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Dear Friends and Neighbors,

Since 1881, the physicians and staff of Samaritan Medical Center have been caring for the communities in and around Watertown, dutifully carrying out the mission of providing high quality, comprehensive, safe and compassionate healthcare to ensure the well-being of our citizens.

Numerous achievements, healthcare advancements and milestones have been accomplished along the way, with one of the most remarkable years occurring in 2010, which will long be remembered as one of the most significant in Samaritan's history. It was a year of incredible growth and community leadership, which will markedly improve the quality of life for North Country residents of all ages.

From the completion of the new Pavilion at the main hospital, to expanding access to healthcare services in outlying communities, to stepping forward to lead a community solution to long-term care and assisted living, Samaritan Medical Center's commitment to its mission is as strong today as it was when the doors first opened 130 years ago.

And it was with a great deal of sadness that Samaritan lost a longtime friend and supporter, Rett Foster. Rett's unwavering commitment to a strong community healthcare system was instrumental in the success of Samaritan's *Advancing Healthcare ... Close to Home* Capital Campaign, which he co-chaired with his wife Judy. Together, their leadership and enthusiasm inspired hundreds of others to step forward to be part of the most successful fundraising campaign in our community's history.

2011 promises to be another exciting year for healthcare in the North Country. With a positive financial outlook, updated facilities and strong community support, Samaritan Medical Center is positioned to meet the community's healthcare needs for many years to come. Our success will be guided by a revised strategic plan, which will be unveiled in late 2011 and will outline Samaritan's continuing efforts to advance local healthcare for those we serve.

Thank you for your ongoing support of Samaritan. Your generosity will ensure that our legacy of caring continues long into the future.

Sincerely,

Thomas H. Carman

President and Chief Executive Officer

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# Healing has a New Home

#### Samaritan Medical Center Opens New Pavilion

Samaritan Medical Center has been an essential part of our community and the lives of our families, friends and neighbors for 130 years. During this time, our community has continually recognized that a strong and vibrant hospital is fundamental to life here in the North Country.

In 2008, Samaritan Medical Center embarked on a \$61 million capital expansion and modernization plan to advance healthcare close to home. It soon became a project that our entire community came together to support.

In fact, the construction of the Pavilion was made possible in part through the generosity of more than 750 community donors who contributed to the Samaritan Foundation of Northern New York's *Advancing Healthcare ... Close to Home* campaign.

In November 2010, the four-story, 130,000 square feet, state-of-the-art Pavilion opened its doors to its first patients as the new home to Samaritan's **Emergency Department**, **Surgical Care Center**, **Intensive and Progressive Care Units**, and a **Medical/Surgical Floor**.

The Pavilion not only accommodates today's medical advances, but also positions Samaritan to integrate newer technologies as they emerge. It serves as a showcase of modern, efficient space to help us attract and retain physicians and staff to care for our expanding community. It creates an environment and culture where dedicated medical professionals can function at their highest level while providing patient-centered care. It features a design that is warm and welcoming to make a stay with us as pleasant as possible for our patients and their loved ones. It truly has been built to meet the growing needs and improve healthcare for the community that we serve.

Samaritan is proud to be able to offer our community a new medical facility that enables us to build on our commitment to quality and compassion for our patients, their families, our employees, and our neighbors.

## **PAVILION STATS**

130,000

Square feet that encompass the new state-of-the-art Pavilion

750

Community donors who contributed to the *Advancing*Healthcare ... Close to Home Campaign

130

Years that Samaritan has been a part of the community

4

Stories that hold the Emergency Department, Surgical Care Center, Intensive & Progressive Care Units, and Medical/Surgical Floor

\$13.5 million

Amount raised by
Advancing Healthcare
... Close to Home, the
Campaign for Samaritan.

# Emergency Department - 1st Floor

Outfitted with the latest high-tech equipment, the new Samaritan Medical Center Emergency Department (ED) houses a minor treatment area, critical care rooms, decontamination and isolation areas, and a total of 42 private rooms. These fully enclosed private treatment rooms have replaced the old curtained patient bays, providing patients and their families with more comfortable space and increased privacy for treatment and consultation.

The new Emergency Department also allows Samaritan to incorporate new treatment processes that make the ED more efficient and comfortable for patients. For example, as part of a new process that has already started to decrease the overall average patient visit time, patients with minor complaints may stay right within a triage room. This will allow them to be registered, treated, and discharged, all without taking the additional time of transferring to a treatment room.

