2013 REPORT TO THE REGION

By the Numbers

Oswego Health

2013 REPORT TO THE REGION
Our numbers tell the story

I am pleased to share this Report to the Region with the community. While residents know Oswego Health as the area’s healthcare leader, they may not realize the significant role the health system also plays in the region as an economic engine and major employer.

During the previous year, the health system had an economic impact of more than $171 million on the region. Oswego Health is also the largest private employer in Oswego County, according to Oswego County Business Magazine’s 2013 Business Guide. Just as impressive is the fact that 85 percent of our 1,200 employees reside within the boundaries of the county. These employees are also important economic contributors to the region as they spend their paychecks locally and pay an estimated $3.6 million in property taxes to local municipalities.

While Oswego Health certainly realizes the significance of its financial impact on the community, it’s our physicians, board members and staff that make the most important contribution to our community, as they ensure exceptional healthcare is delivered each and every day.

In this Report to the Region, you will read how the care provided by our highly knowledgeable and trained staff has impacted the lives of community members. Some of these stories are quite moving and I hope you enjoy reading them.

I also hope that if you ever need healthcare services that you will choose Oswego Health. We strive to provide not only exceptional physicians and clinical staff, but also the most advanced equipment and facilities, so residents can receive excellent care close to their homes.

Ann C. Gilpin
President and CEO
Oswego Health
Members of the Oswego Health Board of Directors are integral to Oswego Health’s success as a healthcare provider. This group of dedicated volunteers is the health system’s strategic beacon, always leading the organization toward the future despite the constant changes in health-care. Their leadership and expertise is invaluable as they ensure that Oswego Health provides the community with the best physicians, staff and technology.

This photo includes Board Members who served in 2013, as well as our incoming 2014 Board, which began serving in July. We thank both Mary McGowan and Linda Tyrrell, who are leaving the board, for their dedicated service to local healthcare.

FRONT ROW - Oswego Health Chief Medical Officer Renato Mandanas, MD; Treasurer Mark Slayton; Vice Chair Barbara Bateman; Chair William Clark; Oswego Health President and CEO Ann C. Gilpin; Secretary Adam Gagas; Oswego Hospital Vice President and Chief Operating Officer Allison Duggan, MD.

BACK ROW - Bernie Henderson; William Galloway; Micheal Stephens, MD; Linda Tyrrell (leaves board this year); Atom Avery; Patricia Mears; Scott Van Gorder, DO; Pamela Caraccioli; RoseAnn Parsons; Ivan Proano, MD; Ellen Holst; Peter Cullinan; Mary McGowan (leaves Board this year); Thomas Schneider and Yvonne Petrella.

Absent from the photo were Medical Staff President Harold Henning, MD, and Chris Burritt.
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<th>Oswego Hospital</th>
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<td><strong>120</strong></td>
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<td>ACTIVE MEDICAL STAFF</td>
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Allison Duggan, MD  
Vice President and COO for Oswego Hospital
Oswego Health’s physician leadership team has quickly embraced new roles, developing initiatives that are successfully improving the quality of compassionate care delivered to each and every patient.

At the start of this year, Allison A.N. Duggan, MD, F.A.C.S., was named Oswego Hospital’s Vice President and Chief Operating Officer, while Renato Mandanas, MD, assumed the title of Oswego Health’s Chief Medical Officer.

In the short months since this announcement, as they advance and personalize the level of care in a cost-effective manner, these physician leaders are also meeting the many new demands placed on healthcare. Remaining as key priorities are physician retention and recruitment, along with placing the best technology in the hands of the many dedicated healthcare professionals who work at Oswego Health.

These strategic improvements to local healthcare are assisting Oswego Health achieve its goal of becoming the community’s healthcare provider of choice.
After an intense workout, Ron Nelson, a paramedic for the Oswego Fire Dept., knew he didn’t feel right and realized while he may not be experiencing the typical symptoms, he was having a heart attack. “I knew Oswego Hospital would provide me with prompt definitive care,” Ron said. “When I arrived at 5:50 p.m., I told them I thought I was having a heart attack. At 6:09, I was in full arrest. The physician and staff delivered the life-saving care I immediately needed.”

