

A young Black woman with short, curly hair is smiling and looking towards a healthcare professional. She is wearing a white and pink striped t-shirt under a grey cardigan. Her right hand is placed over her heart. The healthcare professional, seen from the back, has dark hair tied back and is wearing a blue scrub top. The background is a bright, out-of-focus indoor setting.

# Lourdes

**2023  
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 was part of Ascension, the largest non-profit and Catholic healthcare organization in the U.S. from 1999 - January 2024. In February of 2024, Lourdes joined the Guthrie Clinic, based in Sayre, Pennsylvania.

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

Lourdes is committed to serving all persons with special attention to those who are poor and vulnerable.

As part of a Catholic health ministry, Lourdes focused on 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 is committed to improving community health by directly and indirectly addressing community needs. 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 on 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.

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. For this implementation strategy, Lourdes has chosen to focus its efforts on the 5 priorities listed.

The full CHNA and IS documents are available on our website: [guthrie.org](http://guthrie.org).



## ACCESS TO HEALTHCARE AND PRESCRIPTION MEDICATIONS

Program	Persons Served
Facilitated Healthcare Coverage Enrollment	Total screened for health insurance: 517 Total enrolled in health insurance: 502 <ul style="list-style-type: none"> <li>Medicaid: 346</li> <li>Qualified health plans: 63</li> <li>Essential plan: 82</li> </ul>
Patient Financial Assistance Program	8,926 Patients enrolled
Discounted Self-Pay Accounts	11,406
Pharmaceutical Access <ul style="list-style-type: none"> <li>Lourdes Pharmacy Binghamton</li> <li>Medication Assistance Program</li> </ul>	278 Rx filled for uninsured patients; Financial value = \$14,233. In addition, 40,998 Rx filled and delivered to patients in their homes. Patient Medication Assistance Program: Applications: 161; Financial Impact: \$381,142 PFAP co-pays waived: \$3,800,430

## BEHAVIORAL/MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

Program	Persons Served
Lourdes Mental Health	1,291 Unique patients served 341 New clients reached in 2023
Behavioral Health In Primary Care	83,965 Depression screenings completed
Student Assistance Program (SAP) and Alcohol & Drug Education Prevention Team (ADEPT)	18,524 Students served
Binghamton Youth Empowerment Program (BYEP)	Provided services to 45 students in Binghamton City School District

## PALLIATIVE AND HOSPICE CARE

Program	Persons Served
Supportive and Palliative Care	Provider Visits (Physician and Nurse Practitioners): <ul style="list-style-type: none"> <li>▪ Inpatient encounters: 1,789</li> <li>▪ Outpatient clinic encounters: 1,683</li> <li>▪ Community based/In home encounters: 496</li> <li>▪ Advance care planning discussions: 1,113</li> </ul>
Hospice	819 Families served for a total of 33,520 patient care days 9,475 Nursing visits, and 6,148 Home Health Aide visits 2,472 Social Work visits and 1,267 Spiritual Care 2,194 Volunteer hours
Bereavement Groups	10 Groups held
Camp Hope for Kids	21 Children participated

## MATERNAL/CHILD/ADOLESCENT HEALTH

Program	Persons Served
Lourdes Women's Health	9,082 Visits
Parents and Children Together (PACT)	327 Families served; 4,524 Home visits

## DENTAL CARE

Program	Persons Served
<ul style="list-style-type: none"> <li>▪ Clinic</li> <li>▪ Sealant Program and School-Based Sites</li> </ul>	3,632 Unique Patients Seen; 9,596 Visits 937 Patients seen; 1,637 Visits (24 Schools Served) Provided 1,874 students with oral health education.
<ul style="list-style-type: none"> <li>▪ Community Outreach and Education</li> </ul>	Community outreach at 12 events provided 1,150 toothbrush bundles to participants.





