



DEDICATED TO

THE Samaritan *experience*



2016
ANNUAL
REPORT





Dear Friends & Neighbors:

It is with great pleasure that we present Samaritan's 2016 Annual Report, documenting another outstanding year serving our community's healthcare needs. This year's theme, "Dedicated to the Samaritan Experience," celebrates the steadfast care of our employees and organization for the patients, residents and families we serve daily.

The Samaritan Health System's growth during the past decade has been largely due to its commitment to providing the community with the very best healthcare possible AND the community's commitment – through support, volunteerism and advocacy – to ensuring the hospital has what it needs to fulfill its mission. This mutual commitment helped nurture an organizational culture that now revolves around delivery of the Samaritan Experience: the feeling of trust and confidence created by Samaritan's team of caregivers for every person, every time.

Samaritan launched many exciting initiatives in 2016. As you read through this report, you will learn more about the cancer center now under construction, renovations to create The Center for Women and Children and other facility upgrades. Stories highlight growth in services, acquisition of new technologies and community ties. We offer patient testimonials and salute the many partners and supporters who helped make 2016 a year of outstanding progress. And throughout these pages, we recognize the work of Samaritan's many, many fine employees and their dedication to delivering the Samaritan Experience.

As the leading provider of healthcare services in the region, Samaritan remains committed to ongoing investments in facilities, equipment, technology and people to ensure improved access to care and the very best quality of care for our community. Every patient, every resident, and every family who comes to us deserves the very best care we can deliver. On behalf of Samaritan's governing boards and leadership teams, thank you for your commitment to helping us deliver that care.

Sincerely,

Thomas H. Carman

Senior Team



Thomas Carman
President & Chief
Executive Officer



Paul Kraeger
Senior Vice President,
Special Projects



Mary Whalen
Senior Vice President
& Chief Operating
Officer



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Vice President,
Foundation &
Community Services



Barbara Morrow
Vice President,
Long-Term Care



Tom Shatraw
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Human Resources



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Vice President,
Information
Services & Chief
Information Officer



Kimberly Thibert
Vice President,
Patient Care Services &
Chief Nursing Officer



Mario Victoria, MD
Vice President,
Medical Affairs &
Chief Medical Officer



Chris Bastien
Assistant Vice
President,
Support Services



Randy Fipps
Assistant Vice
President,
Operations &
Behavioral Health

2016-2017

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DEDICATED TO THE *patient experience*

Being in the hospital can be a scary and overwhelming time, or in the event of a new baby for example, it can be a time of joy and excitement. Regardless of the reason that our patients visit Samaritan, the experience they have with us can make all the difference in their recovery and their trust in the care we deliver.

When coming to the hospital, patients expect their caregivers to be well-trained and experienced in the treatment or procedures being performed. At Samaritan, we have some of the best! What can elevate a patient's experience to an entirely higher level is the way that they are treated by their caregivers, including how well the caregiver communicates, the level of empathy shown and responsiveness to patients' questions and needs.

In 2016, we invested significant time and resources to ensure that the experience we deliver exceeds expectations and ultimately becomes our way of doing business. We've termed it the "Samaritan Experience," which is the feeling of trust and confidence created by our team of caregivers for every person, every time.

Patient Family Advisory Council

Samaritan's first-ever Patient Family Advisory Council celebrated its one-year anniversary in 2016. The Council is comprised of approximately 17 individuals and various demographics, including age, residence, Fort Drum connections and more. Members have one thing in common: they've either been patients themselves or caregivers of patients, so they are able to give first-hand accounts of the positives and negatives of their stay. Additionally, Council members serve as advocates in the community, bringing back feedback that has proven to be invaluable to our improvement efforts. In the short time it has been in existence, the Council already has made a direct and meaningful impact on various aspects of the patient experience, including patient communication boards, improvements of employee badges, patient privacy, patient handbook and Samaritan's website.



Investing In Our Caregivers

Recognizing that this experience can only be effectively delivered by caregivers who are engaged and appreciated, we started with our staff. All 2,100+ employees throughout the organization participated in a four-hour retreat that focused on what it means to be a member of the Samaritan team, including empathy and respect for all. It was also recognized that every person in the organization is a caregiver, regardless of position, and plays an essential role in the lives of our patients, residents and our teammates.

The Voices of Our Patients

Samaritan's patient experience efforts are led by two individuals and their teams who serve as voices for the patients and change agents for the organization.



**L-R: Anne Hodkinson
and Emily Soderquist**

In May, Samaritan welcomed Emily Soderquist as its first Samaritan Experience Manager. Ms. Soderquist serves as a valuable full-time resource for all patient and employee experience initiatives. Utilizing feedback received through patient surveys, the Patient Family Advisory Council and other means, Ms. Soderquist identifies opportunities for improvement and facilitates teams of caregivers to implement best practices from across the healthcare industry.

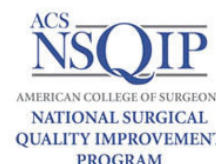
Ms. Soderquist's work complements that of Anne Hodkinson, Patient Relations Manager, and her team of volunteer patient advocates. Mrs. Hodkinson serves as the liaison between patients and staff for many different situations, including breakdowns in service, complaints or grievances. She pulls together people and resources to correct the issue to ensure that the patients have the experience they expect and deserve.

Mrs. Hodkinson also has a team of volunteer patient advocates who make personal visits to each patient within 24-48 hours of their admission to the hospital. This is an opportunity to proactively address any issues identified by the patient so that the remainder of his/her stay is as comfortable and positive as possible.

As Samaritan's patient experience efforts continue, we constantly strive for new ways to engage patients and solicit their valuable feedback. After all, who better to learn from and ask about improvements to the patient experience than those who have first-hand knowledge?

Samaritan Receives National Recognition for Meritorious Outcomes from the American College of Surgeons

The American College of Surgeons National Surgical Quality Improvement Program (ACS NSQIP®) has recognized Samaritan Medical Center as one of just 60 ACS NSQIP participating hospitals nationwide to achieve meritorious outcomes for surgical patient care.



As a participant in the ACS NSQIP, Samaritan has committed to voluntarily tracking the outcomes of inpatient and outpatient surgical procedures and collecting data that directs patient safety and the quality of surgical care improvements. Samaritan's ACS recognition is based on achieving a composite meritorious outcome related to patient management in eight clinical areas: mortality; cardiovascular complications (cardiac arrest and myocardial infarction); respiratory complications (pneumonia); unplanned intubation; artificial ventilation for more than 48 hours; renal failure; surgical site infections; and urinary tract infections for all surgery cases for the performance period of January 1, 2015 – December 31, 2015.

ACS NSQIP is the only nationally-validated quality improvement program that measures and enhances the care of surgical patients. The program measures actual surgical results 30 days postoperatively, as well as risk-adjusts patient characteristics to compensate for differences among patient populations and acuity levels. The goal of ACS NSQIP is to reduce surgical morbidity (infection or illness related to a surgical procedure) and surgical mortality (death related to a surgical procedure) while also promoting surgical best practices. Samaritan has participated in the program since 2012.

This recognition is the third of its kind recently received by Samaritan Medical Center. Others include The Joint Commission's Top Performer on Key Quality Measures® recognition and Excellus BlueCross BlueShield Blue Distinction® Center for Maternity Care.

Samaritan Achieves 100% of Quality Goals Set by Excellus BlueCross BlueShield



Samaritan Medical Center is one of 40 hospitals in Upstate New York recognized for meeting 100 percent of its quality goals set by Excellus BlueCross BlueShield after participating in the health insurer's 2016 Hospital Performance Incentive Program (HPIP).

Samaritan and other participating hospitals were evaluated on 244 measures, including target outcomes jointly agreed upon by each participant and Excellus BlueCross BlueShield using benchmarks established by the Centers for Medicare & Medicaid Services, The Joint Commission, the Institute for Healthcare Improvement and others. Hospitals that earned incentive payments achieved at least 85 percent of their quality targets.

Areas targeted for 2016 improvement included:

- **Clinical Processes of Care** – Focused on improvements in heart attack care, heart failure, pneumonia, surgical care and other measures that were unique to each participating hospital.
- **Patient Safety** – Centered on reductions in hospital-acquired infections, falls, pressure ulcers, readmissions and other adverse events or errors that affect patient care.
- **Patient Satisfaction** – Used the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey, which is the first national, standardized, publicly reported survey of patients' perspectives of hospital care.



Did you know that in Jefferson, Lewis and St. Lawrence Counties:

- 66% of adult residents and 40% of adolescents and children are obese or overweight?
- The three-year suicide rate (2012-2014) has increased and is almost double the state average?
- 11,100 babies were born between 2012 and 2014, and 9.7% of these births were premature?
- Cardiovascular disease is the leading cause of death, followed by cancer and respiratory disease – but the mortality rates for these diseases are declining?
- 30% of residents recently surveyed visited an emergency room at least once during the prior 12-month period?

Regional Health Assessment Results in Action Plan Addressing Specific Community Health Needs

The column on the left is just a sample of the many findings reported in the Fort Drum Regional Health Planning Organization's (FDRHPO) 2016 Community Health Assessment (CHA). The CHA provides a comprehensive overview of regional and county-by-county demographics and health data, with comparisons to New York State (NYS) statistics and improvement targets established in the NYS Department of Health's 2013-2018 Prevention Agenda. The assessment drew upon data available through multiple federal, state, regional and local sources, and also included results of a June 2016 telephone survey of 1,800 tri-county residents.

The CHA was conducted on behalf of the region's county public health offices and hospitals, with the results being used to draft a federal and state mandated three-year action plan that addresses specific community health needs identified by the CHA. Samaritan Medical Center, the Jefferson County Public Health Office and the county's two other hospitals – Carthage Area Hospital and River Hospital – came together to discuss the CHA results and establish two specific areas that all four organizations would tackle in their Community Service Plans: obesity reduction and mental health promotion/substance abuse prevention.

As a result, community-based nutrition and healthy cooking classes, a diabetes self-management education program, depression and substance abuse screenings and expanded licensed clinical social worker services will all be implemented under Samaritan Medical Center's 2016-2018 Community Service Plan (CSP).

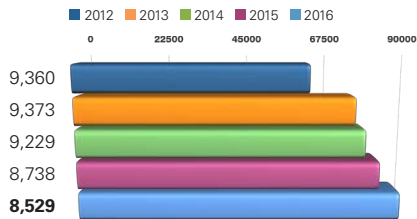
Samaritan's projects will be launched through its seven Family Health Centers (FHCs) located throughout the hospital's service area. The nutrition and cooking classes will be piloted in 2017 in the Adams location. The diabetes self-management education program will be designed in 2017, providing classes taught by certified diabetes educators to individuals referred to the program by health providers from throughout our community. By the end of 2017, primary care providers in all of Samaritan's FHCs will incorporate into their examination protocols a basic depression screening survey that will be administered at least once annually to every patient seen. Individuals whose results indicate that their health is at risk due to depression will be offered options for referral and treatment.

