Dear Friends,

Each year, Lourdes presents its Community Service Report that details the services Lourdes has provided directly or in collaboration with community organizations. I am pleased to present this report for 2019 and the great work Lourdes is doing to address the community’s health needs.

Lourdes provides a healthcare safety net for hundreds of people who might otherwise go without healthcare—particularly those who are poor and uninsured. We are committed to extending access to health care coverage and prescription medications, providing access to medical care beyond the walls of our hospital and clinics and directly to individuals who need it most.

As a leading health care provider, each year we provide millions of dollars in charity care and health education programs to our community. We take this role seriously and work tirelessly to implement innovative ways to reach our communities. Beyond the physical locations of Lourdes, our associates extended our ministry into the community by participating in awareness events, serving at community meals, organizing food and clothing drives and offering free medical services to communities in need as well as serving on community boards.

In 2019, Lourdes continued to be an active participant in transforming the Medicaid health care delivery system by partnering with community organizations to address factors such as food insecurity, transportation, safety issues in addition to health needs. As the healthcare needs in our region continue to grow, we are committed to transitioning our care model to support managing populations of patients. Collaborating with community organizations inspires us to explore new and innovative ways to care for our community and our relationships make our community a stronger, healthier place to live.

As we reflect back on our accomplishments in serving the community we are reminded of the humble beginnings of Lourdes Hospital. When the Daughters of Charity, our founding sponsors, arrived in Binghamton and opened the doors of the hospital in 1925, their mission was to serve all persons, with special attention to those who were poor and vulnerable. That mission is our calling and we are committed to carrying that mission forward.

Kathryn Connerton
President/CEO

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Priorities for the Year

**CY 2019–2021 Community Health Needs Assessment (CHNA)**

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, 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 CHNA reflects the three prioritized needs identified for targeted improvement within the Greater Binghamton and Broome County area over the next three years. Those needs include:

- **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.

2019–2021 Community Health Improvement Plan (CHIP)

The development of the Lourdes Community Health Improvement Plan was the final phase of the Community Health Needs Assessment 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.

The following charts provide an overview of some of the programs and services Lourdes offers that impact community health status. More information about these programs is available on our website: healthcare.ascension.org.
CHARITABLE CONTRIBUTIONS
Fiscal Year 2019 (Ending June 30, 2019)

Charity Care
Free Care $16,906,592
Community Benefit Programs $17,045,628
Total Charity Care $33,952,220
Bad Debt $9,465,568
Medicaid Shortfall $22,045,222
Medicare Shortfall $37,330,718

ACCESS TO HEALTHCARE AND PRESCRIPTION MEDICATIONS

Program Persons Served
Facilitated Healthcare Coverage Enrollment
Total screened for Health Insurance: 768
Total enrolled in Health Insurance: 713
• Medicaid: 554
• Qualified Health Plans: 33
• Essential Plan: 26
Patient Financial Assistance Program 14,751 Patients Enrolled (An increase over previous year)
Discounted Self-Pay Accounts 14,696
Pharmaceutical Access - Hope Dispensary and
Hope Dispensary: 789 persons served, 1,469 prescriptions valued at $462,806
Medication Assistance Program Medication Assistance: 146,972 prescriptions covered, $1,089,996 value
Online Registrations for Classes/Seminars 1,462 Registrations
Physician Referral Services/Call Center 440 Phone Referrals

BEHAVIORAL/MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

Program Persons Served
Lourdes Center for Mental Health Over 1600 patients served; Over 16,000 visits. More than 500 new patients reached in 2019.
Behavioral Health In Primary Care 32,481 depression screenings completed by social workers at 14 sites.
Mental Health Juvenile Justice Project (MHJJ) 71 Youth Served
Detention Alternative After School Program (DAAASP) 30 Youth Served
Student Assistance Program (SAP) and Alcohol & Drug Education Prevention Team (ADEPT) 10,285 Students Served (in 11 different school districts)
Prevention Counseling (Sen. Fred Akshar Grant) 4,838 People Served 8,564 Units of Service

FALLS PREVENTION WITH ATTENTION TO THE FRAIL AND ELDERLY

Program Persons Served
Persons Receiving a Fall Screening 24,676 Fall Screenings Administered (Screening Rate of 91.2% of Eligible Patients)
Tai Chi for Arthritis 750 participants (five 8-week sessions, 12-15 classes per session)

PALLIATIVE AND HOSPICE CARE

Program Persons Served
Hospice Volunteers
• Volunteers
Supportive and Palliative Care 3,540 Consultations and Visits (up 52% over the previous year)
OBESITY PREVENTION AND MANAGEMENT

Program | Persons Served
--- | ---
Bariatric Services | 121 Surgeries Performed 962 Nutritional Consults and Follow-Ups 48 Support Meetings 1,373 Physician Evaluations 554 Patient Contacts with Nurse Navigator

Lourdes Primary Care Services | 65.6% children age 3-17 screened 60.8% adults age 18-64 screened 52.2% adults age 65+ screened