Oswego Hospital’s highly trained emergency medical physicians and registered nurses are prepared to immediately care for patients suffering from heart attacks, such as Ron’s, as well as all types of illnesses and injuries.
Ron Nelson
Paramedic for Oswego Fire Department

17 ROOMS

24,438 PATIENTS SEEN IN 2013

Emergency Department
One of the most important tests women over the age of 40 undergo is a digital mammogram, which can detect breast cancer.

When Mary Lou Heintz, of Oswego, underwent her yearly mammogram this year, she found Oswego Health’s Technologist Lynn Mieczkowski very caring, professional and thorough. “This can be an uncomfortable test and Lynn put me at ease immediately,” Mary Lou said. “She listened to my concerns and went out of her way to alleviate them.”

Two hours after her mammogram, Mary Lou received a call from the medical imaging department informing her that the scan was clear. “I appreciated the quick response and within a few days, I also received follow-up letters from both the hospital department and my own physician.”

Oswego Health provides digital mammography screening at several convenient locations, including Oswego Health Services Center, the Central Square and Fulton Medical Centers, and the Pulaski Health Center. For an appointment for your digital mammography exam, please call 349-5540.
Lynn Mieczkowski
Medical Imaging Technologist

Medical Imaging

| 6 | 62,577 | 2.5m |
| Centers | Radiological Services | Equipment Investment |
Jerry Stanard
Fulton Resident

Fulton Urgent Care

9 TREATMENT ROOMS

23,721 URGENT CARE VISITS AT THE FULTON MEDICAL CENTER
Jerry Stanard is counting his blessings these days. It’s very likely that a trip to the Fulton Urgent Care Center saved his life.

After experiencing his second severe headache in two days, his wife, Barb, decided he needed to go to the Urgent Care Center at the Fulton Medical Center. When Jerry arrived, he was triaged and when examined it was determined that his symptoms required use of the facility’s computed tomography (CT) scanner.

Jerry said it was 20 minutes after the scan that he received the news that most people don’t live to hear. He was experiencing a life-threatening brain hemorrhage and was transferred immediately to a higher level of care. Following three weeks of specialized hospital care, Jerry is back home enjoying his family and his gardens.

“The level and promptness of care at the Fulton Urgent Care is allowing me to tell my story,” Jerry said. “The staff was phenomenal and second to none.”

Quick Response at Fulton Urgent Care
Central Square Medical Center

Not only are the staff members at the Central Square Medical Center committed to providing exceptional care, they are also committed to their community as well. During the past year, the staff has supported several local events that include:

- Apple Fest (pictured above)
- Happy Days senior luncheon at Brewerton United Methodist
- Memorial Day Parade
- Central Square Little League, where they sponsor a team, the Angels.
- Patriot Run
- VanderKamp Senior Health Fair
Oswego Health: Who We Are

Our healthcare organization first began delivering care in 1881 as a six-bed hospital on West Fourth Street in Oswego.

Since those humble beginnings, we have evolved into a health system and have continuously added programs and services to meet the ever-changing healthcare needs of the region. While we all know that a “system” is an arrangement of parts, and that their interconnections come together for a purpose, what defines a health system is that its function is concerned with peoples’ health.

The Oswego Health system, as the definition states, has many services and programs that together provide the region with a variety of healthcare services. This diagram illustrates the various parts that make up the Oswego Health system.

Oswego Hospital
Oswego Hospital is a 164-bed, full-service facility that has been caring for the health needs of the region for more than 130 years, offering Emergency, Acute Medical, Surgical, Maternity and Behavioral Health services. Our many departments include Laboratory, Medical Imaging, Physical Therapy and Occupational Health, among others.