Finally, all of Samaritan's FHCs will establish, by the end of 2018, Screening, Brief Intervention and Referral to Treatment (SBIRT) procedures to ensure patients also are screened for substance abuse risk behaviors and referred for additional services as necessary. As part of ongoing efforts to integrate primary care services with behavioral health services, Samaritan also plans to locate in each of the seven FHCs a licensed clinical social worker to support and assist mental health patients and their families.

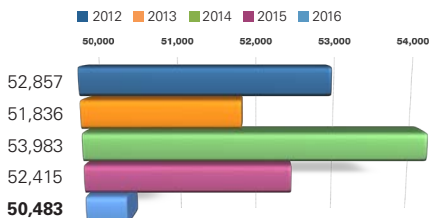


2016 Financial Highlights & Statistics

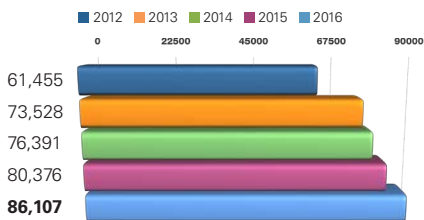
ACUTE DISCHARGES



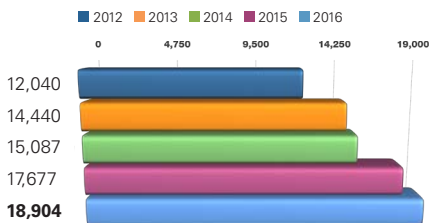
EMERGENCY ROOM VISITS



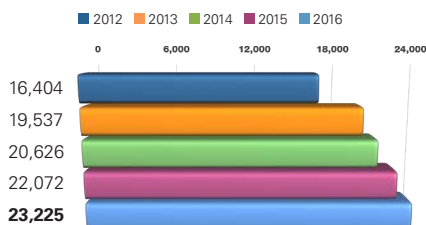
PRIMARY CARE VISITS



SPECIALTY CARE VISITS Urology/Wound Care



BEHAVIORAL HEALTH Alcohol Rehab Visits



Samaritan's Response to Healthcare Reform

Primary care and outpatient numbers were up and hospital admissions and emergency department visits were down in 2016 as Samaritan Medical Center (SMC) continued rising to the challenge of implementing sustainable healthcare reform per federal and state mandates. Revenues, meanwhile, grew by 5.3% over the previous year – to nearly \$214 million – enabling SMC to continue making significant capital investments in facilities, provide critical financial support to its affiliates and underwrite charitable care for uninsured and financially vulnerable patients.

Getting people out of high-cost hospital services and into care delivered in outpatient settings is key to reform and to lowering healthcare costs. Systemic change is shifting focus to primary care, where regular check-ups, education, prevention services, screenings and early detection help reduce illness and its severity, further keeping people out of the hospital. Over a five-year period, Samaritan has seen an 8.9% drop in the annual number of acute hospital discharges (from 9,360 in 2012 to 8,529 in 2016) and 4.5% reduction in the number of emergency room visits (from 52,857 in 2012 to 50,483 in 2016). During this same timeframe, primary care visits grew 40.1% (from 61,455 in 2012 to 86,107 in 2016).

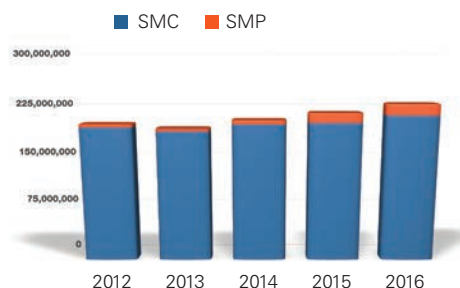
Primary care is increasingly at the heart of Samaritan's continuum of care, incorporating a patient-centered, coordinated team approach that includes not only an individual's primary care practitioner but all specialty providers and caregivers involved with a patient. Samaritan has seen significant growth over the past five years in its specialty care settings, as indicated by the steadily increasing number of visits logged each year in the areas of urology and wound care, as well as in the delivery of outpatient behavioral health and alcohol rehabilitation services. Specialty services by Samaritan Medical Practice (SMP) providers – including ear, nose and throat, neurosurgery, obstetrics, oncology, pulmonary and general surgery – also are growing. In 2016, the total number of patient encounters by SMP's 24 providers totaled 42,719 – an increase of 13.3% over the 37,698 encounters logged in 2015.

Samaritan's continuum of care expanded in 2016 with the launch of Samaritan Home Health, which provides caregiver services that enable patients to complete recovery in their own homes. During its first full year of operation, Samaritan's newest affiliate logged 8,810 patient encounters.

The Samaritan Health System's greatest financial challenge in 2016 – as it has been in recent years – is long-term care, where the goal to break even has been a struggle. While net assets of Samaritan Medical Center and the Samaritan Foundation have grown significantly since 2012, those of our two long-term care (LTC) facilities – Samaritan Keep Home and Samaritan Summit Village – have declined. Over the past several years, SMC has provided financial support to both LTC facilities to ensure continued operations. Late in 2016, Samaritan received notification of significant support from NYS with an award of a \$13.5 million Vital Access Provider grant to be paid out over a three-year period starting in 2017. These funds will not only help put our two senior residential facilities in better financial standing but also will provide funds for an in-depth study of the community's long-term care needs to assist with planning for the future.

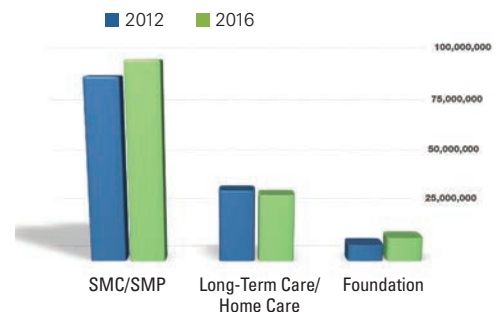
NET PATIENT REVENUES

Samaritan Medical Center/Samaritan Medical Practice



NET ASSETS

Samaritan Medical Center & Affiliates



2016 By the Numbers

In 2016, Samaritan Medical Center provided charity and discount care valued at nearly \$6 million – nearly \$2.3 million more than 2015. Samaritan also made capital investments in its facilities of \$15 million, bringing the total amount invested in capital projects since 2012 to nearly \$80 million. At the close of the 2016 fiscal year, net assets of the Samaritan Health System were in excess of \$138 million, leaving Samaritan well-positioned fiscally to continue meeting the community's healthcare needs and addressing the challenges of healthcare reform.

Acute Care Discharges **8,529**
50,483 Emergency Room Visits
 Imaging Procedures **111,903**
826,573 Laboratory Procedures
 Births **1,509** **6,934** Surgical Cases
 Acute Rehab Patient Days **1,480**
86,107 Primary Care Visits
 Specialty Care Visits **54,846** **210** NICU
1,340 Nursery Pediatrics **540**
23,225 **8,810** Home Health Visits
 Behavioral Health/Alcohol Rehab Visits

Economic Impact in the Community

Samaritan Medical Center and its affiliates – Samaritan Keep Home, Samaritan Summit Village, Samaritan Medical Practice and Samaritan Home Health – are staffed by 2,100 full-time equivalent employees. In 2016, payroll totaled \$130,647,035. A great deal of this money remains in our community where our employees live, work and play, helping to cover the costs of their housing, utilities, food, transportation, clothing, technology and a wide variety of activities. In addition to payroll costs, Samaritan expended \$83,831,515 in 2016 to purchase goods and services necessary for the provision of care to patients and residents. This spending flows to vendors and businesses who also buy goods and services, creating a ripple effect throughout our economy.

According to the Healthcare Association of New York State (HANYs), the economic activity generated by Samaritan through jobs and the purchase of goods and services is equivalent to \$312,000,000 annually. Samaritan also is responsible for generating significant tax dollars estimated at \$34 million each year. HANYs further calculates that Samaritan's charity care, subsidized care and services to low-income, elderly and underserved communities, coupled with investment in community health initiatives, equates to \$26 million in community benefits each year.



Samaritan Summit Village

Skilled Nursing Facility Resident Days **59,828**
 Average Occupancy Rate - SNF **97.3%**
 Assisted Living Resident (AL) Days **38,470**
 Average Occupancy Rate - AL **87.83%**

Samaritan Keep Home

Resident Days **96,712**
 Average Occupancy Rate **97.15%**
 Adult Day Health Care **9,012**



Building HOPE

Construction Begins on Cancer Care Center

On October 28th, Samaritan Medical Center broke ground on a project that will transform the way that cancer care is delivered in our region. The \$13 million Walker Center for Cancer Care is now starting to take shape on the main Medical Center campus. It will house Samaritan's full range of cancer services and our respected physician specialists in a single convenient location designed with our patients in mind.

"The need for integrated and coordinated cancer care continues to increase in our community," says Dr. Day Hills, medical oncologist and medical director for oncology. "It's unfortunate that cancer continues to impact so many lives, but advancements in technology and treatments are helping more people fight this disease. We're proud that Samaritan can provide access to this type of care for our patients. They deserve the best we can provide, close to family, friends and their support network."

From the very beginning, Samaritan made it clear that the new cancer center should invoke a strong feeling of hope for patients, family members and staff. The resulting modern design features plenty of natural light and a calm, healing environment. The design promotes a sense of community, centering itself on a spacious main lobby and areas where patients can receive assistance in navigating their treatment. The second floor infusion suite features reclining chairs, seating for family members and views of a healing rooftop garden. The center's design also promotes privacy by featuring a drive-up entrance and separate parking lot so patients can come and go freely without having to walk through the hospital.

Melinda Comstock, a local cancer survivor and member of the cancer center planning committee, spoke at the groundbreaking about the input from physicians, nurses, administrators and patients that helped shape the planned design. "After visiting three other cancer centers, we all brought our differing perspectives and ideas to the table to help create this very important facility," she explains.

The new center will include a full spectrum of integrated cancer services, ranging from prevention and early diagnosis to cancer staging, optimal treatment, life-long follow-up for recurrent disease and end-of-life care. It also will support a multi-disciplinary approach to care that promotes collaboration among surgeons, medical and radiation oncologists, diagnostic radiologists, pathologists and other cancer specialists.



Samaritan's new cancer care center is slated for completion in 2018.