#### Highlights of the New Emergency Department

- 42 Private Treatment Rooms with solid walls and doors to replace the previous 28 patient beds that were separated into curtained cubicles
- 3 Triage Rooms
- Minor Treatment Area designated for patients with nonlife-threatening ailments, such as sprains, cuts, and flu-like symptoms
- 3 Critical Care Rooms with ceiling-mounted "booms" to hold the resuscitation equipment needed to care for cardiac and respiratory emergencies
- 2 Isolation Rooms 2 of the rooms are designed for treatment of patients with communicable diseases
- Obstetric/Gynecologic Room 1 of the treatment rooms features a private bathroom and is designed for patients with OB/GYN emergencies
- Behavioral Health Area includes five specially designed rooms for patients who are experiencing behavioral health emergencies
- On-site Radiology Services CT scan and X-ray equipment is available right in the department to speed diagnosis and treatment

50,310

Number of patient visits to the Emergency Department in 2010.



Designed to accommodate even the most complex surgical procedures, Samaritan's new Surgical Care Center provides the state-of-the-art space and access to high quality equipment needed to continue providing the very best care to our patients.

The Surgical Care Center is designed to ensure comfort for patients and their families. Both the new pre-operative area and the recovery area, for example, feature larger and more private patient bays. As patients prepare for and recover from their procedures, they will remain in individual patient bays, where they will be able to rest and be united with their families.

The eight new operating rooms (ORs) are designed to accommodate the technology and staff needed to perform a full range of advanced surgical procedures in specialties that include: Ear, Nose and Throat, Gastroenterology, General Surgery, Gynecology, Neurosurgery, Ophthalmology, Oral Surgery, Orthopaedic, Podiatry, Thoracic, and Urology.

#### Highlights of the New Surgical Care Center

- Combined Center that provides both outpatient/same day surgery (patient returns home within 23 hours or less, may stay overnight) and inpatient surgery (patient is admitted into the hospital after surgery)
- Larger operating rooms and endoscopy rooms
- Ceiling-mounted booms that hold equipment in all ORs and endoscopy rooms, replacing equipment on wheeled carts with wall-mounted cables or wires
- Mounted cameras in the ORs for greater depth of view and instantaneous video consultations
- Expanded pre-op and recovery areas

8

Number of operating rooms in the new Surgical Care Center.

# Critical Care Center - 3rd Floor

Each year, more than 1,700 seriously ill or injured patients are admitted to Samaritan Medical Center's Intensive Care (ICU) and Progressive Care (PCU) Units, where they receive the highest level of care by a skilled, multidisciplinary team. Most are patients with life-threatening conditions – such as heart attacks, strokes, neurological disorders, renal failure and respiratory distress.

Patients in both the ICU and the PCU now have the comfort of private rooms with an outside window to bring in natural light. New furnishings, including a fold-out loveseat, allow family members to stay comfortably for longer periods of time to offer encouragement and support.

The new Critical Care Center is designed around the patient, the caregiver, and the family, with increased privacy and soothing color schemes bringing a sense of comfort and reassurance to patients and families.

### Highlights of the New Intensive Care & Progressive Care Units

- Larger Private Patient Rooms designed with extra space to accommodate the intricate variations of critical life-saving equipment required by patients in the ICU and PCU 10 in ICU and 20 in PCU
- Isolation Rooms 4 of the patient rooms are designed for treatment of patients with communicable diseases 2 in ICU and 2 in PCU
- **Dialysis Rooms** 12 of the patient rooms have the plumbing and fixtures needed to accommodate patient dialysis treatment 6 in ICU and 6 in PCU
- **High-Tech Ceiling Lighting** so that physicians and nurses have the best lighting possible for medical procedures
- Spacious Waiting Area
- **Private Consulting Room** for physicians to meet with family members
- On-site Respiratory Care Services this department is also part of the Critical Care Unit

1700

Amount of seriously ill or injured patients admitted to ICU and PCU each year.

# Medical/Surgical Unit - 4th Floor

The new Samaritan Medical Center Medical/Surgical floor offers modern and comfortable private patient rooms designed to provide the most personal care possible to a wide range of patients hospitalized with an illness or recovering from surgery.

Now considered the standard of care in hospital building design, private patient rooms contribute to a patient's recovery by decreasing risk of infection, reducing anxiety over disturbing or being disturbed by a roommate, allowing for a more secure atmosphere for the exchange of information, and providing a more restful setting for patients.

The new private rooms in the medical/surgical unit also allow for more family involvement. Studies indicate that, with more space available in private rooms, family members are likely to spend more time with the patient, which can help with the healing process. Each room has a comfortable fold-out sofa/sleeper so a patient's loved one can stay overnight.

