

Caring for you every season of your life



Finger Lakes Health

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2017 Report to the Community



OUR MISSION

Finger Lakes Health is a community owned, not-for-profit organization dedicated to **maintaining and improving** the health of all people in the central Finger Lakes region.

We are committed to delivering and ensuring access to **safe, high quality, compassionate services** at reasonable cost through the efforts of our employees, medical staff and volunteers.

We are a **center for health education** that lives its leadership commitments through participation in and sponsorship of professional, allied health and community health education programs.

OUR VISION

Finger Lakes Health will deliver coordinated care with **uncompromising quality, exceptional safety, and the best patient/resident/relative experience** in a **culture of caring** that is defined by:

- Our team of highly skilled people.
- Our efficient, evidence-based practices.
- Our rewarding work environment.
- Our innovation and advanced technologies.
- Our commitment to education.
- Our fiscal responsibility.
- Our contributions to our communities.

OUR VALUES

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

Service: To deliver the best patient/resident/relative experience.

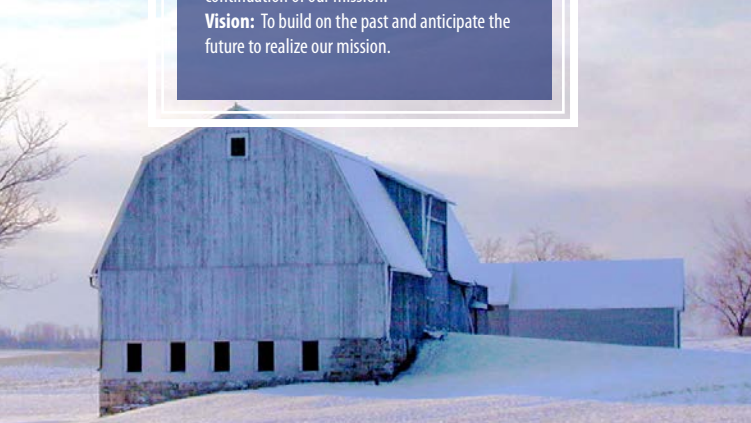
Teamwork: To blend our skills in a unity of purpose.

Dignity: To act with compassion, sensitivity and courtesy.

Respect: To treat each other with fairness, honesty and trust.

Responsibility: To use our financial and human resources in a way that will ensure the continuation of our mission.

Vision: To build on the past and anticipate the future to realize our mission.



Jose Acevedo, M.D., MBA

President & CEO, Finger Lakes Health

Finger Lakes Health is an independent, community-owned, not-for-profit health system. Finger Lakes Health belongs to you — the community — and is governed by a board of directors comprised of community members who represent the broad geographic region of our four-county service area and who volunteer their time and talent to guide our health system.

We are committed to delivering the safest and best quality care to you, your friends and neighbors, right here in your community. Our vision is to be the best health system of our size in the United States. Finger Lakes Health plays a vital role in the community, providing much needed inpatient, outpatient, and long term care medical services, ensuring access to primary and specialty care physicians, and delivering health and wellness education focused on prevention. As the largest employer, we also play a significant role in the economic health of our communities.

You also play an invaluable role in ensuring that we continue to meet this mission. Be an advocate for local healthcare by choosing physicians affiliated with Finger Lakes Health, FLH Medical, P.C. or Lifecare Medical Associates, and insist your services such as laboratory tests, diagnostic imaging (x-rays, CT scans, mammography exams, etc.), surgeries, endoscopies, skilled nursing care, and outpatient services such as physical, occupational, and speech therapy, are performed at Geneva General Hospital, Soldiers & Sailors Memorial Hospital, Finger Lakes Surgery Center and our affiliated laboratory draw stations and long term care facilities. Sustaining our mission and maintaining access to a vibrant local healthcare system is dependent on your support. In response to your requests and community needs, we continue to grow and develop new services.

This report summarizes some of the many investments that we make in our communities. These include free and subsidized healthcare (serving as a vital safety net), valuable community partnerships that benefit residents, health and wellness initiatives, health career education and mentoring, a commitment to doing business with local vendors, and the significant positive impact on the local economy that comes with our employees living in, and contributing to, the vitality of our communities.

It is a true privilege to be YOUR community healthcare provider.

