

Lourdes

**2020
Community
Service
Report**





Nearly 100 years ago, the Daughters of Charity opened a small 25-bed hospital on Riverside Drive in Binghamton, NY. Since that time, Our Lady of Lourdes Memorial Hospital has been a cornerstone of our community, committed to delivering compassionate, personalized care to all, with special attention to persons living in poverty and those most vulnerable.

Lourdes has been part of Ascension, the largest non-profit and Catholic health system in the U.S. since 1999. As part of Ascension, our Mission guides everything we do and we are driven by compassion and dedication to serve those most in need.

Lourdes employs more than 2,300 associates and is more than an inpatient acute care hospital. On its main campus, Lourdes includes an outpatient surgery center, a regional cancer center and a birthing center that serves new and growing families. Lourdes provides a wide array of specialty care including orthopedics, podiatry, urology, cardiology, palliative care, gastroenterology, mental health and dentistry.

Reaching beyond the boundaries of the Riverside Drive campus, Lourdes has established Lourdes Medical Group, a network of primary and specialty care physician offices at convenient sites throughout the region, while Lourdes Hospice and Lourdes at Home provide care to patients in their homes.

Dedicated to increasing access to healthcare, Lourdes operates two mobile mammography vans, two mobile dental vans and a mobile medical van. These mobile units deliver services to surrounding communities and local events. In addition, youth and families are supported through a variety of programs designed to build resilience, prevent illness, and connect to needed care.

Lourdes has continued to offer our community the latest technologies in diagnostic testing, cancer treatments and surgical techniques including robotics.

As the health needs of our community evolve, Lourdes has continued its commitment to healthcare that is safe, healthcare that works and healthcare that leaves no one behind.

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 words.

CY 2019–2021 Community Health Needs Assessment

Lourdes collaborated with community agencies, including the Broome County Department of Health, under the guidance of the New York State Department of Health to identify and address public health issues and underlying causes and contributing factors to health status and chronic disease. Utilizing quantitative statistical analysis of primary data (collected directly from focus groups, surveys and interviews of community residents and stakeholders) and secondary data, the Lourdes CHNA reflects the three prioritized needs identified for targeted improvement within the Greater Binghamton and Broome County area over the next three years. Those needs include:

Access to Healthcare in the Community

- Goal: Improve access to healthcare services within the Lourdes Primary Care Network and among its clinical partners by 2021.

Preventive Care and Health Education

- Goal: Increase efforts to improve both preventive care and education regarding health and wellness by 2021.

Care Coordination

- Goal: Improve communication and care coordination among providers and across electronic systems by 2021.



2019–2021 Community Health Improvement Plan

The development of the Lourdes Community Health Improvement Plan (CHIP) was the final phase of the Community Health Needs Assessment (CHNA) process, completed in November 2019. It was developed by Lourdes associates to help guide, execute and track the progress of our ongoing community health improvement efforts over the next three years.

The CHIP is a comprehensive implementation strategy that has an action plan specific to each of the three goals identified within the CHNA (as outlined). Each action plan outlines specific activities, trackable metrics/milestones, resources needed to complete tasks, any collaborating partners, as well as how our goals for the organization align with county, state, and federal health department initiatives.

The CHIP is reflective of our long-term commitment to strategically address the needs of our community and remove barriers to accessing high-quality healthcare and supportive services.

COVID-19 has impacted the timelines for completing the action plan; specifically community outreach abilities and technology action items. At this time two of the strategies are fully completed and the remainder are in progress. Lourdes is on track to complete the majority of tasks by the end of 2021, adjusting the timeline and deliverables due to COVID-19.

The following charts provide an overview of some of the programs and services Lourdes offers that impact community health status. More information about these programs is available on our website: healthcare.ascension.org.

