

# Lourdes

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A young Black woman with short, curly hair is smiling and looking towards a healthcare professional. She is wearing a white and pink striped 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 blue scrubs. The background is a bright, out-of-focus indoor setting.

# Lourdes

2024  
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 caregivers 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 improve health through clinical excellence and compassion; every patient, every time.

## Our Mission

Lourdes is committed to helping each person attain optimal, life-long health and well being. We will accomplish this by providing integrated, clinically-advanced services that prevent, diagnose, and treat disease, within an environment of compassion, learning, and discovery.

## CY 2022-2025 Community Health Needs Assessment

Lourdes collaborated with community agencies and the public, 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 leadership 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](https://www.guthrie.org).



ACCESS TO HEALTHCARE AND PRESCRIPTION MEDICATIONS

Program	Persons Served
Facilitated Healthcare Coverage Enrollment	Total screened for health insurance: 493 Total enrolled in health insurance: 470 <ul style="list-style-type: none"><li>Medicaid: 320</li><li>Qualified health plans: 72</li><li>Essential plan: 60</li><li>CHIP: 18</li></ul>
Patient Financial Assistance (PFAP)	8,052 Patients enrolled
Discounted Self-Pay Accounts	13,983
Pharmaceutical Access <ul style="list-style-type: none"><li>Medication Assistance Program</li></ul>	349 Rx filled for uninsured patients; financial value = \$36,953. PFAP co-pays waived: \$2,821,318

BEHAVIORAL/MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

Program	Persons Served
Lourdes Mental Health	1,220 Unique patients served 370 New clients reached in 2024
Student Assistance Program (SAP) and Alcohol & Drug Education Prevention Team (ADEPT)	22,043 Students served
Binghamton Youth Empowerment Program (BYEP)	Provided services to 65 students in the Binghamton City School District, as well as 245 family members at events.

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: 1,083</li><li>Outpatient clinic encounters: 1,478</li><li>Community based/In home encounters: 212</li><li>Advance care planning discussions: 185</li></ul>
Hospice	695 Families served for a total of 34,459 patient care days 10,010 Nursing visits 2,443 Social Work visits 3,106 Volunteer hours
Bereavement Groups	10 Groups held
Camp Hope for Kids	27 Children participated

MATERNAL/CHILD/ADOLESCENT HEALTH

Program	Persons Served
Parents and Children Together (PACT)	370 Families served; 4,852 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>	3,759 Unique Patients Seen; 7,266 Visits 591 Patients seen; 1,027 Visits (19 Schools Served) Provided 5,650 students with oral health education at 25 school sites.
<ul style="list-style-type: none"><li>Community Outreach and Education</li></ul>	Community outreach at 12 events provided 1,143 toothbrush bundles to participants.





MISSION IN ACTION (COMMUNITY OUTREACH)

Program	Persons Served
Christmas Families, Thanksgiving Baskets, and Other Services	More than 200 families served for all programs
Community Education Events (Tai Chi, Childbirth Education)	478 participants
Medical Mission at Home Community Outreach	150 Served at 10 events