#### Highlights of the New Medical/Surgical Unit

- All private patient rooms with new beds, fold-out sofa/ sleepers, private bathrooms with showers, phones and televisions - replacing the previous double occupancy rooms with shared bathrooms
- **Isolation Rooms** 3 of the patient rooms are designed for treatment of patients with communicable diseases
- 3 Nurses' Stations, each with its own medication station bringing staff closer to patient rooms
- A "Serenity Room" for visitors and staff needing a quiet place to get away for a moment of peace
- A Conference Room/Classroom equipped with a large screen television, DVD player and computer for on-going nursing education

36

Number of private patient rooms in the new Medical/Surgical



# Samaritan's Off-Campus Facilities

#### Samaritan's Family Health Center in LeRay Opens Its Doors

Dr. Benjamin Rudd grew up in Sandy Creek in northern Oswego County. Now he's returned "home" to be part of the healthcare team at a brand new community facility that opened in March – the Samaritan Family Health Center in LeRay. Joining him there is Dr. Jamey Burton and Physician Assistant Tasha Richards.

The Family Health Center in LeRay provides primary care for all ages, including: well child visits, immunizations, school sports physicals, well woman/gynecologic care, sports injury evaluation, cancer screenings, chronic illness care (such as asthma, high blood pressure, and arthritis), and office procedures such as removal of skin lesions and ingrown nail treatment. Diagnostic X-ray and laboratory services are available on-site.

Dr. Jamey Burton with a patient

# **LOCATIONS**



Samaritan Family Health Lab & X-ray Services



COFFEEN ST.

Lab & X-ray Services



**COLEMAN AVE.** 

Fort Drum Behavioral Health Clinic



LACONA

Samaritan Family Health

Samaritan Expands Its Network of Off-Campus Outpatient Testing Centers

Samaritan Medical Center continues to keep pace with our community's growth by providing outpatient testing where it's needed most – close to where our patients live and work.

Samaritan's new network of convenient off-campus outpatient testing centers provides the North Country community with private and easy access to diagnostic imaging (X-ray), ultrasound and laboratory blood draw services for adults and children.

In 2010 Samaritan opened three new off-campus centers – two in Watertown and one in conjunction with the Samaritan Family Health Center in LeRay. A fourth center opened in Clayton in January 2009 and is located within the Samaritan Clayton Family Health Center.

All four facilities offer convenient hours and plenty of free parking and accept both walk-in patients and those with appointments. They are also committed to efficient turnaround and providing the referring physician with quick and easy access to test results.



#### A Woman's Perspective OB-GYN Delivers Care Options for Area Women

Women in Watertown and the surrounding communities now have another option for their obstetric and gynecological care. This past Fall saw the opening of A Woman's Perspective OB/GYN, a new medical practice affiliated with Samaritan Medical Center.

The practice is a result of Samaritan's on-going physician recruitment efforts, and serves to strengthen OB/GYN services for the community. A Woman's Perspective OB/GYN is staffed by Drs. Kathryn Buchanan and Elizabeth Lucal, both of whom specialize in the full range of women's healthcare, from a first gynecologic visit, through family planning, pregnancy, and menopause.

Dr. Elizabeth Lucal



#### **LERAY**

Samaritan Family Health Lab & X-ray Services



#### SAMARITAN MEDICAL PLAZA

Samaritan Family Health Woman to Woman Woman to Woman Imaging Outpatient Behavioral Health Addiction Services Dermatology/Plastic Surgery



#### **WASHINGTON ST.**

Watertown Breast Imaging



#### **WASHINGTON SUMMIT**

Lab, X-ray & Ultrasound Services Samaritan Urology A Woman's Perspective OB/GYN



## Welcoming 25 New Physicians to the North Country

The latest technology and treatment options are only part of what allows Samaritan Medical Center to meet our community's healthcare needs. That's why Samaritan remains committed to bringing in new physicians to care for our growing community. In 2010 Samaritan Medical Center and its Medical Staff proudly welcomed 25 new physicians.

Jeffrey Adler, MD Mohsin Ali, MD Kimberly Barrett, MD\* M. Kathryn Buchanan, MD Jamey Burton, MD Dariusz Chrostowski, MD Edwin Cowen, MD Pierre Eugene, MD Krishnakumar Hongalgi, MD Robert Johnston, MD Elizabeth Lucal, MD Rachel Lewis, MD Bina Maharjan, MD Diana Page, DO Chung Peng, MD Gary Robbins, MD Fritz Roc, MD Tareq Saghir, MD Parul Saxena, MD Thiru Singam, MD Anil Singh, MD Jarmila Slezkova, MD Mark Vadney, DO Simone Van-Horne, MD

Michael Waters, MD

**Emergency Medicine** Neurology **OB/GYN** OB/GYN **Family Practice** Allergy & Immunology Hospitalist OB/GYN Nephrology Ophthalmology **OB/GYN** Dermatology **Family Practice ENT** Neonatology Radiology Cardiology Hospitalist

Hospitalist Emergency Medicine

**Family Practice** 

Anesthesiology

Anesthesiology

Hospitalist

Hospitalist

\* This practitioner is a military practitioner with Fort Drum; therefore, his/her practice is limited to military and military dependents.