ACCESS TO HEALTHCARE AND PRESCRIPTION MEDICATIONS

Program	Persons Served
Facilitated Healthcare Coverage Enrollment	Total screened for Health Insurance: 907 Total enrolled in Health Insurance: 756 <ul style="list-style-type: none"> Medicaid: 578 Qualified Health Plans: 51 Essential Plan: 127
Patient Financial Assistance Program	13,062 Patients Enrolled
Discounted Self-Pay Accounts	12,973
Pharmaceutical Access <ul style="list-style-type: none"> Hope Dispensary Medication Assistance Program 	Hope Dispensary: 302 persons served, 527 prescriptions valued at \$56,987 Medication Assistance: 159,829 prescriptions covered, \$3,648,187 value
Online Registrations for Classes/Seminars	669 Registrations



BEHAVIORAL/MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

Program	Persons Served
Lourdes Center for Mental Health	Over 1,356 patients served; 29,319 visits. 356 new patients reached in 2020.
Behavioral Health In Primary Care	27,318 depression screenings completed by social workers at 14 sites.
Mental Health Juvenile Justice Project (MHJJ)	37 Youth Served
Detention Alternative After School Program (DAASP)	23 Youth Served
Student Assistance Program (SAP) and Alcohol & Drug Education Prevention Team (ADEPT)	3,708 Students Served by SAP (in 6 different school districts) 3,985 Students Served by ADEPT
Prevention Counseling (Sen. Fred Akshar Grant)	515 YES Leaders serving 17 schools through 1,050 presentations and 550 events

PALLIATIVE AND HOSPICE CARE

Program	Persons Served
Supportive and Palliative Care	2,787 Consultations and Visits and 500 families served
Hospice Volunteers	Volunteers dedicated 1,270 hours and drove over 4,306 miles to assist patients and families

MATERNAL/CHILD/ADOLESCENT HEALTH

Program	Persons Served
Lourdes Women's Health - Binghamton	5,154 Visits
DePaul Pediatric Program	3,135 Patients Served, a 38% increase over previous year
Center for Oral Health <ul style="list-style-type: none"> ▪ Clinic ▪ Sealant Program and School-Based Sites ▪ Community outreach and education 	2,810 Patients Seen; 6,957 visits 451 Patients Seen; 480 visits (5 Schools Served) 333 Patients Served at 5 events
Parents and Children Together (PACT)	298 families; 4,259 home visits



MISSION IN ACTION (COMMUNITY OUTREACH)

Program	Persons Served
Christmas Families, Thanksgiving Baskets, and other services	Over 150 families served for all programs
Medical Mission at Home Community Outreach	127 served in January and February at 2 sites
Donations raised by Lourdes associates for community-based organizations, including: American Heart Association Heart Walk, American Cancer Society Relay for Life, American Cancer Society Making Strides Against Breast Cancer and the Rescue Mission.	\$25,195 in Donations and Event Sponsorships

OBESITY PREVENTION AND MANAGEMENT

Program	Persons Served
Bariatric Services	87 Surgeries Performed 630 Nutritional Consults and Follow-Ups 25 Support Groups 874 Physician Evaluations 313 Patient Contacts with Nurse Navigator
Lourdes Primary Care Services <ul style="list-style-type: none"> Body Mass Index 	65.1% children age 3-17 screened 58.3% adults age 18-64 screened 57.4% adults age 65+ screened

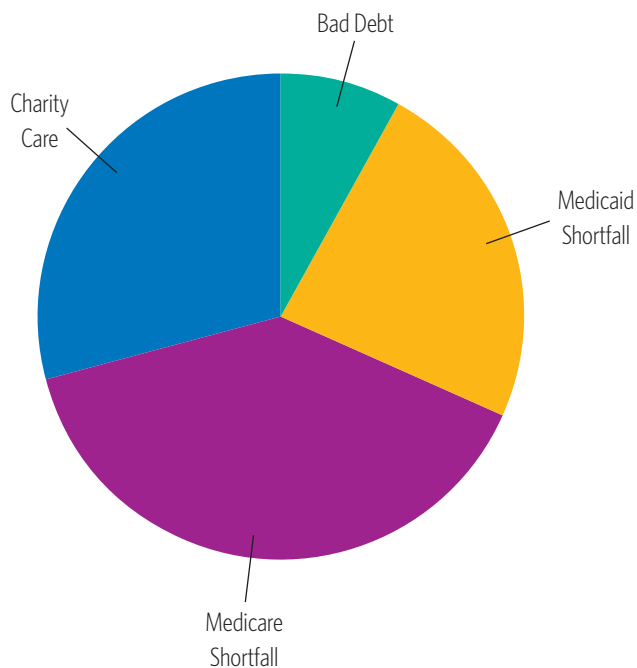
DISEASE SCREENING, PREVENTION AND MANAGEMENT