## 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.)	1,241 Participants
Medical Mission at Home Community Outreach	324 Served at 11 events

## OBESITY PREVENTION AND MANAGEMENT

Program	Persons Served
Bariatric Services	53 Surgeries performed 238 Nutritional consults and follow-ups 11 Virtual support groups Nutrition Consults: 141 Nutrition Follow up: 331 Nutrition Group Classes: 26
Body Mass Index	Total BMI screenings completed: 68,496 15.64% Children Ages 3-17 52.15% Adults Ages 18-64 32.20% Adults Ages 65+
Weight Management	1,252 total physician visits 4,618 total nurse practitioner visits 7,403 total health coach and dietician visits

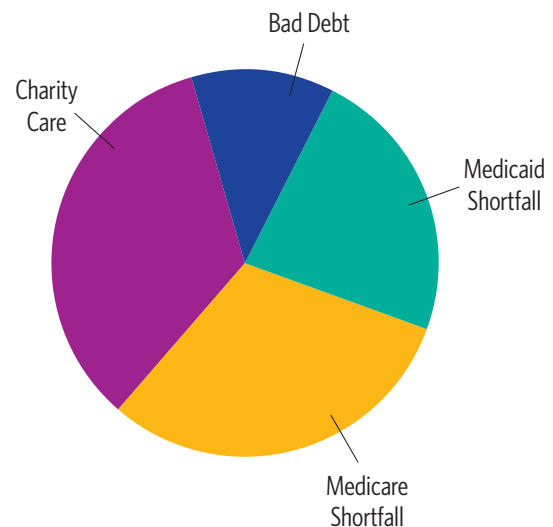
## DISEASE SCREENING, PREVENTION AND MANAGEMENT

Program	Persons Served
<b>Cancer</b> Breast Cancer Screening <ul style="list-style-type: none"> <li>• Lourdes Facility-Based Service</li> <li>• Mobile Mammography Van</li> <li>• Women's Health Center</li> </ul> Colorectal Cancer	Total: 29,585 Mammograms and ultrasounds 20,276 Mammograms and ultrasounds 2,915 mammograms across 8 counties 6,394 Mammograms and ultrasounds
Lung Cancer Screening	Patients eligible for screening: 29,581 Patients who received colorectal cancer screening: 20,873 Screening rate: 70.56% of those eligible
<b>Diabetes</b> Diabetic and Pre-Diabetic Screenings (A1C) in Lourdes Primary Care Practices	Total: 36,644 <ul style="list-style-type: none"> <li>• Non-diabetic: 16,789 (A1C&lt; 5.7)</li> <li>• Pre-diabetic: 8,985 (A1C 5.7-6.4 inclusive)</li> <li>• Diabetic: 10,870 (A1Cs&gt;6.4)</li> </ul>
Lourdes Diabetes Prevention Project	8,815 Enrolled participants >90% Participation rate of Primary Care Providers
Home Care	43,192 Visits; 2,051 Patients served
Influenza Immunizations	2,780 Doses flu vaccine administered to associates 6,691 Flu vaccine administered to patients 5,082 Doses of flu vaccine administered to community residents 28 Doses administered at Medical Missions

## CHARITABLE CONTRIBUTIONS

Fiscal Year 2023 (Ending June 30, 2023)

Charity Care	
Free Care	\$13,187,299
Community Benefit Programs	\$30,242,410
Total Charity Care	\$43,429,709
Bad Debt	\$13,146,476
Medicaid Shortfall	\$35,276,253
Medicare Shortfall	\$52,271,586



# Commitment to Community Health Status

Lourdes continues to ensure 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 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.**

Lourdes Medical Group continued to place quality, patient access and patient satisfaction as a top priority in 2023. Efforts continued to reshape care delivery and to ensure alignment of resources with the needs of the community we serve. In particular, the medical group focused on the mental health needs of our community.

This year, 83,965 screenings for depression and suicide were completed across our sites of care. Through the collaborative care model, social workers embedded in the primary care offices cared for 4,785 patients. Additionally, Esketamine treatment (a nasal spray that is used with an oral antidepressant to treat adults with depression that is resistant to other treatment) was expanded to the Pain and Wellness practice while continuing this treatment in Vestal Family Practice. Lourdes continued to provide substance use disorder care with Buprenorphine-naloxone treatment in 3 offices in Tioga and Broome counties.

Central to our mission to care for the poor and vulnerable, Lourdes continued to offer primary care and some specialty care in area homeless shelters with the addition of Southside Manor/YWCA.

Lourdes demonstrated improvement in patient quality metrics to improve overall health and wellness in 2023. The clinical priorities included improvement in the care of diabetic patients and screenings for colon, cervical and breast cancer. Lourdes showed an increase in each of these measures in 2023.

To improve patients' access to health care services, Lourdes continued its strategy to provide specialty services outside of the primary service area. Orthopedic and Palliative care services expanded to Horseheads, NY. Podiatric services continue to be offered in Hancock and Owego primary care locations. In collaboration with Binghamton University, Lourdes opened Lourdes Senior Care in Johnson City in July 2023. This center provides geriatric care, nursing, social work, physical, occupational and speech therapy to meet the needs of our elder population.

