

Caring. Healing. Leading.



Caring. Healing. Leading.
Samaritan
Health



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Administrative Services



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Vice President, Medical Affairs



Beth Fipps
Vice President, Foundation &
Community Services



Brian O'Hearn, RN
Vice President,
Patient Care Services &
Chief Nursing Officer



Tony Joseph
Vice President,
Long-Term Care



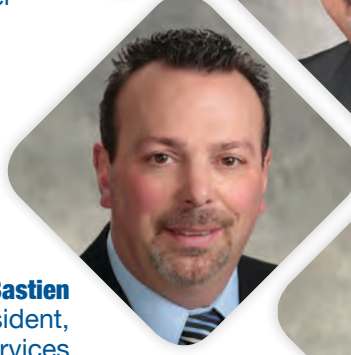
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Services & Chief Information Officer



Sean Mills
Assistant Vice President,
Fiscal Services & Chief Financial Officer



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Assistant Vice President,
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Compliance & Chief
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**2013-2014
Samaritan Medical
Center Board**

Dear Friends and Neighbors:

Caring. Healing. Leading.

These three words embody the spirit and commitment of the people who have helped Samaritan become the great organization it is today.

From the staff and physicians whose compassion, skill and emphasis on continuous improvement ensure that our patients and residents receive the best quality and experience of care. To our Trustees whose vision and commitment keep us focused on the future. And to our generous donors who give of their time, talent and treasure to ensure that the Samaritan organization will remain strong and viable for many years to come.


Your commitment and support is more important than ever amid the unprecedented changes that we face today with healthcare reform and the Patient Protection and Affordable Care Act (PPACA). At the foundation of this reform is the simultaneous pursuit of three aims, known as the "Triple Aim." They are:

- Improving the patient experience of care (both quality and satisfaction)
- Improving the health of populations
- Reducing the per capita cost of healthcare

As you peruse the 2013 Annual Report, you will note the significant achievements in each of these aims, as well as within the focus areas that address the unique needs of our community. In keeping with the goals outlined in our strategic plan, each of these achievements, more than ever, was accomplished through collaboration and with the community's benefit in mind.

I invite you to read with pride the achievements contained herein, knowing that your contributions to our team played a critical role in Samaritan's success in 2013. My heartfelt thanks to you in appreciation for all that you do to make Samaritan and our community stronger and healthier than ever.

Sincerely,



Thomas H. Carman
President & Chief Executive Officer

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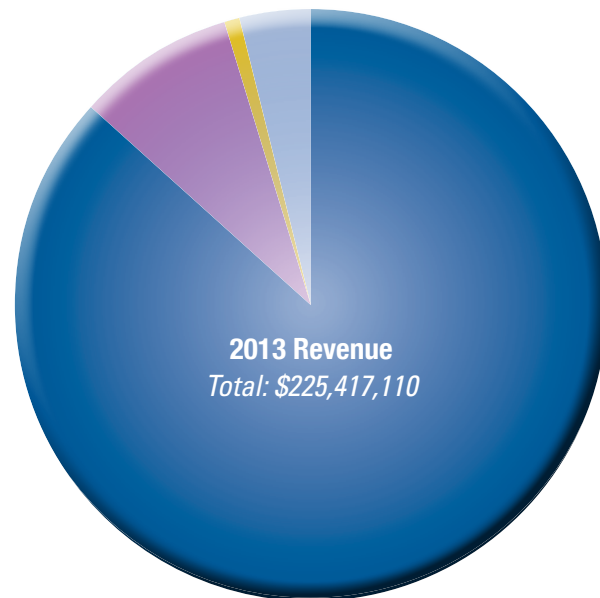
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2013 Financial Highlights & Statistics

In 2013, Samaritan devoted a great deal of resources to achieving objectives toward our Value goal. We aggressively pursued the Affordable Care Act's "Triple Aim" which includes "reducing the per capita cost of healthcare." Some highlights include:

- Achieved the Healthcare Association of New York State's recognition of "Best in State" for reducing hospital readmissions to 5.62% compared to the NYS average of 8.98%.
- Received the prestigious "Premier Supply Excellence Award" for demonstrating the lowest supply expense in the nation for hospitals our size and category.
- Decreased the rate of "left [the Emergency Department] without being seen" to 0.4%, well below the national average of 2%.
- Embraced the Lean/Six Sigma managerial concept with 15 kaizens conducted and 14 Samaritan leaders earning their white belts.
- Instituted an operating room efficiency endeavor which, in part, resulted in an increase of 428 surgical cases over 2012, a 6.65% increase.



2013 By The Numbers

Samaritan Medical Center Statistics

Acute Care Discharges

9,373

ED Visits

51,832

Imaging Procedures

118,953

Laboratory Procedures

740,016

Births

1,743

Surgical Cases

6,563

Acute Rehab Patient Days

1,676

Inpatient Mental Health Patient Days

9,161

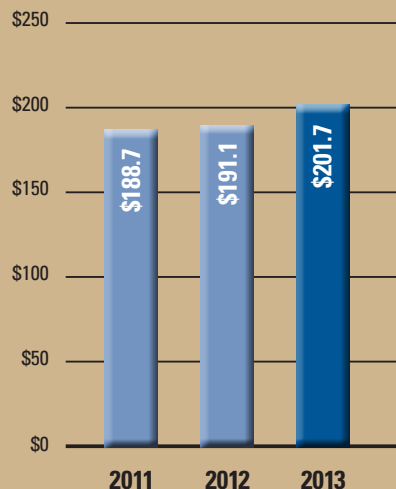
Samaritan Medical Center & Samaritan Medical Practice
\$198,250,408

Samaritan Keep Home
\$20,215,201

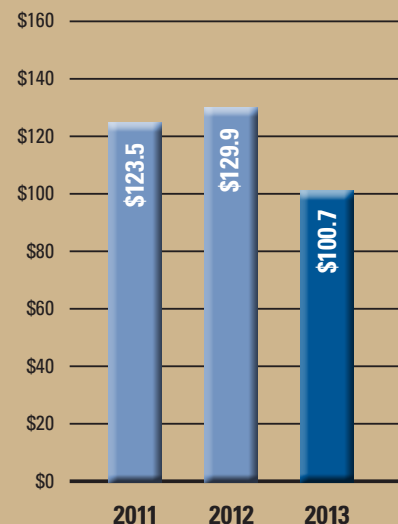
SMC Foundation
\$960,463

Samaritan Summit Village
\$8,481,250

Samaritan Medical Center Revenue Growth (Dollars in Millions)

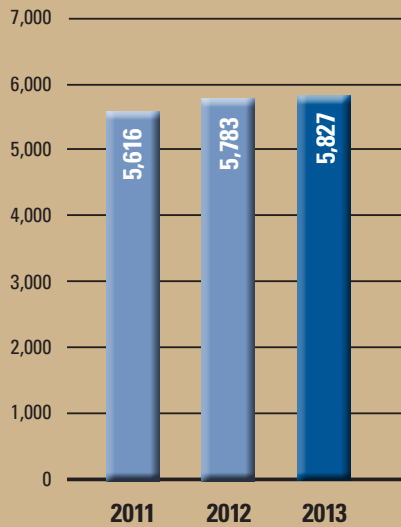


Samaritan Medical Center Net Assets (Dollars in Millions)



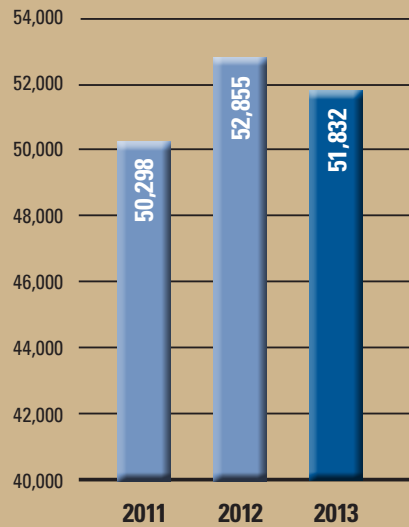
Non-Maternity Discharges

(In Number of Discharges)



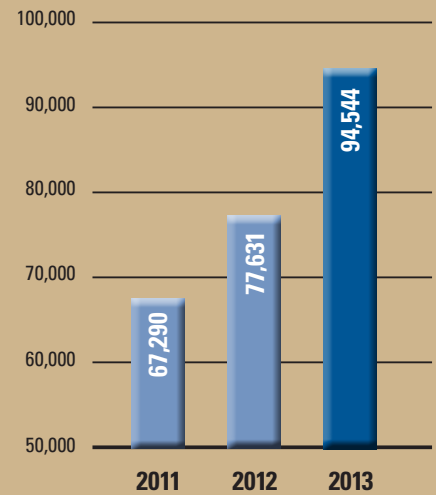
Emergency Department Visits

(In Number of Visits)



Family Health Center Visits

(In Number of Visits)



Samaritan as a Major Employer

Samaritan Medical Center and its affiliates' payroll expenditures serve as an important stimulus, creating and supporting jobs throughout the local and regional economies. Samaritan Medical Center, Samaritan Keep Home, Summit Village, the Foundation, and Samaritan medical practices employed 2000 full time equivalents at year-end 2013 with a total payroll of \$109,485,890. Dollars earned by our employees are spent on vehicles, groceries, clothing, mortgage payments, rent, etc. which generate approximately \$199,362,857 in economic activity for the local economy.*

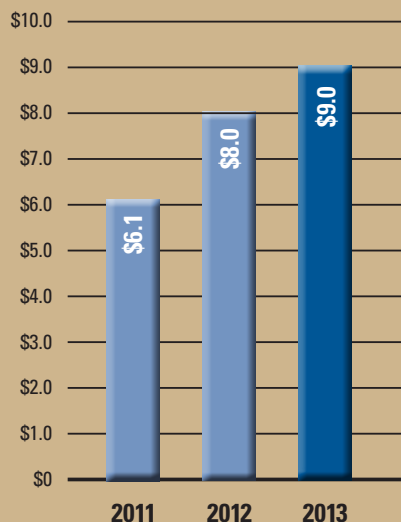
Impact of Samaritan Purchasing

Altogether, the Samaritan health system spent \$71,069,364 during 2013 on supplies, goods and services necessary to provide care to our patients and residents. Dollars we spend generate approximately \$129,516,809 for the local economy.* Our spending flows to vendors and other businesses who, in turn, buy goods and services, thereby providing a ripple effect throughout the economy.