Program	Persons Served
Cancer Breast Cancer Screening (mammograms) <ul style="list-style-type: none"> • Lourdes facility-based service • Mobile Mammography Van Colorectal Cancer	Total: 17,585 15,397 2,188 Patients Eligible for Screening: 28,551 Patients Who Received Colorectal Cancer Screening: 19,527 Screening Rate: 68.39% of those eligible—this represents a significant increase in screening rate over the previous report year.
Diabetes Diabetic and Pre-Diabetic Screenings (A1C) in Lourdes Primary Care Practices	Total: 34,953 <ul style="list-style-type: none"> • Non-Diabetic: 14,486 • Pre-Diabetic: 8,467 • Diabetic: 12,000
Lourdes Diabetes Prevention Project	2,975 Enrolled Participants 96% Participation Rate of Primary Care Providers
Home Health	57,000 visits, 29,000 days of service
Influenza Immunizations	2,497 doses administered to associates 49 doses administered at Medical Missions

CHARITABLE CONTRIBUTIONS

Fiscal Year 2020 (Ending June 30, 2020)

■ Charity Care	
Free Care	\$17,176,881
Community Benefit Programs	\$20,448,063
Total Charity Care	\$37,624,944
■ Bad Debt	\$10,515,347
■ Medicaid Shortfall	\$30,835,700
■ Medicare Shortfall	\$50,857,783





Commitment to Community Health Status

During this unprecedented time of the COVID-19 pandemic, Lourdes has turned its attention to ensuring the health and safety of the community. The following is a summary of the many ways Lourdes responded to provide diagnosis, care and treatment of COVID-19 and other acute care needs while maintaining efforts aimed at preventing disease, promoting health and ensuring the continued care of those with chronic diseases.

Access to Healthcare in the Community:

Improve access to healthcare services by ensuring timely appointments, extended hours, and greater number of physicians accepting new patients.

Increased access to virtual visits for primary, specialty, and walk-in care. At the onset of the pandemic, 178 clinicians were available to provide virtual care, resulting in over 32,000 virtual visits from 22,000 patients in 2020.

- 14% of patients who used a virtual visit as an access point to care in 2020, did not have a primary care visit in the previous year (2019).
- Access to virtual care was also expanded to the Lourdes Vestal Walk-In location. The Vestal walk-in completed over 2,000 virtual visits, the majority of which (62.9%) were for patients that did not have any primary care visit (in-person or virtual) in calendar year 2019.

Developed new workflows for the patient check-in process in primary and specialty care practices to maintain safety and physical distancing.

Continued to support online appointment scheduling for primary care providers as well as for virtual walk-in appointments.

Recruited 20 physicians and 21 advanced practice practitioners in specialties including pulmonology, plastic microsurgery, orthopedics, urology, and primary care.

Acquired a plastic surgery and pulmonary practice.

Expanded rural access with the opening of a primary care facility in New Berlin using Statewide Transformation dollars and approvals at the onset of COVID-19 spread in local communities.

Began offering advanced treatment for severe depression in Lourdes Vestal Family Practice.

Continued to provide suboxone treatment at Lourdes primary care, Robinson St, Binghamton location. Over 200 patients have been treated in the suboxone clinic since inception.

Expanded Lourdes Sports Medicine services to include fourteen area schools, regenerative medicine and a concussion center.

Offered associate support and wellness initiatives (e.g., salary continuation, spiritual and mental support programs) to ensure workforce wellness and stability for patient care.

Provided COVID-19 testing to the community.