Central Square Medical Center
Offers Urgent Care, Medical Imaging, Lab and Physical Therapy services.

Fulton Medical Center
Provides Urgent Care, Lab, Medical Imaging, Physical Therapy and Occupational Health services.

Oswego Health Home Care
Oswego Health Home Care is the only hospital-based certified home health care agency in Oswego County, providing skilled nursing, therapy and personal care services. It is owned by Oswego Health and is managed by St. Joseph’s Hospital Health Center.

Springside at Seneca Hill
Springside is a premier retirement community for active adults, aged 62 and older. Offering a lifestyle of convenience, comfort and security in one- or two-bedroom apartments, one-story duplexes or cottage-style homes.

The Manor at Seneca Hill
The Manor at Seneca Hill is a 120-bed skilled nursing facility that also offers short-term rehabilitation and an adult day health services program.

Oswego Health, Inc.
Not-for-profit holding corporation established in 1997 that constitutes an integrated, comprehensive healthcare system.
2013 OSWEGO HEALTH FACTS AND FIGURES

While Oswego Health is the area’s healthcare leader, it also has an economic impact of $171,662,000 on the region and all of Central New York. The health system is the largest private employer in Oswego County, making it a major and critical contributor to the area’s economy. The facts and figures listed below illustrate the positive effect Oswego Health has on Oswego County and the surrounding area.

**Economic Impact**

**Total Impact** $171,662,000

**Employer Impact**

Direct/indirect jobs in the county 2,182
Oswego Health payroll $56,915,000
Total employer impact $96,562,000

**Purchasing**

Goods, services and money that helped the local economy $67,747,000

**Capital Spending**

Buildings, equipment and money that helped the local economy $7,353,000

**Volunteerism**

Hours of time 12,936
Value to the health system $232,848

**Oswego Health** absorbed nearly $18 million in charity care, taxes, bad debt and unreimbursed Medicaid and Medicare.
Oswego Health
Total Assets: $152,754,000
Endowments: $6,722,000
Charity Care: $750,000
Employees: 1,286

Oswego Hospital
Active Medical Staff: 120
Patients Admitted: 5,745
Average Length of Stay: 4.8 days
ER Dept. Visits: 24,438
Outpatient Visits: 339,676
Births: 611
Laboratory Tests: 671,228
Medical Images: 62,577
(X-rays, digital mammography, CT, MRI, nuclear, interventional, ultrasound)
Behavioral Services Visits: 39,108
Therapy Visits: 22,798
(physical, occupational and speech)
Cardiopulmonary Visits: 6,256
Surgical Patients: 7,095

Central Square Medical Center
Urgent Care Visits: 13,178
Medical Images: 6,617
(X-rays, digital mammography, bone density, CT, ultrasound)
Laboratory Tests: 31,917

Fulton Medical Center
Urgent Care Visits: 23,721
Medical Images: 19,190
(X-rays, digital mammography, bone density, CT, MRI, ultrasound)
Laboratory Tests: 100,354

Oswego Health Home Care
Patients Served: 1,704

The Manor at Seneca Hill
Admissions: 345*
Occupancy: 94%
Rehabilitation Patients (from stroke, accident or surgery): 223
Adult Day Health Services Visits: 6,249
*Includes rehabilitation patients

Springside at Seneca Hill
Residents: 69
Occupancy: 96%

This report identifies and measures the direct and indirect involvement of Oswego Health on the local economy and demonstrates the "ripple" effect of the dollars the healthcare sector brings into the community and the jobs it helps create.
Oswego Health is helping community members learn how to better manage their chronic health conditions, such as arthritis, heart disease, osteoporosis or diabetes by offering an evidence-based program.

The free, six-week Healthy Living program, developed by Stanford University, covers nutrition and exercise, as well as how to get support, deal with pain and fatigue and talk with your physician and family members about your condition.