* Economic community benefits based on the US Department of Commerce's "Regional Input-Output Modeling System II" or multiplier effect.

Samaritan Medical Center Foundation Net Assets

(Dollars in Millions)



2013 By The Numbers

Samaritan Long-Term Care Statistics

Adult Day Health Care Visits

5,782

SKH Resident Days

99,280

SSV Resident Days
(census built gradually)

32,376

Assisted Living Resident Days

21,164

Average Occupancy at SKH

96%

CLINICAL INTEGRATION

Enhance the coordination of care, both within the Samaritan system and with physicians and other providers

The Power of Affiliation: Samaritan Medical Center & Clifton-Fine Hospital Announce Plans for Formal Collaboration



In February 2013 Samaritan was pleased to announce that it had been selected to form an affiliation with Clifton-Fine Hospital. This affiliation, which was finalized in March 2014, provides an excellent opportunity for Samaritan to collaborate with a neighboring hospital that shares a similar vision, mission and commitment to community.

Located in Star Lake, New York, Clifton-Fine is a small rural Critical Access Hospital, which currently operates 20 special use beds (nine acute beds and eleven long-term care beds). Services provided by Clifton-Fine Hospital include acute care, a swing bed program, 24-hour emergency room services, a primary care clinic, laboratory, physical therapy, radiology, pharmacy and long-term care.

As healthcare reform begins to take shape across the US, hospitals – particularly rural providers like Clifton-Fine Hospital – are facing unprecedented change. Affiliations are becoming more and more common as hospitals search for ways to work together to reduce costs, navigate an increasingly complex web of regulations, and recruit physicians, all while improving quality of care and operational efficiencies.

“Healthcare organizations are just beginning to experience the countless challenges that lie before us. In contrast to past practice, hospitals must be innovative in their thinking and find ways to collaborate rather than compete,” says Thomas H. Carman, President and CEO of Samaritan Medical Center. “As the smallest hospital in New York State, Clifton-Fine Hospital is to be commended for its forward-thinking approach to ensuring its ability to overcome these challenges and thrive – for the good of the many tight-knit communities it serves. We are proud to welcome Clifton-Fine’s staff, physicians and community into the Samaritan organization. There is much that we can learn from and share with each other in order to strengthen both organizations and communities.”



Samaritan Introduces Online Portal to Help Patients Manage Care

Patients at Samaritan Family Health Centers and Samaritan specialty practices can now access their key medical information 24 hours a day, seven days a week from their computer, tablet or smartphone. In 2013, Samaritan launched MySamaritanHealth.com, an online patient portal designed to help patients manage their healthcare easily and securely, and improve the overall patient experience.



After enrolling in MySamaritanHealth.com, patients are able to view, print and download their medical records on demand, view the results of lab work, imaging/radiology tests, and other medical reports, request appointments, confidentially communicate with their healthcare team, and more.

MySamaritanHealth.com is a result of Samaritan’s commitment to making our patients and their families more active participants in their own care, as well as a need to meet meaningful use requirements set forth by the Centers for Medicare & Medicaid Services.

“It’s important that we recognize patients’ desires to know the facts about their healthcare,” says Michael Gonzales, MD, Administrator, Samaritan Family Health

Network. “We need to ensure that patients have their most current medical information to aid them in maintaining good health, managing their chronic condition, or helping in their recovery from a recent illness or injury.”

In 2013, MySamaritanHealth.com was introduced to patients at the Samaritan Family Health Centers in Cape Vincent, Clayton, Lacona, LeRay, Sackets Harbor and Watertown, as well as the Samaritan Urgent Care Center in LeRay. At the same time, the portal was also made available to patients at Samaritan specialty practices, including A Woman’s Perspective OB/GYN, Samaritan Dermatology, Samaritan ENT & GI Group, Samaritan General Surgery Practice, Samaritan Infectious Disease, Samaritan Urology, Woman to Woman, and Dr. A. Melynn Youngblood’s office at Pulmonary Associates.

Through 2014 the program is being expanded to include patients at Samaritan Medical Center itself, first inpatients and then outpatients.

North Country Initiative Paves the Way for More Integrated Care

A major step forward toward clinical integration was taken with the establishment of the North Country Initiative (NCI) in late 2012. The group includes six hospitals – Samaritan Medical Center, River Hospital (Alexandria Bay), Carthage Area Hospital, Claxton-Hepburn Medical Center (Ogdensburg), Clifton-Fine Hospital (Star Lake), and Lewis County General Hospital (Lowville) – united by a common vision of improving coordination among providers and making the North Country healthcare system more efficient, all without sacrificing quality of patient care.

Throughout 2013, the CEOs of these six hospitals, as well as doctors representing the six communities, worked together as a steering group to develop a comprehensive plan for moving healthcare forward in the North Country.

A crucial component of this plan is shared services that can result in a demonstrable savings of both money and time through a Management Services Organization (MSO). Currently, three areas are being examined: laboratory services, purchasing and revenue cycles. Department directors and managers at each hospital are working together to determine the potential benefits, such as consolidated purchasing, joint contracts for outsourced laboratory services and synchronized coding, billing, and collection.

A second key component is the creation of a Clinically Integrated Network (CIN), designed to work toward population-based healthcare management, with the goal of creating healthier communities by reducing avoidable hospital admissions, preventable readmissions, and the use of Emergency Departments as substitutes for primary care. At its most basic level, population-based healthcare management is a change in thinking – a consideration of the larger picture. While patients are still treated individually, they are also looked at as part of a larger group, especially those with chronic diseases that require on-going management such as diabetes or high blood pressure.

“As an example, we want to start looking at how we care for all of the diabetics in our region,” says Tom Carman, President & CEO of Samaritan Medical Center. “How do we make certain they are all getting the care necessary to manage their disease? First, we create evidence-based protocols so that everyone is treating patients in the same way. Then we identify the patients who aren’t coming in for regular check-ups and care. Those are the patients who aren’t getting the care they need, and therefore may end up in the Emergency Department or the hospital with complications that could have been prevented.”

Tying together the CIN is an investment in technology that increases the connection between hospitals and providers,



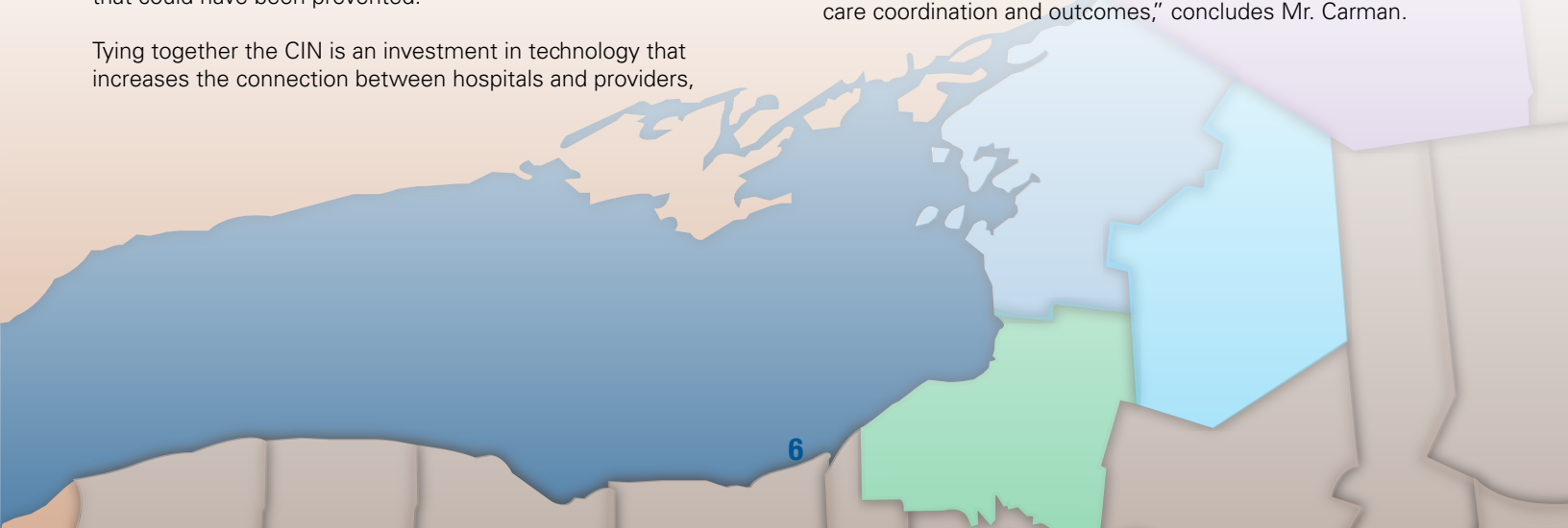
The Samaritan Pain Management Center is now offering patients behavioral pain management services through a telemedicine partnership with Physiological Healthcare, P.L.L.C. in Syracuse.

as well as between providers and their patients. With funding from the initial HEAL NY program grant, the group has already purchased telemedicine and telehealth equipment for each of the six hospitals.

Telemedicine provides real time, interactive communication and information sharing across a distance. “Once we start to use the new telemedicine equipment, our hospitals will be able to more readily consult with each other on patient diagnosis and treatment,” explains Mr. Carman. “For example, if the River Hospital Emergency Department has a patient that they would like a Samaritan physician to examine, they don’t need to put that patient in an ambulance and transport them to Watertown – at additional cost and discomfort to the patient. Instead, they can utilize the telemedicine equipment, which will allow the Samaritan physician to listen to the patient’s heartbeat, check vital signs, and more ... all from 30 miles away.”

In contrast, telehealth uses devices that remotely collect medical data in a patient’s home and transmit it for interpretation. The equipment will allow the patient to check and record his or her blood pressure, heart rate and other vital signs, and then transmit this information electronically to a home health aide, public health nurse or physician.