Samaritan Expands Its Cancer Care Team

For over 30 years, Dr. John Poggi and Dr. Charles Romano served the medical oncology needs of our community. Anticipating the retirement of these two well-respected physicians, Samaritan successfully recruited three new medical oncologists to continue their legacy of caring: Dr. Florence Arnold, Dr. Osagie Bello and Dr. Day Hills. Together with nurse practitioner Karen Nevills and radiation oncologist Dr. Daniel DeBlasio, these practitioners provide advanced, personalized treatment and unparalleled care every step of the way. If you or a loved one is facing cancer, these are the men and women you want on your side.



L-R: Dr. Florence Arnold, Dr. Osagie Bello, Dr. Daniel DeBlasio, Karen Nevills, NP, and Dr. Day Hills



Walker Center for Cancer Care

It's not often in our lives that we get a chance to make a real difference, to become part of something meaningful that has a direct benefit to others and to shape the future. Our donors lay the foundation that helps us continue to offer the best in healthcare and to continue the fight against cancer.

T. Urling and Mabel Walker have been longtime supporters of Samaritan Medical Center, and in particular, the cancer center. In 1993, the Walker Cancer Treatment Center was dedicated thanks to their wonderful generosity. The center featured a cutting edge linear accelerator for image-guided radiation therapy, offering cancer patients treatment close to home without worry of traveling. Additionally, the Walkers provided generous charitable financial support toward the purchase of a nuclear imaging unit in memory of their daughters, Wendy Walker and Connie Monroe, both of whom they lost to cancer.

Samaritan is proud to recognize the Walkers for their long-time support of the Medical Center's mission to bring high-quality cancer care to the region and has named the new cancer center in their honor. We are grateful for their support.

The gifts made by Mr. and Mrs. Walker and many others are a reminder that we can successfully work together to secure and improve access to care in our communities. To make a gift to the cancer center project, or another project of interest, please contact Bonnie Eppolito, Director of Major Gifts and Planned Giving, at (315) 779-6696 or beppolito@shsny.com.

Opportunities to Support are Available

As a non-profit community hospital, Samaritan Medical Center relies on generous donations from our community, and our community truly is remarkable.

Naming opportunities are one way to establish a lasting legacy in honor or memory of an individual, family or loved ones, or perhaps to recognize a foundation or business. Your generosity will provide the gift of hope to cancer patients and their families as we work together to strengthen the communities we serve through this new cancer care center.

There are many naming opportunities in and around the Walker Center for Cancer Care – meaningful ways to show your support. These unique opportunities are priced to meet a variety of budgets and typically may be paid over a five-year period.

Opportunities are continually updated to reflect the generous support and sponsorships we receive. Please contact Bonnie Eppolito, Director of Major Gifts and Planned Giving at Samaritan Medical Center Foundation, for the most current list of naming opportunities or if you wish to sponsor a specific area.

"Like so many other people, cancer has impacted our family and friends."

We know how difficult it can be to navigate this devastating disease, especially when you have to travel to receive treatments. We are honored to help and are excited about the project. We feel strongly that the cancer patients here deserve this level of cancer care close to home. Supporting this cause is important to us."

– Mary and Ted Mascott





Samaritan Invests in High Resolution Medical Imaging Technology

Often, the diagnosis and treatment of an illness or injury starts with an imaging test. This is just one reason why Samaritan provides comprehensive medical imaging (radiology) services and continuously strives to invest in the most advanced imaging technology and equipment.

In 2016, Samaritan made an investment in Imaging Services, building a new radiology suite on the first floor of the Medical Center and acquiring two new 128-slice Philips CT scanners. One of these CT scanners is housed in the new radiology suite, with the second in the Emergency Department. Both CT scanners deliver lower doses of radiation to patients, while also generating significantly enhanced images that provide greater detail of the area being scanned.

The new radiology suite also includes two new registration booths and three bays for patients to recover after their procedures, when necessary. By summer 2017, a Philips 3T MRI will be purchased and installed, enabling Samaritan to offer some of the most advanced MRI technology available locally.

This new suite is just a small part of the overall renovations being made to Imaging Services in order to vacate space that will become part of the new Walker Center for Cancer Care. In 2017, the angiography/interventional radiology, ultrasound and mammography areas of the department will also undergo renovations. In addition, Samaritan will be purchasing three new digital mammography units with tomosynthesis (3-D) capabilities. A new dimension in the detection of breast cancer, tomosynthesis produces images of multiple layers of the entire breast. This is a significant advancement when compared to conventional digital mammography, which only produces one image of overlapping tissue.

Samaritan's commitment to ensuring our community members have ready access to advanced medical imaging technology allows us to achieve earlier diagnoses, make treatments more precise and improve outcomes for patients.

New Telestroke Program Makes Every Minute Count

In healthcare today, partnerships between organizations are necessary to help ensure patients have access to the best care. Knowing the importance of timely care for the treatment of stroke symptoms, Samaritan Medical Center teamed up this past year with Upstate University Hospital's Comprehensive Stroke Center. Now when a patient arrives at Samaritan Medical Center's Emergency Department (ED) with what the healthcare team determines are symptoms consistent with stroke, new telemedicine technology connects one of Samaritan's ED physicians with an Upstate neurologist who specializes in the diagnosis and treatment of stroke.

The telemedicine equipment enables the neurologist to view the patient's CT scan, examine the patient and talk with him or her, providing an expert consultation right at the bedside. It also allows the Samaritan and Upstate physicians to work together in real time to quickly assess the patient's condition and determine immediate treatment actions.

"With a stroke, time lost is brain lost," says Dr. Sarah Delaney-Rowland, Samaritan ED physician. "Having access to an Upstate neurologist who is miles away at a moment's notice can make all the difference in the world to the outcome of that patient. We want to give stroke patients the best chance at not only survival but for a life with little or no disability."



(L-R) Karen Jobson, RN and Dr. Sarah Delaney-Rowland are pictured with Samaritan's telestroke equipment.

Upstate is the only Comprehensive Stroke Center in the region as delegated by DNV Healthcare, a national hospital accrediting body. It is also a New York State Department of Health-designated primary stroke center. Both of these designations speak to the high level of stroke care available at Upstate.

Expanding Family Health Care in Adams

On September 21st, Samaritan celebrated the opening of its newly renovated and expanded Family Health Center at Adams. The project included a 5,200 square foot addition to the existing building. The building is now home to the Samaritan Family Health Center, a new Samaritan imaging/lab center that offers x-ray and lab draw services, and a separate Urgent Care Center operated by Dr. Collins Kellogg.

Attendees at the open house event were able to tour the new facility, talk with Adams Family Health Center providers including Dr. Joseph Wetterhahn, Dr. Caitlin Donegan-Tartell, Maria Alicea, PA, and Gina Wetterhahn, PA, and discover what makes the new Adams facility unique – a group teaching kitchen.



The Samaritan Family Health Center at Adams is one of the only medical practices in Central and Northern New York to offer this feature on-site for patients. Americans are growing increasingly conscious of their health, as diet-related conditions, such as heart disease, remain among the top causes of death in the United States. But many people do not know what healthy food looks like or how to prepare it. Dr. Wetterhahn and Mrs. Wetterhahn have received training through Healthy Kitchens, Healthy Lives®, a collaboration between the Harvard T.H. Chan School of Public Health and the Culinary Institute of America. This innovative program trains healthcare professionals on the latest nutritional science and cooking methods, teaching them about food selection, purchase and preparation techniques for creating healthy meals.

Starting in 2017, Samaritan Family Health Network providers and chefs from the community will partner up to offer hands-on healthy cooking and nutrition classes aimed at improving patient health through diet.

YOUR CHOICE *for* Rehabilitation

Samaritan's Newly Renovated Acute Rehabilitation Unit

After an unexpected injury, debilitating disease or complicated surgery, you can come home again with help from Samaritan Medical Center's Acute (Inpatient) Rehabilitation Unit (ARU). The ARU combines 24-hour nursing care; physical, speech and occupational therapy; and a full-time physician who specializes in rehabilitation – making it easy to stay close to family and friends while also receiving expert care.

"Samaritan Medical Center offers the only acute rehabilitation unit in Northern New York,"

explains Aaron Naklick, Case Coordinator. "It's a very specialized service not available in all hospitals. The nearest comparable services are as far away as Syracuse, Utica and Burlington, Vermont."

"Our Acute Rehabilitation Unit is designed for people who were living and functioning independently and now, for whatever reason, may be experiencing difficulty walking; with balance or coordination; bathing, eating or performing other activities of daily living; or with speech or swallowing," Mr. Naklick adds.

Samaritan's ARU, formerly known as Physical Medicine & Rehabilitation (PM&R), cares for patients who have suffered a stroke, head injury, spinal cord injury, joint replacement, complicated fracture, amputation or certain other medical conditions that result in debilitation or weakness. Some patients receive their initial medical treatment at Samaritan Medical Center, and some are transferred to Samaritan from other hospitals once their condition is stable and they are ready for therapy.

The unit was transformed in 2016 as part of Samaritan Medical Center's on-going renovations. It now includes 12 private rooms with enough space to accommodate family members; an expanded therapy gym that incorporates stairs, walking bars and even a car simulator; and a full apartment where patients stay in order to gain confidence in their daily activities before returning home.





Activities in 2016 included:

- Hiring a registered nurse care manager and a non-clinical care coordinator to provide education, referral and follow-up services to primary care patients and develop links between patients' care team members, ensuring appropriate care transitions and coordination for each patient.
- Integrating behavioral health with primary care services by employing a licensed clinical social worker (LCSW) to work in our primary care clinic in Watertown. Additional LCSWs will be hired to operate in all of our FHCs to provide immediate care and follow-up for patients dealing with emergent mental health issues, particularly depression and alcohol abuse.
- Developing plans for annual screening of every primary care patient for depression, as well as for substance abuse, so that appropriate services and referrals may be provided.
- Laying groundwork for a dedicated diabetes education/prevention program to be developed and implemented by two staff members training for certification as diabetes educators.
- Strengthening technologies for participation in the regional Health Information Exchange, allowing all members of a patient's care team confidential access to all of the patient's records regardless of the caregiver's organizational affiliations.
- Continuing development of our primary care practices into patient-centered medical homes (PCMH). A PCMH is a healthcare model that makes the primary care practice accountable for ensuring each patient's physical and mental health needs are met, including prevention and wellness, acute care and chronic care. This provision of comprehensive care links together, for each patient, an individualized team that includes not only the patient's primary care provider, but all medical practitioners, specialists, caregivers and others involved with the patient's healthcare, such as pharmacists, nutritionists, social workers, educators and care coordinators.

DSRIP Initiatives Focus on Primary Care

The New York State Department of Health's Delivery System Reform Incentive Payment (DSRIP) program, launched in 2015 and running to March 2020, aims to restructure the state's healthcare delivery system with the goal of reducing avoidable hospital use – both in the emergency room and inpatient admissions – by 25%. Restructuring focuses on prevention, education and early intervention.