Some of the new physicians and their families celebrating at the New Physician Reception





10

# Fort Drum Liaison Program Provides Assistance to Military Patients

As part of an on-going commitment to address the specific needs and expectations of our military patients, Samaritan has partnered with Fort Drum to provide support for a military liaison representative located on-site at the hospital. The liaison office is located in the patient registration area and is available Monday through Friday. The liaison staff member

is a designated resource who provides assistance to active duty soldiers and their family members, helping them determine where to go and how to get healthcare services within the community.

The new position provides one point of contact for inpatient and outpatient services for Fort Drum personnel. This program is extremely important to Samaritan and is just one more example of how the hospital is expanding and improving its relationship with Fort Drum.

To help distinguish the Samaritan Liaison Office, the insignia for the Fort Drum 10th Mountain Division has been included on the signage. With this office in Watertown, the 10th Mountain Division now has eight Liaison assignments including two in Germany, two in San Antonio, Texas, and three assigned to Walter Reed Hospital.

USARM

Captain Elizabeth B. Hacker, 10th Mountain Division Patient Liaison at Samaritan

# BY THE NUMBERS

Acute Care Discharges	8,528
ER Visits	50,310
Imaging Procedures	107,022
Laboratory Procedures	674,154
Births	1,557
Surgical Cases	6,250
Acute Rehab Patient Days	2,147
Inpatient Mental Health Patient Days	10,303

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Note: Every attempt has been made to ensure accuracy within these lists. If you do, however, find an error or an omission, please notify us at 315-785.

# The Stevens Society

The Board of Directors established the Stevens Society in honor of Dr. Henry M. Stevens, Samaritan's first Board President. Dr. Stevens served from 1881 to 1895. The Society recognizes individuals who have chosen to support the mission of Samaritan through a charitable bequest and/or lifetime planned gifts.

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# North Country Festival of Trees

The North Country Festival of Trees, benefiting children's services at Samaritan Medical Center and the Watertown Family YMCA, is one of the holiday season's premier events. In 2010, the event raised \$52,000, half of which will be given to the YMCA.

The three-day Festival offers something for everyone. Friday evening features a Gala where guests mingle among creatively decorated four and seven-foot trees, enjoying fine food and drink while they participate in a spirited live auction on select trees. Saturday evening is the very popular Sugarplum Ball attended this year by over 575 fathers and daughters and mothers and sons, all turned out in their finest holiday attire. Over Friday, Saturday and

Sunday, the public is welcome to view the trees and bid on them through a silent auction.

The funds raised during the 2009 Festival of Trees were used to purchase GE Panda Baby Warmers for the Samaritan Maternity Department. The Panda Warmer unit provides a warm embrace for tiny patients with a state-of-the-art heater to balance and maintain the newborn's body temperature, a built-in, integrated resuscitation unit for high-risk births, the ability to monitor oxygen levels and heart rate without additional equipment, and a built-in scale to provide the newborn's first weight right at the bedside. This equipment provides for our smallest patients, helping to give them the best chance for a healthy future right from the start.

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WWNY-TV 7















# The Samaritan Society

The Samaritan Foundation is pleased to honor our Samaritan Society donors, who have collectively contributed or pledged more than \$850,000 in support of improving the quality of healthcare in our community. Membership is extended to those who make a commitment of \$15,000 or more with up to ten years to pay their commitment. These compassionate individuals united by this honorary distinction share a profound commitment to Samaritan and to its tradition of quality healthcare.

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# Thousand Islands Golf Classic

2010 marked the 13th Annual Thousand Islands Golf Classic. Through the years, the TIGC Committee, chaired by Robert J. Reddick, has continually improved this event, hosting a pre-tournament dinner and auction as well as a 9-hole golf challenge, on Sunday prior to the Tournament, for golfers of all skill levels. The 2010 Thousand Islands Golf Classic raised \$60,000 to benefit healthcare in the North Country.