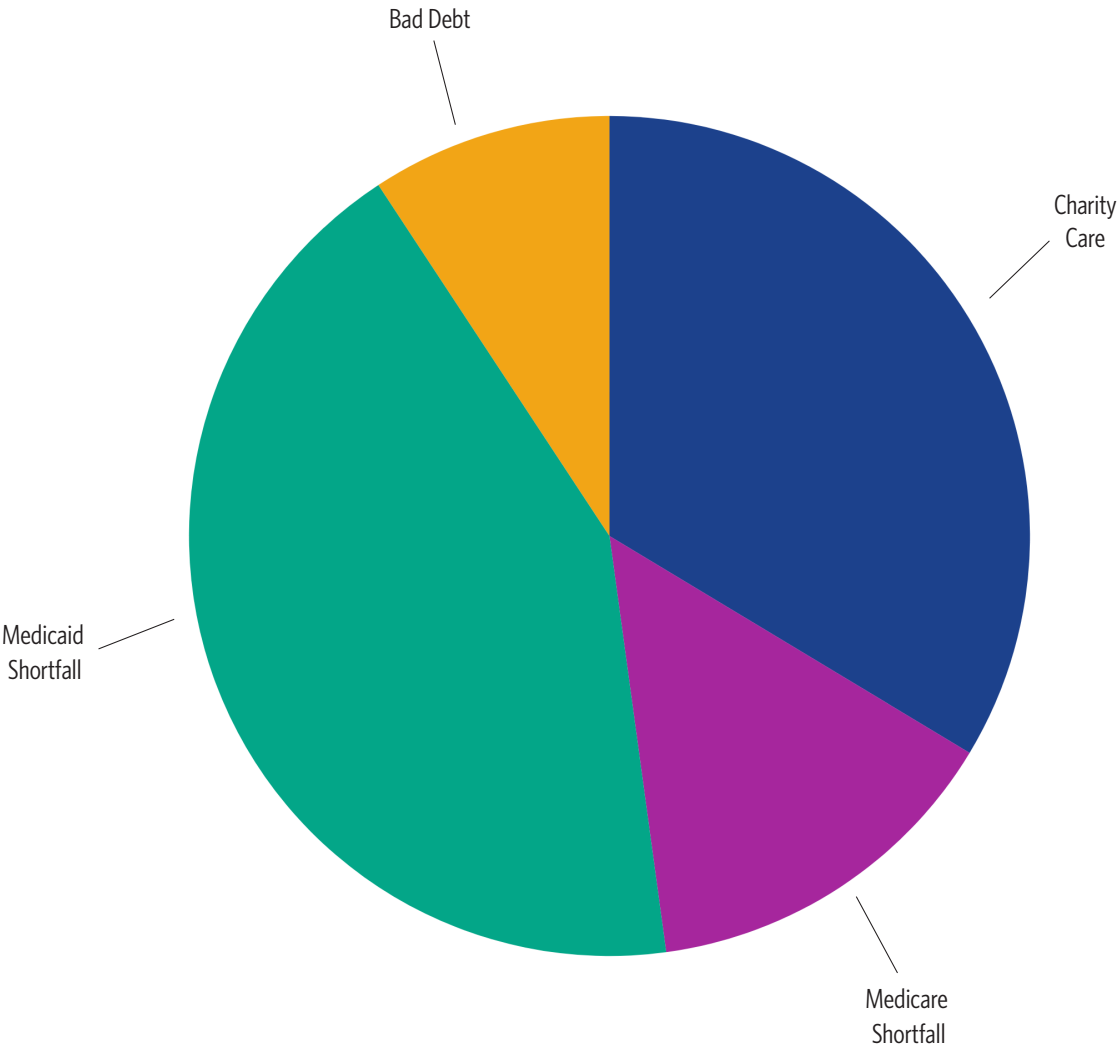
DISEASE SCREENING, PREVENTION AND MANAGEMENT

Program	Persons Served
<b>Cancer</b> Breast Cancer Screening Mobile Mammography Van Women’s Health Center	Total: 6,485 Mammograms and ultrasounds 768 mammograms across 8 counties 2,408 mammograms and ultrasounds
Home Care	29,359 Visits; 1,760 Adult Patients Served 7,606 Visits; 252 Pediatric Patients Served

CHARITABLE CONTRIBUTIONS

Fiscal Year 2024 (Ending June 30, 2024)

Charity Care	
Free Care at Cost	\$ 3,390,444
Community Benefit Programs	\$37,010,619
Total Charity Care	\$40,401,063
Bad Debt	\$17,071,384
Medicaid Shortfall	\$51,526,845
Medicare Shortfall	\$11,129,293





# 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. Some data is incomplete due to a cyber event in spring 2024.

## Access to Healthcare in the Community:

### Improve access to:

- **specialty care providers, with specific attention to those specialists providing care to patients ages 60 and older**
- **availability of mental/behavioral health services, including substance use services, with focus on community collaboration**
- **and infrastructure for health services in rural communities**

In 2024 the Guthrie Lourdes Medical group increased its provider network, allowing patients in our region to gain access to a large multi-specialty network of providers. Guthrie Lourdes Medical Group now provides greater access to specialty care in a 10,000 mile radius.

