONE BEHIND.

# 2009 Community Service Plan



# MESSAGE

from the CEO



Dear Friends,

Providing community benefit is an important part of our Mission. It represents a vital link to our community & neighbors. Our strength is in our history and Mission. These aspects are what we continue to build upon.



Every year we learn the importance of depending upon each other in times of need. This past year our community continued to experience changes resulting from the turbulent economy. The number of uninsured and underinsured continued to rise. This year, in light of the national threat of the H1N1 "swine flu", Lourdes took a leadership role in the community to ensure the community was prepared. Lourdes provided community education, flu clinics, an online waiting list and sponsored hand sanitizer stations at the Oakdale Mall.

Throughout the year, Lourdes responded to the community's needs by increasing access and coverage to health care services. A few of the services we focused on were broadening access to laboratory services, primary care treatment, cancer screenings and our diabetes services. Our primary care services expanded by hiring five additional primary care providers and opening a walk-in service at our Owego practice.

A significant effort was spent in increasing access to pharmaceuticals, children's oral health, and behavioral health services for youth. In August 2009, the Hope Dispensary of the Southern Tier opened. This free pharmaceutical assistance program served over 1,100 persons. Together with Pharmacy Assistance Programs, Lourdes enabled over \$600,000 in free pharmaceuticals to be provided to the community. 9% of those served by the Hope Dispensary were linked to a medical provider. Access to dental services increased by 10 hours per week, resulting in serving nearly 14% more children and providing 16% more dental visits. As part of Lourdes' commitment to address the behavioral health needs of children and youth, Dr. Michael Lavin was hired to serve as a full time Psychiatrist within The Corner for Youth & Family.

Our associates extended our ministry into the community by providing supplies to elementary schools, participating in food drives, and ensuring that nearly 600 people were able to enjoy the blessings of the holiday season.

As a leading health care provider, each year we provide millions of dollars in charity care & health education programs to our community. This past year our total charity care was 13.8% more than the prior year. Lourdes is pleased to report to the community the services provided during 2009 which address the Community's Health Status and Health Priorities.

We remain committed to our call to provide *Health Care that Works, Health Care that is Safe, and Health Care that leaves No One Behind*. We look forward to continuing to partner with the community in the future. Our relationships inspire us & make our community a stronger, healthier place to live. We invite you to Experience Lourdes and to participate in furthering the healing ministry to which we have been called.

David Patak  
President & Chief Executive Officer

# Priorities for the Year

During 2008-2009, Lourdes collaborated with community agencies under the direction of the New York State Health Department and County Health Departments to address public health issues and underlying causes/contributing factors to health status and chronic disease. This report to the Community demonstrates how Lourdes has worked over the last year to help the Greater Binghamton community in the following key community health areas:

- Access to Healthcare
- Behavioral/Mental Health.
- Maternal/Child/Adolescent Health
- Frail & Elderly
- Preventing & Managing Chronic Disease, including cancer, diabetes, pneumonia, asthma, cardiovascular disease/stroke, and obesity.

The following chart gives an overview of some of the programs and services Lourdes offers that impact the community's health status. More information about these programs is available on our website at [www.LOURDES.com](http://www.LOURDES.com).

PROGRAM	PERSONS SERVED
<b>Access To Healthcare</b>	
Pharmaceutical Access Hope Dispensary	1,127 persons served, over 3,800 prescriptions, \$337,000 value
Pharmacy Assistance Program (PAP)	1,056 prescriptions, \$271,000 value
Patient Financial Assistance Program	4,200 enrolled
Discounted self-pay accounts	Nearly 20,000
Medicaid Facilitated Enrollment	3,200 screened with 23.8% being enrolled in a health coverage program
LECCO – Total Donations 8 Community Agencies which assist with Access to services and to persons in need	Over \$112,000
Community Awareness Events – Health Fairs	Over 5,200 persons served
Mission in Motion	1,675
Mobile Mammography	Nearly 1,350
Physician Referral Services/Call Center	5,300 persons served, 61% increase
<b>Behavioral/Mental Health</b>	
The Corner (for health and counseling)	4,600 visits, 1,400 clients
Mental Health Juvenile Justice Project (MHJJ)	162 youth and family members
Detention Alternative After School Program (DAASP) and Juvenile Arrest Diversion Endeavor (JADE)	59 served
Student Assistance Program	8 school districts, 6,600 students
Alcohol & Drug Education Prevention Program	1,972 units of service
Teen Nurturing Parenting Program	9 families and 21 family members, 273 units of service
<b>Frail &amp; Elderly</b>	
Hospice	38,821 days of care
Volunteers	9,411 volunteer hours; Drove over 50,245 miles to assist patients and their families
Palliative Care	Nearly 1,300 consultations and visits