MATERNAL/CHILD/ADOLESCENT HEALTH

Program | Persons Served
--- | ---
DeMarillac Prenatal Program | 4,786 Visits
DePaul Pediatric Program | 2,270 Patients Served, a 49% increase Over Previous Year
Center for Oral Health | • Clinic 5,039 Patients Served; 15,057 visits • Sealant Program and School-Based Sites 896 Patients Served; 1,240 visits (5 Schools Served) • Community outreach and education 1,772 Patients Served at 22 events
Parents and Children Together (PACT) | 307 families (an increase over previous year); 4,489 home visits

MISSION IN ACTION (COMMUNITY OUTREACH)

Program | Persons Served
--- | ---
Christmas Families, Thanksgiving Baskets, and other services | Over 175 families served for all programs
Medical Mission at Home Community Outreach | Over 1,475 people served
Total Community Education, Support Groups | 5,425 - Tai Chi, Childhood classes, Nutrition and Diabetes education, Joint Replacement seminars, Cancer Survivorship support groups, Ostomy and Wound Care, Naloxone training
Community Awareness Events | Over $41,500 in associate donations

DIASE SCREENING, PREVENTION AND MANAGEMENT

Program | Persons Served
--- | ---
Cancer | • Breast Cancer Screening (mammograms) 16,420 Patients Eligible for Screening: 41,222 Patients Who Received Breast Cancer Screening: 16,216 (screening rate of 39.3% of those eligible – over 4% increase over previous year) Patients Who Received Colonoscopies or Sigmoidoscopies: 6,063
• Colorectal Cancer 1,412

Diabetes | • Diabetic and Pre-Diabetic Screenings (A1C) in Lourdes Primary Care Practices Total: 26,772 • Non-Diabetic: 7,501 • Pre-Diabetic: 8,548 • Diabetic: 10,723
• Diabetes Patient Education Fairs and Support Groups Over 350 Attendees
• Lourdes Diabetes Prevention Project Over 1,200 Enrolled Participants 96% Participation Rate of Primary Care Providers
Endocrinology | 7,378 Visits
Diabetes Patient Education Fairs and Support Groups | Over 350 Attendees
Lourdes Diabetes Prevention Project | Over 1,200 Enrolled Participants 96% Participation Rate of Primary Care Providers
Home Health | Over 55,000 Visits
Influenza Vaccinations | 2,634 doses administered to associates 5,800 doses administered through community clinics
Commitment to Community Health Status

Access to Health

Increased Healthcare Coverage for the Uninsured and Underinsured

Lourdes continues to make a significant impact on healthcare access and coverage for the uninsured and underinsured through our complement of Financial Counselors. All counselors are Certified Application Counselors (CAC) through the New York State Health Marketplace. Financial Counselors are available in six locations: Emergency Department, Main Campus/Patient Financial Assistance Program (PFAP) Office, Hope Dispensary, Center for Oral Health, Lourdes Vestal and Lourdes Center for Family Health, Binghamton.

All Financial Counselors are able to assist individuals and families in enrollment in the Affordable Care Act (ACA) plans, such as NYS Medicaid, Child Health Plus, Essential Plans, Qualified Health Plans and the Lourdes Patient Financial Assistance Program. The number of persons enrolled in the PFAP program continues to see unprecedented increases, in part due to the addition of prescription assistance and the 340B drug program. Enrollment at the end of 2018 was 13,018 people. Increases continued in 2019, with total enrollment at the end of the year at 14,751 people.

Service to the Poor and Vulnerable

Lourdes continues to be an active participant in transforming the Medicaid health care delivery system by working with more than 150 partner organizations. As part of this work, in 2019 Lourdes received funding from Care Compass Network to:

- Integrate behavioral health into primary care
- Assist patients as they transition care settings
- Improve health outcomes for patients with cardiovascular disease and chronic obstructive pulmonary disease (COPD)
- Increase the use of palliative care to manage the symptom burden of chronic disease
- Initiate two Medicaid member cohort projects to address social determinants of health
- Add health coaches and navigators in the Emergency Room

Lourdes continues to address community mental health needs through annual depression screening for the adult population. The social work team follows patients through the continuum of inpatient and outpatient care. Lourdes expanded into additional primary care locations in 2019.

Lourdes is a downstream case management provider under Catholic Charities to support the health and wellness of the Medicaid population with a focus on those with a behavioral health diagnosis and/or multiple chronic diseases. Services include assistance with food, housing, clothing, insurance benefits and connection with medical and social services.

Increased Access to Primary Care, Prevention and Specialty Services.

In 2019, Lourdes continued to meet the healthcare needs of the patients we serve by robust provider recruitment of 22 physicians and 23 Advanced Practice Practitioners in specialties including: primary care, pulmonology, urology, orthopedics, interventional pain, general surgery, geriatrics, dermatology, sports medicine, breast care, pediatrics and palliative medicine. Additionally, Lourdes successfully acquired a plastic surgery and pulmonary practice in 2019.

Lourdes continued to refine the care team model through the addition of clinical pharmacists, social workers, health coaches, wellness nurses and nurse navigators into the primary care service line. This health delivery model provides patients and providers with a multi-disciplinary approach to improve the health and wellness of our community. As an additional touch point with our patients, Lourdes launched a wellness campaign for the Medicare population in which wellness nurses conducted Medicare Annual Wellness Visits to identify any gaps that may have existed in their care.