“Overall, the goal of the North Country Initiative is to work together to get people to the right level of care. As we do that, we increase efficiencies and reduce costs, but we also take better care of our community members. They will benefit from improved care coordination and outcomes,” concludes Mr. Carman.



GROWTH

Expand or develop new services and product lines to generate new revenue

Caring for our Community by Expanding Services

At Samaritan, one of our strategic goals is growth, which allows us to increase access to care and build a foundation for a healthier future for every member of our community. Over the past year, as part of this goal, we have introduced a number of new patient care services and treatment technologies.

Now There's a Direct Line to Relief for Neck & Back Pain

Samaritan's new Neck & Back Program connects patients to a full range of spine care, including diagnostic imaging, rehabilitation, pain management, and surgical options. Within days of the patient's initial call, a specialty-trained physician reviews the patient's medical history and recommends a personalized treatment plan.

"Calling the Neck & Back Program was literally the best thing I've ever done for myself."



An avid runner and self-proclaimed gym enthusiast, Kristin Sherburne of Brownville, NY will readily admit that she hardly ever goes to the doctor. So when she started experiencing severe pain in her left hip and leg, Kristin wasn't sure what to do or even where to start.

"The pain was unbearable – I had never even come close to experiencing anything like it," she says.

After an initial visit to her family physician, Kristin was prescribed muscle relaxers and pain medications to try – but unfortunately they didn't help. It was when she called to make another appointment that she discovered the Neck & Back Program at Samaritan. "I called immediately," she remembers.

With just one call, Kristin was connected to Beth Loveland, RN, Nurse Navigator for the Neck & Back Program. "My job is to coordinate care for our Neck & Back patients," explains Ms. Loveland.

In less than two weeks, Kristin had an appointment with a spinal surgeon, imaging tests to confirm his diagnosis and then lower back surgery (a lumbar laminectomy) at Samaritan. "My doctor told me that I would feel immediate relief after my surgery and I did. It was amazing," she says.

Since her surgery in August, Kristin has experienced no further pain or problems. "I'm back at the gym, I'm running again, and I feel great," she concludes.

See Things More Clearly with Laser Assisted Cataract Surgery

Treatment for cataracts involves surgically removing the clouded natural lens and replacing it with a synthetic intraocular lens. Until recently, this surgery has always involved the use of a surgical blade to create several small incisions. With laser assisted cataract surgery however, the surgeon can create these incisions utilizing computer-guided lasers that are more precise. For cataract patients this is the most technologically advanced option available today – and Samaritan Medical Center is proud to be the first to offer this service in the North Country.



Dr. Noaman Sanni, an ophthalmologist and Chief of Refractive Surgery at Center for Sight, was instrumental in helping to bring this new technology to Samaritan. According to Dr. Sanni, "Laser assisted cataract surgery provides more speed and precision than is possible through traditional methods. For the patient, this means less pain and swelling, a quicker recovery time, lower risk of complications, and, in most cases, a better overall surgical experience."

Neurosurgery Returns to the North Country

One of the successes of 2013 was bringing neurosurgery services back to the North Country. In June, Neurological Associates of Northern New York began accepting new patients, with Dr. Farook Kidwai providing comprehensive care for the brain and spine.

Neurological Associates of Northern New York is a collaboration between Samaritan and Neurosurgical Associates of Central New York, a Syracuse-based practice affiliated with Upstate Medical University. As part of this collaboration, Samaritan invested approximately \$1 million in neurosurgical equipment for the hospital, including microscopes and various instruments, neuro-navigation software and training.



Newest Samaritan Family Health Center Opens its Doors in Sackets Harbor

In addition to expanding the services offered at the hospital, Samaritan has made an ongoing commitment to providing primary care for our community members. In 2013, Samaritan opened a Family Health Center in Sackets Harbor, which joined the existing locations in Cape Vincent, Clayton, Lacona, LeRay and Watertown.



Sackets Harbor and the other Samaritan Family Health Centers provide a full range of services for patients of all ages, including: pediatrics, women's health, chronic illness care (such as asthma, diabetes, high blood pressure, and arthritis), acute care for short-term illnesses and injuries, sports medicine, and minor office procedures.

"The care I've received is excellent and the entire staff is very friendly and knowledgeable."

Victoria McCabe has been a patient at the Sackets Harbor Family Health Center since its opening last May. When asked if she would recommend the facility to family and friends, her response was immediate.

"I would absolutely recommend them," she says. "The care I've received is excellent and the entire staff is very friendly and knowledgeable."

"The location is perfect for anyone living in Sackets. I've saved hundreds of dollars on gas by not having to drive all the way to the allergist in Watertown three days a week."



Timing is Everything in Early Detection Lung Cancer Screening

Early detection is the best hope for fighting lung cancer, which is why Samaritan Medical Center's new Early Lung Cancer Screening program offers low-dose computed tomography (CT) screening for people at high risk for this disease. Recent studies have proven that a CT scan can find 85% of lung cancers in their earliest, most curable stage.

"If lung cancer is caught early, it can be treated - like mine was."

When Bonnie Trudeau, RN, Oncology Nurse Navigator, appeared on Channel 7's morning news program in April 2013 to talk about Early Lung Cancer Screening, Joy LaCroix happened to be watching. A smoker for more than 50 years, Joy immediately picked up the phone and called to see if she qualified for the new screening program.

She did. And sadly, her CT scan showed a tumor in her lung.

"At that point I don't know what I would have done without Bonnie," says Joy. "She's the one who broke the news to me that my initial scan came back with suspicious results and then she very quickly got me in to see Dr. Kramer. He sent me for more tests which showed that the tumor was cancerous."

After surgery, Joy is now cancer-free.

"I think that smokers do worry about the possibility of cancer ... I know I did. And some people may be afraid to have the test done. But if lung cancer is caught early, it can be treated - like mine was. It's important to do this for yourself."

VALUE

Enhance the value
(better outcomes at lower cost)
of services offered and
improve the health of
the population served

New Technology Transforms Communications with Patients & Families

Breakthroughs in research, medications, and equipment have given medical providers new tools to work with and fresh ways to practice medicine. But the influence of new technology in healthcare isn't limited to how we care for patients; it's also transforming how we communicate.

Joining the Conversation

In 2013, Samaritan began communicating in an entirely new way ... posting and tweeting the latest hospital news to friends and followers through social media sites Facebook and Twitter.

"Social media is one more way that we can communicate and build relationships with our past, present and future patients," explains Leslie DiStefano, Samaritan's Online Communication Coordinator and Webmaster. "It also gives us an opportunity to talk about and share things that don't always lend themselves to more traditional media, including real time reporting from events, current construction updates, behind-the-scenes photos and patient stories."

Also in 2013, Samaritan launched a newly redesigned, more user-friendly version of its website – samaritanhealth.com. The new site, which features improved navigational and search capabilities, can help patients and visitors find information ranging from hospital services, to directions to Samaritan locations, to a listing of upcoming events, to employment opportunities and more.

One new feature that has been added for patient convenience is Online Bill Pay. Just one click from the homepage takes you to a secure payment portal that can be used to quickly pay bills from Samaritan Medical Center, as well as any of the Samaritan Family Health Centers or Outpatient clinics, 24 hours a day, 7 days a week.



Making Life Easier for Surgical Patients

Two new communication systems, introduced in 2013 in Samaritan's Surgical Care Unit, are making life easier for patients, as well as their family members and friends.

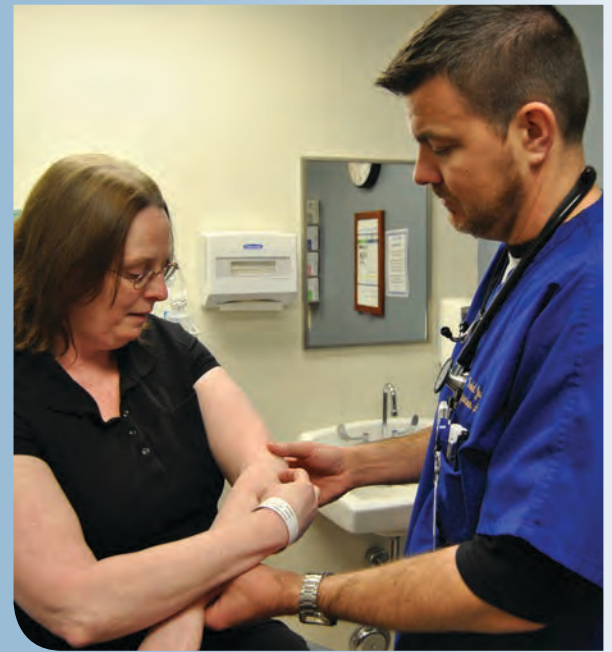
The **ePreOp Preoperative Registration Portal** creates a more streamlined process for patients to provide their health information prior to surgery. Previously, a patient scheduled for surgery had to come to Samaritan for a pre-admission interview which could take, on average, an hour. Now, when a patient is scheduled for surgery, he or she is given a date for a pre-admission phone appointment and directed to Samaritan's ePreOp portal at smcsurgery.com. The patient can enter their information into the secure portal any time prior to their scheduled phone appointment; at which time a Samaritan nurse will call to review the information, a process that only takes about 15 minutes once the patient has entered their information.

At the same time, Surgical Services has also introduced the **SmarTrak Surgery Patient Tracking System**, an innovative tool that tracks the patient's journey from admission, to surgery, to recovery.



Similar to being in an airport and checking on your flight, a large monitor in the Surgical Care Unit waiting area uses color coding to display each patient's current status and location. To ensure privacy each patient is given a unique tracking number (patient ID).

Since its implementation at Samaritan, the response to SmarTrak has been overwhelmingly positive. As Kathy Maynard, RN, Clinical Nurse Specialist, explains, "our patients, as well as their family members and friends, appreciate the peace of mind that SmarTrak provides."