(continued on next page)

## PROGRAM

## PERSON'S SERVED

PROGRAM	PERSON'S SERVED
<b>Maternal/Child/Adolescent Health</b>	
DeMarillac Prenatal Program	Nearly 6,000 visits, a 7.6% increase
DePaul Pediatric Program	Over 9,700 visits
Center for Oral Health Center	4,695 patients and 12,684 visits
Mobile Van	2,013 patients and 3,462 visits
Community Outreach and Oral Health Education*	1,932 persons at 21 community and school events
Parents And Children Together (PACT)*	442 families and 4,450 home visits
Family Support Program - Families and Schools Together (FAST)*	7 School Districts, 83 families, nearly 3,700 contacts
<b>Mission in Action (Community Outreach)</b>	
School Supply, Holiday Programs, Thanksgiving and other service	Nearly 1,000 persons
Community Awareness Events - Donations raised by Lourdes Associates (American Heart Association, American Cancer Society Events, Diabetes Walk, March of Dimes and other events)	6,300 persons served, over \$52,000 in donations
<b>Preventing &amp; Managing Chronic Disease</b>	
<b>Cancer</b>	
Breast Cancer Screening	15,900 Screenings, a 13.6% increase; Nearly 1,350 Mobile Mammography
Radiation Therapy	Over 9,900 Treatments
Mission in Motion	1,675
<b>Cardiovascular</b>	
Screenings	Over 900
<b>Diabetes</b>	
Community Education, support groups	2,000
Minority glucose screenings	Over 100
Endocrinology visits	Nearly 12,000, a 7.7% increase
<b>Infectious Disease/Pneumonia</b>	
Influenza Vaccines	21,700
<b>Home Health</b>	
	Over 58,500 visits

\* FY 2009

# Our Mission

Rooted in the loving ministry of Jesus as healer, we commit ourselves to serving all persons with special attention to those who are poor and vulnerable. Our Catholic health ministry is dedicated to spiritually centered, holistic care which sustains and improves the health of individuals and communities. We are advocates for a compassionate and just society through our actions and our work.

In addition to these specific Lourdes programs, Lourdes was also involved in a variety of Community coalitions and efforts to further address these community needs.

## COMMITMENT TO COMMUNITY HEALTH STATUS

### Access to Health Care

- Lourdes made a significant investment to provide healthcare access and coverage to help the uninsured. Lourdes continued to employ six **financial counselors** to assist uninsured individuals in determining eligibility for healthcare coverage, and expanded outreach efforts by implementing an “out-bound call” program to assist the uninsured in Lourdes primary care practices in accessing health care coverage.
- Lourdes increased Pharmaceutical Access in the community by securing \$257,000 in grants to open the Dispensary of Hope of the Southern Tier August 2009. From August 2009 to June 2010, this free pharmaceutical prescription program served over 1,100 persons by filling over 3,800 prescriptions for a value of \$337,000. Through the Hope Dispensary residents accessed an additional 1,056 prescriptions totaling over \$271,000 through Pharmacy Assistance Programs. Over 100 persons were linked to a medical home through the Hope Dispensary.
- Lourdes expanded access to Tioga County residents by adding Walk-in services at the Lourdes Owego Primary Care practice.
- Lourdes assisted the community in preserving access to primary care by employing 5 primary care physicians.

### Behavioral & Mental Health and Maternal, Child, and Adolescent Health

- Lourdes **Youth Services** reaches thousands of children and families each year with quality, comprehensive services. Lourdes Youth Services touched the lives of youth and their families during the year through collaboration with area schools, coalitions, the health department, the New York State Juvenile Justice System. Lourdes Youth Services administers nearly \$2.1 million in grants annually to serve the most vulnerable children and youth in our community.
- Lourdes Youth Services, in collaboration with Broome Tioga BOCES and Binghamton University MSW program, received a multi-year \$5.6 million Federal SHARE (Safe Healthy Attitudes Require Education) grant to provide research, programming and direct service in Broome County schools. \$2 million of this will be used by Lourdes to expand services.
- Dental services were increased by 10 hours per week and services were extended to the Harpursville Central School District.
- Lourdes Corner for Youth Services hired a full time psychiatrist.