Most recently, the Foundation released \$120,000 in funds raised through this June event to help support the purchase of Vocera, a voice-activated wireless communication system. This cutting-edge technology improves efficiency by allowing employees to talk with other staff members and physicians throughout the unit by merely pressing a button on their badge or lanyard.

#### **Committee Members**

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Heart to Heart

# THE SAMARITAN FOUNDATION'S GRATEFUL PATIENT/FAMILY AND FRIENDS PROGRAM

Samaritan Foundation's Heart-to-Heart Program allows patients and family members an opportunity to thank a special caregiver or group who made a difference in their visit or stay at the hospital. Donations are used to support programs that make an impact for our patients and community.

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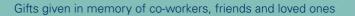
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Note: Every attempt has been made to ensure accuracy within these lists. If you do, however, find an error or an omission, please notify us at 315-785-5785.

# Samaritan Auxiliary

Founded in 1896, the Samaritan Auxiliary has contributed countless hours and more than two million dollars for vital hospital improvements and projects. The Auxiliary also now incorporates the Samaritan volunteer program, which serves a vital role in the day-to-day operations at Samaritan.

In 2010, Samaritan Auxiliary members contributed nearly 21,000 hours of service helping in areas such as: information desk, patient registration, Emergency Department, surgical waiting area, mail delivery to patients, Gift Shop, Starbucks, Keep Home outings and special events and clerical support.

#### **Auxiliary 2010 Highlights**

- 54 new volunteers joined the Auxiliary in 2010, while 19 teens were involved in the Auxiliary's summer program. The 2010 Auxiliary total membership was 351.
- The Auxiliary's two continuous fundraising ventures, the Gift Shop and Starbucks, were both re-located to the first floor of the new Pavilion. Located just off the main lobby the new, built-in Starbucks Coffee Shop provides a menu of Starbucks coffees, espressos, lattes, teas and other hot and cold beverages, plus pastries, muffins, bagels and other food. The new Gift Shop is larger than the previous location, allowing for expansion in the lines of merchandise that the shop carries. Plans have already been made for expanding into higher end jewelry and adding merchandise from a second greeting card company. Both the Samaritan Gift Shop and Starbucks are staffed by members of the Samaritan Auxiliary. The money raised by the Auxiliary at these venues goes directly back to the hospital and the nursing home to support equipment purchases, new services and expansion.
- The Auxiliary staffs the new information desk, located just inside the main lobby of the Pavilion. Twenty-two volunteers, including six teens, serve as knowledgeable greeters answering questions and helping patients and guests navigate through the Pavilion and the Pratt Building.
- The Auxiliary's Annual One Night One Diamond community fundraising event was held in March, raising \$33,000 to support the purchase of scopes to aid in the detection of certain cancers.
- The Auxiliary introduced a new fundraising event in October Art & Appetizers. Held at S'Boros, the event provided guests with an opportunity to purchase work by local artists. The event raised \$1,200.
- The Auxiliary continues to do very well with its lobby sales of books, uniforms, jewelry and purses. In 2010 these sales brought in a total of over \$37,000. The Auxiliary wishes to thank the Balsam Twig and Laurel Twig chapter volunteers who assist with these sales.
- The Auxiliary served as a sponsor for the 9th Annual Festival of Trees, held in December at the State Office Building. This wonderful community event raised funds in support of children's services at Samaritan Medical Center and the Watertown Family YMCA.
- The Auxiliary continued to provide spring and fall children's tours for area second graders, which enable over 1,000 children from 26 schools in Jefferson County to tour the hospital each school year.

#### **SAMARITAN** AUXILIARY BOARD

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Christopher Waterbury, winner of the ATV raffle.

## Positive Changes Underway at Mercy of Northern New York

Since taking over management of Mercy of Northern New York in the last fiscal quarter of 2010 changes and improvements have occurred rapidly. Samaritan has put a new management team in place at Mercy, headed by Dennis Casey, Administrator, Stacey Cannizzo, RN (formerly of Samaritan Keep Home), Assistant Administrator and Paula Edwards, RN, Director of Nursing.

The new Mercy team has placed particular emphasis on quality of services, nursing care, education, facility improvements, internal communication with staff, and external communication with family members of residents and business vendors servicing Mercy. In a short period of time, these changes have produced significant results, thanks to Samaritan's support and the hard work and dedication of Mercy's staff.

Some of the changes have included better communication at all levels through daily, weekly, and monthly meetings that allow staff and management to work to together to address issues and improve services. Educational programs have included clinical education for staff on areas, such as nutrition, diabetes, infection control, and even practical topics, such as safe lifting techniques. Staff are recognized for their hard work, and the work environment now includes things like green cupcakes and wearing green clothing on St. Patrick's Day and free meals for staff who work on Christmas or New Year's. A higher level of teamwork and mutual support is gaining ground.

