

2021 Community Service Report



Lourdes



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 the 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 2019–2021 CHNA reflected three prioritized needs identified for targeted improvement within the Greater Binghamton and Broome County area during this three year period. Those needs included:

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.

Lourdes is currently engaged in conducting an updated community health needs assessment that will cover 2022 to 2025. This ongoing work is set to be completed in June, 2022.

CY 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 impacted the timelines for completing some items in the action plan; however, Lourdes completed the majority of tasks (73%) by the end of 2021. The ability to complete community outreach and technology action items were most impacted by the pandemic.

Upon the completion of the new community health needs assessment (2022–2025) currently in progress, Lourdes leadership will convene a group to develop a new community health improvement plan (Implementation Strategy) to align with the prioritized needs identified in the community.

More information about the CHNA and CHIP are available on our website: ascension.org.

ACCESS TO HEALTHCARE AND PRESCRIPTION MEDICATIONS

Program	Persons Served
Facilitated Healthcare Coverage Enrollment	Total Screened for Health Insurance: 908 Total Enrolled in Health Insurance: 669 <ul style="list-style-type: none"> Medicaid: 493 Qualified Health Plans: 77 Essential Plan: 99
Patient Financial Assistance Program	11,075 Patients Enrolled
Discounted Self-Pay Accounts	11,763
Pharmaceutical Access <ul style="list-style-type: none"> Hope Dispensary Medication Assistance Program 	Hope Dispensary: 142 Rx Filled for Uninsured Patients; Financial Value = \$32,061. In addition, 171 Rx Filled and Delivered to Patients in their Home. Ascension Patient Medication Assistance Program: Applications: 205; Financial Impact: \$352,394



BEHAVIORAL/MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

Program	Persons Served
Lourdes Center for Mental Health	1,317 Unique Patients Served 350 New Clients Reached in 2021
Behavioral Health In Primary Care	29,034 Depression Screenings Completed by Social Workers at 14 Sites
Mental Health Juvenile Justice Project (MHJJ)	55 Youth Served
Detention Alternative After School Program (DAASP)	20 Youth Served
Student Assistance Program (SAP) and Alcohol & Drug Education Prevention Team (ADEPT)	9,934 Students Served by SAP/ADEPT
Prevention Counseling (Sen. Fred Akshar Grant)	515 YES Leaders More than 50 Classroom Presentations Given 1,050 Students Reached through Classroom Presentations More than 550 People Reached through Community Outreach

PALLIATIVE AND HOSPICE CARE

Program	Persons Served
Supportive and Palliative Care	Provider Visits (Physician and Nurse Practitioners): <ul style="list-style-type: none"> Inpatient Encounters: 2,587 Outpatient Clinic Encounters: 511 Community Based/In Home Encounters: 1,051 Advance Care Planning Discussions: 1,392
Hospice Volunteers	Volunteers Dedicated 791 Hours and Drove over 1,772 Miles to Assist Patients and Families

MATERNAL/CHILD/ADOLESCENT HEALTH

Program	Persons Served
Lourdes Women's Health - Binghamton	5,778 Visits
Center for Oral Health <ul style="list-style-type: none"> Clinic Sealant Program and School-Based Sites Community Outreach and Education 	2,873 Unique Patients Seen; 10,673 Visits 72 Patients Seen; 77 Visits (4 Schools Served) Unable to Provide Community Outreach Service in 2021 due to COVID-19, however, Lourdes Donated a Total of 255 Toothbrush Bundles for 3 Different Sites/Health Fairs
Parents and Children Together (PACT)	311 Families Served; 4,299 Home Visits



MISSION IN ACTION (COMMUNITY OUTREACH)

Program	Persons Served
Christmas Families, Thanksgiving Baskets, and Other Services	Over 225 Families Served for All Programs
Community Education Events (Tai Chi, Childbirth Education, Skin Screenings, Online, etc.)	1,135 Participants; Associates Raised Approximately \$21,000 for Community Organizations
Medical Mission at Home Community Outreach	198 Served at 8 Events Across 4 Major Sites (Including St. Michael's, St. Cyril's Church, NoMa Community Center, and Horizons Federal Credit Union)

OBESITY PREVENTION AND MANAGEMENT

Program	Persons Served
Bariatric Services	110 Surgeries Performed 636 Nutritional Consults and Follow-Ups 22 Support Groups 430 New Patient Consultations for Bariatric Surgery 840 Patient Contacts with Nurse Navigator
Lourdes Primary Care Services <ul style="list-style-type: none"> Body Mass Index 	Total BMI Screenings Completed: 86,670 <ul style="list-style-type: none"> 15.0% Children Ages 3-17 56.4% Adults Ages 18-64 28.6% Adults Ages 65+

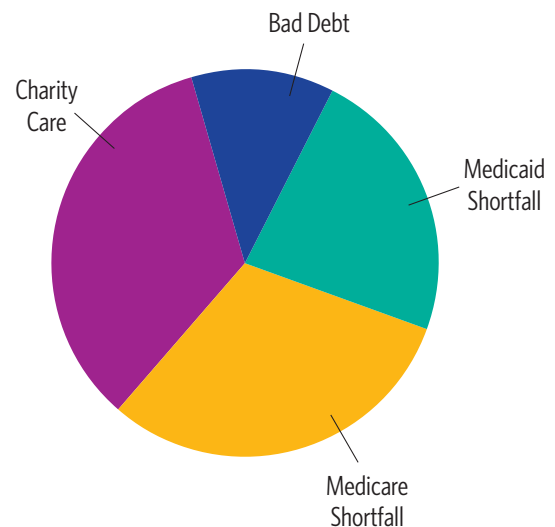
DISEASE SCREENING, PREVENTION AND MANAGEMENT