Participants learn goal setting techniques and establish a step-by-step plan to improve their health. Teaching the class are individuals who have undergone specialized training that is required in order to be a program instructor.

“I found the Healthy Living class very educational, helpful and fun,” said Arlene Townsend. “The class materials that includes a book you can keep, are great resources and easy to follow.”

Oswego Health has a third class session under way, and expects to offer more workshops later this year. If you are interested in taking part in the Healthy Living Workshop program, please call 349-5513.

Healthy Living Program at Springside

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Complete Rehabilitation Program

When Joyce Duvall, of Scriba, needed a rehabilitation program after hip surgery, friends told her the facility that offered the best program was The Manor at Seneca Hill. “I had family members and friends tell me The Manor was where I needed to be and I just can’t say enough about the staff, the facility and my care,” Joyce said. “This is just a wonderful facility.”

Each year, more than 200 community members recover from an accident, stroke or surgery utilizing The Manor’s complete rehabilitation program. The Manor’s staff can provide physical, occupational and speech therapy.

Along with its acclaimed rehabilitation program, The Manor offers exceptional skilled nursing care and an adult day health services program. To learn more about The Manor and its offerings, call 349-5300 or visit oswegohealth.org.

Pictured from left are the Manor’s Rehabilitation Director and Physical Therapist Shweta Singh, along with Joyce Duvall and Occupational Therapist Reis Cunningham.
The Oswego Health Auxiliary is invaluable to the health system, providing not only major financial contributions, but the time of its members who volunteer thousands of hours each year. The Oswego Health leadership thanks both the Auxiliary and the volunteers who are generous with their talents, time and donations.

In the past year the Auxiliary:
- Donated more than $50,000 to the health system
- Presented three scholarships to staff members, which allowed them to pursue higher education, thus advancing their nursing careers
- Helped advocate on healthcare issues with elected representatives
- Held a successful two-day bazaar

Our Volunteers:
- Welcomed our many patients and visitors at Oswego Health locations
- Delivered countless pieces of mail each day to hospital departments
- Provided patient transports
- Completed many helpful office tasks
- Read to Manor residents
- Worked in The Manor gift shop

Pictured is Volunteer Maurice Laws, who can often be found at Oswego Hospital’s welcome center. During 2013, he volunteered more than 3,522 hours. Also pictured is Auxiliary President Barbara Handley-Place, who believes in the importance of offering exceptional healthcare locally.
Auxiliary Donations

12,936

HOURS OF TIME DONATED

$232,848

VALUE TO THE HEALTH SYSTEM
Oswego Health Supports Community Events

The administration and staff of Oswego Health enjoy supporting a variety of community health-related events throughout the year.

In the past year, we held three multi-blood analysis events, where for a low cost residents can be screened for a range of conditions and diseases.

Our Emergency Department staff properly fit more than 200 kids with a new bike helmet provided by the Fulton Police Department at the Fulton Bike Rodeo.

Our “Ask The Doctor” series gives community members an opportunity to learn how to stay healthy, from one of our board-certified physician presenters.

Along with these initiatives, we supported many events such as the Heart Walk, hosted by the American Heart Association, the Relay for Life in Oswego, Fulton YMCA’s Healthy Kids Day, Oswego YMCA’s Dragon Boat Race, Tri-Oswego, Little League in Central Square, Oswego Harborfest and parades in Central Square, Fulton and Oswego.

2014 EVENTS

Saturday, August 2nd —
Multi-Organ Blood Analysis
Oswego Health and the Oswego Kiwanis Club will sponsor a multi-blood analysis at the Leighton Elementary School from 6:30 to 10 a.m. To make an appointment, call 341-0018.

Thursday, August 14th —
Farmers Market
It will be Oswego Health night at the Oswego Farmers Market, where we will be offering some free screenings and health information.

Saturday, September 8th —
Health Fair
We’ll be at the Senior Day at Vanderkamp in Cleveland providing free screenings.