To improve the quality of services and care, staff and management are using operational audits to measure performance and adherence to standards of excellence. In addition to performance, other factors are scrutinized, such as efficiencies, relevance, and improvement to resident quality-of-life expectations.

A great deal has been achieved due to Samaritan's on-going financial support and the Mercy staff's hard work and willingness to be involved. In fact, Administrator Dennis Casey credits the Mercy staff with significantly improving the facility through better housekeeping procedures and important decorative and mechanical improvements that have greatly improved quality-of-life standards.

Mercy's goals are to expand the facility to support up to 180 residents instead of the current low 140's. This would help support the community's need for long-term care. Adhering to the new Mercy standards, the increase will be achieved gradually through increased staff and training. This will allow Mercy to maintain its quality gains and not lose ground on what has been achieved.

## Planning Work Begins on Senior Village Project

Samaritan Medical Center has started plans for the construction of a new long-term care and assisted living facility that will fill a long-standing community need for additional high quality senior care services.

Funding for this project will be accomplished though various sources, including a \$34 million HEAL-NY grant that was awarded based on the demonstrated need for long-term care and assisted living services in Jefferson County. The grant requires the project to be completed by October 2012.

The Samaritan Senior Village project will provide an entirely new model of care for the local elderly population. It will include 168 nursing home beds, as well as 120 assisted living beds, and will be designed to meet today's new standard of a residential-type setting for optimal elder care. The Senior Village will provide a much more home-like environment for residents entering assisted living or nursing home care, which has been shown to help ease the anxiety associated with such a move for both resident and caregiver.

The planned nursing home design and the addition of assisted living beds will ensure that our older population continues to receive the best possible care in a home-like setting that is most appropriate for their unique medical, physical and emotional needs.



## Tefferson County Adult Home Celebrates

## 4th **Deficiency-Free** Survey

Jefferson County Home, also known as Whispering Pines, celebrated a deficiency-free survey from the New York State Department of Health (DOH) in 2010. Whispering Pines has been managed by Samaritan Keep Home since January 2007, and has received deficiency-free surveys under each year of Samaritan management.

The DOH survey is conducted every 12-18 months and has a checklist of areas and categories to examine. Some of the categories include meeting with residents, family members and staff, reviewing medical records and case management, reviewing the residents' dining areas, and observing the environment and safety factors of the home. Ultimately, the survey serves to evaluate the overall quality of life and quality of care of the home to ensure it is operating by the Department of Health's standards.

In 2009, only seven percent of all nursing homes surveyed in New York State achieved "Substantial Compliance," which means they were deficiency-free or received only minor deficiencies.

Such an outstanding achievement is made possible only by the dedication of the exceptional staff at Whispering Pines. The survey results are a reflection of the work that they do every day of the year, and of their commitment to high quality, compassionate resident-centered care

# Electronic Medical Records: A Vital Link to Improved Resident Care

When technology is pictured at a hospital or residential care facility, what most likely comes to mind is medical equipment – blood pressure monitors, defibrillators and other diagnostic and life-saving machinery. But there's another, behind-the-scenes aspect to the technology that enables Samaritan Keep Home to run smoothly. Recent advancements in computers and information systems have made significant improvements to resident care at SKH.

This past year, Samaritan Keep Home implemented the Optimus Electronic Medical Record (EMR) system. This computer system allows Certified Nursing Assistants (CNAs) to perform real-time documentation that more accurately reflects the care that Keep Home residents receive, including intake and output, bathing, dressing, eating, and toileting. The system also tracks such things as baseline temperatures and weight changes.

The use of electronic medical records gives our healthcare providers a more accurate method of documentation and decreases the amount of time they spend on paperwork, allowing them more time with the residents who are entrusted to our care. With EMR, there is less room for error, greater efficiencies and most importantly, improved resident care through better coordination and information sharing among care providers.

Throughout the year, SKH implemented five phases of Optimus - activities-of-daily-living documentation, interdisciplinary notes, resident interdisciplinary assessments, care plans and eMar (Electronic Medication Administration) and eTar (Electronic Treatment Administration).