Samaritan Medical Center, in partnership with the North Country Initiative, is involved in 11 regional DSRIP initiatives, with a key focus in 2016 (DSRIP Year 2) on primary care. Samaritan provides primary care at Family Health Centers (FHC) located in seven local communities. With our Watertown-based FHC leading the way, Samaritan began developing the systems, processes, procedures and staffing that will enable our family health centers to broaden and strengthen their outreach and connection to patients, ensuring that each patient is receiving appropriate, timely information, care and treatment.

Building Highly Reliable Healthcare

A Highly Reliable Organization (HRO) is one that has succeeded in avoiding catastrophes in an environment where normal accidents can be expected due to risk factors and complexity. Some of the classic environments that are used as role models of the genre include commercial aviation and nuclear power plants. In recent years, however, there has been a push to transform healthcare into a highly reliable industry by developing effective solutions to healthcare's most critical safety and quality problems. While no hospital has yet achieved HRO status, many, including Samaritan, are working to reach this gold standard.

An HRO is built on a foundation of teamwork and leadership training, organizational culture focused on safety and learning, and a focus on process improvement. Samaritan established

a Process Improvement Office (PIO) in December 2015. While PIO staff members themselves are now available to identify and support areas of potential improvement, they also are helping to create a new layer of resources for the organization. The PIO team is focused on teaching, coaching and mentoring other Samaritan employees so that all staff members are empowered to suggest changes and implement projects that could improve clinical outcomes, create efficiencies that reduce costs, or increase patient safety.

Patient safety is also critical to Samaritan's goal of providing excellent clinical care. Creating a culture of safety is therefore one more way in which Samaritan is working toward becoming a Highly Reliable Organization. Mistakes can and do happen in healthcare. Our organization is



In 2016, Samaritan certified seven new staff members as Lean/Six Sigma Green Belts. Pictured L to R, top to bottom are: Trent Myer, Tony Marra, Lance Bombard, Pam Denney, Jennifer Steele, Sabrina Madden, Emily Soderquist, and Kristan Andrus.

challenged with identifying and addressing potential errors before they reach a patient.

To achieve this, staff and physicians must feel empowered to report potentially unsafe

Celebrating Our Samaritan Nurses



At Samaritan, our patients rely on the education, experience and caring of our nursing staff each and every day. As part of our National Nurses' Week celebration, Samaritan and its Medical Staff established a program to formally recognize outstanding achievements by our nursing professionals.

Each year, physicians, employees and trustees from Samaritan are invited to nominate nurses for the exceptional work they do every day in the categories of Quality & Safety, Education & Mentorship, Leadership, Excellence in Nursing Practice, Innovation & Leading Change, and Rookie of the Year.

2016 Award Recipients

Carrie Bernhard, LPN
Samaritan Family Health
Center at LeRay
Excellence in Nursing Practice

Anne Clark, RN
Pediatrics
Innovation & Leading Change

Diane Hanson, RN
Charge Nurse 4-Pavilion
Education & Mentorship

Debbie Lashway, LPN
Samaritan Summit Village
Excellence in Nursing Practice

Ami Mitteer, RN
Float Pool
Excellence in Nursing Practice

Kristin Navarra, RN
Intensive Care Unit (ICU)
Rookie of the Year

Becky Randall, RN
Nurse Manager 4-Pavilion
Leadership

Ronda Romeo, RN
Quality Improvement
Quality & Safety



conditions as they are discovered, without fear of punitive repercussions.

"We are striving for a proactive, team approach to patient safety," affirms Dr. Mario Victoria, Vice President of Medical Affairs. "While it is a natural reaction to blame a person who made an error, in most cases the staff member isn't the problem but rather a flawed or poorly designed system or process. Our leadership is committed to listening, learning from the experience, and finding and correcting the underlying issue that caused the error."

Samaritan regularly evaluates its progress, formally surveying employees and medical staff to determine their perceptions of the organization's safety culture and progress in meeting its safety goals.

"These are all steps in a larger journey," Dr. Victoria concludes. "As Samaritan advances in high reliability, our focus remains, as ever, on our patients and their well-being. That is our number one priority."

Samaritan Employees Recognized for Service

Each year, Samaritan holds an Employee Service Award dinner to recognize employees who reached a milestone service anniversary. In 2016, 88 employees celebrated 20, 25, 30, 35, 40 or 45-year anniversaries at Samaritan. Special recognition was given to **Jane Parker**, Samaritan Outpatient Procedures, who celebrated 45 years of service and dedication to the organization. Pictured with Thomas Carman, President & CEO, are employees recognized for 40 and 45 years of service. L to R: **Debra L. Lashway**, SSV 3rd Floor Skilled Nursing; **Elizabeth J. Loveland**, SKH 6th Floor; **Jayne C. White**, Acute Rehabilitation Unit; **Mr. Carman**; **Janet L. Petrie**, SMC Dietary; **Deborah J. Duffany**, SKH 2nd Floor and **Jane Parker** (45 years).



Dr. Collins Kellogg, Jr. Recognized with 4th Annual Lifetime Achievement Award

In March 2016, Samaritan hosted its fourth annual Physician Recognition Dinner. This event, supported by the Samaritan Medical Center Foundation and Medical Executive Committee, is held each year on or around National Doctors' Day (March 30th) to honor Samaritan's active and retired physicians for their dedication.

As part of this event, Dr. Collins Kellogg, Jr. was named the recipient of the 2016 Lifetime Achievement Award. This award 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.

Dr. Kellogg, an internal medicine physician, has been a member of the Samaritan Medical Center (SMC) Medical Staff since 1987. He is a native of the area, growing up in Lowville. During the 29 years (and counting) that Dr. Kellogg has practiced medicine in Watertown, he has both helped ensure access to healthcare services for



members of our community and helped lead efforts to transform the healthcare delivery system in the North Country. He is the Medical Director for Samaritan Summit Village and Samaritan Keep Home; the Board Chairman of the North Country Initiative collaborative planning group; the Board Chair for Healthcare Partners of the North Country, an Accountable Care Organization responsible for improving

the quality and value of healthcare for our Medicare population; and the founder and past chair of the SMC Peer Review and Medical Management Committees. Dr. Kellogg continues to practice at Watertown Internists with Drs. LaVerne VanDeWall, Julie Lapointe, Laura Boggs and Jason White.



The Graduate Medical Education program included: (left side, front to back) David Rechlin, DME/DIO, Director of Medical Education and ACGME Designated Institutional Official; LaVerne VanDeWall, DO, IM Program Director; Joseph "Ryan" McLain, DO, OGME-3, FM; Boyu Wang, DO, OGME-2, IM; Michael Drechsler, OMS-3; Kristine Schmitt, OMS-3; Adrian Kochno, OMS-3; Jane Oosthuizen, DO, OGME-1, IM; Gurpreet Kaur, DO, OGME-1, FM; John Burnett, DO, OGME-1, FM; and Jamie Wilcox, Clinical Coordinator. (center) Trang Nguyen, DO, OGME-3, IM (right side front to back) Benjamin Rudd, MD, FM Program Director; Jason Federline, DO, OGME-3, FM; Paul Tran, DO, OGME-2, FM; Ciara Kazakis, OGME-1, IM; Bareeqah Ahmad, OMS-4; Shervin Shahriari, DO, OGME-3, IM; Brogan Schoeneman, DO, OGME-3, FM; Viliame Vilcant, DO, OGME-3, IM; Daniel Morgan, DO, OGME-2, IM; and Dawn Bastien, A-DME.

Teaching the Next Generation

Samaritan's Graduate Medical Education (GME) Program currently offers three American Osteopathic Association (AOA) accredited Post Graduate Residency programs: Family Medicine, Internal Medicine, and a Traditional Rotating internship (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 Lake Erie Consortium for Osteopathic Medical Training. In addition, the Samaritan GME Program also offers clinical rotations for third year medical students from Lake Erie College of Osteopathic Medicine and elective rotations for fourth year students from programs all across the United States who are interested in showcasing for one of our Post Graduate Residency programs.

Key: Family Medicine (FM); Internal Medicine (IM); Doctor of Osteopathic Medicine (DO); Doctor of Medicine (MD); Osteopathic Graduate Medicine Education (OGME) w/ number indicating level of training; Osteopathic Medical Student (OMS) w/ number indicating level of training; Administrative Director of Medical Education (A-DME)

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Anesthesiology

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Eric N. Duah, MD
Diemthuy Nguyen, MD
Jin Qi, MD
Irvin R. Sanchez, MD
Jarmila Slezkova, MD
Edwin R. Urf, DO

Breast Surgery

Deborah Norris, DO

Cardiology

David H. Antecol, MD
Fritz Roc, MD
Vojtech Slezka, MD
James E. Willis, MD

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Thomas McCue, DDS

Dermatology

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Frances Gill, MD
Maja Lundborg-Gray, MD
Matthew Maynard, DO
Brian Roggie, MD
Craig Schiff, DO
Preston A. Wigfall, MD

Ear, Nose & Throat

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Norman R. Weir, MD

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Claudia B. Fish, MD

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Gurpreet Singh, MD
Yu Sung, DO

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Frank Rhode, MD
LaVerne R. VanDeWall, DO

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Welcoming 23 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 recruiting new physicians to care for our growing community. In 2016, Samaritan Medical Center and its Medical Staff proudly welcomed 23 new physicians, six of whom are affiliated with Fort Drum.

*Military Physicians

Kareem Abed, MD – Hospitalist
Heather E. Bennett, MD – Hospitalist
Paul A. Carey, MD – Orthopaedic Surgery*
Brian J. Carr, MD – Orthopaedic Surgery*
Logan R. Curtis, DDS – Dentistry and Oral Surgery*
Katrina D. Davis, MD – OB/GYN*
Caitlin M. Donegan-Tartell, DO – Family Medicine
Natashya M. Fraser, DDS – Dentistry
Frances M. Gill, MD – Emergency Medicine
Paula M. Gregg, MD – Family Medicine
Day F. Hills, MD – Medical Oncology
Aaron D. Huizenga, DO – Family Medicine

Kirk D. McBride, MD – OB/GYN*
Jonathan R. Oliva, DO – OB/GYN
Vijesh Patel, MD – Hospitalist
Jahangir A. Randhawa, MD – Nephrology
Damian M. Ray, MD – Family Medicine
Daniel C. Sessions, MD – OB/GYN*
Gurpreet Singh, MD – Hospitalist
Kate E. Skipton, MD – Family Medicine
Yu Sung, DO – Hospitalist
Matthew A. Weinstein, DO
 – Ophthalmology
Deborah L. Wilson, MD – Urology





DEDICATED TO OUR *military community*

Samaritan Supports Community Monument

July 1st marked the unveiling of a new community monument that honors the sacrifice and service of the soldiers of the 10th Mountain Division (Light Infantry), their family members and the Fort Drum civilian workforce. The North Country Honors the Mountain monument, located in Watertown's Thompson Park, pays tribute to the 10th Mountain Division's proud history, from its inception in 1943 at Camp Hale, Colorado to its present-day campaigns in Iraq and Afghanistan. Samaritan is proud to be the Leadership Sponsor of The North Country Honors the Mountain monument and to play a part in the creation of this permanent symbol of our community's unwavering support and dedication to Fort Drum and its soldiers.



