

- Established as a not-for-profit rural community hospital in 1965. Operates today as a **Joint Commission-accredited** 25-bed Critical Access Hospital, serving approximately 83,000 residents in Jefferson, northern Lewis and southern St. Lawrence counties.
- Operates a network of community-based clinics, including its **Family Health Center, Pediatric Clinic** and **Women's Way to Wellness** and provides a range of specialty care, including general surgery, orthopedics, urology, physical therapy and behavioral health.
- Innovations and efficiencies in **Emergency Department** patient care like bedside registration and a "Fast Track" program have led to the shortest average ER patient wait times in the region.
- Has the only **Obstetrics Unit** in the region with labor, delivery, recovery and postpartum birthing suites that offer women an uninterrupted continuum of care from registration to discharge.
- Consistently ranked **above average in patient satisfaction** surveys.
- Home to a developing **Orthopedic Center of Excellence** in upper extremity care led by a nationally published and recognized orthopedic surgeon and **Harvard Shoulder Service Fellow**.

- **Orthopedics Department** director is a member of the American Academy of Orthopedic Surgeons, the American Shoulder and Elbow Surgeons Society and the Harvard Codman Shoulder Society.
- Has the only nationally accredited **Diabetes Education Program** in Jefferson County and one of only two in Northern New York. **Clinical Nutrition Team** includes two **Certified Diabetes Educators** on staff.
- Entire staff of **Pediatric Department** physicians is **board-certified** in pediatric medicine.
- **Therapy Services** team includes a **board-certified geriatric care specialist** and a **board-certified hand therapist**.
- Launched an extensive **Care Management Program** in 2017 to help manage patients with chronic conditions.
- Expanded patient access to **general surgery** in 2017 with the addition of two **board-certified general surgeons** and 24-hour on-call surgical coverage for emergency procedures.
- A leader in **School-Based Health** with three fully staffed School-Based Health Clinics in two local school districts.

Quality Patient Care — 2016

- 20,044** Referred Ambulatory Visits
- 11,470** Emergency Room Visits
- 1,995** Ambulatory Surgery Cases
- 973** Acute Care Discharges
- 403** Babies Delivered
- 29,983** Total Clinic Visits
- 8,896** Behavioral Health Visits
- 139** Swing Bed Rehab Discharges

Economic & Community Impact — 2016

\$49,573,412

Annual operating budget

\$26,473,188

Payroll for 384 full-time equivalent employees

\$8,600,000

Tax dollars generated. Carthage Area Hospital generates significant tax dollars and stimulates the economies of its many local communities

\$5,961,091

Cost of employee benefits

\$64,000,000

Economic activity for the local and regional economy

\$134,000

Amount of charity care provided

97%

Percentage of patients applying for charity care who received free or reduced cost of care

\$11,787,007

Medicaid subsidized health care services. (Difference between actual cost to deliver care and government reimbursement to the hospital.)

\$796,764

Amount of bad debt service provided to patients. (Dollar amount of health care services provided to self-pay patients that was not paid and not received by the hospital.)

474

Total number of full-time, part-time and per diem employees

\$432,188

Total 2016 operating profit. (Profits from operations are reinvested in the hospital to strengthen patient care and services and finance equipment.)

A TOP NNY EMPLOYER JEFFERSON COUNTY, N.Y.

1	Fort Drum (Soldiers & Civilian)	17,219
2	K-12 Public Education (Total reported to the State Education Department from 11 K-12 public school districts in Jefferson county)**	3,004
3	Samaritan Health (Samaritan Medical Center, Samaritan Keep Home, Summit Village, Samaritan Medical Practice & Samaritan Home Health)*	2,100
4	New York State (Regional & State offices and Correctional Facilities in Watertown & Cape Vincent)	1,900
5	County of Jefferson	830
6	Convergys	800
7	Jefferson Rehabilitation Center	548
8	Jefferson-Lewis BOCES	500
9	Carthage Area Hospital	384
10	City of Watertown	367

SOURCES: Jefferson County Economic Development;
** New York State Department of Education (NYSED.gov)
* Samaritan Health 2016 Annual Report
NOTE: All employee totals are full-time equivalent