#### **SAMARITAN** KEEP HOME BOARD

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## Celebrating 20 Years of Real Miracles in Northern New York

Samaritan Medical Center is proud to be celebrating 20 years since it joined the prestigious group of Children's Miracle Network affiliated hospitals in 1990. Samaritan provides quality pediatric care to more than 50,000 children throughout Jefferson, Lewis and St. Lawrence counties each year. Funds raised locally support child-centered areas of Samaritan Medical Center, including the only Level II Neonatal Intensive Care Unit in Northern New York, and Pediatric, Maternity and Emergency departments. Samaritan is also one of only five CMN-affiliated hospitals that provide direct assistance to families with children in a medical crisis. Locally, individuals and organizations show their dedication to North Country children by their continued support and donations – generating more than \$430,000 in 2010.

Children's Miracle Network Hospitals like Samaritan Medical Center help save lives. CMN of Northern New York is counting on the continued support of our community to make these miracles happen in the lives of local kids for years to come.

## \$100,000 Miracle Home Makeover

The winner of the \$100,000 Miracle Home Makeover was Martin (Marty) Hassett of Richville, New York. Marty decided to take the cash prize (\$75,000 net after taxes)! What does he plan to do with the money? Some do-it-yourself renovations on his house.

A total of 2,140 tickets were sold as part of this first-time fundraiser to benefit CMN. Thanks to all the sponsors and individuals who participated, CMN generated over \$12,000.

















The following group recognizes donations received through our direct mail program from local individuals and business, as well as donations made through other annual Children's Miracle Network programs such as our Creative Imaging Baby Photo Contest.

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Angela Robbins

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Note: Every attempt has been made to ensure accuracy within these lists. If you do, however, find an error or an omission, please notify us at 315-785-4053.

## Celebrating 20 Years of Miracles

There is no doubt that all children helped by Children's Miracle Network of Northern New York at Samaritan are CHAMPIONS! Their Miracle stories tell the message and mission of CMN and celebrate their triumphs.



#### Nicholas Pope - Watertown

Nicholas suffered from kidney failure at birth, and has been part of our CMN family since 1991 when his story was featured in early telethons. Today, Nicholas attends Slippery Rock University, where he is a finance major. He was on the Dean's list for the first two semesters. Nicholas was also involved in Building Bridges, an organization that focuses on diversity awareness, at SRU as well as intramural sports throughout the year.



#### Zachary Rufa - Alexandria Bay

Zachary was born without a femur and endured leglengthening treatments for several years. In 2008 he developed an infection and doctors then recommended below the knee amputation. Zach graduated with honors and was appointed class leader with a GPA of 96% in 2010. Zach's goal is to become a novelist, and he is almost done writing his first novel. In November of 2010, Zach produced a play he wrote entitled "10 Years Later" which was performed by fellow high school students. Today, Zach is attending Brown University in Rhode Island, majoring in creative writing and English.

# Samaritan Medical Staff

Allergy

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Maja Lundborg-Gray, MD
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Ear, Nose & Throat

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Collins F. Kellogg, Jr., MD
M. A. Moid Khan, MD
Julie M. Lapointe, MD
Scott H. Mitchell, MD
Frank Rhode, MD
Edmund J. Roache, MD
LaVerne R. VanDeWall, DO

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Neonatology

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Nephrology

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Mohsin Ali, MD Abdul Latif, MD

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Phaelon H. Silva, MD\*
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Daniel S. DeBlasio, MD

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Daniel S. Gray, MD
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Rheumatology

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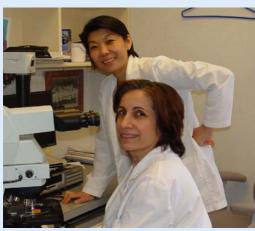
**Thoracic Surgery** Robert J. Johnson, MD