In support of our mission to serve the poor and vulnerable, primary care continued to improve its access by the creation of suboxide and hepatitis clinics at the Robinson St. primary care office.
Our Lady of Lourdes Memorial Hospital  |  healthcare.ascension.org

• Comprehensive health assessment and follow-up visits by a Board-Certified Obesity Medicine physician

Lourdes GPS (Guiding Patients to Success) Program was established in 2018 and is a unique, voluntary, navigational service designed to help clients with chronic illness identify and manage community resources necessary to support their healthcare needs. The service is provided at no cost. Those with chronic conditions have complex needs that are often directly impacted by social determinants such as income, education, food, clothing, housing, transportation, and insurance.

Developed with grant funding provided by Care Compass Network, the GPS team includes a Community Outreach Coordinator and two Health Coaches. The team works with referred residents of Broome, Tioga, Chenango, and Delaware counties to develop personal wellness goals and link them with appropriate resources, information, and support available in the community. GPS also bridges the gaps between primary care providers, specialists, and skilled service agencies to identify the best solution(s) to meet patient healthcare needs and achieve their goals. GPS instills confidence in clients and empowers them to take an active role in their own healthcare. GPS has measured significant increases in primary care and specialist appointments, as well as significant decreases in emergency department visits and inpatient admissions for the high utilizer population.

Lourdes Inspired Living Program is a tailored, medically-managed weight loss program that was established in 2018. The program features:

- Individualized nutrition counseling and assessment by a registered dietitian along with follow up visits
- Opportunity to meet with a health coach for individualized activity plan
- Opportunity to meet with a behavior therapist for valuable support
- Monthly weigh-ins for six additional months after the program is complete

In fiscal year 2019, 244 patients had at least 1 initial assessment through the Medical Weight Management Program. The program had five (5) successful graduates. Of the 244 patients, 151 are actively participating in the program.

Lourdes Center for Mental Health (LCMH) has continued to expand to address the need for mental health services in the community. The center served over 1,600 clients in 2019. LCMH has admitted approximately 500 new patients this year while maintaining many long-term patients.

Integration of social workers into primary care sites continues, which has raised the awareness of patients dealing with mental health concerns. LCMH’s Psychiatrist Dr. Michael Lavin has been assisting in the implementation of the Collaborative Care program, providing direct assistance to the network social workers. During 2019, Lourdes expanded its Endicott satellite from a one day a week service to a fully operational satellite open 5 days a week with multiple social workers and medical staff. This expansion has allowed us to better serve the population in western Broome County and Tioga County. The Dialectic Behavioral Therapy program has completed a full round of therapy with many successes including reduced ER visits, Comprehensive Psychiatric Emergency Program (CPEP) visits, and overall confidence allowing some individuals to return to some form of work.

Lourdes social workers continue to provide inpatient and emergency department screenings for alcohol and substance abuse, as well as provide assessments for patients suffering with both mental health and substance use issues. These social workers work diligently to find both inpatient and outpatient facilities to help patients after discharge from Lourdes. The social workers who provide these assessments have all been trained in Motivational Interviewing to provide needed insight for people dealing with addiction issues.

A group of Lourdes social workers works directly with Case Management and medical staff to provide discharge planning. They work diligently to find the best post acute care for some of the most vulnerable Lourdes serves. Additionally, they work with our on-call psychiatrist to prepare plans for individuals needing post acute care and having mental health issues, thus needing special placement.

The Lourdes Alcohol and Drug Education Prevention Team (ADEPT) is a NYS OASAS certified education and training provider. ADEPT is a proactive approach and research based process that focuses on increasing protective factors and decreasing risk factors that are associated with drug and alcohol use in individuals, families, and communities. The goal of ADEPT’s prevention education is to delay the onset of drug and alcohol use in adolescents. In 2019, ADEPT served 3,594 students, Lourdes associates, and local community members on topics including current drug trends, adolescent brain development, heroin and prescription drugs, gambling, and opioid overdose prevention. The ADEPT team regularly hosts naloxone training for anyone in the community. The Southern Tier AIDS Program (STAP) provides the training and supplies free naloxone kits to all participants who want them. Due to the increased
concerns and consequences of e-cigarettes and vaping, the ADEPT team has given presentations at many local schools, some of which make it a requirement for all students to attend.

The Lourdes mobile mammography vans provide services at 64 locations throughout the Broome, Chenango, Cortland, Delaware and Tioga counties as well as Barnes Kasson Hospital in Susquehanna, PA. In 2019, services were extended through collaboration with community health providers creating local access to screening mammography services. No-charge screening mammography services were offered at Medical Mission at Home events in Broome county as well. A focus on reaching into rural populations where transportation is not readily available continues to be a priority.