“Good Health... We’re In It Together!”

Matthew Talbott, M.D.
Director of Emergency Medicine

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 or Soldiers & Sailors Memorial Hospital, we can help through our Financial Aid Program, also known as “charity care.”

Financial aid 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. Together, we will determine how you can best arrange to pay for your care.

In 2016, \$3.43 million in financial aid was provided at Geneva General Hospital and Soldiers & Sailors Memorial Hospital.

As a not-for-profit health system, we hold the health system in trust for the community and 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, many of which are outlined in this report.

Finger Lakes Health

\$13.66 Million

Finger Lakes Health's total community benefit and charity care for 2016.

\$3.43 Million

Finger Lakes Health's total financial aid for 2016 — underwriting healthcare for patients in our community who were unable to pay for services needed.

We Are Advocates

Finger Lakes Health's goal, as a healthcare provider, is to be a vital partner with healthcare consumers (our patients) to encourage awareness and dialogue about modifiable risk factors, outline the path and provide necessary support to achieve good health outcomes, and positively impact the health of the communities we serve.

We are developing initiatives with patient-centered goals in mind. Our team works to achieve the best quality care outcomes to keep patients healthy and to develop prevention-oriented programs aimed at creating and sustaining healthy communities.

We base programming on areas of health and wellness that matter most in our communities, as determined by health needs assessments.

Finger Lakes Health partnered with the county Departments of Health in Ontario, Seneca and Yates counties, along with the S2AY Rural Health Network, and several other health and human service agencies throughout the three counties, using the framework of the New York State Health Commissioner's "Prevention Agenda", to conduct a comprehensive Community Health Needs Assessment (CHNA) during 2016.

As a result of this work, the most highly ranked health priorities were identified for each county and include: chronic disease, specifically hypertension and obesity, and substance abuse.

From the priorities, Community Service Plans (CSP)/Community Health Improvement Plans (CHIPs) were developed outlining action steps to target the priorities through the end of 2018.

As part of our Community Service Plan to target the priorities, Finger Lakes Health:

- Has all of its primary care physician

practices participating in the Regional Blood Pressure Registry being overseen by Common Ground Health in an effort to increase the percentage of patients with hypertension who have controlled their blood pressure.

- Offers a Diabetes Prevention Program through its Diabetes Care Center that focuses on weight loss to help pre-diabetics and community members concerned about diabetes, as well as diabetics, combat the risk factors for the disease.
- Conducts a Cardiac PRE-hab program, designed similarly to Cardiac Rehabilitation programs, to educate community members on the risks of cardiac disease, including hypertension and obesity, in an effort to prevent cardiac disease in the community.
- Employs dedicated Certified Diabetes Educators at the Diabetes Care Center who provide one-on-one counseling to diabetics, conduct educational classes for diabetics and their support person and provide continuous glucose monitoring services for diabetics, as well as the prevention program.
- Provides the "Food, Fun and Fitness" program with teenage mentors from

local high schools and colleges trained to present the six-part curriculum that emphasizes the importance of healthy eating and exercise, to elementary age students at local schools and other venues.

- Offers addictions counseling to its employees and their family members, as well as students who are on our campuses through various educational partnerships, that includes training on the use of Narcan. Staff members and families who have at risk family members also have been given free Narcan kits.
- Provides educational health information on topics such as stroke symptoms, diabetes prevention, hypertension, and others, in its community health magazine Thrive, which is mailed to more than 90,000 homes in our service area twice each year.
- Offers "Finger Lakes Health Matters", an

← Dr. Kristin Baltazar-Ford, general surgeon, assists a camper in dissecting a pig's heart during the middle school MASH Camp at Geneva General Hospital.

↓ Kathy Wade, director of Adult Day Health Services, presents on "Still Caring: Stress Management for the Caregiver" in partnership with the Geneva Reads Community Read program on the book Still Alice.



→ Shown at the Shriners Hospitals for Children screening clinic held in partnership with FLH Medical, PC – Orthopaedic Surgery are from left: Shriner Lyle Maldoon, Wendy Disbrow, RN, BS, vice president, Physician Network; and Shriner Lance Ward, also a member of the FLH Board of Directors.



educational radio show that airs 26 times each year on the regional Finger Lakes Radio Network featuring Finger Lakes Health professionals speaking to a wide range of health topics, including stroke, diabetes, weight loss, and others.

