



Lourdes

**2022
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 3,000 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 Home Care 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 2022-2025 Community Health Needs Assessment

Lourdes collaborated with community agencies, 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 2022-2025 CHNA reflects five prioritized needs identified for targeted improvement within the Greater Broome County area during this three year period:

- Improve access to healthcare providers, with specific attention to those specialists providing care to patients ages 60 and older.
- Improve availability of mental/behavioral health services, including substance use services, with a focus on community collaboration.
- Improve access and infrastructure for health services in rural communities.
- Improve health outcomes by focusing on prevention and wellness.
- Address services needed for vulnerable populations, including the medically indigent and homeless populations, integrating social care with prevention and medical care for a more person-centered approach to care through community collaboration.

Lourdes embraces the need to address the health needs of the community and is committed to playing an active role in the communities it serves. Lourdes recognizes that no one organization can address the entire health care needs of the community. Conscious of its stewardship of resources to best meet the needs of our community, Lourdes is focusing resources to those areas in which we can impact community health most significantly.

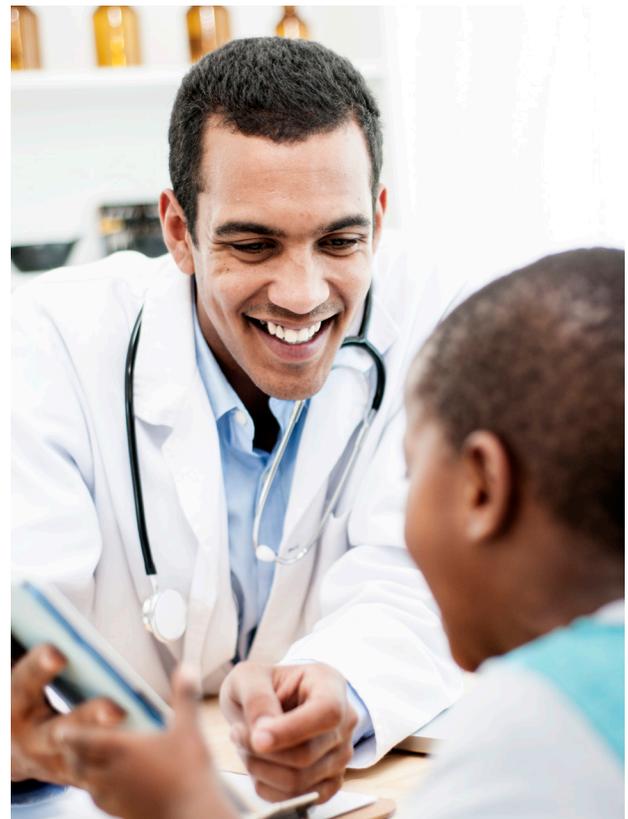
CY 2022-2025 Implementation Strategy (Formerly named Community Health Improvement Plan)

The development of the Lourdes Implementation Strategy (IS) was the final phase of the Community Health Needs Assessment (CHNA) process, completed in October 2022.

The IS was developed by Lourdes associates and contains an action plan specific to each of the five goals identified within the CHNA. Each action plan outlines specific activities, trackable metrics/milestones, and resources needed to complete tasks, including any collaborating partners. This work extends over a three year period.

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

The full CHNA and IS documents 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: 685 Total enrolled in health insurance: 557 <ul style="list-style-type: none"> Medicaid: 392 Qualified health plans: 109 Essential plan: 45
Patient Financial Assistance Program	9,657 Patients enrolled
Discounted Self-Pay Accounts	10,369
Pharmaceutical Access <ul style="list-style-type: none"> Hope Dispensary Medication Assistance Program 	Hope Dispensary: 124 Rx filled for uninsured patients; Financial value = \$28,997. In addition, 26,726 Rx filled and delivered to patients in their homes. Ascension Patient Medication Assistance Program: Applications: 126; Patient Savings Impact: \$326,430 PFAP co-pays waived: \$3,868,208

KEEPING OUR COMMUNITY SAFE

Program	Persons Served
Firefighter physicals	429 completed
Emergency Services Physicals	165 Completed
Lourdes also completed Police, Crossing Guard, and Military exams	

BEHAVIORAL/MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

Program	Persons Served
Lourdes Mental Health	1,393 Unique patients served 464 New clients reached in 2022
Behavioral Health In Primary Care	102,414 Depression screenings completed
Mental Health Juvenile Justice Project (MHJJ)	30 Youth served
Student Assistance Program (SAP) and Alcohol & Drug Education Prevention Team (ADEPT)	10,107 Students served
Prevention Counseling (Sen. Fred Akshar Grant)	400 YES Leaders 45 Classroom presentations given 1,025 Students reached through classroom presentations 250 People reached through community outreach