Emergency Department Changes Cut Wait Times & Boost Patient Care

Big changes in the Emergency Department (ED) at Samaritan Medical Center started to pay off in 2013 with big results. After an 18-month top-to-bottom overhaul of the department, patients who come in the door seeking care are now averaging wait times of just 11 minutes to see a provider - a 78 percent decrease over the previous 52-minute average wait.

"Nationally, emergency department wait times are increasing. So we knew that a change in our entire process was going to be necessary in order to improve," explains Dr. Maja Lundborg-Gray, ED Medical Director. "Our ultimate goal was to decrease wait times, but we weren't willing to sacrifice the quality of patient care."

The process began in March 2012. Working with consulting firm Emergency Excellence, a specially-appointed committee met every other week to review existing procedures and practices. From there, each step in the patient's journey through the ED was analyzed for potential improvements and streamlining.

The analysis extended beyond the Emergency Department as well.

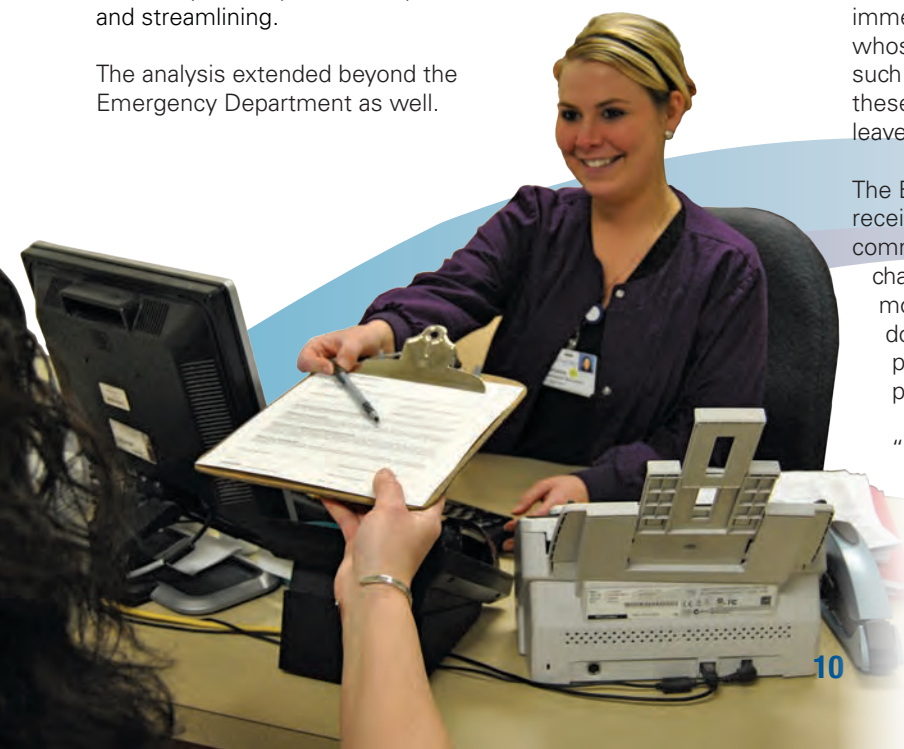
"We really rely on support from a lot of other Samaritan departments to make the ED work ... Radiology, Lab, Environmental Services, Security and Transport to name just a few. We had representatives from each of these departments on our committee so they could share their perspective, and we're continuing to meet on a regular basis to work on further improvements," says Dr. Sarah Delaney-Rowland, ED Chair.

One big change that's been made is how patients are routed through the ED during peak times (9 a.m. – 1 a.m.). Because the ED provides care for critical situations along with minor illnesses and injuries such as ankle sprains, colds and sore throats, a new process called Rapid Clinical Evaluation (RCE) quickly determines which patients need to be treated in the main ED and which can be treated right within the triage area or in a newly created intermediate care area.

"This new process is having the greatest impact on patients who are too sick for urgent care, and yet not sick enough to be seen immediately in the main ED. This might be, for example, a patient whose vital signs are stable but who needs diagnostic testing such as x-rays, a CT scan or lab work. We're now able to see these patients more quickly; they get the care they need and can leave in a much shorter amount of time," says Dr. Lundborg-Gray.

The Emergency Department's transformation has been well-received by the community. "This was our response to the community's call for improvement, and they've noticed the changes. The comments we're hearing now are overwhelmingly more positive," says Dr. Delaney-Rowland. "Our staff and doctors are very proud of what's been accomplished. It's professionally and personally rewarding for them to see our patients so happy, satisfied and well cared for."

"This was truly a team effort," adds Dr. Lundborg-Gray. "On all levels, from our nurses and doctors to our patient care assistants and registration clerks ... this was a huge change for everyone in our department, and our team stepped up and made significant improvements for our patients."



FORT DRUM

Strengthen the relationship
with Fort Drum and be the
Soldiers' provider of choice

Unique Installation-Community Collaboration Provides Model Healthcare for Soldiers & Families

When Soldiers arrive in the North Country, they soon realize that healthcare at Fort Drum is different from other Army installations across the country. Because Fort Drum does not have a hospital on post, Soldiers and their families rely on Samaritan Medical Center and other community healthcare providers for inpatient care and many specialty services. In fact, Fort Drum is the Army's only division post in the continental United States without its own hospital.

According to Tom Carman, President and CEO of Samaritan Medical Center, the Army's decision makes economic sense. "It relieves the government of the expense of building a facility and operating it," he says. "At the same time, our community benefits from the population boost that Fort Drum provides. Our joint community can support a far broader range of healthcare services than our civilian community could in isolation. In addition, the expanded population helps us in recruiting physicians. We're able to recruit extremely accomplished physicians because these doctors know they will be busy serving such a sizable diverse community. We're also able to recruit physicians who specialize in services that would otherwise only be available by traveling outside the area, such as pain management."

The partnership became more formalized in 2005, when funding associated with the fiscal defense bill helped establish the Fort Drum Regional Health Planning Organization (FDRHPO), a group responsible for ensuring that military and civilian healthcare needs across the North Country are being met. Under this pilot program, FDRHPO is tasked with analyzing the region's healthcare system, identifying gaps, leveraging resources to fill those gaps, and building strong cooperative healthcare arrangements between the military and civilian health systems.

As declining budgets and rising healthcare costs force the Army to explore new ways of delivering healthcare to Soldiers and their families, the North Country model is starting to gain national attention. In February, it was featured at the 2014 Installation Innovation Conference, where Denise Young, Executive Director of FDRHPO, was asked to speak.

According to Mrs. Young, the partnership has proven successful for a variety of reasons. "First, about 70% of the personnel from Fort Drum live off post in surrounding communities," she says. "Being able to utilize healthcare providers from outside the military makes receiving care more convenient for them. In addition, approximately 95% of the region's physicians now accept Tricare, a number that has grown over the years as community providers have embraced their role in supporting Fort Drum."

Honest communication, collaboration in creating solutions, and a local community and healthcare system that is 100% committed to taking care of our Soldiers and their family members are other key reasons for the partnership's success according to Mr. Carman. "Samaritan is proud to care for these men and women who provide such valuable service to our country," he adds.

While the lack of an on post hospital at Fort Drum is uncommon for the Army, Mr. Carman believes there is no reason that the partnership between Fort Drum and the surrounding community cannot be replicated elsewhere. "In my opinion this type of model can be formed in every defense community," he says.



Fort Drum Healthcare at Samaritan

Samaritan is a leader in serving the Fort Drum community. Fort Drum Soldiers and their families account for significant volume in several key hospital services, including:

- **55%** of total births
- **38%** of pediatric patients
- **32%** of inpatient mental healthcare services
- **27%** of emergency department visits



WORKFORCE

Be an employer of choice and
physician partner of choice

Samaritan Physicians: Providing Crucial Support Behind-the-Scenes

It's a side of healthcare that most people don't often see ... the behind-the-scenes work that can be so critical to the success of key areas such as the introduction of a new service line or physician recruitment.

Samaritan Medical Center is fortunate and proud that many of the 175 members of its Medical Staff willingly step forward to support both the Samaritan health system and the overall future of healthcare in our community. In addition to the day-to-day work in their offices or at the hospital doing rounds or performing surgery, Samaritan physicians actively participate in other initiatives, such as serving on Medical Staff committees, evaluating new equipment and technologies, and developing new service lines to name just a few.

"We ask a lot of our physicians," states Mario Victoria, MD, Vice President of Medical Affairs. "We come to people who are already very busy and ask them to give up their free time to help us ... and the answer you might expect to receive is 'no,' but that's not what we hear. These physicians care about their patients. If there is a new process or a new technology that will improve patient care, that's something our physicians get very passionate about. And they'll give their time, talent and expertise to make it happen."



Robert O. Kimball, MD, general surgeon, acted as emcee for the 2013 Samaritan Breast Cancer Awareness dinner.

There are eight Medical Staff Departments that meet regularly. The full Medical Staff also meets quarterly. In addition, there are 21 Medical Staff committees – ranging from Credentialing to Peer Review – that include over 100 physician representatives, many of whom serve on multiple committees. In total it all adds up to more than 2,500 hours of volunteer time.

But this includes just the formal committees. What these hours don't reflect is all of the additional work being done at any given time on projects that depend on physician involvement to succeed.

A recent example is the work that has been done in the Samaritan Emergency Department to formulate changes that have decreased patient wait time without sacrificing quality of care. (see article on page 10) Other examples include the Early Lung Cancer Screening and Neck & Back Program services introduced by Samaritan in 2013. (see article on pages 7-8)

In other cases, physicians provide support in ways that are more internal in nature ... from mentoring the next generation (see article on page 13), to helping recruit new colleagues (see article on page 13), to honoring the nurses they work closely with (see article on page 15).

Community health ventures also benefit from the support of Samaritan physicians. The Medical Academy of Science and Health (M.A.S.H.) Camp held each year at Samaritan Medical Center offers students entering grades 8-12 a unique opportunity to experience healthcare careers in an interactive way. This program would not be possible without hands-on involvement from our area physicians. The same can be said for "Let's Not Meet by Accident" - a reality based trauma prevention/alcohol education program offered annually by the Samaritan Emergency Department to local teens enrolled in summer drivers' education classes.