Lourdes continued to offer online appointments for primary care and some specialty care. In 2023, 33,720 patients utilized this scheduling option as an efficient way to access our practices.

Lourdes continued to focus on the growth of the Medical Group with the continuance of the Family Medicine and Podiatric Residency programs. Additionally, Lourdes started an Internal Medicine Residency in 2023. Recruitment of 6 new physicians in the specialties of General Surgery, Pediatrics, Primary Care, Podiatry and Radiation Oncology occurred in 2023. Seven advanced practice practitioners were added to the Medical Group for OB/GYN, ENT, Internal Medicine, Orthopedics and Plastic Surgery.



# Preventive Care and Health Education:

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

- Lourdes continues to follow federal and state mandates and guidelines to prevent and treat COVID-19
- 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. Lourdes primary care teams continued to focus efforts on the Annual Wellness Visit for Medicare patients. Lourdes demonstrated a 20% increase since 2022 in the number of these visits performed.
- Virtual and in-person health education classes were offered throughout 2023, including childbirth, breastfeeding, weight management, nutrition and diabetes, joint replacement and breast cancer risk, with 1,210 individuals registering.
- As part of Lourdes Adverse Childhood Experiences (ACEs) program, funded through a Mother Cabrini Health Foundation grant, Lourdes:
  - Helped 150 people through laundry support giveaways
  - Provided 60 people individual mental health and health coaching services
  - Provided community meals to 600 people
  - Provided community education to 200 people
  - Provided 200 homeless with bus passes and personal hygiene items





- Provided mental health and relaxation workshops to 44 Lourdes associates
- Held 3 Family Fun events for 68 parents and children
- Provided free weekly walking, fitness and yoga classes for a total of 662 participants

This was the first year that Lourdes Dental provided dental services at the Downsview School District. This rural Delaware County school has 203 enrolled students grade PK – 12th grade. Both education and care were provided to students in the district: and Forty-two percent (42%) of the students were enrolled in the School-Based Dental Program. This is a significantly higher enrollment rate compared to other schools. The dental van was at the school for 8 days, providing the following services:

- 86 dental exams and screenings
- 38 dental cleanings
- 50 Fluoride varnishes
- 23 Sealants
- 58 restorative treatments

The Family Medicine Residents took part in the following events this year:

- Lourdes Trunk or Treat
- HERS Care Project: Collected feminine hygiene products to distribute to our community.
- Medical Missions at the Southern Tier Islamic Association: Several events were held to

screen for diabetes, hypertension, and to provide flu vaccines. Hats and gloves donated by associates were distributed as well.

- They also provided OB-GYN training for EMS workers in the community.

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.
- 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.
- 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 improve their health through completing 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. The community health workers supported 1016 patients in 2023.





- Quarterly calls continue between Lourdes, UHS, representatives from 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, ongoing staffing challenges and county efforts to provide support for underserved communities are discussed.
- Lourdes care management agency under HHUNY (Health Homes of Upstate NY) supports the Medicaid population through the delivery of health home services in coordination with available community resources. Patients are supported in the management of their social, behavioral and health care needs. Over 300 patients were served in 2023.
- Offer chronic care management services to primary care patients with two or more chronic conditions. The program provides: ongoing support to ensure patients stay on track with their treatment plan and personal care goals, education and reassurance to patients, assistance for coordination of visits with multiple healthcare providers, and medication management support. The program supported over 400 patients in maintaining health, wellness and contact with the care team in 2023.
- Lourdes Senior Care: In 2023, Lourdes began offering evaluation, management and treatment for people with memory difficulties, mild cognitive impairment, and memory disorders, including Alzheimer's disease, dementia with Lewy bodies, frontotemporal dementia, and vascular dementia. Services include:
  - ♦ Complete medical assessment including medication review
  - ♦ Goals of care discussion including advance directives
  - ♦ Cognitive / Memory evaluation
  - ♦ Psychosocial assessment
  - ♦ Geriatric Psychiatry - Evaluation and treatment of diagnosed conditions including depression and anxiety
  - ♦ Pharmacist support including medication education, financial assistance and delivery options
  - ♦ Navigational services including connection with medical and community-based organizations, as well as assessment and coordination of financial, transportation and housing assistance.



# Lourdes

169 Riverside Drive • Binghamton, NY 13905

Phone: 607-798-5111