PALLIATIVE AND HOSPICE CARE

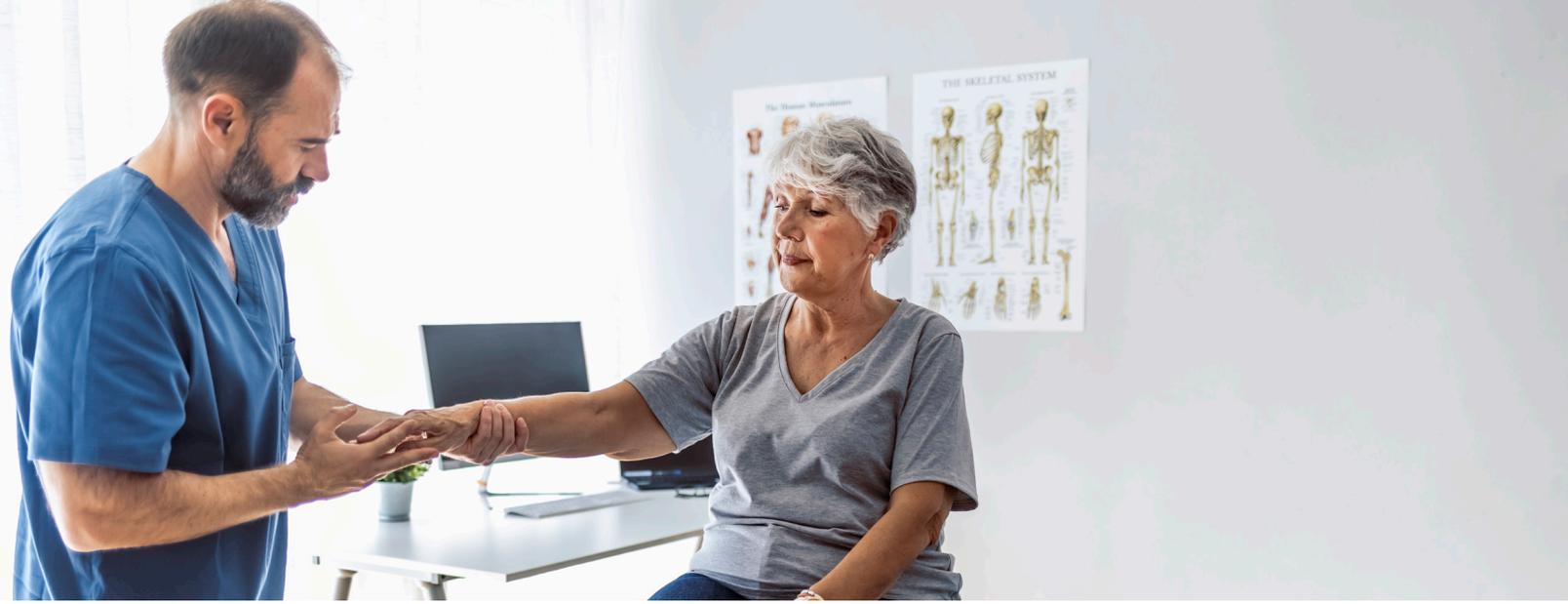
Program	Persons Served
Supportive and Palliative Care	<p>Provider Visits (Physician and Nurse Practitioners):</p> <ul style="list-style-type: none"> • Inpatient encounters: 2,332 • Outpatient clinic encounters: 620 • Community based/In home encounters: 931 • Advance care planning discussions: 1,357
Hospice	<p>874 Families served for a total of 31,464 patient care days 8,075 Nursing visits, and 5,753 Home Health Aide visits 1,633 Social Work visits and 1,072 Spiritual Care visits 67 Medical Therapy visits and 26 Physician visits 1,010 Volunteer hours</p>
Bereavement Groups	11 Groups held
Camp Hope for Kids	24 Children participated

MATERNAL/CHILD/ADOLESCENT HEALTH

Program	Persons Served
Lourdes Women's Health	7,602 Visits
Parents and Children Together (PACT)	313 Families served; 3,898 Home visits

DENTAL CARE

Program	Persons Served
<ul style="list-style-type: none"> • Clinic • Sealant Program and School-Based Sites 	<p>3,486 Unique Patients Seen; 11,125 Visits 633 Patients seen; 1,004 Visits (12 Schools Served) Provided 2,855 students with oral health education in a group setting</p>
<ul style="list-style-type: none"> • Community Outreach and Education 	<p>Community outreach at 6 events provided 336 families with education and 308 toothbrush bundles.</p>