"I think it's the benefits that they see for their patients and the community as a whole that motivates these physicians," says Dr. Victoria. "They have a deep-seated commitment to patient care and so they're willing to go that extra mile. Our community is truly fortunate to have a Medical Staff of this caliber."



Robert Johnson, MD, thoracic surgeon, speaks at Samaritan's November 2013 Lung Cancer Vigil.



Rory Sears, DO, pulmonologist (on right), works with a medical student.

Samaritan Celebrates Successes & Tackles Challenges in Physician Recruitment

It's no secret that physician recruitment remains a top priority at Samaritan Medical Center. With a continuing nationwide shortage of physicians and a low percentage of physicians who choose to settle in rural areas, Samaritan realizes it must compete not only with other hospitals in the region and New York State, but also across the country.

The success that Samaritan has achieved to date in physician recruitment can be attributed to the collaborative efforts of its dedicated full-time recruitment staff, local physicians and members of the community. Their process begins with careful planning.



Jennifer Haley-Saiff, Physician Recruiter, talks with Joseph C. Gianfagna, MD, pediatrician, Watertown Pediatrics, P.C.

"Our Physician Development Committee, comprised of trustees, physicians, administrators and physician recruitment staff, meets four times a year. This group is tasked with predicting what specialties will be needed – based

on new service lines, military needs, planned retirements, and other factors – and setting the recruitment priorities for each year," explains Anne Marie Walldroff, Director of Physician Recruitment.

From there, Mrs. Walldroff's team goes to work. Through methods that include physician databases, electronic job boards, recruitment fairs, and membership in associations such as Upstate NY Physician Recruiters, they identify physician candidates and introduce them to the opportunities available at Samaritan. Once initial information is exchanged, a telephone interview is conducted.

"Talking to the candidate directly lets us glean a lot about him or her," says Mrs. Walldroff. "It's our opportunity to learn what's important to this physician, and what may influence his or her final choice of a practice location."

A successful telephone interview is then followed up by an on-site visit. This visit can include a tour of the hospital and other medical

facilities of interest, meetings with other physicians that might support their specialty, and introductions to area schools, childcare agencies, real estate agents, churches and more.

"There are a great number of opportunities out there for physicians looking to establish or relocate their practices, so the site visit is crucial to the process," continues Mrs. Walldroff.

"We personalize each visiting physician's itinerary, taking into consideration all that

we've learned about him or her. We also take into account the physician's spouse and children, as we know we're really recruiting the whole family. We work hard to help them make connections and to really showcase life here in Northern New York."

The site visit usually addresses one of the biggest challenges the recruitment team faces - the misperceptions that people may have about living in Northern New York. Visitors are introduced to the advantages of living in a community with a welcoming spirit, safe neighborhoods, strong school systems, and easy proximity to recreational opportunities and larger cities.

On the professional side, in addition to offering standard industry incentives such as salary guarantees, student loan repayments, signing bonuses and relocation allowances, Samaritan has worked to identify new approaches to "close the deal," such as tapping the nearby Canadian physician community or offering hospital employment instead of private practice.

Samaritan invests significant time, effort and resources to attract new physicians to the community. "Physician recruitment is crucial to Samaritan's on-going success," says Mrs. Walldroff. "The Medical Staff is the backbone of any hospital, and we are fortunate to have such a tremendous group of physicians working with us."



Anne Marie Walldroff, Director of Medical Staff Relations and Recruitment presents a Samaritan Medical Staff coat to John P. Barrett, MD, obstetrician and gynecologist, A Woman's Perspective.

Teaching the Next Generation

Samaritan Medical Center has a strong history as a teaching hospital, focused on guiding and preparing the next generation of medical professionals. Samaritan's Physician Medical Education Program currently offers clinical rotations for fourth year medical students, as well as three certified osteopathic programs: a family practice residency, an internal medicine residency and a transitional residency year (typically utilized by medical students who are still in the process of choosing a specialty for their residency). These programs are offered in conjunction with the New England College of Osteopathic Medicine.

The 2013 class of residents included:

back row (L to R): Tad Lanagan, DO, Caitlin Donegan, DO, Sheila Ramanathan, DO, Benjamin Rudd, MD; Jasmine Weaver, DO; Christina Bordeau, DO; David Rechlin, DO **middle row (L to R):** Yu Sung, DO; Jill Laureano-Surber, DO; Itauma Udosen, DO; Matthew Maynard, DO; Kristine Soltanpour, DO **front row (L to R):** Suman Yadav, DO; Kelsey McAnally, DO; Marnina Shelkin, DO



Samaritan Employees Recognized for 40 Years of Service

Samaritan is proud to recognize these five staff members who recently celebrated 40 years of service and dedication to the organization:

Donna Rawson, RN
Admissions



Gloria Barnhardt
Registration



Helen Pisarski, RN
Admissions



Mary Jo Walts
Samaritan Keep Home,
Dietary



Vicky Steen
Samaritan Keep Home, Activities Dept.



Welcoming 18 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 2013, Samaritan Medical Center and its Medical Staff proudly welcomed 18 new physicians.

Nathan D. Ashby, DPM
Farhana Asim, MD
Reed Attisha, DMD, MD
John P. Barrett, MD
Aaron B. Campbell, DO
Daniel J. Convey, DDS
William G. Crane, DO
Hiram A. Garcia-Rivera, DMD
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Samaritan Awards Lifetime Achievement Award to Dr. Ronald Perciaccante



In April 2013, Samaritan hosted its first annual Physician Recognition Dinner. This event, supported by the Samaritan Medical Center Foundation and Medical Executive Committee, will be held each year on or around National Doctors' Day (March 30th) to honor all active and retired physicians for their dedication. As part of this new annual event, a physician will be selected each year to receive the Lifetime Achievement Award, which has been established to recognize a Samaritan physician for his/her leadership and service to the health and well-being of the Northern New York community. Whether in their private practice, hospital duties, Board or Medical Staff leadership positions or volunteer work, Samaritan's physicians dedicate their time and talent to making the community a better place to live.

The 2013 Lifetime Achievement Award recipient was Dr. Ronald G. Perciaccante. Dr. Perciaccante, a pediatrician, moved to Watertown in 1968 and dedicated the next 44 years of his life to serving the medical needs of children in Northern New York. Those years included many leadership positions at Samaritan, including Chairman of the Department of Pediatrics, numerous Medical Staff committees, and Samaritan Medical Center Board of Trustees. He also served as the Medical Staff President at Mercy Hospital.

Though his career features numerous accomplishments, the successful establishment of the North Country's first Cystic Fibrosis Clinic is the one of which Dr. Perciaccante is most proud. He retired from active practice in 2012.

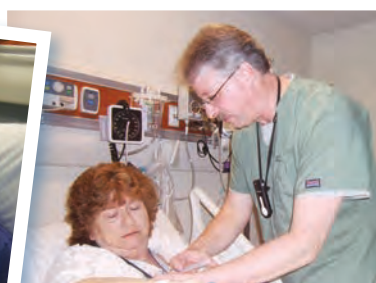
Celebrating Our Samaritan Nurses

Nurses are a cornerstone of healthcare at Samaritan. Our patients rely on their education, experience and caring each and every day. In May 2012, as part of our National Nurses' Week celebration activities, Samaritan and its Medical Staff established a program to formally recognize outstanding achievements by our nursing professionals.

As part of this recognition program, physicians, employees and Trustees from Samaritan are invited each year to nominate nurses for the exceptional work they do every day in six different categories: Quality & Safety, Education & Mentorship, Leadership, Excellence in Nursing Practice, Innovation & Leading Change, and Rookie of the Year.



The 2013 award recipients were (L to R): Gerald Chamberlain, RN • Progressive Care Unit, Education & Mentorship; Bobbie Bragger, RN • 5 Pratt, Excellence in Nursing Practice; Wendy Casler, RN • Inpatient Mental Health, Rookie of the Year; Bonnie Trudeau, RN • Oncology Nurse Navigator, Leadership; Ann Millard, RN • 5th Floor, Samaritan Keep Home, Excellence in Nursing Practice; Theresa Quintin, RN • Healthcare Resource Management, Quality & Safety; Jeff Jones, RN • Management Information Systems, Innovation & Leading Change; and (not pictured) Karen Jobson, RN • Emergency Department, Excellence in Nursing Practice.



Dear Friends:

What an exciting year for the Samaritan organization! The accomplishments that are outlined in the 2013 Annual Report are nothing short of remarkable, especially as we look around the region, state and country as hospitals and nursing homes struggle to survive.

As I reflect upon the past year, I attribute this success to one key factor: remarkable leadership. Samaritan's collaborative spirit and community-mindedness have guided our forward thinking leaders to navigate this organization through healthcare reform's rough waters. Our Medical Center is well-respected and financially viable. So when needs arose in other struggling organizations, as they have over the past year, we were able to step in and assist our partner agencies and those they serve. I am proud and honored to be a part of this team, and you should be, too. It is because of your support and generosity that Samaritan is positioned for continual growth and improvement while helping others achieve the same.

Thank you for being a part of the excitement. We are privileged to have earned your support and look forward to what the future holds.



Martin A. Yenawine,
Board Chair, Samaritan Medical Center Foundation

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The Samaritan Medical Center Foundation of Northern New York and Children's Miracle Network greatly appreciate the generous support we receive from our donors. Each donation, no matter what its size, is precious to us, and every donor is considered priceless. These donations help to make important advancements at Samaritan possible. Charitable gifts allow us to enhance patient care services, provide continuing education for our talented healthcare professionals, expand facilities and bring specialized equipment to Samaritan Medical Center that otherwise might not be possible. Decades from now, patients and staff will look back on the contributions made today as evidence of a strong, ongoing commitment to the mission of Samaritan.

The following is a list of generous donors who have each contributed \$100 or more, totaling \$1,767,000 in 2013.

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"My sincerest thank you for the care that Florence Bach, RN provided to my mom during her stay in Intensive Care. My mom felt comfortable with Florence, and her kindness and caring help eased my mom's anxiety while she was in the hospital. Florence was also a great comfort to my family."