FACTS & FIGURES



- Leads the area in cancer care at its Richard E. Winter Cancer Center. Provides radiation therapy and chemotherapy and radiation therapy, utilizing IMRT, SRS and SBRT.
- Only cancer program in our region recognized by the Commission on Cancer of the American College of Surgeons and the American College of Radiology.
- Breast Health Center accredited by the National Accreditation Program for Breast Centers (NAPBC)
- First in our region to bring a da Vinci Xi robot to its surgical services department
- Renal Center with on-site nephrologists with hemodialysis, CAPD dialysis and home hemodialysis.
- Wound Healing Center with hyperbaric oxygen therapy
- Inpatient Mental Health Center and outpatient behavioral health services provided at the Claxton-Hepburn Wellness Center
- Sleep Laboratory that provides inpatient and outpatient sleep studies
- Largest employer in Ogdensburg; in top 5 largest employers in St. Lawrence County

BY THE NUMBERS – 2016/17

159,000	Total Outpatient visits
16,400	Emergency Dept visits
3,500	Patients admitted
222	Babies delivered

ECONOMIC & COMMUNITY IMPACT – 2016/17

\$106,000,000

Claxton-Hepburn's annual operating budget. Payroll expenditures serve as an important economic stimulus, creating jobs throughout the community.

\$46,000,000

Total payroll in 2016 for approximately 800 employees

\$18,700,000

Total cost of employee benefits in 2016

\$133,000,000*

The economic activity generated by our hospital through jobs and the purchasing of goods and services

\$946,000

Amount of charity care Claxton-Hepburn provided in 2016

\$3,00,000

Amount of bad debt service Claxton-Hepburn provided to patients in 2016. Bad debt is the dollar amount of care provided for which a payment from a patient was never received.

MISSION

to enhance health and life with compassion and excellence

VISION

trusted partner in your health

VALUES

*compassion • excellence • teamwork
innovation • integrity*



River Hospital's mission is to provide compassionate, cost effective and accessible primary health care to the year round and seasonal residents, and visitors of the River Communities. The hospital prides itself on high quality outpatient, inpatient and specialty services to meet individual and community needs through partnerships with our patients and communities it serves.

From routine medical procedures to life-threatening emergencies, River Hospital strives to serve the River Communities with advanced healthcare that is committed, compassionate, accountable and assured through a host of inpatient and outpatient services.

INPATIENT SERVICES

Observation Unit

Patients requiring additional monitoring to determine if admission is necessary can be cared for in the Observation Unit.

Acute Care Services

With the availability of our many on-site diagnostic testing and therapy services, the Acute Care unit consists of 24 beds. Care is provided by a team of medical professionals, including a Hospitalist.

Swing Bed Services

Providing patients an opportunity for in-hospital care when a longer recuperation time is necessary. This may be necessary following an acute illness or surgical procedure. Patients are accepted from other facilities who meet criteria for sub-acute rehabilitation.

OUTPATIENT SERVICES

Ambulatory Surgical Care

The Ambulatory Surgery Unit at River Hospital offers our communities the option of having a minor surgical procedures performed close to home and delivered with special care. Our services include: Breast Health; Colorectal; Ear, Nose & Throat; Endoscopy; Gynecology; General Surgery; Ophthalmology and Vein Procedures.

Cardiopulmonary Services

Licensed Respiratory Therapists on staff to provide both routine and emergency inpatient and outpatient services for pediatrics through adults. Services include: Ambulatory/Nocturnal Pulse Oximetry; Respiratory Medication Administration and Teaching; Diagnostic Testing for both heart and lungs including EKG's, Holter Monitors, and Pulmonary Function Tests.

River Family Health Center

Conveniently located adjacent to River Hospital, River Family Health Center provides comprehensive primary family care and behavioral health services. We welcome year-round and seasonal residents, as well as visitors and military families.

- Full Spectrum Family Medicine
- Immunizations and Allergy Shots
- Osteopathic Evaluations
- Integrated Behavioral Health Services

Quick Facts about River Hospital

A true community hospital

- ❖ 24 bed Critical Access Hospital
- ❖ 225 employees
- ❖ \$20 million operating budget
- ❖ 6 bed ER— 6,000 visits annually – staffed 24/7 by experienced mid-level providers, with a physician back-up
- ❖ Hospital located on the St. Lawrence River – accessible by car and boat
- ❖ Active Ambulatory Surgery Unit – Ophthalmology, General Surgery, Colorectal, ENT, GYN, Orthopedics

Convenient Care

Convenient Care is available for patients who are unable to secure an appointment with their primary care provider as well as individuals who do not have a primary care provider or for Emergency Department follow-up.