Lourdes Supportive & Palliative Care continues to lead the region, providing patients relief from pain, non-pain related symptoms, and stressors associated with living with a serious illness. Regardless of diagnosis, stage of disease, or prognosis, our highly skilled team works to treat patients’ symptoms, identify goals of care, improve communication and coordination of care, and support patients and their families to improve their quality of life. In addition to the well established inpatient consultative service, Lourdes Supportive & Palliative Care has expanded outpatient clinic hours and developed a community based co-management program, serving patients within a 25 mile radius of Lourdes Hospital, with plans to expand in the coming year.

Lourdes Hospice provided over 32,600 visits in 2019. Hospice continues to provide care for the community in 4 counties, mostly serving Broome and Tioga. Patients ranged from a few months old to over 100 years old. Hospice has enhanced its bereavement program and continues with Camp Hope in the summer for the children. Hospice remains dedicated to providing compassionate care to individuals in the community.

Increased Access to Behavioral & Mental Health, Substance Abuse, and Maternal, Child and Adolescent Health

In 2019, Lourdes continued to expand on its integration of behavioral health services into primary care settings. Three additional sites were added, bringing the total number of primary care sites with social workers to 14. In addition, the collaborative care model has expanded to include 8 sites.

Three clinical providers at the Lourdes Robinson Street location have completed training to prescribe suboxone and started a pilot suboxone clinic in the fall of 2019 at the practice. As of December 2019, the pilot program has served 45 patients in need.

Lourdes initiated an Opioid Use Disorder cohort project aimed at addressing major social determinants of health while educating and reducing the stigma associated with Opioid Use Disorder. Through the program, Lourdes works with community based organizations to remove barriers caused by social determinants of health, and educate Lourdes providers and community members on Opioid Use Disorder. The project addresses issues such as transportation, food security, housing, medication adherence, amongst others. As of the end of 2019, the project has enrolled over 150 members.

Lourdes at Home provided over 55,000 visits in 2019. Lourdes at Home continues to provide care serving Broome, Tioga, Chenango, and Delaware counties. Lourdes at Home has seen an increase in care provided to pediatric patients both from a nursing and therapy standpoint. Lourdes at Home has worked over the last year to open up access and decrease wait times for admission.

Lourdes Center for Pain and Wellness offers a resource for patients who are frustrated with their pain or pain medication. Comprehensive, patient-centered care addressing physical, wellness, as well as emotional and spiritual well-being is provided. Services include massage therapy, chiropractic care and minimally invasive therapeutic interventions. Dr. Rohit Singh joined Lourdes Pain & Wellness as an interventional pain specialist, assisting patients with managing pain associated with cancer, migraine, endometriosis, and neuropathic pain, as well as chronic lower back pain. These interventions can decrease patients’ dependence on opioid medications for chronic pain management. The following is a summary of the services offered through the Center for Pain and Wellness:

- Chiropractic visits - 2,107
- Massage therapy visits - 700
- Infrared sauna visits - 150
- Acupuncture visits - 1,622

Lourdes Youth Services provided services to 101 at-risk adolescents through two programs in 2019:

The Lourdes Detention Alternative After School Project (DAASP) provided services to 30 high-risk youth during 2019. Of these youth, 97% were successfully kept out of non-security detention facilities. (One individual was placed.) This provided significant cost savings to the county (average cost for secure detention for 12 months is $350,000). The Lourdes DAASP program received additional funding from the New York State Office of Children & Family Services (OCFS) to expand programming and add a family programming component to encourage continued success in keeping high-risk youth out of detention facilities.

YES! Safe Choices is a unique youth leadership program, sponsored by Senator Fred Akshar and Lourdes, which is focused on drug and alcohol prevention. Through youth leadership training, like YES! LEADS, students learn about the dangers of drug and alcohol abuse.

In 2019, 606 YES! LEADers from 17 middle and high schools throughout Broome, Tioga, Chenango and Delaware counties presented in classrooms to over 3,900 students on the dangers of drugs and alcohol, bullying, and the importance of making safe choices. In addition, these groups held various community outreach events in their districts, including free family movie nights, clothing and food drives, and fun nights for kids.

Lourdes Women’s and Children’s Services, in support of a healthy start for newborns, encourages patients to breastfeed their newborns, as evidenced by an 81% breastfeeding initiation.
Lourdes DePaul Pediatrics was established to meet the health needs of children. Lourdes’ emphasis is in education, preventive care and promoting good health. In addition to providers, the clinical staff includes experienced pediatric nurses and a full-time social worker. In 2019, DePaul Pediatrics worked with a local church who knitted hats and gloves for our patients. There is also a coat drop-off where parents are asked to drop off gently used coats. A staff member washes them and brings them back for distribution. We also donate and distribute books to children of all ages, as a way to encourage them to read more and use electronics less.

Outdoor play and healthy lifestyle is also encouraged. In 2019, the 2nd annual Healthy Heroes Fair was held at Lourdes Pediatrics in Vestal, where members of the community taught children about oral health, exercise, healthy habits. CHOW was in attendance and gave parents healthy foods, recipes and tricks to make healthier meals at home. Car seat safety checks were offered as well.

Twenty-three middle schoolers from Broome and Tioga counties participated in the Medical Academy of Science and Health (M.A.S.H.).