- Sponsors the Dine & Discuss Lecture Series featuring educational lectures presented by health system physicians and other healthcare professionals on varied topics, including stroke, hypertension and diabetes.
- Uses social media, such as Facebook and other digital strategies including an electronic newsletter, to share health and wellness information with our communities.
- Conducts free Support Groups to help individuals and their families/caregivers

cope with chronic diseases - including Diabetes & Stroke.

- Delivers world-class stroke care as Geneva General Hospital is a Joint Commission-accredited and New York State-designated Stroke Center. Providers conduct Stroke Education, in addition to the Support Group, on a regular schedule for Emergency Medical Services providers in our service area, as well as for general community members. The education covers signs and symptoms, as well as risk factors and prevention information.
- Offers Blood Pressure screenings through our Acute Rehab Unit at Geneva General, and by health system staff at the Community Lunch program in Geneva, as well as at work places or special events, as requested by community organizations.

DID YOU KNOW?

In addition to programming that targets the health priorities in our communities, Finger Lakes Health, its physicians and mid-level providers, clinical and support staffs provide multiple opportunities to educate students in healthcare careers through mentoring programs, internships and clinical training. Additionally, our administrative team and many staff members partner with varied community organizations and agencies for the betterment of our neighbors.

During 2016:

- Health system employees provided students with 17,346 hours of clinical study in varied medical fields, including but not limited to OT, PT, Speech, Lab, Radiology, Social Work and more.
- Finger Lakes Health staff mentored middle school, high school and college-age students for 10,487 hours through observation and shadowing programs, career camps, workforce development programs and the New Vision Medical Careers Program.
- Nursing students were provided 14,290 hours of clinical education hours at Finger Lakes Health facilities.
- Finger Lakes Health administrators and other staff donated more than 1,200 hours serving on community agency boards and committees on behalf of the health system, such as: United Ways, Keuka College Board of Trustees, ARC of Ontario, City of Geneva Comprehensive Planning and Revitalization Boards, Finger Lakes Visiting Nurse Service, Geneva Chamber of Commerce, Yates County Chamber of Commerce Long Range Planning Committee, county and regional Workforce Development Committees, Yates Substance Abuse Coalition, Geneva Reads Board of Directors, Rotary and Lions Clubs, and many others.

Economic Impact & Community Benefit:



Geneva General Hospital

Soldiers & Sailors Memorial Hospital

Finger Lakes Health Provides Quality Healthcare

126,000	Outpatients Provided Care	47,000
22,000	People Treated in Our Emergency Rooms	8,000
3,600	People Admitted to Our Hospitals	500

Your Hospital Improves the Economy & Community

\$257,000,000	Economic Activity	\$46,000,000
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The economic activity generated by our hospitals—through jobs and the purchasing of goods and services.

\$26,000,000	Tax Dollars Generated	\$7,300,000
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New York hospitals are responsible for generating significant tax dollars and stimulate the economies of our community and the whole state.

\$12,000,000	Community Benefits & Investments Provided	\$3,100,000
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Adhering to our charitable mission, our hospitals cover the cost of care provided to people in need; subsidize care and services to low-income, elderly, and underserved communities; and continuously invest in many community health initiatives.

1,900	Jobs Generated	600
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Hospitals and health systems are often the largest employers in communities, generate many more jobs, and are a top 10 private sector employer in every region of New York State. Finger Lakes Health is the largest employer in Ontario, Seneca, and Yates counties.

Your Hospital Relies on State & Federal Funding

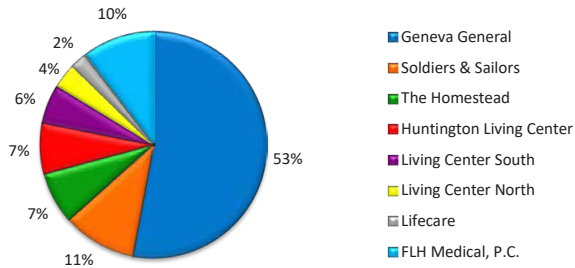
66%	Percent of Reimbursement from	75%
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Medicaid and Medicare