Saturday, September 13th —
Multi-Organ Blood Analysis
Oswego Health will host a multi-blood analysis event at the Central Square Medical Center from 6:30 to 9:30 a.m. To make an appointment, please call 341-0011.

Saturday, September 27th & 28th —
Central Square Applefest
We will be there in our large tent holding a wellness expo with free screenings and health giveaways.

Wednesday, October 8th —
Senior Health Fair
A senior health fair will once again be held at the Fulton War Memorial. Oswego Health plans on offering screenings and information on a variety of health topics of interest to our senior citizens.
DONORS

Oswego Health would like to thank the many individuals listed here for their generous donations that ensure exceptional healthcare services and programs are available in their community. The donations listed were made in 2013.

GENERAL CONTRIBUTIONS

$60,000 AND ABOVE
Oswego Hospital Auxiliary

$1,000 - $59,999
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Miriam E. Cullinan - Bequest
Gary and Ann C. Gilpin
Mrs. Barbara B. McCormack
Oswego Fulton Physicians Org. LLC
Mr. and Mrs. Jerry Stanard
The M & T Charitable Foundation

$100 - $999
Mr. William Bradley
Mr. and Mrs. Joseph M. Duplessis
Mr. Alan Farrell
Mr. David J. Farrell
Mr. S. G. Gardner
Mr. Norman Gersman
Mr. Charles Heppeler
Mr. William Hickey, Jr.
Ms. Marcia Kempston
The Hon. and Mrs. James McCarthy
Mr. Bert McConnell
Oswego Hospital Medical Staff
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Mr. and Mrs. Edwin Rainey
The Palladium Times
Mr. James Vanvliet III
VFW-Post 360

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Ms. Laurie Anderson
Mr. and Mrs. Thomas and Maureen Annal
Ms. Jamie Ballard
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Dr. and Mrs. Jonathan Braiman
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Mr. Gary Chalone
Mr. and Mrs. Don and Marion Ciciarelli
Mr. and Mrs. Stanley Cienava
Mrs. Christine Close
Ms. Karen Crisafulli
Ms. Cheri Czirr
Mr. Roger Dausman
Mr. and Mrs. Erwin Dewey
Mr. Adrian Dovdle
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Sherwood Dunham, PhD
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Mrs. Kimberly Mosher
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Mrs. Patricia Virgin
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Mr. Alan Warren
Mr. Wayne Weiss
Mr. Nick Warner and Ms. Judith Weissflog
Mr. Donald White
Ms. Jennifer Willcox

THE FOUNDERS
(a group of individuals who pledge $10,000 over a period of 10 years.)
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Kevin and Pamela Caraccioli
Mr. and Mrs. Jeffery and Gretchen Coakley
Mrs. Teresa Ferlito
Mr. and Mrs. Chris C. Gagas
Christopher and Allison Nelson
Mr. Robert Pompo
Mr. Corte Spencer and Ms. Muriel Clark
Dr. Scott and Carol VanGorder

GOLF TOURNAMENT

$20,000 AND ABOVE
Rehab Resources

$10,000 - $19,999
Port City Emergency Physicians, LLP
Hayner Hoyt Corporation

$2,000 - $9,999
BOND, SCHONECK & KING, PLLC
Constellation Energy Group
Crouse Radiology Associates
Entergy Nuclear Northeast
Excellus BlueCross BlueShield
FreedMaxick CPAs, PC.
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Medical Liability Mutual
Insurance Company
Mohawk Hospital Equipment, Inc.
Morningstar Residential Care Center
National Grid
NBT Bank
Pathfinder Bancorp, Inc.
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Atlas Health Care Linen Services
Benefit Consulting Group
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$250 - $999
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M/E Engineering PC.
Oswego County Ambulance & 
Hearse Service, Inc.
Mr. Robert Pompo
Saratoga Human Resources Solutions