Program	Persons Served
Cancer Breast Cancer Screening <ul style="list-style-type: none"> • Lourdes Facility-Based Service • Mobile Mammography Van • Women's Health Center Colorectal Cancer	Total: 19,485 Mammograms and Ultrasounds 12,481 Mammograms and Ultrasounds 2,822 Mammograms 4,182 Mammograms and Ultrasounds Patients Eligible for Screening: 92,887 Patients Who Received Colorectal Cancer Screening: 60,672 Screening Rate: 65.3% of those eligible—this represents a significant increase over previous year
Diabetes Diabetic and Pre-Diabetic Screenings (A1C) in Lourdes Primary Care Practices	Total: 35,223 <ul style="list-style-type: none"> • Non-Diabetic: 15,254 • Pre-Diabetic: 8,403 • Diabetic: 11,566
Lourdes Diabetes Prevention Project	5,695 Enrolled Participants 98% Participation Rate of Primary Care Providers
Home Health	63,000 Visits; 29,000 Days of Service
Influenza Immunizations	2,514 Doses of Flu Vaccine Administered to Associates (a slight increase over previous year) 6,324 Doses of Flu Vaccine Administered to Community Residents 18 Doses Administered at Medical Missions
COVID-19 Vaccinations	Total: 6,270 <ul style="list-style-type: none"> • 3,982 Patients were Fully Vaccinated in 2021 • 2,138 Patients Received Booster Shots • 150 Patients between Ages 5-11 Vaccinated

CHARITABLE CONTRIBUTIONS

Fiscal Year 2021 (Ending June 30, 2021)

■ Charity Care	
Free Care	\$14,139,882
Community Benefit Programs	\$22,345,421
Total Charity Care	\$36,485,303
■ Bad Debt	\$12,819,523
■ Medicaid Shortfall	\$24,723,090
■ Medicare Shortfall	\$32,905,882



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 a greater number of physicians accepting new patients.

In 2021, Lourdes' continued to exemplify our commitment to improving patient experience by creating better access, continuity of care and convenience for our patients. Lourdes continued to offer virtual care to our patients as an option for patients to remain in their homes and receive the care they need. 210 Lourdes physicians and advanced practice practitioners are offering virtual care for their patients. During 2021, Lourdes also launched the first virtual walk-in with convenient online scheduling for our region resulting in 5,293 patient encounters. The virtual walk-in continues to be highly utilized by our community. Lourdes continued to adjust workflows for check-in processes, contactless drive through testing and social distancing in waiting rooms to ensure patient safety. Lourdes continues to support online appointment scheduling for primary care providers as well as for virtual walk-in appointments.

Primary care offices continued to offer chronic care management services to patients with 2 or more chronic conditions. This program provides ongoing contact each month with patients with chronic conditions to ensure they are staying on track with their treatment plan and care goals. This allows our patients to stay in touch with their care team while maintaining their health and wellness. Depression screenings are performed as part of the patient intake process at our sites of care. We continued to offer advanced treatment for severe depression in our Vestal Family Practice and continue to provide suboxone treatment at the Robinson St Binghamton location.

Lourdes supported the community by offering daily COVID vaccine clinics, at which 6,270 COVID vaccines were administered to local healthcare workers, essential workers and the general public, including pediatric patients age 5-11 years. Lourdes also provided daily drive-through COVID testing at the Shippers Rd Vestal location through 2021. Lourdes Pediatrics offered COVID vaccine and booster clinics for the pediatric population. Lourdes provided 6,324 influenza vaccines for the community.

Lourdes continued to meet the healthcare needs of the patients we serve by the recruitment of 11 physicians and 17 Advanced Practice Practitioners in specialties including general surgery, endocrinology, mental health, women's health, otolaryngology, occupational health, gastroenterology, orthopedics, internal medicine, geriatrics, vascular surgery, podiatry, palliative medicine, family medicine, and urology. Lourdes continued to expand our geographic reach by opening a primary care practice in Painted Post, NY with our Neighborhood Family Medicine captive PC group.

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.





- As part of Lourdes Adverse Childhood Experiences (ACEs) program, funded through a Mother Cabrini Health Foundation grant, Lourdes:
 - Held 2 laundry support events that provided supplies for 110 people;
 - Provided free weekly fitness and yoga classes for a total of 179 participants;
 - Held 10 wellness events attended by 81 people on topics including diabetes education, meal planning and nutrition, self care, stress management, healthy sleep, preventive care, healthy eating and mindful walking;
 - Provided 75 adults with back packs containing personal hygiene items and first aid kits;
 - Held 2 Family Fun events for 80 parents and children;
 - Provided 770 people with meals throughout the year and at Thanksgiving;
 - Provided Health Coaching services for 110 individuals.

- Lourdes Youth Services:
 - Offered school-based, community wellness activities and home visits virtually when needed to meet the various needs of the community.
 - Shared games and activities with families participating in the Lourdes home visiting programs to do with their children throughout the pandemic.
 - Youth Services offered information to families on local food pantries and food giveaways.

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.
- Weekly and now monthly calls occur between Lourdes, UHS, the nursing homes and the county for coordination of efforts to provide care for the community during the pandemic. ED and hospital capacity, nursing home bed availability, morgue capacity options and ambulance availability were discussed. Plans and ideas were shared for quarantine and isolation of those with COVID along with testing, contact tracing, vaccination and the impact of the NYS vaccine mandates.

This Community Service Report represents activity for Our Lady of Lourdes Memorial Hospital, which was part of Ascension during the 2021 calendar year. Our Lady of Lourdes Memorial Hospital joined The Guthrie Clinic on February 1, 2024.

Lourdes

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