Unique Military Community Collaboration Extends to Physicians

When military physicians arrive in the North Country, they soon realize that healthcare at Fort Drum is different from other Army installations across the country. Fort Drum is the Army's only active duty division post in the continental United States without its own hospital. Because of this, soldiers and their families rely on Samaritan Medical Center and other community healthcare providers for inpatient care and many specialty services. At the same time, many military physicians, including OB/GYNs and orthopaedic surgeons, rely on Samaritan's facilities and staff to help them care for their patients.

Many military physicians stationed at Fort Drum, especially those providing specialty care, are credentialed as part of the Samaritan Medical Staff, allowing them to perform surgeries within the hospital and care for hospitalized patients. In fact, Samaritan has created a special category within its Medical Staff for active military providers.

"Because they relocate so frequently, military physicians are not required to be licensed within the state as civilian providers are," explains Dr. Mario Victoria, Vice President of Medical Affairs. "We therefore credential these physicians according to Army regulations specifically to provide care to military personnel and their dependents."

As the Army explores new ways of delivering healthcare to soldiers and their families, this unique North Country collaboration continues to serve as a model that benefits both the Army and the civilian community.

Quality Committee Helps Ensure Top-Notch Care for Soldiers & Dependents

Samaritan Medical Center places a high value on quality of care. This extends to the care provided for the soldiers of Fort Drum and their dependents. Several years ago, a specific committee – the Fort Drum/Samaritan Medical Center Quality Committee – was created to discuss and address opportunities to improve quality, coordination of care and availability of services provided to our soldiers. The committee, which meets monthly, includes quality improvement representatives from both Samaritan Medical Center and Fort Drum.

Each month, the Fort Drum/Samaritan Quality Committee reviews areas of critical importance to our military patient population, including obstetrics, mental health, emergency services and surgical services. This on-going forum for open discussion between the two organizations helps proactively improve systems that directly impact patient care, while also addressing any specific quality concerns that may arise.



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Planning for the Future of Long-Term Care

Nationally, about 8,000 baby boomers are reaching retirement age each day. At the same time, the Centers for Medicare & Medicaid Services estimates that at least 70% of people over 65 will need long-term care services and support at some point in their life. With statistics like these, as well as the needs of our current residents in mind, Samaritan is continuing to make changes that will improve and expand our long-term care services.

In 2016, Samaritan implemented a three-pronged plan for achieving financial stability for its long-term care facilities (Samaritan Keep Home and Samaritan Summit Village).

"After the opening of Samaritan Summit Village, we began to realize that we now had a different payer mix," explains Barbara Morrow, Vice President, Long-Term Care & Compliance. "We are caring for an increased number of Medicaid patients and our rates were significantly lower than the costs to provide the services to these residents. We knew we needed to take a different approach if we wanted to be able to maintain our quality of care while sustaining our services for the community."

An assessment was conducted of both long-term care facilities and benchmarked against other New York facilities. As a result, staffing in both facilities was re-structured, a move that included the addition of key Utilization Review and Minimum Data Set (MDS) positions focused on improved documentation of acuity of care. At the same time, facility maintenance was moved to a corporate model, through Samaritan Medical Center. Now, instead of having separate maintenance staff for each facility, crews from the Medical Center are deployed out each day to Samaritan Keep Home and Samaritan Summit Village.

In December, Samaritan accomplished phase two of its long-term care financial stability plan with the notification that it will be receiving a Vital Access Provider (VAP) grant from the New York State Department of Health (DOH). The grant, just under \$13.5 million, will be paid out over three years with the first allotment expected in May 2017. The VAP grant will allow Samaritan to bring its long-term care facilities back into good financial standing with their vendors, including Samaritan Medical Center, which has covered expenses when Samaritan Keep Home and Samaritan Summit Village could not. Additional funding was awarded for projects including: an in-depth study of the long-term care needs within the community through a Community Needs Assessment (CNA); development of a Quality and Utilization Review Center; and increased community awareness of the services Samaritan offers for long-term care.

"The awarding of this grant speaks volumes as to the value the Department of Health places on Samaritan as an 'anchor' hospital in the North Country," says Mrs. Morrow. "This DOH support will take a tremendous stress off of our long-term care facilities by repaying our debts and putting us in a good position for the future."

The third and final step in the financial stability plan is converting Samaritan's long-term care facilities to a hospital-based rate structure. This change is expected to generate an additional \$1.8 million in annual revenue, which will bring our Medicaid rate up and allows us to cover the cost of care.

"All of these were very necessary changes that will allow Samaritan to continue as a trusted provider of care for our senior community members," concludes Mrs. Morrow. "In fact, as we head into 2017, we will be focused on identifying needed services that we can provide and are not currently offered."



OPTUM Program Provides Enhanced Resident Care

In 2016, we saw a significant change for our Medicare residents at Samaritan Summit Village and Samaritan Keep Home - the implementation of OPTUM, a specialized long-term care insurance plan through United Healthcare that replaces the current Medicare plan. A unique benefit of OPTUM is that it includes the provision of a nurse practitioner, at no charge to Samaritan, who provides care for residents who are part of the OPTUM plan. The nurse practitioner (NP) can treat a variety of acute care issues right at the bedside rather than sending the resident to the hospital. The NP also visits each of the residents under her care at least once every 30 days, does follow-up phone calls with families and provides additional supplies and services at no cost to our residents.

Samaritan Expands CNA Training Program

Certified Nursing Assistants (CNAs) make up more than half of the workforce at Samaritan Summit Village and Samaritan Keep Home. They are crucial to helping us provide care for our residents and are continuously a top recruitment priority. In 2016, to help fill these much needed positions, Samaritan increased the number of classes offered for its New York State Department of Health certified CNA training program. The program, which is provided at no charge, includes both classroom instruction and hands-on training in the many duties CNAs perform, such as bathing and skin care, feeding, dressing, taking vital signs, making beds, toileting assistance and catheter care, wound care, infection control, turning and positioning bedridden residents, helping residents become ambulatory, and fall prevention.

In 2016, Samaritan graduated ten classes with a total of 145 students and a 100 percent pass rate. These successful graduates were then eligible to take the New York State Certified Nursing Assistant exam and apply for a position at Samaritan Keep Home or Samaritan Summit Village.



“Care from the Samaritan Home Health team can often help prevent hospitalizations, reduce the need for nursing home placement, and enable patients to remain in the comfort of their own homes.”

Samaritan Home Health Continues Growth

In January 2016, the agency formerly known as Genesis Home Health Agency was officially acquired by Samaritan Medical Center and re-named Samaritan Home Health. The former Genesis Home Health Agency had been operating under a management contract with Samaritan since early 2014.

“By adding a certified home health agency (CHHA) to our continuum of healthcare services, Samaritan is working to help manage the overall health of our community,” explains Nicole Davis, RN, Director of Patient Services/Administrator of Samaritan Home Health. “Care from the Samaritan Home Health team can often help prevent hospitalizations, reduce the need for nursing home placement, and enable patients to remain in the comfort of their own homes.”

Patients seeking home healthcare services may include individuals who have recently been diagnosed with a chronic condition (diabetes, COPD, etc.) and need to learn how to manage their disease at home; individuals who are still recovering from an injury or illness and need additional care; or individuals who have an on-going health need (home IV therapy, wound care, etc).

Since officially becoming part of the Samaritan organization, Home Health has expanded. The team cared for a total of 661 patients in 2016, a 44% increase over the previous year. At the same time, the staff set a goal of increasing educational visits to patients by 5%, with a stretch of 10%. They exceeded their mark, increasing the number of annual educational visits to 4,849, a 67% increase.

With this growth comes a need to ensure proper reimbursement for the care provided. One of the most challenging aspects of this process is ensuring correct documentation. In home health services, an Outcome and Assessment Information Set (OASIS) is used to evaluate each patient to ensure that he or she is receiving the appropriate level of care. It also drives the reimbursement status for each patient’s episode of care based on a case mix diagnostic system.



In 2016, Samaritan Home Health made the investment to send its Quality Assurance Manager and three registered nurses for OASIS training. Training ensures that the nurse enters information in the OASIS as accurately as possible. Four more registered nurses will be trained in 2017.



Clifton-Fine Hospital Celebrates 65 Years of Caring

When Dr. Robert Persson first moved to Newton Falls in 1935 to serve as the company doctor for the Newton Falls Paper Mill, he was the only physician for the entire region. The nearest hospital was 35 miles away at a time when cars on the road were fewer and slower. It soon became clear to Dr. Persson that a community hospital was needed.

Over the years, support for Dr. Persson's plan continued to build. In 1943, the first meeting of interested parties in the Clifton and Fine Townships was held. Four acres of land north of the village of Star Lake were purchased in 1946. In 1949, a groundbreaking ceremony was held on August 4th. Two years later, on August 5, 1951, Clifton-Fine Hospital was dedicated at 3 p.m. and opened for use.

Since that day, generations of families have placed their trust in Clifton-Fine Hospital. More than 200 of these community members proudly joined hospital staff on August 20th to celebrate Clifton-Fine Hospital's 65th Anniversary. The event incorporated tours of the hospital, a classic car display, music covering the last six decades and guest speakers, including Dr. Persson's son, Mr. George Persson.



Primary Care Puts Patients First

To help improve the healthcare experience for its patients, the Clifton-Fine Hospital Primary Care Clinic recently adopted Patient-Centered Medical Home (PCMH) as its principal care model and is currently seeking PCMH accreditation from the National Committee for Quality Assurance (NCQA).



PCMH is a care delivery model under which patient treatment is coordinated through the primary care provider to ensure that the patient receives the necessary care when and where he/she needs it, in a manner he/she can understand. All of the patient's healthcare needs – whether preventative, primary, acute, specialty, chronic or end-of-life – are coordinated through the patient's medical "home" – a trusted primary care provider and practice. The PCMH model emphasizes the importance of an ongoing patient-provider relationship for long-term health and a positive patient experience.

In August, the Clifton-Fine Hospital Primary Care Clinic also received its official designation as a Rural Health Clinic (RHC). The RHC program is intended to increase access to primary care services for Medicaid and Medicare patients in rural communities. All RHCs are required to use a team approach to care, with physicians working with allied health providers such as nurse practitioners and physician assistants to provide services.