$249 AND BELOW
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Bame’s Wines & Liquors
Bistro 197
Blue Moon Grill
Canale’s Restaurant
Mr. and Mrs. Jeffery and Gretchen Coakley
C’s Farm Market
Davis Bros., Inc.
Eagle Beverage Company, Inc.
Frito-Lay, Inc.
G&C Foods Distributors
Gray’s Wholesale
Greene’s Ale House
Lighthouse Lanes
Lombardo’s Bridie Manor
Man in the Moon Candies
Mimi’s Drive-In, Inc.
Oswego Bagel & Sandwich Shop
Oswego Hospital Employee Fund
Oswego Sub Shop
Planned Results, Inc.
Port City Cafe & Bakery/
Red Sun Fire Roasting Co.
Price Chopper
The Press Box Restaurant
Tim Horton’s
Von’s Restaurant Inc

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(annual giving club of $100 and above)
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in honor of
in honor of Caleb Doran
Ms. Luann Jerrett-Hofmann
in honor of Sean Durley
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in honor of Joseph Fragale
Ms. Mary Flynn and Family
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Ms. Jennifer Symborski
Mr. and Mrs. Frederick J. Volkomer
in memory of Peruvemba Narayanaswamy
Mr. and Mrs. Lyle Rhinehart
in memory of David O'Brien, MD
Mr. Corte Spencer and Ms. Muriel Clark
in memory of Virgil Paton
Mr. Dylan McCann
in memory of Gary Seabury
Ms. Sherry Seabury
in memory of Butch Somers
Ms. Donna Chillemi
in memory of Sue Spencer
Ms. Margaret Murray
in memory of Patricia VanFleet Southwell
Mr. Corte Spencer and Ms. Muriel Clark
in memory of Julius Weinreb, DDS
Ms. Nichol Forsht
in memory of Traci Zimmer
Ms. Kathaleen Wells

We have made every effort to print an accurate list. Contact community Development at 315-349-5500 with any corrections.

GOLF TOURNAMENT 2014

Thanks to the 100 golfers who participated in Oswego Health’s 27th annual tournament held on June 2nd at the Oswego County Club, Oswego Health was able to raise $120,000 toward new imaging technology. This year’s tournament benefits the purchase of new Magnetic Resonance Imaging (MRI) equipment to be located inside Oswego Hospital’s state-of-the-art medical imaging department.

“This new technology is cutting-edge when it comes to depicting and clarifying diseases of the brain, spine, liver, pancreas, kidney, uterus and other soft-tissue organs,” said Kevin Kain, manager of the department. “I thank all our golfers for supporting the purchase of this technologically-advanced equipment that will be of great benefit to residents.”

Like any successful golf tournament, work began many months ago. Overseeing the tournament for many years has been Peter Cullinan. “It’s great to see the tournament come together that morning,” he said. “From starting with an empty course at 6 a.m. to seeing the sponsor signs in place, the golf carts in use and the food and drinks ready, to the golfers having a good time at our 10 a.m. shot gun start.”

Assisting Cullinan is a dedicated committee, which includes community members and employees. In the months leading up to the tournament, they complete many behind-the-scenes tasks ensuring a smooth-running event. Oswego Health thanks both Pete and his committee who truly make this event a success each year.
DEVELOPMENT AND COMMUNITY RELATIONS

Oswego Health

Ann C. Gilpin
President and CEO of Oswego Health

CORPORATE TEAM: Ann Gilpin, President and CEO; Allison Duggan, MD, VP and COO of Oswego Hospital; Renato Mandanas, MD, Chief Medical Officer; Bob Pompo, Executive VP for Finance; Jeffery Coakley, VP for Strategic Services; Maureen Annal, VP and COO for the Manor at Seneca Hill; Teresa Ferlito, VP and COO for Springside at Seneca Hill; Linda Daley, VP for Human Resources

Jeffery Coakley
Vice President for Strategic Services
Marion Ciciarelli
Public Relations Manager
Lauren Winters
Director of Business Development & Marketing
Anne Raham
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2014

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