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.)	1,038 Participants
Medical Mission at Home Community Outreach	509 Served at 8 events
Southern Tier Medical Care community outreach/ Events (Chemung, Steuben counties)	Staff participated in more than 20 events totaling 386 hours

OBESITY PREVENTION AND MANAGEMENT

Program	Persons Served
Bariatric Services	<ul style="list-style-type: none"> 97 Surgeries performed 577 Nutritional consults and follow-ups 12 Virtual support groups 210 New patient consultations for bariatric surgery 800 Patient contacts with Nurse Navigator
Body Mass Index	<ul style="list-style-type: none"> Total BMI screenings completed: 90,323 16% children ages 3-17 55% adults ages 18-64 29% adults ages 65+
Cardiometabolic Health Program	<ul style="list-style-type: none"> 920 total physician visits 2171 total nurse practitioner visits 6271 total health coach and dietician visits

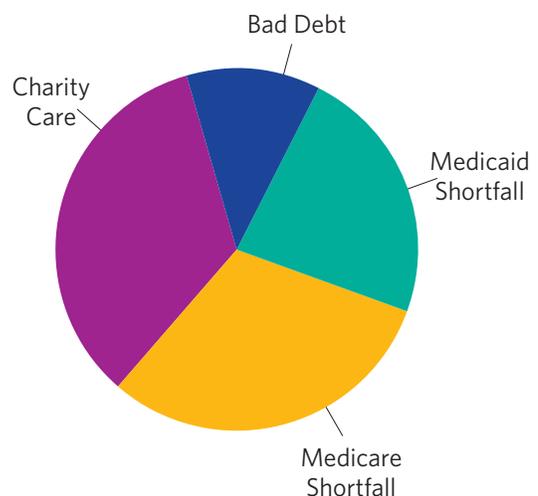
DISEASE SCREENING, PREVENTION AND MANAGEMENT

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: 27,007 Mammograms and ultrasounds 20,960 Mammograms and ultrasounds Nearly 3,000 mammograms across 9 counties 6,047 Mammograms and ultrasounds Patients eligible for screening: 28,883 Patients who received colorectal cancer screening: 17,334 Screening rate: 56% of those eligible
Diabetes Diabetic and Pre-Diabetic Screenings (A1C) in Lourdes Primary Care Practices	Total: 35,030 <ul style="list-style-type: none"> • Non-diabetic: 14,806 (A1C< 5.7) • Pre-diabetic: 8,583 (A1C 5.7-6.4 inclusive) • Diabetic: 11,641 (A1Cs>6.4)
Lourdes Diabetes Prevention Project	7,383 Enrolled participants >90% Participation rate of Primary Care Providers
Home Care	46,222 Visits; 1,930 Patients served
Influenza Immunizations	2,541 Doses of flu vaccine administered to associates 8,305 Flu vaccine administered to patients 5,201 Doses of flu vaccine administered to community residents 31 Doses administered at Medical Missions
COVID-19 Vaccinations	<ul style="list-style-type: none"> • 460 Adult COVID vaccines administered • 262 Pediatric COVID vaccines administered • 61,830 COVID tests were completed

CHARITABLE CONTRIBUTIONS

Fiscal Year 2022 (Ending June 30, 2022)

Charity Care	
Free Care	\$13,443,810
Community Benefit Programs	\$26,130,237
Total Charity Care	\$39,574,047
Bad Debt	\$13,052,714
Medicaid Shortfall	\$29,343,025
Medicare Shortfall	\$48,741,654



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 2022, Lourdes' continued to exemplify our commitment to improving patient experience by creating better access, continuity of care and convenience for our patients. The Lourdes Medical Group focused tremendous effort to reshape care delivery to align with the needs of our community and to ensure patients have the access they need to receive our services. This included aligning resources like community health workers, chronic care managers and social work across our primary care practices. Our primary care offices continued patient screening for social determinants of health (SDOH) to connect our patients with the resources they need to ensure their health and safety. The community health workers who are embedded in primary care offices work to intervene on SDOH issues to address needs like food, transportation, housing, medications, clothing, employment, medical and interpersonal violence.

Lourdes continued its work to improve access to healthcare services by ensuring timely appointments, walk-in hours, and virtual care. In 2022, Lourdes offered virtual care options for the convenience of patients with 172 clinicians providing this option. The virtual walkin which was established during the early months of the pandemic performed 4,491 visits during 2022. This continued to be a meaningful way patients received care for acute illnesses in the convenience of their home. In total, 17,471 virtual visits were completed in 2022 inclusive of the primary care offices and some specialties.