Lourdes continued to increase pharmaceutical access in the community through the Dispensary of Hope of the Southern Tier. In 2019, together with the Medication Assistance Program, Lourdes filled 146,972 prescriptions, which resulted in $3,089,996 in medication assistance for pharmaceuticals provided to the community through these two programs—continuing to provide a critical resource to those most in need in the communities we serve.

Increased access to prescription medications

In 2019 Lourdes continued to increase pharmaceutical access in the community through the Dispensary of Hope of the Southern Tier. In 2019, together with the Medication Assistance Program, Lourdes filled 146,972 prescriptions, which resulted in $3,089,996 in medication assistance for pharmaceuticals provided to the community through these two programs—continuing to provide a critical resource to those most in need in the communities we serve.

Increased Access to Disease Screening, Prevention and Management

Cardiovascular Disease Awareness and Prevention: Community nurse navigators are positioned at each of the Lourdes Primary Care practices to promote cardiovascular health through patient engagement during their primary care visit and follow up phone calls. Education includes: ways to reduce the risk of cardiovascular disease, early identification, and management of the symptoms associated with cardiovascular disease in order to optimize a person’s health and wellness.

COACH (Coordinated Outreach Achieving Community Health) for Heart Failure and COPD are multidisciplinary teams that span the healthcare continuum to improve the coordination of care for this patient population. COACH provides services to patients in the acute care settings, in homes, in primary care and specialty practices. The focus of the program is engagement of persons and their caregivers in the management of their chronic disease. The programs have had success in reducing the readmission rate for these patients. Community partner collaborations are being developed to promote ongoing wellness in the community.

In 2019, Lourdes was approved to participate in a federal drug discount program called 340B which helps hospitals like Lourdes to serve rural communities and treat our most economically vulnerable citizens—Lourdes participation in this program continued throughout 2019. Under the program, eligible hospitals receive pharmaceuticals at discounted prices from drug companies. The hospitals, in turn, use the savings incurred for community benefit. At Lourdes, savings from the 340B program helped us support the Lourdes Patient Financial Assistance Program, provide discounted and sometimes free medications for the needy, and fund services such as primary care, diabetes, heart and cancer.

Camp at Lourdes in 2019. The goal of M.A.S.H. Camp is to promote the health professions to young people before they begin selecting high school course work and setting goals for their future careers. The two-day camp is co-sponsored by Lourdes Hospital and the Central New York Area Health Education Center (CNYAHEC). Students participating in M.A.S.H. Camp made compounds in the pharmacy, used the daVinci surgical robot to learn about surgery, experienced the linear accelerator in radiation oncology, and participated in activities to learn about physical therapy, diagnostic imaging, respiratory therapy, orthopedics, and more.
Access to Obesity Prevention Services

Obesity prevention and the treatment of associated chronic diseases such as diabetes and cardiovascular disease is provided throughout the Lourdes system, including primary care, endocrinology, the Diabetes Center, and the Bariatric Surgery Program.

The Lourdes Diabetes Prevention Project began in 2017 with the goal of helping prediabetic patients slow or prevent their transition to diabetes. This is done through a series of gentle, non-invasive interventions or “nudges” and by fostering a relationship between the Lourdes Endocrinology Department, primary care department, and the patients served by the project. The core team currently consists of an RN navigator, an overseeing physician, a data analyst, and a statistician consultant. There are 1,200 patients enrolled in the program, and a 96% participation rate with the PCPs in the Lourdes network. The team monitors the patients closely, tracks and analyzes the data, communicates regularly with the primary care team, and provides supportive resources and interventions to the patients in a variety of ways that are individually tailored to meet their needs.

Lourdes continues to offer an annual Diabetes Education Fair so staff and community can better familiarize themselves with the latest in diabetes technology, medications, insulin, blood glucose testing, etc. On average, between 300 and 375 community residents attend these events each year.

Lourdes Registered Dietitians: Clinical Dietitians serve the community in the inpatient and outpatient settings to promote health and wellness in both prevention and management of chronic disease. In the hospital setting, the dietitians had over 4,250 patient visits in 2019, which include individual assessments and management of medical conditions through diet modification. Over 820 patients received nutrition education from a Registered Dietitian during their hospital stay in 2019.

In the outpatient setting, the Registered Dietitians provide services to patients at all primary care locations, allowing more of our community to be served. In 2019, the outpatient team of dietitians had 2,556 patient visits and held 58 group classes.

Along with our community partners, the dietitians served as providers for the Fruit and Vegetable Prescription Program. Lourdes was able to assist over 100 families obtain locally-sourced, nutrient-rich fresh fruits and vegetables for free, along with nutrition education at each visit. Our Registered Dietitians may also be found in the community as regular participants of the Medical Mission, and being featured on local TV and radio interviews.

Lourdes’ All Spice Café has a FIT meal available daily, meeting guidelines for a heart-healthy diet. The Action Station offers meals made-to-order using a variety of fresh ingredients. Superfood of the Month promotions feature a different food each month with an inviting display and food offerings in the cafeteria. In addition, the vending machines throughout Lourdes offer healthier snack options that are indicated with a “Fit” icon.

