

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

**\$13.62  
Million**

Finger Lakes Health's total community benefit and charity care for 2020.



**Finger Lakes Health**

*2021 Report to the Community*

# WE ARE ADVOCATES

## Community Benefit

In partnership with Ontario County Public Health, Seneca County Public Health, Yates County Public Health, SAY2 Rural Health Network and Common Ground Health, Finger Lakes Health conducted a Community Health Needs Assessment and Community Services plan to guide our community health efforts for 2019-2021. The Community Health Needs Assessment process involved surveys, focus groups, analysis 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 2019-2021 and worked to identify evidence-based interventions to address these priorities:

- 1) Prevention of Chronic Disease
- 2) Promote Well-Being and Prevent Mental and Substance Abuse 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: <https://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 plan, please call our Community Services Department at (315) 787-4053.

## Prevention of Chronic Disease

For prevention of chronic disease, we focused efforts to increase cancer screening rates for breast cancer and colon cancer with mammography screening and colon cancer screening. To address health disparities, we focused efforts to ensure that individuals with lower socio-economic status and the uninsured have access to screening. It has been of concern that during the COVID-19 pandemic, many in our communities have not been seeking preventive care. We employed myriad outreach strategies including walk-in mammogram dates each month to provide increased convenience and access at Geneva General Women's Health Services and Soldiers & Sailors Memorial Hospital. We have also worked through Cancer Screening Services to advertise that mammograms are available at low and no cost. We also have made funds available for any patient needing to return for a diagnostic mammogram to assure cost is not a barrier.

In addition, our primary care physician practices and gastroenterology practice utilize the electronic medical record to prompt patient reminders for screening colonoscopies. We have communicated the updated colorectal cancer screening guidelines on our regular radio show, our direct mail publications, as well as through print and social media campaigns.

## 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 expanded outpatient offerings and hours for 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.



### ECONOMIC & COMMUNITY BENEFITS

#### Economic activity

The economic activity generated by hospitals through jobs and the purchasing of goods and services makes up 10.0% of the state's entire gross domestic product.

#### 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.

#### Payroll expenditures

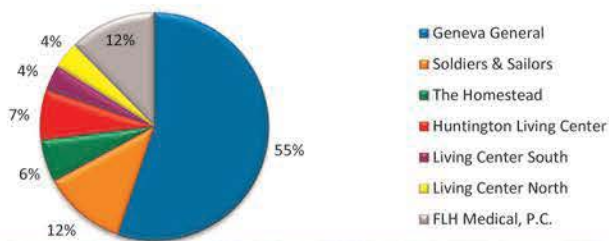
New York hospitals' #1 investment is in their people, including direct salary and benefits to their employees.

#### Tax dollars generated

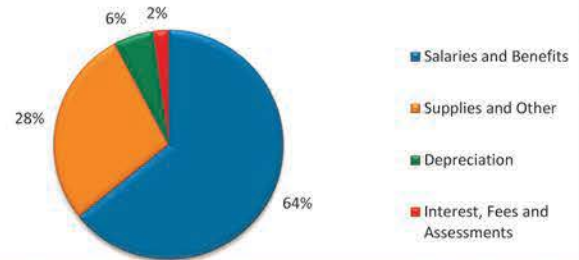
New York hospitals generate significant tax dollars and stimulate the economies of local communities and the whole state.

# 2020 By the Numbers

## 2020 Operating Revenue

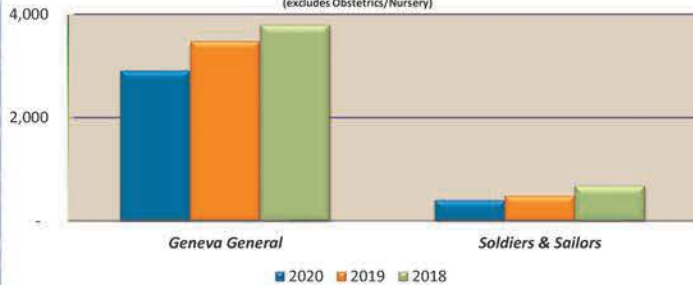


## 2020 Operating Expenses

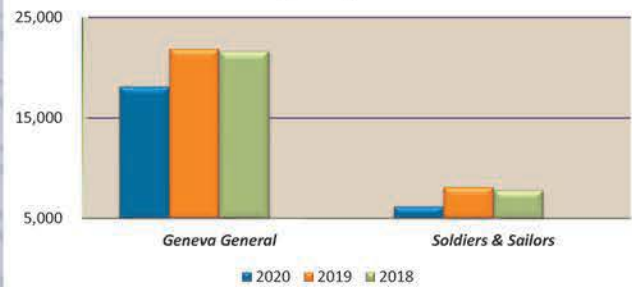


## Inpatient Admissions

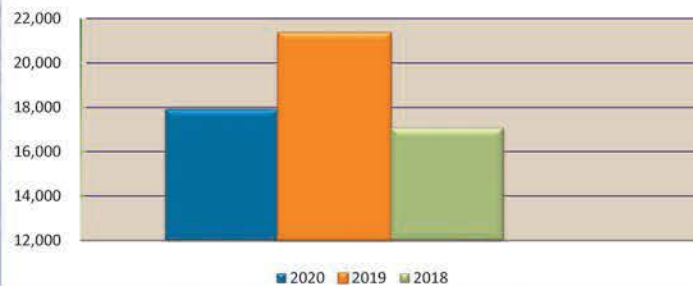
(excludes Obstetrics/Nursery)