Urology

Seetharaman Ashok, MD David E. Butters, MD Simon Ouaknine, MD

\* military physician









# Samaritan Foundation Financials

Assets		2010	2009	2008
ASSOLS	Cash and Equivalents	\$ 1,003,085	\$ 1,600,258	\$ 337,903
	Receivables	\$ 3,569,918	\$ 5,129,910	\$ 6,475,299
	Investments	\$ 4,137,357	\$ 2,961,171	\$ 4,319,270
	Total Assets	\$ 8,710,360	\$ 9,691,339	\$ 11,132,472
Liabilites	and Net Assets			
	Unrestricted Net Assets	\$ 2,951,919	\$ 2,203,310	\$ 914,049
	Temporarily Restricted Net Assets	\$ 3,799,920	\$ 5,651,206	\$ 8,500,934
	Permanently Restricted Net Assets	\$ 1,930,087	\$ 1,834,252	\$ 1,665,047
	Other Accrued Expenses	\$ 28,434	\$ 2,571	\$ 52,442
	Total	\$ 8,710,360	\$ 9,691,339	\$ 11,132,472
Summary	of Activities			
	Contributions			
	Unrestricted	\$ 442,250	\$ 810,481	\$ 287,366
	Temporarily Restricted	\$ 410,071	\$ 780,723	\$ 1,161,636
	Permanently restricted	\$ 95,836	\$ 169,205	\$ 290,068
	Total	\$ 948,157	\$ 1,760,409	\$ 1,739,070
	Non Operating Gains			
	Net Interest income/Realized Gain(Loss)	\$ 235,512	\$ 137,874	\$ (206,496)
	Unrealized Gain(Loss) on Investments	\$ 265,667	\$ 450,439	\$ (370,283)
	Total	\$ 501,179	\$ 588,313	\$ (576,779)
	Disbursements			
	Administrative Expenses			
	Salary/Benefits	\$ 182,845	\$ 166,238	\$ 200,559
	Supplies&Other	\$ 82,412	\$ 64,032	\$ 60,168
	Bank fees	\$ 30,274	\$ 19,101	\$ 20,048
	Rent	\$ 6,000	\$ 6,000	\$ 6,000
	Total Administrative Expenses	\$ 301,531	\$ 255,371	\$ 286,775
	Disbursed Funds	\$ 191,669	\$ 48,927	\$ 278,062
	contribution expens	\$ 180,010	\$ 35,449	\$ 13,991
	Pledge Reserves	\$ 74,357	\$ (40,257)	\$ 140,124
	Funds Reserved in Escrow-SMC Capital Campaign	\$ 2,759,710	\$ 4,271,819	\$ 6,985,247
	Total Disbursements	\$ 594,069	\$ 1,026,556	\$ 7,704,199

# Samaritan Keep Home Financials

Net Patient Service Revenue		2010	2009		2008	
Resident Care	\$	19,399,852	\$ 19,683,942	\$	19,726,533	
Adult Day Care	\$	960,689	\$ 1,069,449	\$	970,616	
Total	\$	20,360,541	\$ 20,753,391	\$	20,697,149	
Other Operating Revenue	\$_	758,989	\$ 769,906	\$_	639,661	
Operating Funds						
Resident Care	\$	21,158,975	\$ 21,211,841	\$	20,415,684	
Adult Day Care	\$	317,186	\$ 317,979	\$	306,044	
Total	\$	21,476,161	\$ 21,529,820	\$	20,721,728	
Operating Surplus (Deficit)	\$	(356,631)	\$ (6,523)	\$	615,082	

# Samaritan Medical Center Financials

Sources of Operating Funds		2010		2009		2008		2007
Patient Service Revenue		70.050.004		07 700 504	•	00.050.440	•	F7 000 404
Inpatient	\$	76,656,364	\$	67,760,501	\$	62,053,110	\$	57,280,104
Outpatient	\$	103,743,485	\$	103,779,102	\$	91,699,476	\$	77,646,970
Total Patient Service Revenues	\$_	180,399,849	\$	171,539,603	\$	153,752,586	\$	134,927,074
Other Operating Revenue	\$	2,235,895	\$	2,477,882	\$	2,488,034	\$	2,727,240
Total Sources of Operating Funds	\$_	182,635,744	\$	174,017,485	\$_	156,240,620	\$	137,654,314
Uses of Operating Funds								
Patient Services								
Inpatient	\$	81,198,162	\$	76,443,282	\$	76,741,703	\$	71,841,543
Outpatient	\$	80,165,374	\$	75,470,974	\$	61,631,364	\$	57,696,040
Charity Care	\$	3,002,369	\$	3,191,935	\$	2,917,843	\$	2,572,901
Total Patient Services	\$	164,365,905	\$	155,106,191	\$	141,290,910	\$	132,110,484
Capital Projects and Equipment								
patient care equipment/upgrades		718.551	\$	2,473,892	\$	2,417,735	\$	3,197,537
Facilities Upgrades/renovations		1,983,056	\$	1,095,311	\$	2,229,384	\$	1,831,737
FMP (Equity Portion Only)~ 2009 RESTATED		2,416,384	\$	4,530,597	\$	11,685,751	\$	1,225,307
Information Services Equip/upgrades		889,427	\$	1,666,758	\$	808,897	\$	546,034
Other Capital		556,338	\$	595,396	\$	447.697	\$	343,268
Total Capital	_	6,563,756	\$	10,361,954	\$_	17,589,464	\$	7,143,883
Total Uses of Funds	_	170,929,661	\$	165,468,145	\$_	158,880,374	\$	139,254,367
Operating Surplus (Deficit)	_	11,706,083	\$_	8,549,340	\$_	(2,639,754)	\$	(1,600,053)