Meeting the standards of each of these care models demonstrates Clifton-Fine Hospital's commitment to providing both much-needed care to the southern St. Lawrence County area, and the highest level of healthcare possible for its patients.



Welcoming a New Primary Care Provider

Clifton-Fine Hospital was pleased to welcome **Erin Birchenough**, Certified Family Nurse Practitioner (FNP-C) (left) this past year as the newest full-time member of the provider team at the Clifton-Fine Hospital Primary Care Clinic. She joins **Dr. John Carthy** (center) and **Deborah Body**, FNP-C (right).

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Dear Friends,

Thank you for making 2016 a banner year for the Samaritan Medical Center Foundation! Your support enabled us to break ground on the new Walker Center for Cancer Care, stage our most lucrative ever Thousand Islands Golf Classic, and record one million dollars in new major gift pledges. These funds, combined with dollars netted through other events and donations, empower Samaritan to continue investing in resources critical to the provision of high quality healthcare.

This past year reinforced for me, personally, why support of our community's hospital is so vitally important. On January 17, 2016, I paused a few seconds too long before hopping off an Adirondack ski lift. I fell hard and could not get up. Emergency responders took me down the mountain on a toboggan. I was loaded into an ambulance and hurried to the nearest hospital. When an x-ray showed a clean break in my hip, the emergency room doctor gave me two options. I could be admitted for repair surgery to be done the next day or I could choose to be transported elsewhere for treatment. There was no question in my mind: I chose Samaritan.

Samaritan Medical Center is where I previously brought loved ones to the emergency room, undergone life-saving surgery, and volunteered with the Samaritan Medical Center Foundation. I chose Samaritan for my hip repair because I wanted to be close to home, treated by excellent doctors and cared for by an exceptional staff. The long, late night ambulance trip through a heavy snowstorm last January was well worth it. Surgery and a brief hospital stay, followed by physical therapy through Samaritan's home health service, led to my full recovery.

We are fortunate to have a strong local healthcare system, and that is thanks in large part to the community's support. On behalf of the Samaritan Medical Center Foundation and personally, thank you for the generosity showered on Samaritan in 2016. We look forward to your continued friendship and support in the months and years ahead!

Sincerely,



Steven M. Pierce
Chair, Samaritan Medical Center Foundation

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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.

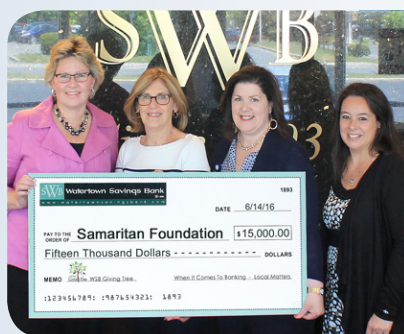
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"It's often hard to focus on being thankful when one is experiencing a loss. However, we would like to take a moment to thank the medical staff of the Progressive Care Unit for your attentive, genuine, compassionate, over-the-top care that you gave our family. You gave our father a sense of dignity, pride, and hope - even when hope seemed lost. Thank you from the bottom of our hearts."

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"Thank you to everyone that I came into contact with during my time at Samaritan, from admission to discharge. Everyone was wonderful, patient and kind to me, beginning with the moment that I arrived. Thank you for taking such great care of me."

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"All of the nurses and CNAs on 4 Pavilion were truly awesome, providing top quality care and fulfilling every request."

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"The nurses who work in the Neonatal Intensive Care Unit did an amazing job with my son who spent 17 days there. He was born early and was 3 pounds 10 ounces. Having never had a child in the NICU before, I was worried. However, after the first night and seeing how much the nurses knew, I felt safe leaving him. I knew he was in great hands. Thank you ladies for taking care of the most important and smallest lives."

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 WalMart Stores, Inc.
 Thomas Walsh
 Christina Ward
 Shirley J. Ward
 Dr. John & Mrs. Roberta Wasenko
 Watertown Correctional Facility
 Watertown Family YMCA
 Watertown Pediatric Dentistry
 Watertown Savings Bank

Watertown Urgent Care
 Dr. and Mrs. Jeffrey Way
 Laurie J. Wayte
 Debra Weaver
 Barbara Webber
 Dr. and Mrs. Daniel J. Weber
 Joe & Lisa Weber
 F. Marshall & Sarah B. Weir
 Dennis G. Weller
 Andrea West
 Westbury Lumber Company
 Westelcom Family of Companies
 Dr. Joseph F. & Mrs. Regina M. Wetterhahn
 Rebecca Wewer
 Mary & Fred Whalen
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 Dr. Jason F. & Mrs. Michele White
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 Jennifer Whitney
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 Beth Williams
 Erin Williams
 Wilmington Trust
 Mary L. Wilsie
 Mark L. Wilson
 Wilson Monument Company

Wilson, Elser, Moskowitz, Edelman & Dicker, LLP
 Marlene & Duane Winters
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 Storm Wood
 Diana & Donald Woodhouse
 Tammi Worden
 WWTI ABC 50 & The North Country's CW
 James Yarber
 Maria Ybarra
 Martin & Linda* Yenawine
 Barbara Yerdon
 Barbara Youmans
 Dawn Young
 Katey Young
 Stephanie H. Young, DVM
 Heather J. Youngs
 Justin Zaremba
 Kathleen Zecher
 Amber Zehr
 Mike Zimmermann
 * Deceased

Circle of Hope Cancer Committee Makes an Impact

In 2010, a passionate group of Samaritan employees began raising funds for breast cancer awareness with an annual dinner event. This dinner committee grew into a more formalized employee committee in 2014, now called The Samaritan Circle of Hope Cancer Committee.

The Committee's mission is to educate and raise awareness on all types of cancers, as well as raise to funds to assist cancer patients throughout Jefferson, Lewis, and St. Lawrence Counties with their financial needs during their treatment. Since its inception, The Samaritan Circle of Hope Cancer Committee has funded and hosted multiple cancer awareness events, including lymphedema trainings, free smoking cessation classes, free colon cancer screenings, and prostate cancer informational bags for men.

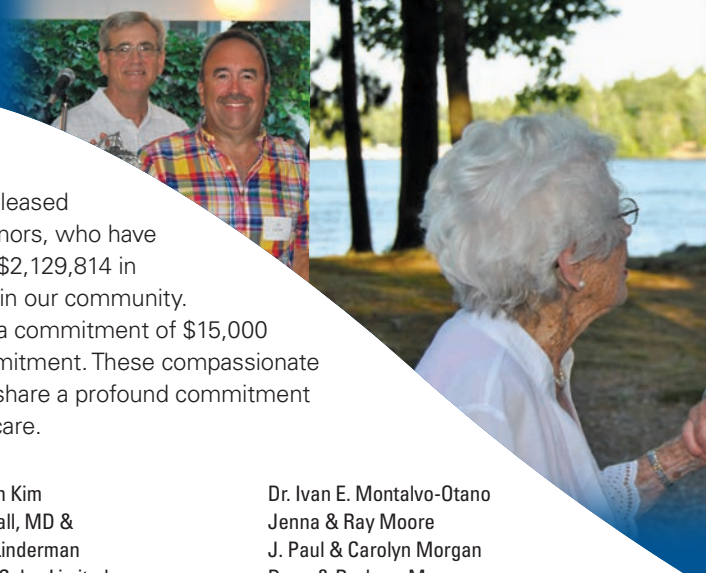
The Committee also hosted a vigil in 2014 specifically for those who have been diagnosed with lung cancer or who have lost a loved one to the disease. Most recently, the Committee voted to approve a grant to purchase breast cancer comprehensive patient education and navigation guidebooks for the Walker Center for Cancer Care.

In 2015, The Samaritan Circle of Hope Cancer Committee began giving direct financial assistance grants to cancer patients and has now awarded over \$5,000 to 20 cancer patients to aid with their individual needs.



Samaritan Society 2016

The Samaritan Medical Center Foundation is pleased to honor our Samaritan Leadership Society donors, who have collectively contributed or pledged more than \$2,129,814 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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Samaritan Medical Center Foundation Unveils New Donor Wall

Samaritan Medical Center was founded in 1881 through generous gifts from trustees and community members. Charitable gifts have been the cornerstone of Samaritan's growth for over a century. In 1995, community leaders established the Samaritan Foundation of Northern New York, now Samaritan Medical Center Foundation. Its focus is on building friendships and securing gifts to ensure our hospital and its affiliates meet and exceed the community's healthcare needs for years to come.

In October, the Foundation unveiled a new donor wall celebrating the generous contributions of community members who have made a charitable commitment to the future of healthcare at Samaritan. The donor wall is located in the Registration hallway on the first floor of Samaritan Medical Center, directly across from the Foundation and Communication offices. It recognizes accumulated gifts of \$10,000 or more received since the Foundation's inception in 1995, as well as donors who have contributed to the Stevens Society, the Samaritan Society, the Heart to Heart Grateful Patient, Family & Friends program, and the annual Inspiration Fund. The donor wall will be updated annually.



The Stevens Society

The Stevens Legacy 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 for the future. 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.

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.

Walter S. Atkinson Fund
Josephine M. Bingham Estate
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Vivian Bray*
James H. Cox*
Leslie* & Marsha Deming
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Harriet L. Pruyn Trust
Emily Queior
Charlotte Smith*
T. Urling & Mabel Walker
Loretta E. Wright*
Martin & Linda* Yenawine

* Deceased

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Mr. & Mrs. Francis Sanzone
Mr. Joseph & Dr. Kellie Sanzone
Deanne Scanlon
Dr. & Mrs. Ronald Schaupp
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Ruth Seal*
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Philip J. & Emily G. Sprague
Wilfreda B. Stone in memory of
Irwin K. Stone, MD
Jay & Dawn Stone
Mr. & Mrs. Robert R. Sturtz
Daniel & Martha* Tack
Patricia Inglesby Tague &
Rick W. Tague
Dr. & Mrs. Ahsan Taj
Anthony V. & Tana Tarzia
Marcel & Kim Thibert
Daniel A. & Luran B. Throop
Joan Treadwell-Woods
Dr. Jan K. Turcotte
Dr. Ed & Laticia Urf

Dr. & Mrs. LaVerne R. VanDeWall
Dr. David & Mrs. Elena*
VanEenaam
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Joe & Lisa Weber
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Mary & Fred Whalen
John J. & JoAnn Wheeler
Jim & Cindy Widrick
Mr. & Mrs. Henry H. Willmott*
Diana & Donald Woodhouse
Martin & Linda* Yenawine

* Deceased



The 19th Annual Thousand Islands Golf Classic was held in June 2016. This two-day event includes a pre-tournament dinner and an auction on Sunday prior to the Monday tournament. In 2016, the Thousand Islands Golf Classic raised over \$142,000. The Samaritan Medical Center Foundation Board of Trustees voted to donate 50 percent of the proceeds towards the new Walker Center for Cancer Care, while the remainder helps to provide programs and equipment that enhance patient care and promote health and education in the North Country.