Access to Cancer Services

Lourdes Regional Cancer Center provided outreach, information, and education for lung cancer, breast, cervical and colorectal cancer through the Cancer Prevention and Screening Services Program, community health fairs, events, and support groups. Lourdes had a strong presence at Relay for Life, and was the lead Sponsor for Making Strides against Breast Cancer.

Initiatives taken by Lourdes to achieve the NYS Department of Health prevention agenda items to increase access to cancer prevention services included: maintaining National Accreditation Program for Breast Centers (NAPBC) for the Lourdes Breast Care Center and Mobile Mammography program (providing over 2,770 mammograms across all screening events.)

The NAPBC is a consortium of professional organizations administered by the American College of Surgeons. Accreditation is only given to those centers with an established history of providing exceptional breast care. Our commitment to NAPBC accreditation demonstrates our pledge to offer patients every significant advantage in their battle against breast disease by ensuring access to comprehensive multi-disciplinary care, the best treatment options, and information about on-going clinical trials.

Our Regional Cancer Center also maintains Accreditation through the American College of Surgeons Commission on Cancer Program. This accreditation demonstrates our commitment to clinical excellence in care.

Lourdes has maintained our status as a certified member of the MD Anderson Cancer Network. This program offers quality assurance, access to best practices, and collaboration with world renowned experts. Engagement in this program supports our mission to provide the highest standard of cancer care to patients in our community.

The nurse navigators at the Lourdes Regional Cancer Center guide our patients along their treatment journey. They provide clinical expertise, emotional support, and access to community resources. Our navigators also provide community outreach and education, participating in health fairs and speaking engagements across our service area.
The Lung Cancer Screening Program continues to expand, serving over 700 patients in 2019. This program seeks to save lives by identifying lung cancer at a very early stage before a person becomes symptomatic. By identifying the cancer early, we are able to treat it more effectively, which improves patient outcomes.

Lourdes Radiation Oncology continues to offer cutting edge cancer treatment with the Varian True Beam Linear Accelerator. This technology enables us to target cancerous tissue, while sparing surrounding tissue from harm.

Lourdes continues to provide a monthly educational series to cancer survivors on topics that concern cancer survivorship, such as nutrition, fatigue, and psychosocial concerns. The Living well series is faithfully attended by more than 50 cancer survivors each month.

Lourdes has offered the Tai Chi for Arthritis curriculum since 2015 and continued through 2019 to improve the quality of life for seniors, keeping them safe in their homes and independent longer. In 2019 the program expanded to include a Tai Chi for Health curriculum. The purpose of this curriculum is two-fold: 1) to address a specific chronic condition in older adults; 2) to prevent falls by improving one’s balance, flexibility, mobility, muscular, and core strength. Tai Chi for Health classes include: Tai Chi for Memory (focusing on brain health, memory and cognitive ability), Tai Chi for Heart Conditions (focusing on heart health and cardiac rehabilitation), Tai Chi for Rehabilitation (focusing on recovering from a health/physical setback).

The Tai Chi for Arthritis and Falls Prevention program remains our most popular program; however, because of the expanded Tai Chi curriculum, increasing numbers of participants are now enjoying the dual benefits of falls prevention and better management of a chronic condition.

Throughout 2019, a total of 60 Tai Chi classes were held, half of which were for beginners and the other half for advanced returning students. All beginner participants are required to attend a 2-hour workshop to increase fall prevention awareness and educate on ways to reduce the incidence of falls within the home and the community. In addition, balance assessments are administered in beginners classes to identify participants who may be at higher risk for falls. The Lourdes Tai Chi Program reached over 750 participants in 2019, bringing its overall total since 2015 to 1800 total participants.

Lourdes at Home’s rehabilitation staff conduct a fall risk assessment on 100% of their clients while they recover in their home. Our comprehensive, multidisciplinary team of Physical Therapy, Occupational Therapy, Speech Therapy and Nursing help to assess a patient’s ability within their home and work with the individual and family to reduce the risk of falling. The benefit of this program is the ability of our clinicians to assess patients within their homes— the environment they spend most of their time. We are able to assess specific activities that may be challenging to create a program to help the individual get stronger and suggest modifications to their activities or suggest devices that will improve their success with these activities. The overall goal is keep the person safe in their home and maximize independence.

Lourdes Physical Therapy provides comprehensive evaluation and treatment of balance and vestibular disorders. Highly trained staff are skilled at helping people prevent falls. Persons who may benefit from balance or vestibular treatment are those who experience balance deficits due to generalized weakness, lightheadedness, vertigo with or without nausea, difficulty walking in visually busy environments or on uneven surfaces, post-joint replacement, post-fracture or sprains, post-stroke, neurologic diagnoses such as multiple sclerosis or Parkinson’s disease, malnutrition, and medication side-effects. Joint Academy patients are encouraged to attend Lourdes’ Pre-op Education class where patients and family members learn about safety in the home including proper use of assistive devices and simple modifications of the home setting such as installing railings, widening pathways and removing throw rugs.