Central to our Mission for care of the poor and vulnerable, Lourdes offers primary and specialty care at the Binghamton YWCA Homeless Shelter, Endicott Square Housing facility, the Office of the Aging Harpursville Senior Center, and SEPP Group housing. Telehealth carts are deployed at these locations to provide acute care, preventive services and specialty visits. The Hope Dispensary has delivered prescriptions following these visits to help this patient population with transportation barriers. Additionally, Lourdes Medical Group utilized the primary care van to provide Medicare Annual Wellness Visits and preventive screenings at SEPP locations.

Depression screenings are performed as part of the patient intake process at our primary care sites. Social workers have the opportunity to consult with a psychiatric provider and provide low intensity, short term symptom management of anxiety and depression for patients identified as needing this level of support through the screening. Lourdes continues to provide suboxone treatment at the Robinson St and Owego primary care locations for addiction treatment. Other unique services offered include advanced treatment for severe depression in the Vestal Family Practice location. Throughout 2022

the Medical Group served our community by administering adult and pediatric COVID vaccine and influenza vaccine clinics. Drive-through COVID testing continues to be offered at the Shippers Rd, Vestal location.

Lourdes continues to focus on growth of the Medical Group to serve our community. In 2022, Lourdes recruited 13 physicians and 15 advanced practice practitioners in specialties including Gastroenterology, Urology, ENT, Family Practice, Breast Surgery, Wound Care, Metabolic Weight Loss, Orthopedics, Dentistry, Occupational Health, and Rheumatology. Lourdes acquired a Rheumatology practice in October and in March opened a primary care practice in Horseheads, NY as part of expansion and growth in the Western portion of NY. The Johnson City Pavilion opened in November providing convenient access for patients to primary care, walk-in services, lab, imaging, orthopedics, rehabilitation services and specialty care.

Preventive Care and Health Education:

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

- Maintained COVID-19 vaccination clinics for associates and the general public (as advised by state and federal health agencies).
- Maintained 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.
- The Medicare annual wellness exam is a comprehensive review that includes updates to the patient's health history, risk factors, health





screenings, functional capacity, home safety, and nutrition. The annual exam allows the patient and provider to develop a personalized plan for preventive care and management of current healthcare needs. This exam, completed on an annual basis will identify changes in health status and allow interventions to be put in place proactively.

- Continued virtual health education classes (e.g., childbirth, nutrition and diabetes, and joint replacement).
- As part of Lourdes Adverse Childhood Experiences (ACEs) program, funded through a Mother Cabrini Health Foundation grant, Lourdes:
 - Held 4 laundry support events that provided supplies for 110 people;
 - Provided free weekly fitness and yoga classes for a total of 231 participants;
 - Held 5 community education presentations attended by 117 people.
 - Provided 20 adults with back packs containing personal hygiene items and first aid kits.
 - Held 2 Family Fun events for 31 parents and children;
 - Provided 800 people with meals throughout the year and at Thanksgiving;

- Provided 385 Health Coaching sessions for 26 individuals
- Reached 751 people at community outreach events.

- 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 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.
- Social determinants of health such as lack of transportation, unstable housing, and limited access to food can be barriers that prevent a person from obtaining health and wellness. Lourdes has partnered with Care Compass Network and several community based organizations to pilot the placement of community health workers in our primary and specialty Care practices as part of the care team. The community health workers are available to assist patients in finding solutions to social challenges. These interventions



allow patients to take steps to improve their health through completion of preventive screenings and better management of chronic diseases such as hypertension and diabetes. Coordination of medical and social care can lead to improved patient outcomes.

- Offer chronic care management services to primary care patients with two or more chronic conditions. The program provides ongoing contact to ensure patients stay on track with their treatment plan and care goals, gives education and reassurance to patients, provides support for coordination of visits with multiple healthcare providers, offers assistance with obtaining medications and food, and helps in maintaining health, wellness and contact with the care team.
- Monthly calls continue between Lourdes, UHS, the nursing homes and the county for coordination of efforts to provide care for the community as we recover from the pandemic. ED and hospital capacity, nursing home bed availability, and county efforts to provide vaccination availability for underserved communities were discussed. Plans and ideas were shared for quarantine and isolation of those with COVID as regulations changed along with testing, vaccination and the ongoing challenges with staffing shortages.

This Community Service Report represents activity for Our Lady of Lourdes Memorial Hospital, which was part of Ascension during the 2022 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