Prepared for surges in COVID-19 inpatients.

- Worked with the New York State Department of Health to garner emergency approvals allowing significant capacity for surge of COVID-19 patients as well as incorporating the ability to isolate cross contamination of patients with suspected COVID-19 infection from those seeking other emergent care needs from Lourdes.



Cared for 476 COVID-19 inpatients.

Opened a pop-up, school-aged childcare center and maintained our licensed childcare center for hospital associates' children to ensure workforce stability for patient care.

Continued to provide services in the home through Lourdes at Home, Hospice, and Palliative Medicine including virtual visits when necessary.

Preventive Care and Health Education:

Place greater emphasis on preventive care and education regarding "wellness."

Developed COVID-19 vaccination clinics for associates and the general public (as advised by state and federal health agencies).

Initiated and followed COVID-19 safety protocols in all facilities (e.g., checkpoints and screening, masking policies, limited visitation, limited access to public spaces within the Hospital, etc.)

Provided information to the community on measures to take to prevent the spread of COVID-19 through patient handouts and website information.

As part of an opioid use disorder cohort project, Truth Pharm and the Addiction Center of Broome County (ACBC) used \$30,000 of the unfunded services money to purchase care packages for 200 cohort members that included hand sanitizer, toiletries, face masks, food, and adult coloring books and activities to keep people occupied and not feel isolated.

As part of a Community Health Worker cohort project, provided care packages to 112 people that included hand sanitizer, face masks, health education information, and toiletries through donations from the Rural Health Network (RHN).

Moved many in-person health education classes (e.g., childbirth, nutrition and diabetes, and joint replacement) to a virtual platform.

Provided over 450 hygiene bags, including a face mask with directions for use, hand sanitizer, contact information for Lourdes financial assistance program, toiletries, and socks to attendees at two community meal sites where Medical Missions at Home had been held (St. Michael's and St Patrick's churches). In addition, used \$2,200 in donations from associates to purchase needed items for both sites, including sweatshirts and kitchen supplies.

Care Coordination:

Improve communication and care coordination among providers and across systems.

Worked with the Broome County Health Department (BCDOH) on contact tracing efforts.

Worked along with local agencies to assure continued advocacy efforts to avoid negative impacts to both patients and the overall healthcare system in the Southern Tier Region. This included efforts to assure appropriate resources and supplies were available in the event surge volumes began to affect the local community.

Collaborated with major organizations and institutes, including United Health Services (UHS), BCDOH and Binghamton University to track and monitor COVID-19 burden within the population:

- Allowed for better preparation to manage COVID-19 upticks or surges in the community;
- Allowed for forecast modeling for COVID-19 surge planning.

Developed a daily dashboard in collaboration with UHS, allowing both organizations to make real time decisions to assure ongoing services were available to patients, while caring for expanding COVID-19 infected populations.

Offered chronic care management services to primary care patients with two or more chronic conditions. The program provided ongoing contact to ensure patients stayed on track with their treatment plan and care goals, gave education and reassurance to patients, offered assistance with obtaining medications and food, and helped in maintaining health, wellness and contact with the care team.



Coordinated patient visitation in collaboration with UHS

- Developed a process for family members and loved ones to visit virtually with inpatients
- Coordinated allowing and suspending visitation for the safety of patients, staff and the community

Collaborated with UHS, area nursing homes and the BCDOH to provide support for and assure access to patient care:

- Ensuring access to COVID-19 testing and supplies
- Instituted safety protocols for transfers between the hospitals and the nursing homes
- Shared best practices for the care of patients with COVID-19

Created a protocol for maintaining the safety of COVID-19 positive patients who visited Lourdes emergency department, but were not admitted, to ensure next-day follow-up by their primary care provider.

This Community Service Report represents activity for Our Lady of Lourdes Memorial Hospital, which was part of Ascension during the 2020 calendar year. Our Lady of Lourdes Memorial Hospital joined The Guthrie Clinic on February 1, 2024.

Lourdes

169 Riverside Drive • Binghamton, NY 13905
Phone: 607-798-5111