Impact Through Community Outreach

Lourdes Hospital: Lourdes made a focused effort to increase its participation in established community events to meet those in the community where they are. Our focus was specifically to attend neighborhood festivals and health fairs, “block party” events and forums. Building trust with populations in higher risk neighborhoods, providing important health information, basic screenings and health risk assessments, and initiating connections to primary care providers were the goals of expanding our presence.

Retail Pharmacy & Medication Management: Pharmacists discuss falls prevention with patients as part of their visit to the pharmacy. Whether filling a new prescription that has a fall risk to it or refilling other prescriptions, our pharmacists are aware of falls risk criteria and utilize that while communicating to patients about their prescription use. The Vestal Retail Pharmacy provides counseling for falls prevention in conjunction with the Tai Chi and Stepping-On programs.

Sports Medicine: Lourdes Sport medicine is dedicated to providing Athletic Trainers and Strength Coaches in many schools around the region.

Falls Prevention Activities

The need to prevent falls in the community is evident by the high number of individuals visiting Lourdes walk-ins or emergency room upon experiencing a fall in 2019.

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Southern Tier and Northern Pennsylvania. Lourdes currently provides services to 14 schools as well as many community events such as the Dick’s Sporting Goods Marathon and Vestal Coal House events. One of the missions of this program is to bring health services to outlying rural communities to ensure they are supported and their students and athletes have access to the care they need. Lourdes added a Sports Medicine physician who has added to the services Lourdes provides and expands involvement in the community. Lourdes conducts sports physicals and school physicals on the school grounds that New York State requires and helps parents set up the care they need, whether it be nutrition services, aches and pains, allergies, substance abuse or mental health concerns. Lourdes also met a need in the community by having a physician who can evaluate and treat concussions which has been the focus of many student athletes and their parents and a growing concern in recent years.

Lourdes Occupational Health Services prides itself on community outreach. Last year we conducted 5,800 flu shots in the community clinics along with flu shot clinics at 35 local businesses. Lourdes also does outreach to local volunteer firefighter departments. Occupational Health services 29 local fire companies providing annual physicals including respiratory, EKGs, hearing, lab work, eye exams and prescreening cancer tests and connects these community members to any additional health care needs they may have. In many cases the outreach Lourdes provides to these fire companies gives access to care that may be the only healthcare contact they will receive all year.

Occupational Health has recently started providing Substance Abuse Recognition Training (SART) to educate employers as well as employees how to recognize, document and seek help for employees/coworkers with substance abuse challenges.

Lourdes Cancer Services: Lourdes again sponsored Shine a Light on Lung Cancer Awareness Night, an annual event to raise awareness, funds and hope, and to honor those we have lost. Health information was available to attendees and cancer survivors shared their stories to emphasize the importance of screenings.

Commitment to Healthcare That Is Safe

Lourdes is committed to providing quality care to everyone we serve. By instituting a number of quality improvement initiatives, Lourdes continues to offer improved community health status.

Cardiovascular Disease, including stroke and heart failure, remains a significant health concern locally and nationally. Lourdes’ commitment to improving community health status around stroke care is evidenced by maintaining its New York State Health Department Stroke Center designation. Lourdes has maintained its Gold Plus Award, six years in a row, from Get with the Guidelines for exceptional care in the management of patients that present to Lourdes with symptoms of stroke. The award recognizes efficient processes and evidence-based care through a multidisciplinary team approach and quality outcomes.

Lourdes adheres to a Universal Influenza Vaccination annually to provide for the safety of all those in our care. Associate Health provided 2,634 influenza vaccinations to associates and volunteers in 2019.

The American College of Surgeons National Surgical Quality Improvement Program (ACS NSQIP®) has recognized Lourdes Hospital as one of 66 participating hospitals that have achieved meritorious outcomes for surgical patient care. As a participant in this program, Lourdes is required to track the outcomes of inpatient and outpatient surgical procedures and collect data that directs patient safety and the quality of surgical care improvements.

High Reliability Organization and Safety Event Review Team Process: Lourdes participates in promoting a culture of safety through the reduction of harm by focusing on events through the event review process. The Safety Event Review Team (SERT) is a multidisciplinary team that meets weekly to review all safety events for discerning deviations from generally accepted performance standards following a thorough investigation that includes the known complication test, assigning the final event severity, and determining preventability for each event. The team is responsible for support and oversight of action plans following a root cause analysis.

In 2019, Lourdes continued to review safety events to improve patient safety and reduce the occurrence of preventable adverse events.
This was done through ongoing education of associates, transparency of events discussed at the near-miss events as part of our ongoing journey towards becoming a high reliability organization.

Electronic Medical Order for Life Sustaining Treatment (eMOLST) Project: eMOLST is a clinical process that emphasizes discussion of a patient’s end of life goals with clinicians. This web-based version includes a documentation system that guides end of life conversations with patients and clinicians and is approved by New York State Department of Health (NYSDOH) for both Do Not Resuscitate (DNR) and Do Not Intubate (DNI) orders.

NYSDOH Goals for eMOLST: Accessibility, improved quality assurance (by ensuring accuracy of form completion) and Integration of outcome measurement and trend reporting.

Lourdes conversion to the eMOLST program is divided into 3 yearly phases. Phase I Implementation was completed in 2019.