"Not only was my ICU room very comfortable, but the nurses were extremely caring and professional for which I am very grateful. I couldn't have received better care."

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"I am not sure if I can place my thoughts on paper to tell you "THANK YOU" for the very excellent care I received during my stay on the 5th floor. A thank you seems so small for all you did for me. I felt safe and immediately knew I could trust you in taking care of me. Keep up the good work. It takes a lot of positive energy to do your job. I will not forget your kindness."

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Memorial gifts to the Samaritan Medical Center Foundation create a lasting tribute to family members, friends or anyone else who has a meaningful place in your life while also providing valuable support to Samaritan.

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When you make a gift to the Samaritan Medical Center Foundation of Northern New York, you are giving the gift of good health to your family, friends, and neighbors.

At a time when insurance reimbursements for hospital services are declining and the number of people who are unemployed and uninsured is high, Samaritan Medical Center continues to meet the medical needs of our community.

This would not be possible without our generous donors and the monies raised by the Foundation, which provide critical funding for facilities and equipment that benefit Samaritan patients and our entire community. New facilities and equipment also aid Samaritan in recruiting and retaining physicians who provide much needed services.

When you invest in Samaritan, you are investing in the health of our community for generations to come!

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Heart
to Heart

The Samaritan Medical Center Foundation's Grateful Patient, Family & Friends Program

When words just aren't enough to say "Thank you" ... Samaritan Medical Center Foundation's Heart to Heart program allows patients, families and friends an opportunity to thank a special caregiver or department who went the extra mile and made a difference in their visit or stay. Donations from this program will benefit patients and staff for years to come. Since its inception in 2010, the Heart to Heart program has raised over \$59,000.



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The Stevens Society

The Stevens Society recognizes individuals who provide support for Samaritan through wills, trusts, life income gifts, retirement plans, life insurance designations, and other planned gifts. By joining others who have taken this step, you can take satisfaction from knowing that you are part of an important legacy. The Board of Trustees established the Stevens Society in honor of Dr. Henry M. Stevens, Samaritan's first Board President. Dr. Stevens served from 1881 to 1895. In 2013, bequests from Dorothy Farrell, David G. Gregor, MD and Mary Macsherry were received totaling over \$1,120,000.



In 2013, we mourned the passing of Dr. David "Sandy" Gregor, a respected general surgeon and long-time supporter of Samaritan. Dr. Gregor's legacy lives on through his bequests to the Samaritan Medical Center Foundation and the Children's Miracle Network.

How can you make a difference in the lives of your family, your friends, your neighbors and the entire Northern New York community? It's as easy as remembering the Samaritan Medical Center Foundation in your will.

"It's been an honor to help those in need. I know how important top-notch healthcare is to any community. With our new hospital pavilion, Samaritan will continue to provide that service to our North Country neighbors." - Dr. David Gregor*

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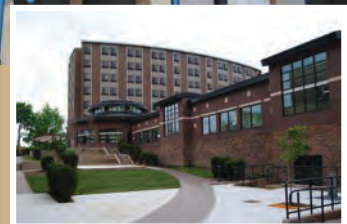
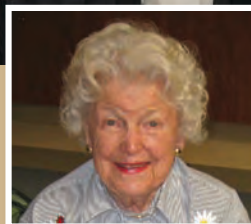
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Samaritan Hosts Ribbon Cutting & Dedication

In July 2013, Samaritan hosted a ribbon cutting ceremony for its new Healing Gardens, as well as a formal dedication of the connector that now links Samaritan Medical Center with the Keep Home.

Named in memory of Mary H. Macsherry by Richard Macsherry, the Macsherry Connector features a rotunda with comfortable seating that overlooks the Healing Gardens. The connector allows for the movement of residents between the nursing home and hospital, eliminating the previous need to transfer by ambulance and making Medical Center services even more accessible to our residents.

The Healing Gardens are supported by the generous gifts of three families: Mary and Ted Mascott, Lee and Deborah Hirschey, and Urban and Sally Hirschey. The sights, scents and textures of the Healing Gardens form a welcome retreat for Samaritan patients, residents, visitors and staff.



Samaritan Society 2013

The Samaritan Medical Center Foundation is pleased to honor our Samaritan Society donors, who have collectively contributed or pledged more than \$1,214,000 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 its tradition of quality healthcare.

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Thousand Islands

Golf Classic

2013 marked the 16th Annual Thousand Islands Golf Classic. This two-day event includes a pre-tournament dinner and an auction on the Sunday prior to the Monday tournament. In 2013, the Thousand Islands Golf Classic raised over \$135,000 to benefit healthcare in the North Country – the largest amount raised in the history of the event.



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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 2013, the event raised almost \$120,000 for both organizations with over 62 community-sponsored trees.

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 700 fathers and daughters and mothers and sons, all dressed 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.



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Samaritan's Adult Day Health Care Program Provides a Home Away from Home

For just over 30 years, Samaritan Keep Home's Adult Day Health Care program has been a welcome service for elderly, chronically ill and disabled individuals in Jefferson County. The program makes it possible for these individuals to continue living at home while at the same time receiving the personal care, nutrition, and, in some cases, medical therapies they need at Samaritan.

Team Leader, Diane Kilburn, LPN II, has been with the Adult Day Health Care program for 20 years. "Our goal is to provide care and companionship for adults who need assistance or supervision during the day," she explains. "This alternative level of care can often help delay or prevent the need for placement in a skilled nursing facility."

But it isn't just the registrants who benefit. The program allows family members or caregivers the freedom to go to work, handle personal business or just take a well-deserved rest while knowing their relative is well cared for and safe.

Social Model Program



Introduced in 2013, Samaritan's new Social Adult Day Health Care program is a recreational program for seniors that provides opportunities to socialize, develop friendships and receive peer support.

Registrants take part in a variety of fun and stimulating activities, ranging from exercise classes and religious services to crafts and bingo. Current events are discussed, memories are shared, and birthdays and holidays are celebrated.

"With the Social Model, registrants don't need to have a medical condition that makes care necessary. They can refer themselves to the program, or be referred by a family member. After several other

similar programs in our area closed, we knew this was a crucial service that we needed to provide to our community," says Natalie Montroy, Social Day Care Director.

Medical Model Program

The Medical Adult Day Health Care program includes all of the activities of the Social Model, but also adds a wide range of health-related services, including medication administration, wound care, Physical, Occupational and Speech Therapy, Podiatry and dental care. It's specifically designed for individuals who have physical or cognitive conditions that require supervision and monitoring. In fact, registrants must have a physician order to qualify for the program.

"Everyone at Summit Village is so good to us. It makes all the difference!"

Anton "Milan" Smith and his wife, Margery, have called Summit Village home since shortly after its opening in 2013. Although Margery needs round the clock care, the couple, who have been married for 69 years, didn't want to be separated. Summit Village offered the perfect solution, with Margery residing in the Skilled Nursing facility while Milan has an apartment in Assisted Living.

"It's a tremendous advantage for us to be in the same building," says Milan. "I can stay in Margery's room, if need be, and we can still eat our meals together. There is a lot of cooperation between the Skilled Nursing facility and Assisted Living, and we appreciate that."

Mr. and Mrs. Smith are pictured with one of Margery's regular caregivers, Emily Bachmann, LPN (far left).

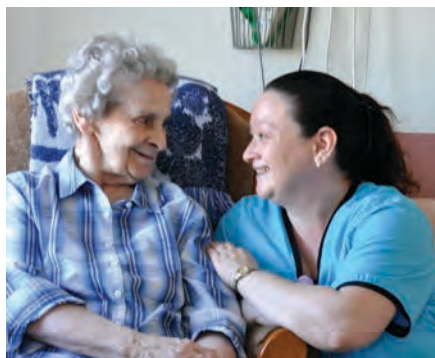


Shaping the Future of Long-Term Care

With the construction of Summit Village complete and the facility already home to new residents, Samaritan has turned its focus to the next steps in expanding and upgrading its long-term care services.

Specialized Neighborhoods & Units

Plans are already underway to convert the second floor of Samaritan Keep Home to a specialized 38-bed unit for short-term rehabilitation patients in 2014. Currently these patients are spread throughout the Keep Home's seven floors.



Used by patients who are recovering from surgery, stroke, or other illnesses or injuries, short-term Rehabilitation provides physical, occupational and speech therapy to bridge the transition between the hospital setting and the patient's return home.

"It makes sense for our Short-term Rehabilitation patients to be cared for

together," explains Tony Joseph, Vice President, Long-term Care. "We want to help them regain function and safely return home as quickly as their recovery allows."

2014 will also see the opening of a specialized care "neighborhood" at Summit Village for residents with movement disorders such as Parkinson's disease, and Huntington's disease.

Care in this new neighborhood will focus on special needs such as coordinated medication regimes to minimize tremors and rigidity. Education will be provided on an ongoing basis to residents and their families, while residents will also benefit from the companionship of others who are dealing with similar challenges.

Telemedicine Technology

In 2014, Samaritan will introduce a telemedicine program for residents with movement disorders. Telemedicine is the use of technology to provide healthcare to people who are located some distance from the specialized provider. In this case, Samaritan is working with Dr. Kevin Biglan, an Associate Professor of Neurology and the Associate Chair for Clinical Research in the Department of Neurology at the University of Rochester School of Medicine in Rochester, New York.

According to Mr. Joseph, "Telemedicine offers a unique opportunity for care, making accessible a level of expertise in movement disorders that otherwise would not be available without long distance travel ... which can be very difficult for older patients," he explains.

Partnering to Provide Home Care

Samaritan has assumed management of the Genesis Home Health Agency, which provides skilled nursing and therapeutic services that allow individuals recovering from an accident or illness to be cared for in their homes.

With the addition of home health services, Samaritan has rounded out its full spectrum of long-term care offerings. "We can offer any level of care that a person might require," says Mr. Joseph. "... from home care to adult day health care to assisted living to skilled nursing. There are still more changes ahead, but we're genuinely excited about the direction we're taking to improve long-term care in our community."