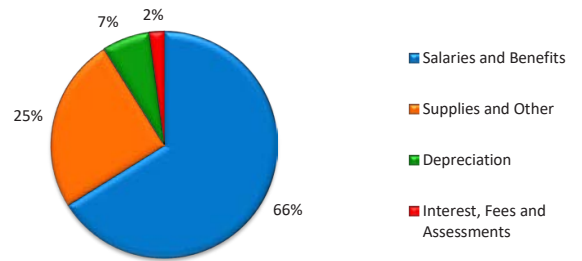
A large portion of hospital reimbursement is tied to underpayments from Medicaid and Medicare; Medicaid only pays 76 cents for each dollar of care and Medicare only pays 97 cents.

2016 By the Numbers

2016 Operating Revenue

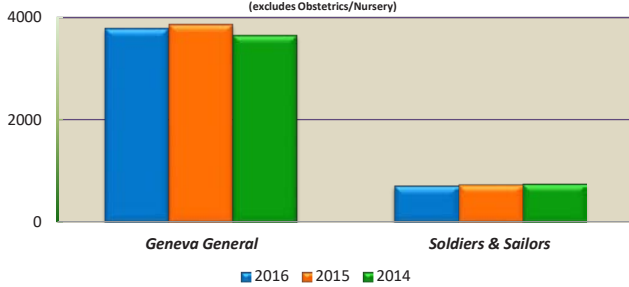


2016 Operating Expenses

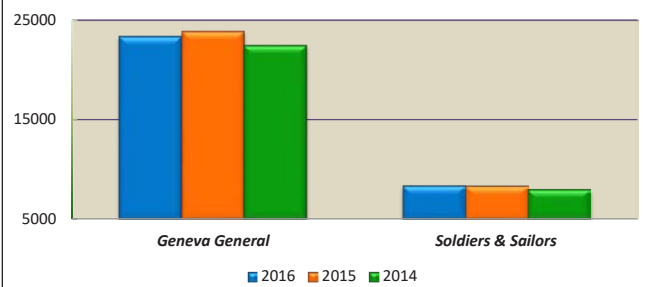


Inpatient Admissions

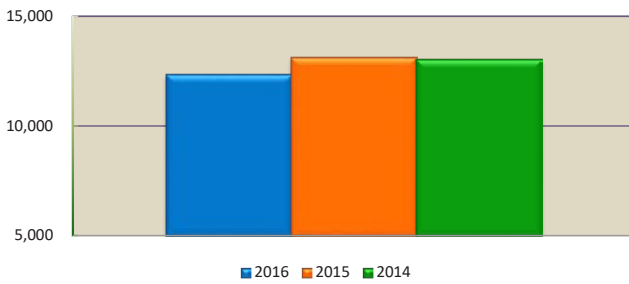
(excludes Obstetrics/Nursery)



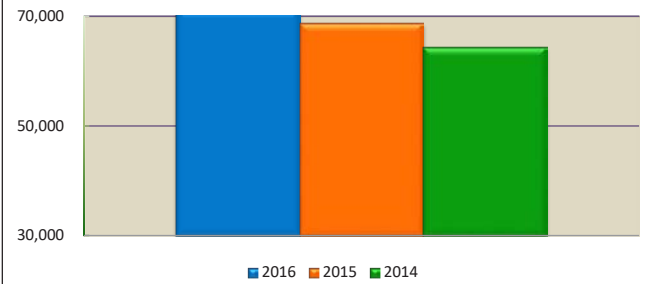
Emergency Visits



Urgent Care Visits



Primary Care Visits



Geneva General Hospital, Living Centers North and South, Huntington Living Center, Lifecare and FLH Medical, P.C. For Reporting Year 2016 (000s omitted)

(excerpted from the 2016 audited financial statements)

Revenue	
Total Operating Revenue	\$ <u>131,001</u>
Expenses	
Salaries & Benefits	94,491
Supplies & Other Expenses	37,285
Interest & Depreciation	12,458
Total Expenses	<u>144,234</u>
Operating Deficit	\$ <u>(13,233)</u>
Details of Specific Expense Items (dollars)	
Bad Debt/Uncompensated Care Expense	\$ 2,203
Free Care (Charity Care) Expense	\$ 2,700
Community Benefit Expense	\$ 8,470