Laboratory Services

River Hospital offers a fully certified laboratory, dedicated to accurate and timely results, for routine and emergency services including: Hematology; Chemistries; Serology; Blood Bank; Bacteriology and Therapeutic Drug Monitoring. The Laboratory Director is a Board Certified Pathologist.

Physical Therapy

River Hospital provides quality physical therapy for patients designed to meet their specific needs. Maintenance programs and gym memberships are designed by licensed and experienced professionals. Our services include treatment for: Osteoporosis; Headaches & Chronic Pain; Vertigo; Phase III & IV Cardiac Rehabilitation and Pre & Post-Orthopedic Surgery.

Radiology Services

Providing a variety of routine procedures by appointment and emergency procedures 24 hours per day. Fully qualified Radiologist on staff. Mammography and Stereotactic Breast Biopsy capabilities to aid in the early detection and treatment of breast cancer. American College of Radiology Accredited. Services include: Digital Mammography; Emergency & Routine X-Ray; CT Scan; Ultrasound and Bone Densitometry.

River Community Wellness Program

River Community Wellness Program (RCWP) provides intensive outpatient treatment to Ft. Drum soldiers who are suffering from Post-Traumatic Stress Disorder. RCWP also serves the mental health needs of the local community, as well as Veterans. RCWP will help to fill a growing need for the civilian and military communities alike.

- Access to specialty services: Breast Health; Cardiology; Colorectal; General Surgery; Gynecology; Ear, Nose and Throat; Nephrology, Orthopedics and Vein Procedures



CROUSE HEALTH FACTS

- Is the New York State-designated **regional referral center for perinatal & neonatal intensive care (NICU) services**
- Home to the Crouse Neuroscience Institute, which features **the latest neuroendovascular stroke rescue technology**
- Only **bariatric (weight loss) surgery program** in CNY to earn both Blue Distinction Center + and Blue Distinction Center designation from Excellus BC/BS
- First hospital in New York State to be designated as both a **Chest Pain and Heart Failure Center** by the Society of Cardiovascular Patient Care
- Largest **outpatient surgery program** in Central New York
- Is a New York State-designated **regional stroke center** (and first area hospital to achieve 'Gold Plus' quality performance status from the American Heart/Stroke Associations)
- Operates the only **hospital-based substance abuse treatment service** in Central New York
- Performs more **GYN surgical procedures** than any other area hospital
- Delivers **more babies** than any other hospital in Central New York (nearly 4,000 in 2017)
- Only area hospital providing **overnight surgical hospitalist coverage 24/7**
- Operates the region's only **pediatric cardiac catheterization program**
- Has **graduated more than 5,000 students** from the Pomeroy College of Nursing since its founding in 1913
- Has the area's **largest, multi-specialty robotic surgery program**, performing nearly 1,000 procedures annually
- Only **American Heart Association designated Mission: Lifeline** hospital in CNY

Quality Healthcare – 2016

367,000	Outpatients provided care
82,000	Emergency services visits
23,000	Patients admitted
4,000	Babies delivered

Economic & Community Impact – 2016

\$482,000,000

Crouse Health's annual operating budget. The health system's payroll expenditures serve as an important economic stimulus, creating and supporting jobs throughout the local and regional economies.

\$199,000,000

Total payroll in 2016 for 3,300 employees system-wide

\$48,000,000

Total cost of employee benefits in 2016

88%

Percentage of Crouse patients applying for charity care who received free or significantly reduced cost of care in 2016 (up from 84% in 2015). Nearly all of the remaining 12% received a discount on their hospital bill based on economic need and circumstances.

Dollars earned by our employees are spent on groceries, clothing, mortgage payments, rent and entertainment, which is more than **\$706,000,000*** in economic activity for the local/regional economy annually.

\$28,298,211

Medicaid subsidized healthcare services at Crouse in 2016 (difference between actual cost to deliver care and government reimbursement to the hospital).

\$4,478,432

Amount of charity care Crouse Health provided in 2016.

\$11,245,941

Amount of bad debt service Crouse Health provided to patients in 2016. Bad debt is the dollar amount of healthcare services provided to self-pay patients that was not paid and therefore not received by the hospital.

A Top CNY Employer

1	Upstate	9,136
2	Cornell University	8,610
3	St. Joseph's Health	4,660
4	Walmart	4,500
5	Syracuse University	4,407
6	Lockheed Martin MST	4,200
7	Price Chopper Supermarkets	4,000
8	Crouse Health	3,300
9	National Grid	2,200
10	Tops Friendly Markets	2,023

Source: CenterState Corporation for Economic Opportunity