Committee Members

Corry Lawler, Chair
David Adsit
Abbie Chamberlain
Robert Crowe
Beth Fipps
Michelle Nickles
Andy Short
Patricia Tague
Dr. David VanEenenaam
Addison Vars
Lisa & Joe Weber

1000 Islands Harbor Hotel
Advanced Business Systems
Kim & Jennifer Allen
Annese & Associates
Antique Boat Museum
Aubertine & Currier Architects
BCA Architects & Engineers
Big Apple Music
Boeheim Foundation
Bonnie Castle Resort & Marina
Richard & Charlotte Brooks
Bernie & Bev Brown
Bryne Dairy
Thomas & Irene Carman

Fust Charles Chambers
Rev. Fred & Kathleen Garry Grainger
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Harris Beach LLP
Haylor Freyer & Coon
Heuber Breuer
Dr. Day Hills
Hilton Garden Inn
Holt Architects, PC
Ives Hill Country Club
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Kinney Drugs Foundation
Corry & Becky Lawler
Lawman Heating & Cooling
The Lundy Group
M&T Bank
Marta Photography
Margaret & Don Martin
Mass Mutual
McQuade & Bannigan
Medical Liability Mutual Insurance Co.
Menter Rudin & Trivelpiece, PC
Sean Mills
Modern Kitchens
Dean & Barbara Morrow
New York Air Brake Corporation
North Country Emergency Medical Consultants
North Country Orthopaedic Group
Northern Credit Union
Northern Radiology Associates
Oncology Supply/ION Solutions
One Group
The Paddock Club
Pepsi Cola Bottling Group

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Dr. John & Gina Poggi
Liz Price Kellogg
Purcell Construction
Cathy & William Quencer
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Slack Chemical
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Sundance Leisure
Swan Bay Resort
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United Professional Advisors
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Volunteer Transportation Center
Tom & Mabel Walker
Watertown Savings Bank
Wellesley Island Building Supply
Dr. Joseph & Gina Wetterhahn
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The Clipper Inn
Club Car
Coca Cola Refreshments
Melinda & John Comstock
ConTech Building Systems
Delta Dental
Dr. Walter & Berline Dodard
Mary & Gerald Donahue
Equipment Rental
Excellus BlueCross BlueShield
F.X. Caprara Car Companies
Carolyn & Jim Fitzpatrick



The North Country

Festival of Trees

The North Country Festival of Trees, benefiting children's services and programs at Samaritan Medical Center and the Watertown Family YMCA, is one of the holiday season's premier events. In 2016, the event raised over \$127,000 for both organizations with 69 community-sponsored trees and wreaths.

The three-day festival offered something for everyone. Friday evening featured a Gala where more than 300 guests mingled among creatively decorated trees, enjoying fine food and drink while they participated in a spirited live auction on select trees. Saturday evening was the very popular Sugarplum Ball, attended by over 600 fathers and daughters and mothers and sons all dressed in their finest holiday attire. Over Friday, Saturday and Sunday, the public viewed the trees and participated in a silent auction.

In 2016, the Festival of Trees again included a way for the event to directly benefit other community organizations. Trees were available for purchase by either silent or live auction with an option for the buyer to donate the tree to a local non-profit organization. Agencies that received a tree in honor of the Festival were Hospice, Victims' Assistance Center, Toys for Tots, Disabled Persons Action Organization, Credo, YMCA, Clayton Food Pantry, and Urban Mission.

Festival of Trees organizers also decided to give back to community members this year. Both Samaritan Medical Center (through Children's Miracle Network) and the YMCA selected five children to attend the Sugarplum Ball. All of these special guests were children who otherwise may not have had the opportunity to attend this festive evening. Local businesses helped make the occasion truly magical with donations of dresses, tuxedos, hair and nail services and photos. Thank you to A Touch of Grace, Bella Bridal, Urban Nature Spa & Salon (Lori Russell), and Creative Imaging Fine Photography.



A Touch of Grace
Adams Urgent Care
Advanced Business Systems, Inc.
The Animal Doctors
Aubertine & Currier
Barrett Paving Material, Inc.
BCA Architects & Engineers
Bella Bridal
Car-Freshner Corporation
Carthage Federal Savings & Loan Association
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Fort Drum Mountain Community
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The Heather A. Freeman Foundation
In Motion School of Dance
Italian American Civic Association
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Kinney Drugs Foundation, Inc.
Lake Ontario Realty

Livingston Moving & Storage
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New York Air Brake LLC
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North Country Orthopaedic Group, P.C.
Northern New York Community Foundation
Northern Radiology Associates, P.C.
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RBC Wealth Management
Renzi Foodservice, Inc.
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Samaritan Medical Center
Dr. Kellie A. Sanzone, Specialty In Orthodontics
Savory Downtown
Schwerzmann & Wise, P.C.
Slack Chemical Company
Stewart's Shops
Toshiba
Urban Nature Spa & Salon
Watertown Daily Times
Watertown Pediatric Dentistry
Watertown Savings Bank
Watertown Urgent Care
WWNY TV 7 & Fox 28
WWTI ABC 50



Committee Members

Pam Beyor
Shawna Catuli
Mary Corriveau
Shereen Daly
Barry Davis
Beth Fipps
Allison Gorham
KI LaClair
Maureen Lundy-Way
Angela Marra
Michelle Nickles
Steve Rowell
Patty Schreck
Emily Soderquist
Barbara Webber
Karolyn Williams



The *Inspiration* FUND

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Donahue
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Mary & Ted Mascott

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Cyril Mouaikel & Dr. Marlene
Hajal Mouaikel
Michelle and Troy Nickles
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5th Floor SMC
Elton & Lynda Wood

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Anonymous

James Eaton
Mary Chatterton

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Roger Hildreth
Dean Chrissley

ICU (Intensive Care Unit)
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Patricia A. Fanning

Karen Jobson
Anonymous

Jean Knapp
Anonymous

Maja Lundborg-Gray
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Brenda Rivas
Morgan O. Bocciolatt

Brian D. Roggie
Anonymous

Kimberly Shelmidine
Garland Hayes
Hubert & Rita Joannette

Elizabeth Yurack
Anonymous

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 \$76,000 and recognized over 27 different providers and departments.



From these stories, a new opportunity for supporting Samaritan was created – The Inspiration Fund. Each year, The Inspiration Fund will raise money for specific hospital initiatives. It is our hope that this campaign will inspire giving in a whole new way!

In 2016, donations made to The Inspiration Fund supported the Samaritan Medical Center Foundation Endowment Fund, while

also helping to purchase a Masimo Patient SafetyNet system. The Masimo Patient SafetyNet is a remote patient monitoring system that sends alerts directly to the clinicians if the patient's condition requires attention. This new monitoring system gives Samaritan Medical Center the opportunity to further enhance patient safety, improve outcomes, and avoid preventable patient transfers to higher levels of care.

Mr. & Mrs. Donald G. Price
Price Chopper's Golub Foundation
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Donald & Kay Rickett
Harold & Gloria Rothschild
Jane & Peter Schmitt
Dr. Frank C. Smith
Ms. Ruth G. Stewart

Patricia Inglesby Tague &
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Joan Treadwell-Woods
Dr. Jan K. Turcotte
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Dr. David & Mrs. Elena*
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Michele A. & Mario F. Victoria, MD
Dr. & Mrs. Jeffrey D. Way
Barbara N. Webber
Dr. & Mrs. Daniel J. Weber
Mary & Fred Whalen

John J. & JoAnn Wheeler
Ms. Holly Wray
Martin & Linda* Yenawine
* Deceased

Memorials and Honorariums

Memorial and honorary 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.

Barbara Buchanan
Crossley Dental Associates, P.C.

Eleanor Burrows
Ross Kellogg
Sherry M. Wilson
Fred M. Joels
Jane E. Alteri
Mary Rosenthal
Barbara M. Ellison
Ann Clobridge
Jacqueline A. Page
Sylvia A. Gould
Frances S. Carlisle

Marie Carbone
Crossley Dental Associates, P.C.

Sherry L. Carr
Crossley Dental Associates, P.C.

Gerald M. Chamberlin
KGW Technology

Charles W. Diprinzio
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Everett G. Foster
Richard Cardo
Richard A. Brooks

Barbara L. Getman
Sunshine Committee

Helen Jock
USW Local Union 4-503

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Crossley Dental Associates, P.C.

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Frederick H. Knapp
Daniel S. Knapp

William P. Koughan
Richard A. Brooks

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Sarah J. Martini
Crossley Dental Associates, P.C.

Carrie Merritt
Daniel J. O'leary
Karen Crowley
Joyce Addison
Natalie M. Wood
Kristine Wilson

Dean Mitchell
Victims Assistance Center of
Jefferson County, Inc.

Linda H. Moran
James D. Horton

Lewis O. Nicol
Kimberly Plummer
Matthew Kehoe
Lewis Nicol

Patrick O'Riley
Car-Freshner Corporation

Kimberly Plummer
Crossley Dental Associates, P.C.

Richard Pond
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Irving Rosen
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Michael Shepard
Sarah Gardner
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Mary E. Bastian
Penny L. Adams
Arlene J. Nadelen
John R. Isham
Louise Horning
Ann LaFex

Clara Petrie
Betty J. Gill
Norine E. Thomas
Jennifer A. Harvill
Watertown Firefighters
Benevolent Assoc.
Shred Con, Inc.
Jill E. Cook
Sylvan Falls Club, Inc.
Karen L. Loftus
Vivian Coleman

Samantha L. Turner
Nancy E. Marshall
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Elwood J. Lyndaker
Kathleen E. LaClair
Jean Eaton
James W. Newell
Jeannette S. Frank
Gregory W. Turner
American Legion - William C.
Dexter Post 673
Northern Radiology
Associates, P.C.

Linda B. Yenawine
Pamela S. Beyor-Murtha
The New York Community Trust
Richard A. Brooks

Walter R. Zimm
Crossley Dental Associates, P.C.