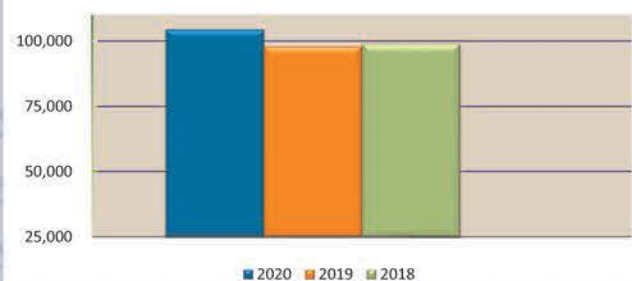
## Emergency Visits



## Urgent Care Visits



## Primary Care Visits



### Geneva General Hospital, Living Centers North and South, Huntington Living Center and FLH Medical, P.C. For Reporting Year 2020 (000s omitted) *(excerpted from the 2020 audited financial statements)*

<b>Revenue</b>	
Total Operating Revenue	\$ 140,401
<b>Expenses</b>	
Salaries & Benefits	96,259
Supplies & Other Expenses	43,416
Interest & Depreciation	11,376
Total Expenses	<u>151,051</u>
<b>Operating Deficit</b>	<b>\$ (10,650)</b>
<b>Details of Specific Expense Items (dollars)</b>	
Bad Debt/Uncompensated Care Expense	\$ 816
Free Care (Charity Care) Expense	\$ 1,321
Community Benefit Expense	\$ 5,860

### Soldiers & Sailors Memorial Hospital and The Homestead at Soldiers & Sailors Memorial Hospital For Reporting Year 2020 (000s omitted) *(excerpted from the 2020 audited financial statements)*

<b>Revenue</b>	
Total Operating Revenue	\$ 30,637
<b>Expenses</b>	
Salaries & Benefits	19,630
Supplies & Other Expenses	7,101
Interest & Depreciation	2,626
Total Expenses	<u>29,357</u>
<b>Operating Surplus</b>	<b>\$ 1,280</b>
<b>Details of Specific Expense Items (dollars)</b>	
Bad Debt/Uncompensated Care Expense	\$ 62
Free Care (Charity Care) Expense	\$ 415
Community Benefit Expense	\$ 7,759

### 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.

### 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:



## 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.

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

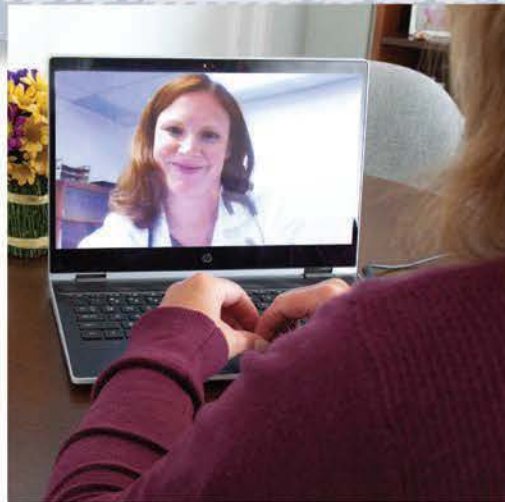
As a not-for-profit health system, we return any operating surplus to the people in our community in several ways:

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, many of which are outlined in this report.



**Finger Lakes Health is offering Walk-In Screening Mammograms**



### GENEVA

- Geneva General Hospital
- Living Centers at Geneva - North & South
- Finger Lakes Health Foundation
- Finger Lakes Surgery Center
- Finger Lakes Gastroenterology
- 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

### PENN YAN

- Soldiers & Sailors Memorial Hospital
- Soldiers and Sailors Health Center
- Geneva General Cardiology Associates
- The Homestead at Soldiers & Sailors Memorial Hospital
- Finger Lakes Health Lab Draw Station
- John D. Kelly Clinic

### SENECA FALLS

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

### WATERLOO

- Huntington Living Center
- Seneca Family Health Center

### 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

### **Our Mission**

Finger Lakes Health partners with our communities to improve health and promote well-being.

### **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



# Finger Lakes Health

www.flhealth.org