Samaritan Summit Village Opens Its Doors to Residents

Community members searching for the right solution to their long-term care needs now have a new option. Samaritan Summit Village, the North Country's newest long-term care facility, opened its doors to its first residents in early April. Summit Village has Assisted Living, Enhanced Assisted Living and Skilled Nursing options that create a continuum of care for our community.

Assisted Living at Samaritan Summit Village has six "neighborhoods" with 20 apartments in each. Each apartment is configured with a living area, a sleeping area, a bath, and a kitchenette. The neighborhoods also include communal dining and activity areas.

The Skilled Nursing facility provides 24-hour nursing care, and offers residents the specialized services they need in a supportive and dignified setting. There are four resident care floors, with two resident neighborhoods per floor. Each neighborhood includes fourteen resident rooms and a shared living room, dining room, kitchen and spa room.

Samaritan Summit Village also features cozy gathering areas, restaurant-style dining, professionally landscaped courtyards, a medical suite, a gift shop, a beauty salon, a bistro/café and a multipurpose room.

"This new facility is truly amazing," says Tony Joseph, Vice President of Long-Term Care. "It's progressive, it's home-like, it's resident-centered, and, it's helping us change the way people think about long-term care in Jefferson County."





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Pathology

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Michael B. Kelleher MD
Samuel A. Livingstone MD
Yilin Zhang MD

Pediatric Cardiology

Nader H. Atallah-Yunes MD
Matthew J. Egan MD
Frank C. Smith MD

Pediatric Dentistry

Andrew A. Beuttenmuller DDS

Pediatric Pulmonology

Ran D. Anbar MD

Pediatrics

Honeylee Agustin MD
Farhana Asim MD
Farhana Basit MD
Myla D. Estepa MD
Alfred L. Gianfagna MD
Joseph C. Gianfagna MD
Shari M. Hogan MD
Khalil Kardooni MD
Josiree Ochotorena MD
Fernando S. Ongkingco III MD
Gail Rose-Green MD
Sandra E. Timmerman MD
Mario F. Victoria MD

Physical Medicine

Howard H. Huang MD
Michael C. Wainberg MD

Plastic Surgery

Guillermo Quetell MD

Podiatry

Nathan D. Ashby DPM
Walter H. Majak DPM
James P. Pelletier DPM

Psychiatry

Jean-Rony Jean-Mary MD
Sadaqat N. Khan MD
Fahd Rawra MD
Maritza Santana-Garcia MD

Pulmonary/ Critical Care

Lawrence G. Kramer MD
David P. Rechlin DO
Rory A. Sears DO
A. Melynn Youngblood MD

Radiation Oncology

Daniel S. DeBlasio MD
Linda L. Schicker MD

Radiology

Susanne Daye MD
Daniel S. Gray MD
Mark Kwalbrun MD
Patrick J. Lanigan MD
Dean J. Phillips DO
Richard G. Sherry MD
Raymond Terepka MD
John J. Wasenko MD
Jeffrey D. Way MD
Daniel J. Weber MD

Radiology (Interventional)

Moonjohn Kim MD

Radiology (Teleradiology)

David A. Cousin MD
Sameer Goyal MD
Binor B. Said MD
Pervez A. Siddiqui MD

Rheumatology

Charles A. Wasicek MD

Surgical Assistant

Al Maloney MD

Thoracic Surgery

Robert J. Johnson MD

Urology

Alejandro R. Rodriguez MD

Medical Executive Committee

Jack Rush MD – President
David Flint MD – Vice President
Daniel DeBlasio MD – Secretary/Treasurer
& Chairman of Credentials Committee
Collins Kellogg, Jr. MD – Chair, Medical Management
& Medical Staff Peer Review Committees
David Rechlin DO – Director of Medical Education

At-Large Members

Shahandeh Haghir MD
Robert Johnson MD
Christopher Novak MD – Military

Department Chairs

Eric Duah MD – Dept. of Anesthesia
Sarah Delaney-Rowland MD –
Dept. of Emergency Medicine
David Flint MD – Dept. of Medicine
Al Maloney MD – Dept. of Obstetrics & Gynecology
Shari Hogan MD – Dept. of Pediatrics
Maritza Santana MD – Dept. of Psychiatry
Susanne Daye MD – Dept. of Radiology
Perry Shuman MD – Dept. of Surgery

Ex-Officio Members

Thomas H. Carman – President/CEO
Mario Victoria MD – Chief Medical Officer

Samaritan Auxiliary & Volunteers

"We're so fortunate to have such a good hospital in this small community. We (the Auxiliary) want to help make it even better. Our members are different ages and from different walks of life, but they're joined by their dedication to serving Samaritan. Like me, many of our members know from personal experience what great care Samaritan provides and want to support that."

- Renee Waterbury, Auxiliary Board President

The Samaritan Auxiliary was established in 1896 to serve as ambassadors and volunteers to support and enhance healthcare programs at the House of the Good Samaritan. Today, almost 120 years later, the Auxiliary's 250 members (with more than 80 Life Members!) play a vital role in improving the quality of care in the Samaritan system through volunteer activities and financial support. Since 2009, the Auxiliary has supported the Samaritan volunteer program, which serves a crucial role in the day-to-day operations at Samaritan.

In 2013, Samaritan Auxiliary and community members contributed 24,176 hours of service helping in areas such as: the information desk, patient registration, the Emergency Department, the surgical waiting area, mail delivery to patients, clerical support, the Gift Shops, and Samaritan Keep Home and Summit Village outings and special events.

2013-2014 Auxiliary Board

Executive

Renee Waterbury,
President

Maria Alicea,
Vice President

Christine Cisco,
Secretary

Hope Johnston,
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Irene Carman

Berline Dodard

Erika Flint

Marcie Marcolini

Jennifer Mattner

JoAnn Wheeler

Teen Volunteers at Samaritan

Maddie Recore (L) and Grace King (R) are both Watertown High School juniors who chose to give back by volunteering at Samaritan. Maddie, who started in Samaritan's Summer Teen Volunteer Program, has been helping at Samaritan for more than two years. She later "recruited" Grace, who has been volunteering for about six months. Both girls are interested in pursuing healthcare related fields in college and liked the idea of getting to learn more about the hospital environment.



"I was looking for ways to get involved in the community," explains Maddie. "When I volunteer at the Information Desk, I'm able to help people – sometimes when they're not feeling their best. Helping them brings a smile to their face and mine."

The 2013 Summer Teen Volunteer Program included seventeen teens ranging in age from 14 to 18. The teen volunteers rotated through different departments in both Samaritan Medical Center and Samaritan Keep Home.

One Night One Diamond

The Auxiliary's biggest community fundraising event of the year is One Night One Diamond. The event, held annually in March, has raised monies for many significant equipment purchases at Samaritan over the years. Proceeds from the 2013 event – the 11th Annual One Night One Diamond held on March 23rd – totaled almost \$52,000 toward the purchase of equipment to support and enhance Samaritan Medical Center's daVinci Robotic Surgery program. 375 attendees enjoyed the elegant evening of dining and dancing to the band Atlas.





Patty DePalma (L), a Samaritan volunteer, delivers mail to Donna Clark, a resident at Samaritan Summit Village.

Meet the Volunteer: Patty DePalma

Patty DePalma has been volunteering at Samaritan Summit Village since it opened in Spring 2013.

"I enjoy having fun with the residents by talking, laughing and sharing stories," she says. "I like to deliver their mail with a happy 'hello' and a hug and a smile. I also provide wheelchair transportation and assist folks with their activities like Bingo and Book Club. My motto at this stage of my life is we all need more L.S.D., which stands for Laugh, Sing and Dance."

Patty and other volunteers are making a huge difference in the lives of the residents at Samaritan Summit Village. Volunteers help with various tasks such as transporting residents to and from Physical Therapy, delivering mail, and making one-on-one visits. In addition, many volunteers help with special events and activities such as outings within the community, arts and crafts, Knitting Club, Baking Club, and Gardening Club to name just a few.



Dr. Bob Brown, patient advocate, talks with Sally L. Kesterke of Fulton, NY.

Volunteer and Auxiliary 2013 Highlights

- The Auxiliary opened a brand new gift shop at Samaritan Summit Village. This shop joins the Auxiliary's other ongoing fundraising ventures, the Samaritan Medical Center Gift Shop, the Samaritan Keep Home Gift Shop, and the Starbucks Coffee Shop, in providing much needed funds that are given directly back to Samaritan to support equipment purchases, new services and expansion.
- The Auxiliary provided a \$1,000 scholarship to Jenny Lewis, an LPN at Samaritan Keep Home who is currently pursuing her RN degree.
- The Auxiliary continued to provide children's tours for approximately 600 second graders and their teachers from schools throughout Jefferson County. The program is funded by the Auxiliary, with Samaritan volunteers helping to provide the actual tours.

In 2013, the Auxiliary purchased equipment and supplies for patients and residents that included:

- A Wound Care Kit for the Samaritan Rehabilitation Department which serves as a teaching device for the staff in Rehabilitation and on the nursing floors.
- A Wii gaming system and controllers for the Inpatient Mental Health Unit (IMHU) to help provide some exercise and fun for the patients. In addition, yoga mats were purchased so that the patients can practice relaxation techniques that are helpful in their recovery.
- Two mannequins for the Certified Nursing Assistant (CNA) Training program to assist with their clinical training and make it as realistic as possible.
- Stuffed animals, coloring books and crayons for young patients in the Emergency Department and Surgical Care to help pass the time and bring a little added comfort.
- Complimentary newspapers donated each day of the week for patient use, helping to keep them informed and entertained.
- Flowers for every resident at Samaritan Keep Home and Samaritan Summit Village on their birthday to brighten their day.

In 2013, 75 new volunteers began serving Samaritan Medical Center, Samaritan Keep Home and Samaritan Summit Village in a variety of caring and helpful ways. With these new individuals, Samaritan had a total of 185 volunteers actively supporting patients, residents and staff.