2016 Highlights

Proceeds from the Auxiliary's ongoing fundraising ventures continue to be given directly back to Samaritan by supporting equipment purchases, new services and expansion. In 2016, these included the purchase of:

- Two bladder scanners for use in the care of the residents at Samaritan Keep Home to help prevent infections
- Four portable DVD players for patients waiting in the Emergency Department
- AccuCut dies, including letters, numbers and holidays shapes, to assist staff members with craft projects for our elderly patients

The Auxiliary also continues to support on-going projects such as:



- An annual \$1,000 scholarship, this year awarded to Adrienne Isenbergh, an ECG Tech pursuing a degree in nursing
- Children's tours for second graders from schools throughout Jefferson County. The program is funded by the Auxiliary, with Samaritan volunteers helping to provide the actual tours
- Stuffed animals, coloring books and crayons for young patients in the Emergency Department and Surgical Care area
- 20 complimentary newspapers donated each day of the week for patient use
- Flowers and a balloon for each resident's birthday at Samaritan Keep Home and Samaritan Summit Village

Samaritan Auxiliary & Volunteers

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 151 members (with 68 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 2016, Samaritan volunteers contributed 19,438 hours of service helping in areas such as: the information desk, patient registration, the Emergency Department, mail delivery to patients, patient visits on the inpatient units, clerical support, the Gift Shops, and Samaritan Keep Home and Summit Village outings and special events.

Making a Difference at Samaritan Summit Village

Since the opening of Samaritan Summit Village (SSV), the volunteers there have been a positive force, enriching the lives of residents, supporting staff and generally doing whatever is needed.

In 2016, the 43 SSV volunteers donated 4,319 hours of service and contributed to the day-to-day operations of the facility and care of the residents in many different ways. The SSV volunteer team includes



clergy members who offer spiritual support; rehabilitation volunteers; teens who come in after school and on weekends to help with activities; one individual who brings in her dog to visit with the residents; and an array of people who are there during the week to get our residents where they need to go for such things as hair appointments or visits with the podiatrist or dentist. Sometimes our volunteers do nothing more than visit with our residents, sitting and listening to their stories ... a simple act of kindness that can mean so much to a resident with no family near by.

The volunteers at SSV come from varied backgrounds and multiple walks of life, including retired physicians, nurses, teachers and soldiers from Fort Drum to name just a few. The one thing they all have in common is the desire to lend a hand and to share their time and talents with our residents.

Join the Samaritan Auxiliary!

If you want to make a difference, meet new people and donate your time and talent toward making a great organization even better, consider becoming a member of the Samaritan Auxiliary. Annual membership dues are \$15 and \$5 for seniors.

There are currently 68 Auxiliary Life Members who lead the way with their support!

2016-2017 Auxiliary Board

Executive

Maria Alicea, *President*
Christine Cisco, *Vice President*
Maryann Rondon, *Treasurer*
Wendy Grimm, *Assistant Treasurer*
Marcie Marcolini, *Secretary*
Renee Waterbury, *Past President*

Directors

Angela Anderson
Irene Carman
Shawna Cutuli
Berline Dodard
Erika Flint
Kathryn Ann Kolton
Joanne Rhode



Life Membership is a one-time payment of \$200. For more information about joining the Auxiliary, please contact Jane Schmitt at jschmitt@shsny.com.



Volunteer Spotlight: Carl Bingle

Carl Bingle is a Samaritan volunteer who practices the Samaritan Way no matter where he is or who he is with. He exemplifies customer service, and there is nothing he would not do for our patients, visitors or staff.

Mr. Bingle started volunteering in 2009 in Patient Registration, where he would help out by physically transporting a new patient's chart and information to the floor where the patient was to be admitted. A computer has since taken over that particular job, but Mr. Bingle can still frequently be found helping out around Samaritan Medical Center.

Once a week, he greets patients and visitors at the Information Desk, where he thinks nothing of wheeling a pregnant mother-to-be up to Maternity or helping an elderly visitor to find Registration. He also advocates for our patients and families by doing weekly rounds on every floor. He takes the time to listen to our patients and, if there are requests or concerns, Mr. Bingle takes care of them ... on the spot!

A retired Belleville-Henderson Central School teacher who taught German and French for 34 years, Mr. Bingle has continued his teaching vocation by assisting with customer service training at new staff orientation sessions. When he is not here at the hospital, Mr. Bingle loves spending time with his family, including his wife June, their three children and their two granddaughters.

In 2016, 90 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 177 volunteers actively supporting patients, residents and staff.

"One Night, One Diamond"

The Auxiliary's biggest community fundraising event of the year is One Night, One Diamond. The event has raised monies for many significant equipment purchases at Samaritan over the years, including a digital mammography unit, a non-invasive ventilator for the Neonatal Intensive Care Unit, and the Arctic Sun Temperature Management System for the Emergency Department and Intensive Care Unit.

Proceeds from the 2016 event – the 14th Annual One Night, One Diamond held on March 19th – totaled almost \$64,000 and were used to purchase four GE Panda Warmers for Samaritan Medical Center. The GE Panda infant warmer is used to care for newborns by providing vital radiant warming therapy that maintains body temperature, combined with integrated resuscitation for use in high-risk deliveries. The infant warmer constantly monitors the baby's weight, blood oxygen level and pulse rate. They are being used in the Operating Room, Labor and Delivery rooms, Newborn Nursery and the Neonatal Intensive Care Unit.



Volunteers Spotted!

Volunteers in Samaritan Medical Center, Samaritan Keep Home and Samaritan Summit Village are now easy to spot. They can be identified by their bright yellow lanyards and ID badges, which are purchased by the Auxiliary.

**Imagine what we can do
if we all come together!**



**Children's
Miracle Network
Hospitals**

Helping Local Kids

Samaritan Medical Center has served as the North Country's official Children's Miracle Network (CMN) Hospital since 1990, striving to improve the health and well-being of children in Jefferson, Lewis, and St. Lawrence counties. Funds generated by our local CMN program support Samaritan's child-centered hospital and clinic areas through the funding of capital projects and purchase of critical pediatric care equipment. Every dollar raised by CMN stays local.

In addition, CMN provides financial assistance to local families with a child facing a medical crisis, helping to cover travel expenses and other out-of-pocket medical costs. Our direct financial assistance program is unique to Samaritan's CMN affiliate.

Since its inception 26 years ago, CMN at Samaritan has helped more than 1,000 local families, providing nearly \$1 million in direct family assistance to save and improve the lives of children with cancer, heart defects, Rett syndrome, scoliosis, cystic fibrosis, Down syndrome and other serious illnesses.

New CMN Development Manager Participates in Miracle Challenge



In 2016, Children's Miracle Network Hospitals at Samaritan welcomed Kristin Stockwell as its new Development Manager. Soon after taking on this position, Ms. Stockwell spent 27 days in September participating in a Miracle Challenge focused on fitness to raise funds for local children.

The first family Ms. Stockwell had the opportunity to help as CMN Development Manager was one of our own at Samaritan: Pam Gardner, Health Information Management, her daughter Erica and baby Quintin. Quintin was born three months premature in Syracuse weighing just 1lb, 10 oz. He has survived surgery for retinopathy; Patent Ductus Arteriosus (PDA) surgery, which closed a valve to his heart; and grade IV bleeds on both sides of his brain - all of this before turning six months old.

On September 27th, Ms. Stockwell dedicated her final fitness challenge to baby Quintin. Several Samaritan employees joined her for a "Miracle Walk" around the block to show their support for Quintin and his family. Together they raised \$610 to help children right here at Samaritan.



Radiothon Raises \$90,528

The CMN Radiothon, in partnership with Community Broadcasters, is aired annually on The Border 106.7 and 94 Rock, hosted by Johnny Spezzano and Lance Hale. Over the years, the three-day Radiothon has raised more than \$1 million for CMN! From the beginning, Johnny Spezzano has led this remarkable effort and has touched the North Country community by sharing inspirational stories and interviews with children who benefitted from CMN and their family members.



CMN 2016 Highlights

- Provided \$35,100 in direct financial assistance to 27 local families. The Direct Family Assistance program helps families with children who face medical challenges by providing financial assistance for medical travel expenses, medical services not covered by insurance, and equipment needs
- Helped fund the purchase of more than \$180,000 in capital equipment for child centered areas of care at Samaritan Medical Center, including bassinets, Neoblu Phototherapy lights, an isolette, a Circadian Apnea Monitor and an Electric Fetal Monitor
- Allocated \$100,000 towards the Center for Women and Children capital project, part of CMN's multi-year \$500,000 commitment to this initiative



Kinney Drugs

In the spring, seventeen Kinney Drugs' stores across Northern New York run a fundraising campaign for CMN at Samaritan. In 2016, they raised \$46,714, with every dollar going to support local children and families.



River Rat Triathlon Raises \$30,000

If you happened to pass through Clayton, NY on the morning of August 28th, you would have seen the streets lined with individuals of all ages wearing bright yellow safety vests, cheerfully directing racers in the River Rat Triathlon. Dozens of people, including Samaritan board members, employees, and family members, as well as Clayton residents and community members, volunteered their time and energy, making the River Rat Triathlon possible – and a huge success!



Walmart & Sam's Club

In the tri-county region, there is one Sam's Club and six Walmart stores. In 2016, these seven stores raised \$104,239 through efforts led by their incredibly dedicated employees.



Former CMN State Champion Gives Back

Madi Draper, the 2008 New York State Champion/former CMN recipient, helped to coordinate the first ever CMN Dance Marathon fundraiser this past year at Jefferson Community College. She and her classmates raised \$2,111. Students stayed on their feet for 12 hours in symbolic support of pediatric patients and their families.

Special NICU Donation

Neonatologist Dr. Karl Komar received a special visit ten years after caring for a family with two Neonatal Intensive Care Unit (NICU) babies. Ethan Reynolds and his family returned to Samaritan to make a generous donation to the NICU as a "thank you" for the exceptional care his two children received from Dr. Komar and the Samaritan nursing team. The donation was from the estate of Mr. Reynolds' parents, Carole A. and Wallace A. Reynolds.



If you shop at Sam's Club, you know Brian Chiappone. His dedication to CMN is inspiring and his smile is contagious. As the door greeter during the CMN campaign, he raises more than \$100 just by making the ASK!

Samaritan Medical Center

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

**Samaritan Medical Center
Foundation of Northern NY**

830 Washington Street
Watertown, NY 13601
315-785-4584

**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 Ear, Nose and Throat & Gastroenterology

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

826 Washington Street, Suite 106, Watertown, NY 13601 - 315-782-1505

Samaritan Home Health

165 Coleman Avenue, Watertown, NY 13601 - 315-782-0415

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 Neurosurgery

629 Washington Street, Watertown, NY 13601 - 315-755-1359

Samaritan Oncology/Hematology

531 Washington Street, Suite 1000, Watertown, NY 13601 - 315-788-7990

Samaritan Outpatient Behavioral Health

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

Samaritan Patient Service Center at Neurology

1340 Washington Street, Ste 3, Watertown, NY 13601 - 315-786-4886

Samaritan Patient Service Center at Orthopaedics

1571 Washington Street, Ste 102, Watertown, NY 13601 - 315-786-8962

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

Samaritan Wound Care Center

165 Coleman Avenue, Watertown, NY 13601 - 315-755-2024