

Finger Lakes Health is committed to providing compassionate care to every member of our community, regardless of their ability to pay.

**\$14.49 Million**

Finger Lakes Health's total 2022 community benefit and charity care.



**2023**  
**Report to the**  
**Community**



**UR**  
MEDICINE

**FINGER LAKES**  
HEALTH

# We Are Committed



Finger Lakes Health is committed to providing compassionate care to every member of our community, regardless of their ability to pay. It is this philosophy that guides us as a not-for-profit healthcare system. If you do not have health insurance, or think you may not be able to pay in full for your care provided by Geneva General Hospital, Soldiers and Sailors Memorial Hospital, or our affiliated practices, we can help. Our Financial Aid Program, also known as "charity care," is available to assist uninsured or underinsured members of our community who are willing, but unable to pay in part or full for their care. Financial Aid is based on your income, assets, and needs. In addition, we may be able to help you obtain free or low-cost health insurance, or work with you to establish a manageable payment plan.

To speak to a representative about our financial aid program please call our Financial Assistance Office at (315) 787-4150.

As a not-for-profit health system, we return any operating surplus to the people in our community in several ways:

We provide care for those who cannot afford to pay. Many of the costs to deliver the vital services we offer are not fully covered by government programs like Medicare, Medicaid, or private insurance plans.

We subsidize the difference between the cost to deliver services and the payments from public and private insurance programs.

We reinvest in new services and programs, as well as maintenance and enhancements to facilities, property, and equipment to serve our communities.

We develop programs and community wellness initiatives to meet community health needs and promote health equity, many of which are outlined in this report.



# We Are Advocates

In partnership with Ontario County Public Health, Seneca County Public Health, Yates County Public Health, SAY2 Rural Health Network/Pivotal Health and Common Ground Health, Finger Lakes Health conducted a Community Health Needs Assessment and developed a Community Services plan to guide our community health efforts for 2022-2024. The Community Health Needs Assessment process involved surveys, focus groups, analyses of disease prevalence data and priority setting dialogue and meetings with a broad range of community partners and stakeholders. Using the framework of the New York State Prevention Agenda, we identified two key priority areas for 2022-2024 and worked to identify evidence-based interventions to address these priorities:

- 1) Food Security**
- 2) Promote Well-Being and Prevent Mental and Substance Use Disorders**

Finger Lakes Health and each of our three counties developed multi-year action plans targeting these priorities. To view the full community health needs assessments, these plans, and the updates, visit our website at: [www.flhealth.org/patients-visitors/community-community-health-needs-assessment-chna-community-service-plan-csp-and-community-health-improvement-plan-chip](http://www.flhealth.org/patients-visitors/community-community-health-needs-assessment-chna-community-service-plan-csp-and-community-health-improvement-plan-chip). If you would like to request a free hard copy of the needs assessment or community services plan, please call our Community Services Department at (315) 787-4053.

## Food Security

As part of our mission to "improve the health and promote the well-being of our diverse communities through the delivery of locally accessible health system services and programs," we are providing information to help members of our community who may need assistance in securing food.

We are incorporating questions of food security into our conversations with patients at annual visits and with new patients in our outpatient practices.

On our website, we provide links to area food programs and connect you with area services and organizations that specialize in food distribution, healthy food preparation, food budgets, and more. We also encourage you to use 2-1-1 in your area for the most up-to-date resources.

## Prevent Mental Health and Substance Abuse Disorders

Finger Lakes Health representatives participated in the Yates County with Systems of Care Planning meetings to address mental health needs. In addition, Finger Lakes Health offers individual and group therapy through the John D. Kelly Clinic. We have also enhanced our capabilities for and delivery of telemedicine services to expand access.



# Geneva General Hospital



## Economic and Community Benefits

### Economic activity

**\$248,000,000**

The economic activity generated by hospitals through jobs and the purchase of goods and services makes up 9.6% of the state's entire gross domestic product.<sup>[1]</sup>

### Jobs generated

**1,500**

Hospitals and health systems are often the largest employers in communities, generate many more jobs and are top 10 private sector employers in every region of New York.<sup>[2]</sup>

### Tax dollars generated

**\$31,000,000**

New York hospitals generate significant tax dollars and stimulate the economies of local communities and the whole state.<sup>[3]</sup>

### Payroll expenditures

**\$74,000,000**

New York hospitals' #1 investment is in their people, including direct salary and benefits to their employees.<sup>[4]</sup>