### Chronic Disease

- **Lourdes Regional Cancer Center** provided outreach and education services for breast, cervical and colorectal cancer through the Cancer Services Program, community health fairs, and support groups. A new survivorship and nurse navigator program was introduced to address community need. Lourdes Regional Cancer Center was named a recipient of the **2008 Commission on Cancer (CoC) Outstanding Achievement Award**. As one of only 95 programs nation-wide, to achieve this award, Lourdes demonstrated the highest levels of commitment to high quality cancer services to all.

- In partnership with **Working on Wellness (WOW)**, Lourdes teamed up to address childhood obesity issues and their relationship to health, disease, and Type II diabetes.
- **Strategic Alliance Grant** partner with the Broome County Health Department to address obesity within the poor and vulnerable pediatric population.
- **Reducing heart disease:** through activities such as Mission Meltaway and maintaining a smoke free environment. Smoking cessation programs continue throughout the Lourdes Primary Care Network with the local “Team Act” coalition.

### Frail & Elderly

- Lourdes addressed the needs of the frail and elderly and their families through many venues, among which were participation in the **Aging Futures** community-wide coalition whose mission is to address the needs of the senior population in the community.
- Lourdes at Home served nearly 2,200 persons, 8% more than in 2008, providing more than 58,500 home health visits to Broome County residents. Lourdes at Home tele-health monitoring program has proven to decrease Acute Care Hospitalization rates significantly for patients with Congestive Heart Failure. Lourdes continues to be the only Home Health Care Agency to service pediatric patients. Lourdes partners with Lourdes Health Support in the care of home ventilator patients.
- Lourdes participates in the **Southern Tier End of Life Coalition**, provides the area’s only palliative care services, and is the only hospice provider for Broome and Tioga county residents.

### Commitment to Health Care that is Safe

Lourdes is committed to providing quality care to everyone we serve. By instituting a number of quality improvement initiatives, Lourdes continues to offer improved community health status.

- **Cardiovascular disease**, including stroke and heart failure, remains a significant health concern locally and nationally. Through Lourdes’ heart failure disease management programs and home care heart failure program Lourdes met or exceeded local and New York State clinical outcomes for Heart Failure, Pneumonia, and Surgical Site Infection. Public and professional education on stroke prevention and treatment was provided throughout the year, along with cardiovascular screenings. Lourdes maintains its New York State Health Department Stroke Center designation.
- **Infectious Disease & Pneumonia.** Lourdes participated in the Institute for Health care Improvement (IHI) 100k Lives Campaign, and is a designated mentor hospital, in recognition of efforts and results with the campaign. Issues being addressed through the campaign included ventilator acquired pneumonia, acute myocardial infarctions, preventing central line infections and preventing adverse drug events.

## Lourdes’ Financial Commitment to the Community

### 2009 CALENDAR YEAR

<b>Charity Care</b>	
Free Care.....	\$5,908,000
Community Benefit Programs.....	\$15,578,000
Total Charity Care .....	\$21,486,000
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Bad Debt .....	\$9,867,000
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Medicaid Shortfall.....	\$5,734,407
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Medicare Shortfall.....	\$16,229,067

## Core Values

### **SERVICE OF THE POOR**

Generosity of spirit, especially for persons most in need.

### **REVERENCE**

Respect and compassion for the dignity and diversity of life.

### **INTEGRITY**

Inspiring trust through personal leadership.

### **WISDOM**

Integrating excellence and stewardship.

### **CREATIVITY**

Courageous innovation.

### **DEDICATION**

Affirming the hope and joy of our ministry.

## ABOUT Lourdes

For over 80 years, Lourdes has been a cornerstone of our community, offering resources that have made a difference. With our spiritual, Catholic faith tradition, Lourdes Hospital provides the compassionate care that every patient deserves.

Lourdes is more than an inpatient acute care hospital...we are an outpatient ambulatory surgery center...we are a Regional Cancer Center. We provide Palliative Care and Hospice Care, an orthopedics program, diabetes care, home health care, and much more. Reaching beyond the boundaries of our main campus, Lourdes has established a network of primary care physician offices at convenient sites throughout the region. The Mission In Motion, Mobile Mammography and Dental Care programs provide primary care cancer screening services, mobile mammography and dental care through three mobile medical vans, making health care accessible to rural populations and children in need.

Lourdes is also a member of Ascension Health, the largest, Catholic, nonprofit healthcare system in the nation with more than 107,000 associates represented across 20 states and the District of Columbia.

Much has changed in the community and at Lourdes since the Daughters of Charity opened a small 25-bed hospital on Riverside Drive over 80 years ago, but one thing remains constant: the commitment and Mission of caring found here each and every day.