Lourdes was recognized by US News and World Report as a Regionally Ranked Hospital, being ranked #21 in New York. Lourdes Hospital is rated high performing in 3 adult procedures and conditions: Chronic Obstructive Pulmonary Disease, Colon Cancer Surgery and Heart Failure.

FY19 Goals

| Re-inforce eMOLST throughout the organization | Learning lunches, Medical Staff meetings, employee reorientation and new orientation, Nurse education classes |
| eMOLST Super users | Train eMOLST committee - biweekly classes |
| Staff training | eMOLST superusers will train providers, nurses, social workers, and other associates |
| Begin Pilot | Palliative Care department, 1 Medical, ICU, Vestal Internal Medicine, Vestal Family Medicine |
| Paper Policy conversion to EMR | Review Paper policy and prepare to integrate it into EMR |

Lourdes was given the highest quality star rating in the area by the Centers for Medicare & Medicaid Services (CMS). The quality rating system is used to measure the quality of care at over 4,000 Medicare-certified hospitals across the country. You can use Hospital Compare to find hospitals and compare the quality of their care.

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Excellus BlueCross BlueShield has recognized Lourdes with a Blue Distinction® Center+ for Maternity Care designation, a hospital must also demonstrate cost-efficiency.

Excellus BlueCross BlueShield has recognized Lourdes Hospital with a Blue Distinction® Center+ for Bariatric Surgery designation as part of the Blue Distinction Specialty Care program. Blue Distinction Centers are nationally designated health care facilities that show expertise in delivering improved patient safety and better health outcomes, based on objective measures that were developed with input from the medical community. The Blue Distinction Centers+ for Knee and Hip Replacement program evaluates hospitals on quality measures. To receive a Blue Distinction Centers+ for Knee and Hip Replacement designation, a hospital must also demonstrate cost-efficiency.

Lourdes is accredited as a Comprehensive Center under the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP®), a joint program of the American College of Surgeons (ACS) and the American Society for Metabolic and Bariatric Surgery (ASMBS). As an accredited program we have demonstrated that our center meets the needs of our patients by providing multidisciplinary, high-quality, patient-centered care. This means our patients experience a program distinguished for its superior efficiency and safety.

Lourdes has been named a Screening Center of Excellence by the Lung Cancer Alliance (LCA) for its ongoing commitment to responsible lung cancer screening. Low dose CT screening for lung cancer carried out safely, efficiently and equitably saves tens of thousands of lives a year. Designated Screening Centers of Excellence are committed to provide clear information based on current evidence on who appropriate candidates are for lung cancer screening and to comply with comprehensive standards based on best practices developed by professional bodies such as the American College of Radiology (ACR), the National Comprehensive Cancer Network (NCCN) and the International Early Lung Cancer Action Program (I-ELCAP) for controlling screening quality, radiation dose and diagnostic procedures within an experienced, multi-disciplinary clinical setting.

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Lourdes’ medical physicist has credentials to inspect dental x-ray units as an independent contractor, acting as a radiation inspector for New York State. He inspects the dental units at Lourdes Center for Oral Health and the mobile van pro bono to help keep costs down for our patients.

Lourdes Regional Cancer Center participates in the rapid quality reporting system (RQRS) through the Commission on Cancer in an effort to improve the quality of care to our patients through early reporting on certain quality metrics identified by the Commission on Cancer.
About Lourdes

More than 90 years ago, the Daughters of Charity opened a small 25-bed hospital on Riverside Drive in Binghamton. Since that time, Our Lady of Lourdes Memorial Hospital has been a cornerstone of our community, offering resources that have made a difference. Lourdes operates one hospital and employs 2,250 doctors, nurses and associates who provide compassionate, personalized care for all from the hospital to the home. Together, our caregivers collaborate to deliver coordinated, comprehensive care that is personalized to individual needs and provided with the respect.

Lourdes has been part of Ascension for nearly 20 years. Ascension is a faith-based healthcare organization committed to delivering compassionate, personalized care to all, with special attention to persons living in poverty and those most vulnerable. Ascension is one of the leading non-profit and Catholic health systems in the U.S., operating 2,600 sites of care - including 151 hospitals and more than 50 senior living facilities - in 21 states and the District of Columbia.

Lourdes is more than an inpatient acute care hospital; we are an outpatient Surgery Center and a Regional Cancer Center. We provide Palliative Care, Hospice Care and home health care. Our Birthing Center serves new families and growing families. We provide a wide array of specialty care including orthopedics, podiatry, urology, cardiology and gastroenterology. Reaching beyond the boundaries of our main campus, Lourdes has established a network of primary and specialty care physician offices at convenient sites throughout the region. Our two Mobile Mammography vans, Medical Services van and Mobile Dental vans deliver women's health, primary care services, mammography and dental care services out into the community, making health care accessible to areas where transportation can be a challenge.

The Southern Tier has changed much over the past 90 years and Lourdes has adapted with those changes to provide up to date diagnostics and treatments, advanced technologies and care that meets the needs of the changing consumer, but one thing remains constant: the commitment and Mission of caring found here each and every day.