### Community benefits and investments

**\$22,000,000**

Adhering to their charitable mission, hospitals cover the cost of care provided to people in need; subsidize care and services to low-income, elderly and under-served communities; and continuously invest in many community health initiatives.<sup>[5]</sup>



## Patients Served

### Outpatients provided care

**163,000**

### People treated in the emergency room

**22,000**

### People admitted to hospitals

**2,500**

Hospitals serve patients in their communities 24/7, 365 days a year.<sup>[4]</sup>

### Patients covered by Medicare and Medicaid

At this hospital, Medicare and Medicaid patients make up:

- **83%** of all people admitted
- **63%** of all outpatients provided care

**65%** of this hospital's patient service revenue comes from Medicare and Medicaid. This is a result of the large volume of services being reimbursed by Medicare and Medicaid, which do not cover the cost of care, driving significant underpayment from these public insurance programs.<sup>[4]</sup>

## ECONOMIC & COMMUNITY BENEFITS

### Economic activity

The economic activity generated by hospitals through jobs and the purchase of goods and services makes up 9.6% of the state's entire gross domestic product.<sup>[1]</sup>

### Jobs generated

Hospitals and health systems are often the largest employers in communities, generate many more jobs and are top 10 private sector employers in every region of New York.<sup>[2]</sup>

### Payroll expenditures

New York hospitals' #1 investment is in their people, including direct salary and benefits to their employees.<sup>[4]</sup>

### Tax dollars generated

New York hospitals generate significant tax dollars and stimulate the economies of local communities and the whole state.<sup>[3]</sup>

# Soldiers and Sailors Memorial Hospital



## Economic and Community Benefits

### Economic activity

**\$82,000,000**

The economic activity generated by hospitals through jobs and the purchase of goods and services makes up 9.6% of the state's entire gross domestic product.<sup>[1]</sup>

### Jobs generated

**500**

Hospitals and health systems are often the largest employers in communities, generate many more jobs and are top 10 private sector employers in every region of New York.<sup>[2]</sup>

### Tax dollars generated

**\$9,500,000**

New York hospitals generate significant tax dollars and stimulate the economies of local communities and the whole state.<sup>[3]</sup>

### Payroll expenditures

**\$24,000,000**

New York hospitals' #1 investment is in their people, including direct salary and benefits to their employees.<sup>[4]</sup>

### Community benefits and investments

**\$6,500,000**

Adhering to their charitable mission, hospitals cover the cost of care provided to people in need; subsidize care and services to low-income, elderly and under-served communities; and continuously invest in many community health initiatives.<sup>[5]</sup>



## Patients Served

### Outpatients provided care

**112,000**

### People treated in the emergency room

**7,700**

### People admitted to hospitals

**300**

Hospitals serve patients in their communities 24/7, 365 days a year.<sup>[4]</sup>

### Patients covered by Medicare and Medicaid

At this hospital, Medicare and Medicaid patients make up:

- **91%** of all people admitted
- **62%** of all outpatients provided care

**71%** of this hospital's patient service revenue comes from Medicare and Medicaid. This is a result of the large volume of services being reimbursed by Medicare and Medicaid, which do not cover the cost of care, driving significant underpayment from these public insurance programs.<sup>[4]</sup>

### Community benefits & investments

Adhering to their charitable mission, hospitals cover the cost of care provided to people in need; subsidize care and services to low-income, elderly and under-served communities; and continuously invest in many community health initiatives.<sup>[5]</sup>

### STATE & FEDERAL FUNDING

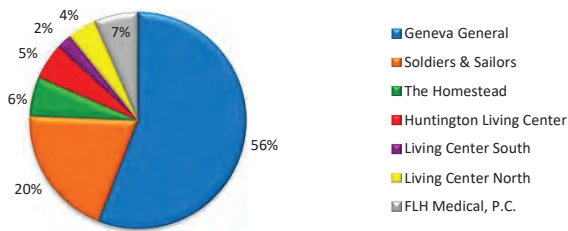
Reimbursement from Medicare & Medicaid  
A large share of hospital reimbursement comes from Medicare and Medicaid, which do not cover the cost of care. This underpayment is driven by large volumes of inpatient and outpatient services provided to individuals covered by these public insurance programs.