Soldiers & Sailors Memorial Hospital and The Homestead at Soldiers & Sailors Memorial Hospital For Reporting Year 2016 (000s omitted)

(excerpted from the 2016 audited financial statements)

Revenue	
Total Operating Revenue	\$ <u>28,577</u>
Expenses	
Salaries & Benefits	20,682
Supplies & Other Expenses	6,160
Interest & Depreciation	3,084
Total Expenses	<u>29,926</u>
Operating Deficit	\$ <u>(1,349)</u>
Details of Specific Expense Items (dollars)	
Bad Debt/Uncompensated Care Expense	\$ 597
Free Care (Charity Care) Expense	\$ 729
Community Benefit Expense	\$ 1,761



Finger Lakes Health

196 North Street • Geneva, New York • www.flhealth.org



Caring for you every season of your life

Geneva General Hospital
196 North Street
Geneva, NY 14456
(315) 787-4000

Soldiers & Sailors Memorial Hospital
418 North Main Street
Penn Yan, NY 14527
(315) 531-2000

The Homestead at Soldiers & Sailors Memorial Hospital
418 North Main Street
Penn Yan, NY 14527
(315) 531-2700

Huntington Living Center
369 East Main Street
Waterloo, NY 13165
(315) 787-4733

Living Centers at Geneva North & South
75 Mason Street
Geneva, NY 14456
(315) 787-4733

Finger Lakes Health Foundation
196 North Street
Geneva, NY 14456
(315) 787-4050 or
(315) 531-2050

Finger Lakes Surgery Center
3700 County Road 6
Geneva, NY 14456
(315) 230-5505

FLH MEDICAL, P.C.
410 Clifton Springs
Professional Office Park
Clifton Springs, NY 14432
(315) 462-7001

Geneva Primary Care
200 North Street, Suite 102
Geneva, NY 14456
(315) 787-5400

Keuka Health Care
418 North Main Street
Penn Yan, NY 14527
(315) 531-2944

Pre-Emption Family Medicine
1930 Pre-Emption Road
Penn Yan, NY 14527
(315) 536-0086

Lifecare Medical Associates
1991 Balsley Road
Seneca Falls, NY 13148
(315) 539-9229

Seneca Family Health Center
367A East Main Street
Waterloo, NY 13165
(315) 787-4977

Dundee Family Health Center
50 Millard Street
Dundee, NY 14837
(607) 243-7881

Clyde Family Health Center
4 West Genesee Street
Clyde, NY 14433
(315) 923-3640

Geneva General Cardiology Associates
200 North Street
Suite 304
Geneva, NY 14456
(315) 787-4204

418 North Main Street
Penn Yan, NY 14527
(315) 787-4204

Geneva General Dermatology
70 Mason Street
Geneva, NY 14456
(315) 787-5355

Interlakes Orthopaedic Surgery
789 Pre-Emption Road
Finger Lakes Health Commons (Formerly Liberty Commons)
Geneva, NY 14456
(315) 789-0993

430 Clifton Springs
Professional Park
Clifton Springs, NY 14432
(315) 462-3501

418 North Main Street
Penn Yan, NY 14527
(315) 789-0993

1991 Balsley Road
Seneca Falls, NY 13148
(315) 789-0993

Psychiatry
200 North Street, Suite 102
Geneva, NY 14456
(315) 787-5322

Geneva General Surgical Associates
200 North Street, Suite 203
Geneva, NY 14456
(315) 787-5383

418 North Main Street
Penn Yan, NY 14527
(315) 531-2983

FINGER LAKES HEALTH LAB DRAW STATIONS

Geneva
Geneva General Hospital
196 North Street
(315) 787-4242

GGH Medical Office Building
200 North Street
(315) 787-5145

Clyde
Clyde Family Health Center
4 West Genesee Street
(315) 923-3640

Dundee
Dundee Family Health Center
50 Millard Street
(607) 243-9996

Ovid
2214 Route 96
(607) 869-3599

Penn Yan
Soldiers & Sailors Memorial Hospital
418 North Main Street
(315) 531-2560

Seneca Falls
60 Fall Street
(315) 568-1777

Lifecare Medical Associates, P.C.
1991 Balsley Road
(315) 539-8058