Meet the Volunteer: Bob Brown

Five years ago, when Bob Brown first contacted Jane Schmitt, Director of Volunteer Services, about helping out at Samaritan, Mrs. Schmitt knew immediately where to put Bob to work – as a patient advocate. That's because Bob is actually Robert Brown, MD, a retired Ear, Nose and Throat (ENT) specialist who spent decades practicing in Watertown.

"As a patient advocate, I call on newly admitted patients and check in on them. I ask if there's anything they need and how their care has been. If there is an issue, I try to make the connections to get it addressed. It's a lot of listening and talking to each patient as a person, which isn't much different from what I used to do as an ENT," says Dr. Brown. "Most of the patients I visit have been happy to see me and receptive to talking about their experience."

Dr. Brown decided to become a volunteer after a heart attack and subsequent heart surgery left him without the stamina to return to practicing medicine full-time. "I now know first hand what being a patient feels like," he says. "I know I'm making a difference here."



Real Miracles in Northern New York

Children's Miracle Network Hospitals

Samaritan Medical Center celebrated its 23rd anniversary as a Children's Miracle Network (CMN) Hospital this year. The mission of Children's Miracle Network of NNY is to raise funds and allocate those funds towards improving the health and well-being of children throughout Jefferson, Lewis, and St. Lawrence counties. Through Children's Miracle Network, Samaritan is able to ensure that all pediatric areas of care in the hospital have the equipment and technology needed to help children get the care they need; assist families directly with travel expenses incurred when treatment is not available locally or with the cost of medical-related expenses not covered by insurance; and also assist other healthcare organizations in our region, furthering our commitment to the welfare of children in Northern New York.

Equipment for Samaritan Medical Center

Children's Miracle Network of NNY purchased more than \$100,000 of equipment for Samaritan Medical Center in 2013.

Direct Family Assistance

Forty families who were faced with challenges caused by sickness and injury received more than \$40,000 in assistance in 2013. The Direct Family Assistance Program has no income eligibility requirements and offers funding to families for travel expenses and medical expenses, such as much needed equipment, not covered by insurance. Direct Family Assistance, more than anything, provides hope to local families.



Capital Grants

Thanks to the amazing support of our corporate partners and the Northern New York community, Children's Miracle Network of Northern New York was able to provide \$65,593 in capital equipment grants to area healthcare organizations in 2013.



Joey Rubacha, along with his dad Benjamin, mom Holly, and sister Hanna, was able to meet Adam Sandler and Drew Barrymore on the set of the movie *Blended*. Joey and Hanna were also extras in the film.

Miracle Mom

When disaster strikes or tragedy hits, the small communities that make up the North Country become incredibly close. Holly Rubacha has become a leader in the North Country for helping people in need. She is a force that pulls every community – and every person – together to make a difference.

A Zumba instructor turned fitness guru, Holly Rubacha has used her exercise classes as fundraisers for years, bringing communities together to support those who need it most. In 2012, Holly's son Joey was feeling under the weather. For a few months, doctors were unsure of what was causing his symptoms – loss of appetite, fatigue, unexplained weight loss, and a sore throat. He was tested for strep throat, mononucleosis, and even cat scratch fever... to no avail. After several months of testing, Holly's maternal instinct told her that regardless of negative test results, there was something wrong with her precious son. After many sleepless nights, Holly and Ben, Joey's parents, took Joey to his pediatrician, determined to leave with an answer. What they soon learned was nothing short of devastating. At just 12 years old, Joey was diagnosed with Hodgkin's Lymphoma. Joey and his family would soon drive the 70 mile journey to Syracuse up to three times per week for chemotherapy treatments, totaling more than 400 miles round trip per week.

"We're not used to asking for help," said Holly. Holly's family, for so long, had provided a support system to neighbors, friends, and strangers in the North Country when going through situations so similar to what her family faced now. Children's Miracle Network was able to assist the Rubacha family with their travel expenses, which, according to Joey, "saved his life."

In December 2013, Joey was declared to be in remission!

It is because of our local community that Children's Miracle Network is able to serve so many families and children each year. 100% of funds raised in Northern New York stay local to help the children.

A Chain Reaction: Kids Helping Kids

It all began on a school bus. Katie Elmer, a junior at South Jefferson High School, was riding the bus to school during the 2012 Radiothon and was inspired to donate to the annual event after hearing her schoolmate's story played on the radio. From there, it became a chain reaction. Local celebrity radio host Johnny Spezzano gave Katie a shout out after receiving her donation, and the entire school bus erupted with excitement. Students of every age came to Katie wondering how they, too, could help. In 2012, fellow students and riders on Katie's school bus collectively donated \$250.

The following year, Katie was compelled to do more! Working alongside her dedicated school bus driver, Katie coordinated a school-wide Bus Challenge to raise funds for the Children's Miracle Network Radiothon.

After collecting spare change and donations from teachers, friends, and parents for the week prior to the 2013 Radiothon, Katie presented more than \$1,000 at the Community Broadcasters Radio Station on behalf of students from pre-K to twelfth grade, teachers, staff members, and parents from the South Jefferson School District.

The CMN Radiothon, in partnership with Community Broadcasters, is aired annually on The Border 106.7 and 94 Rock, and hosted by two tremendous disc jockeys – Johnny Spezzano and Lance Hale. In its 13 year history, the annual three-day Radiothon has raised more than \$1 million! From the beginning, Johnny Spezzano has led this remarkable effort and has touched the North Country by sharing Miracle Stories of children helped by CMN.

River Rat Triathlon Raises Funds for CMN

In August, the Thousand Islands Young Leaders Organization (TIYLO) partnered with CMN to host the 4th Annual River Rat Triathlon. This was the first year that all proceeds from the event – a total of \$17,562 – were donated to CMN. The event attracted nearly 225 racers and 425 post-race party attendees, including several Miracle families. Pictured at the Triathlon After Party are Miss Thousand Islands 2014 and Miss Thousand Islands Outstanding Teen 2014 with the spunky and energetic Tucker twins, Allison and Amelia.



Walmart

Walmart and Sam's Club in NNY are dedicated to making the ASK. They are Associates Saving Kids. CMN is so unique because funds raised truly are raised one dollar at a time! In 2013, the seven Walmart and Sam's Club stores in Jefferson, Lewis, and St. Lawrence counties raised \$97,000.



Kinney Drugs

In 2013 alone, Kinney Drugs and the Kinney Drugs Foundation raised more than \$100,000 through their annual fundraising campaign, which included employees asking customers for donations, selling used books, baked goods, hot dogs and hamburgers, and hosting chicken barbecues.



Picture Perfect CMN Baby

In October, six month old Lily Kowalczyk was named the 1st Place Winner of the annual Children's Miracle Network Baby Photo Contest. The event encourages families and friends to fundraise for CMN by placing votes for their favorite contestant and Lily's family raised more than \$3,000, helping Lily win the contest. The secret to their success? Lily's mom, Elisa, says her drive to fundraise was not about her daughter taking home the prize, but her personal connection with Children's Miracle Network.

Even before her first birthday, Lily has traveled all across New York with her parents to be seen by specialists who are trying to determine what caused Lily to be born without a part of her left arm. As the cost to travel to these essential appointments began to grow, Children's Miracle Network was able to help the Kowalczyk/Cesario family with travel expenses, and ensure that Lily would receive the out-of-area care that she needs.



information

Samaritan Medical Center

830 Washington Street, Watertown, NY 13601 - 315-785-4000

Samaritan Medical Center Foundation of Northern NY

Children's Miracle Network of Northern NY at Samaritan

830 Washington Street, Watertown, NY 13601 - 315-785-4053

Samaritan Keep Home

133 Pratt Street, Watertown, NY 13601 - 315-785-4400

Samaritan Summit Village

22691 Campus Drive, Watertown, NY 13601 - 315-782-6800

Clifton-Fine Hospital

1014 Oswegatchie Trail Road, Star Lake, NY 13690 - 315-848-5404

A Woman's Perspective OB/GYN

22567 Summit Drive, Building 2, Suite C, Watertown, NY 13601 - 315-788-2805

Samaritan Addiction Services

1575 Washington Street, Suite A, Watertown, NY 13601 - 315-779-5060

Samaritan ENT & GI Group

826 Washington Street, Suite 204, Watertown, NY 13601 - 315-788-1751

Samaritan Family Health Center at Adams

10881 NYS Route 11, Adams, NY 13605 - 315-232-4400

Samaritan Family Health Center at Cape Vincent

782 East Broadway Street, Cape Vincent, NY 13618 - 315-654-2530

Samaritan Family Health Center at Clayton

909 Strawberry Lane, Clayton, NY 13624 - 315-686-2094

Samaritan Family Health Center at Lacona

3 DeMott Street, Lacona, NY 13083 - 315-387-3400

Samaritan Family Health Center at LeRay

26908 Independence Way, Suite 101, Evans Mills, NY 13637 - 315-629-4525

Samaritan Family Health Center at Sackets Harbor

105 Barracks Drive, Sackets Harbor, NY 13685 - 315-646-7119

Samaritan Family Health Center at Watertown

1575 Washington Street, Suite B, Watertown, NY 13601 - 315-786-7300

Samaritan General Surgery Practice

428 Washington Street, Suite 1, Watertown, NY 13601 - 315-782-1505

Samaritan Imaging & Lab Center at Coffeen Street

1213 Coffeen Street, Suite 2, Watertown, NY 13601 - 315-755-2140

Samaritan Imaging & Lab Center at Washington Summit

22567 Summit Drive, Bldg 2, Watertown, NY 13601 - 315-788-1204

Samaritan Outpatient Behavioral Health

1575 Washington Street, Suite A, Watertown, NY 13601 - 315-779-5060

Samaritan Urgent Care at LeRay

26908 Independence Way, Evans Mills, NY 13637 - 315-629-4080

Samaritan Urology

22567 Summit Drive, Bldg 2, Watertown, NY 13601 - 315-782-7230

Samaritan Woman to Woman

1575 Washington Street, Suite C, Watertown, NY 13601 - 315-785-4155

Watertown Breast Imaging (WBI)

428 Washington Street, Watertown, NY 13601 - 315-782-5008