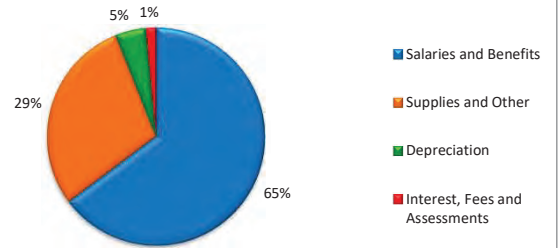
SOURCE: HANYS Healthcare Association of New York State, Inc. | December 2023

# By the Numbers

### 2022 Operating Revenue

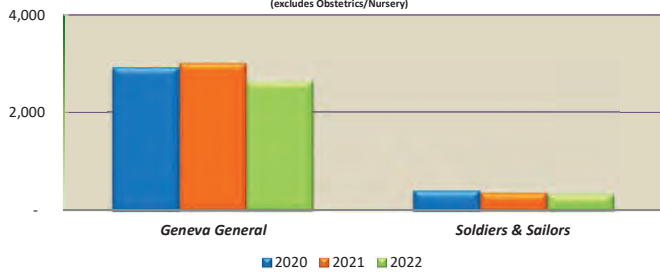


### 2022 Operating Expenses

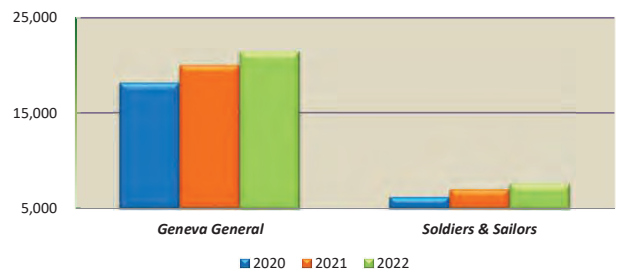


### Inpatient Admissions

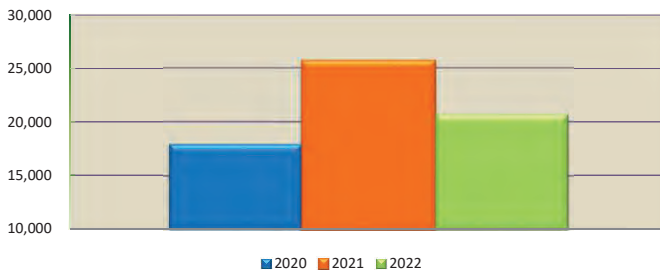
(excludes Obstetrics/Nursery)



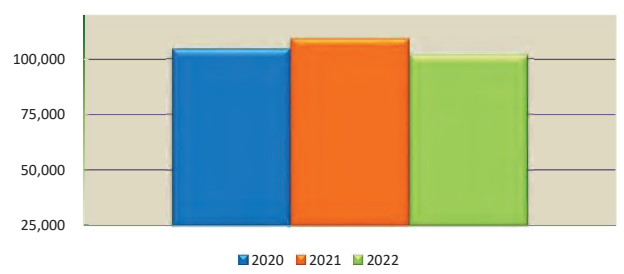
### Emergency Visits



### Urgent Care Visits



### Primary Care Visits



Geneva General Hospital For Reporting Year 2022 (000s omitted) <i>(excerpted from the 2022 audited financial statements)</i>		
<b>Revenue</b>		
Total Operating Revenue		\$ 95,326
<b>Expenses</b>		
Salaries & Benefits	75,282	
Supplies & Other Expenses	35,208	
Interest & Depreciation	6,484	
Total Expenses	116,974	
<b>Operating Deficit</b>		<b>\$ (21,648)</b>
<b>Details of Specific Expense Items (dollars)</b>		
Bad Debt/Uncompensated Care Expense	\$ -	
Free Care (Charity Care) Expense	\$ 1,866	
Community Benefit Expense	\$ 9,740	

Soldiers & Sailors Memorial Hospital and The Homestead at Soldiers & Sailors Memorial Hospital For Reporting Year 2022 (000s omitted) <i>(excerpted from the 2022 audited financial statements)</i>		
<b>Revenue</b>		
Total Operating Revenue		\$ 43,773
<b>Expenses</b>		
Salaries & Benefits	28,430	
Supplies & Other Expenses	12,827	
Interest & Depreciation	2,236	
Total Expenses	43,493	
<b>Operating Surplus</b>		<b>\$ 280</b>
<b>Details of Specific Expense Items (dollars)</b>		
Bad Debt/Uncompensated Care Expense	\$ (279)	
Free Care (Charity Care) Expense	\$ 495	
Community Benefit Expense	\$ 2,398	

Living Center North For Reporting Year 2022 (000s omitted) <i>(excerpted from the 2022 audited financial statements)</i>		
<b>Revenue</b>		
Total Operating Revenue		\$ 7,219
<b>Expenses</b>		
Salaries & Benefits	4,348	
Supplies & Other Expenses	1,937	
Interest & Depreciation	957	
Total Expenses	7,242	
<b>Operating Deficit</b>		<b>\$ (23)</b>
<b>Details of Specific Expense Items (dollars)</b>		
Bad Debt/Uncompensated Care Expense	\$ 294	
Free Care (Charity Care) Expense	\$ -	
Community Benefit Expense	\$ -	