Guthrie Lourdes continues its commitment to the primary service area of Broome and Tioga Counties, as well as serving the needs of rural communities in Chenango and Delaware counties. Guthrie Lourdes continued its commitment to providing high-quality patient care, patient experience and timely access to services.

Guthrie Lourdes provided primary care offices in each of its service areas with primary care walk in services available 7-days a week for same-day access availability. Same day orthopedic care continues to be offered via the Orthopedic Walk-in located in Broome County Monday through Friday.

Lourdes Medical Group continued to place mental health services as a priority. This year, 20,813 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 812 patients.

Social workers and Community Health Workers continue to be an integral member of the primary care team providing mental health services where needed. Additionally, SPRAVATO® treatment for severe depression was expanded to the Pain and Wellness practice while continuing this treatment in the Robinson Street practice in Binghamton.

The clinical priorities included improvement in the care of patients with diabetes and screenings for colon, cervical and breast cancer. Lourdes primary care teams continued to focus efforts on the Annual Wellness Visit for Medicare patients. This service focuses on health status and disease prevention which is instrumental in closing care gaps for screening services.

Regarding efforts 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 were offered in Horseheads, NY. Podiatric services continue to be offered in Hancock and Owego primary care locations. Gynecology services were expanded to Owego in Tioga County in 2024. In collaboration with Binghamton University, Guthrie Lourdes offered Lourdes Senior Care in Johnson City. This center provides geriatric care, nursing, social work, physical, occupational and speech therapy to meet the needs of our elder population.

Guthrie Lourdes continues to focus on the growth of the Medical Group to care for patients in the community and provide patient access. The Family Medicine, Internal Medicine and Podiatry Residency programs at Guthrie Lourdes continue to provide the necessary training for medical graduates, assisting them in the necessary preparation for their careers, while instructing them in patient care and safety.

Recruitment of 11 new physicians and 12 Advanced Practice, providers in the specialties of General Surgery, Primary Care, Rheumatology, Mental Health, Geriatrics, Women's Health, and Cardiology, to name a few, occurred in 2024. Partnering with the recruitment team of The Guthrie Clinic has provided invaluable recruitment tools and continues to support the recruitment and retention efforts of Guthrie Lourdes Hospital.

## Preventive Care and Health Education:

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

- 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.

- Virtual and in-person health education classes were offered throughout 2024, including childbirth, breastfeeding and Tai Chi with 478 individuals registering.

As part of Lourdes Adverse Childhood Experiences (ACEs) program, funded through a Mother Cabrini Health Foundation grant, Lourdes:

- Helped 225 people through laundry support giveaways
- Provided 75 people with mental health and health coaching services, in addition to serving 65 people in mental health groups
- Provided community meals to 300 people
- Provided community education to 150 people
- Provided 450 homeless with bus passes and personal hygiene items and other supplies





- Held 3 Family Fun events serving 120 people in addition to other social support events serving 350 people.
- Provided free weekly walking, fitness and yoga classes for a total of 200 participants

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

- 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.

Guthrie 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 Guthrie home visiting programs to do with their children.
- Youth Services offered information to families on local food pantries and food giveaways.

## Care Coordination

### Integrating Clinical Care with Social Care through Community Collaborations

- 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 1,099 patients in 2024.





- 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 350 patients were served in 2024.
- 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 350 patients in maintaining health, wellness and contact with the care team in 2024.
- Lourdes Senior Care: In 2024, Lourdes continued to offer 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.