Living Center South For Reporting Year 2022 (000s omitted) <i>(excerpted from the 2022 audited financial statements)</i>		
<b>Revenue</b>		
Total Operating Revenue		\$ 4,013
<b>Expenses</b>		
Salaries & Benefits	4,277	
Supplies & Other Expenses	1,663	
Interest & Depreciation	444	
Total Expenses	6,384	
<b>Operating Deficit</b>		<b>\$ (2,371)</b>
<b>Details of Specific Expense Items (dollars)</b>		
Bad Debt/Uncompensated Care Expense	\$ 91	
Free Care (Charity Care) Expense	\$ -	
Community Benefit Expense	\$ -	

Huntington Living Center For Reporting Year 2022 (000s omitted) <i>(excerpted from the 2022 audited financial statements)</i>		
<b>Revenue</b>		
Total Operating Revenue		\$ 9,106
<b>Expenses</b>		
Salaries & Benefits	7,905	
Supplies & Other Expenses	3,125	
Interest & Depreciation	1,268	
Total Expenses	12,298	
<b>Operating Deficit</b>		<b>\$ (3,192)</b>
<b>Details of Specific Expense Items (dollars)</b>		
Bad Debt/Uncompensated Care Expense	\$ 383	
Free Care (Charity Care) Expense	\$ -	
Community Benefit Expense	\$ -	

FLH Medical, PC. For Reporting Year 2022 (000s omitted) <i>(excerpted from the 2022 audited financial statements)</i>		
<b>Revenue</b>		
Total Operating Revenue		\$ 11,269
<b>Expenses</b>		
Salaries & Benefits	11,680	
Supplies & Other Expenses	4,379	
Interest & Depreciation	267	
Total Expenses	16,326	
<b>Operating Deficit</b>		<b>\$ (5,057)</b>
<b>Details of Specific Expense Items (dollars)</b>		
Bad Debt/Uncompensated Care Expense	\$ -	
Free Care (Charity Care) Expense	\$ -	
Community Benefit Expense	\$ -	



**We are committed to providing  
compassionate care to every  
member of our community.**



**Our Mission**

*Finger Lakes Health aims to improve the health and promote the well-being of our diverse communities through the delivery of locally accessible health system services and programs.*

**Our Vision**

*Finger Lakes Health will be recognized as the best health system.*

**Our Values**

*To achieve our mission, we are guided by a common set of values that direct us in everything we do:*

- Health**
- Exceptional care and service**
- Acts of kindness**
- Responsibility and respect**
- Teamwork**



**GENEVA**

- Geneva General Hospital
- Living Center at Geneva - North
- Living Center at Geneva - South
- Finger Lakes Health Foundation
- Finger Lakes Surgery Center
- Finger Lakes Gastroenterology
- Finger Lakes Podiatry
- Garnsey Rehabilitation
- Geneva General Cardiology Associates
- Geneva Primary Care
- Geneva General Surgical Associates
- Geneva General Dermatology
- Interlakes Orthopaedic Surgery
- Urgent Care
- Finger Lakes Health Lab Draw Stations
- Jim Dooley Center for Early Learning

**PENN YAN**

- Soldiers and Sailors Memorial Hospital
- Soldiers and Sailors Health Center
- Geneva General Cardiology Associates
- The Homestead at Soldiers and Sailors Memorial Hospital
- Finger Lakes Health Lab Draw Station
- John D. Kelly Clinic (Outpatient Psychiatric Services)
- Rehabilitation Services

**SENECA FALLS**

- Lifecare Medical Associates
- Urgent Care
- Finger Lakes Health Lab Draw Station
- Occupational Health

**WATERLOO**

- Huntington Living Center
- Seneca Family Health Center
- Rehabilitation Services

**DUNDEE**

- Dundee Family Health Center
- Finger Lakes Health Lab Draw Station

**CLYDE**

- Clyde Family Health Center
- Finger Lakes Health Lab Draw Station

**CLIFTON SPRINGS**

- Clifton Springs Internal Medicine
- Interlakes Orthopaedic Surgery

**VICTOR**

- Finger Lakes Podiatry

**OID**

- Finger Lakes Health Lab Draw Station



**UR**  
MEDICINE

**FINGER LAKES**  
HEALTH