

2010

COMMUNITY REPORT

*Schuyler Hospital
Seneca View Skilled Nursing
Schuyler Hospital Auxiliary
Schuyler Health Foundation*



We've Got You Covered.

SCHUYLER HOSPITAL

Established in 1920, Schuyler Hospital is a 25-bed variable acuity, not-for-profit, community, critical access hospital, located in rural upstate Schuyler County, NY. We provide 24 hour emergency services, comprehensive medical-surgical care, and skilled nursing care, and have widely recognized programs in obstetrics, physical rehabilitation, and radiological care. Our medical staff includes physicians who specialize in anesthesiology, critical care, family practice, internal medicine, obstetrics, orthopedics, pain management, pathology, pediatrics, pulmonology, radiology, sleep medicine and surgery.

While our main hospital campus is located in Montour Falls, we have evolved over the years into a network of providers, programs, and services that reaches throughout Schuyler County and into southern Yates and Seneca Counties to meet the healthcare needs of a population of over 32,000.

Our primary care and family health centers in Montour Falls and Ovid provide pediatric, adolescent, prenatal, and adult healthcare. Seneca View, our 120-bed skilled nursing care facility, is adjacent to the hospital and offers in-patient services that include physical, speech, and occupational rehabilitation.

Our Mission

To optimize the health and healing experience of all people we serve in a safe, compassionate, and respectful environment.

Our Vision

As a community led organization, we will be the healthcare provider of choice; delivering excellent, innovative services to meet the needs of the communities we serve.

Our Values

Integrity and Honesty

We keep our word and treat everyone with mutual trust.

Quality and Accountability

We accept responsibility for the trust placed in us.

Dignity and Respect

We treat everyone with honor and compassion.

Teamwork

We align our energies and enhance patient/resident care by working together.

Continuous Learning

We encourage and foster individual growth and learning.

SCHUYLER HOSPITAL LEADERSHIP

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V. Richard Stelzer, Jr., FACHE

Letter from the President

Over the past year, several initiatives have been implemented to make Schuyler Hospital stronger and better able to be a significant provider of healthcare services to our patients. To start, we received a very strong endorsement from the Joint Commission, an organization that accredits hospitals throughout the country. Schuyler Hospital received the Joint Commission's "Gold Seal of Approval" from our 2010 survey. This is a significant award, recognizing outstanding performance for quality, safety and service. In addition, we continue to see our patient satisfaction scores rank among the highest in the region and state. Quality indicators also reflect the genuine, personal touch patients experience when receiving our services.

Even though financial reimbursement continues to decline in all hospitals, our community and benefactors have responded with donations to enable us to do some remodeling and renovations to our facilities. The Schuyler Health Foundation and Schuyler Hospital Auxiliary helped raise over \$172,000 to renovate September Hill, where our women's health services are located. In 2010, we also updated our Medical/Surgical, Intensive Care, and Emergency Departments with a new look and feel to make the patient experience more comfortable.

In 2010, Schuyler Hospital employees participated in over 50 organizations and supported events throughout the community. Additionally, our employees have given generously to community needs for food and clothing, as well as exceeding expectations for the Schuyler County United Way campaign.

Finally, as I will be retiring in June 2011, this will be my last opportunity to thank you - our community members, Hospital family, and friends. I will forever appreciate the warm support and commitment all of you have demonstrated to me in my role as your President and CEO. I remain grateful for the opportunity to, hopefully, position Schuyler Hospital well for the future. I am confident that, no matter what challenges are faced, the Schuyler Hospital family of governance, physicians, employees and volunteers will rise to the occasion.

May God bless you.

V. Richard Stelzer, Jr., FACHE
President and CEO

BY THE NUMBERS

	2010	2009	2008
Births / Deliveries	189	193	185
Daily Inpatient Census – Average	11.09	10.90	11.64
Diagnostic Imaging Procedures	21,566	22,000	21,220
Emergency Department Visits	9,549	9,538	9,463
Inpatient Admissions	1,309	1,307	1,351
Laboratory Procedures	121,915	121,230	122,836
Occupational Therapy Visits	10,974	10,922	9,340
Pain Clinic Visits	1,974	1,721	1,492
Physical Therapy Visits	23,269	24,181	22,809
Primary Care Center Patient Visits	26,833	20,210	20,373
Seneca View Residents – Average	118.26	118.85	114.98
September Hill Patient Visits	1,840	1,866	2,347
Sleep Studies	102	124	121
Surgeries	913	877	1,153

We've Got You Covered.

OUR 2010 HIGHLIGHTED PATIENT CARE SERVICES...

Schuyler Hospital Primary Care Centers Provide Healthcare for the Entire Family

With a comprehensive network of neighborhood practices, you'll find a Schuyler Hospital Primary Care Center that's convenient for you, wherever you live or work. Our Primary Care Centers in Montour Falls and Ovid provide healthcare for children, adolescents, adults and seniors.

Schuyler Hospital's family physicians are concerned with the total healthcare of individuals and families, and are trained to diagnose and treat a wide variety of ailments in patients of all ages. Our internal medicine physicians (or "internists") prevent, diagnose and treat diseases that affect adults, from the teen years through old age.

The practitioners at the Schuyler Hospital Primary Care Centers are a diverse, experienced group. They range from newcomers who have joined our community in recent years, to practitioners who have lived and practiced in Schuyler County for decades.

Schuyler Hospital's Rehabilitation Services Department Offers a Variety of Sports Medicine Specialists

Sports enthusiasts come in a tremendous variety of shapes, sizes and ages. But whether you're a school athlete, enjoy an active lifestyle, or are a weekend warrior – Schuyler Hospital can help you get the best possible outcome and a quick recovery from your sports related injury. With specialists in strengthening and conditioning, athletic training, and orthopedic rehabilitation, our sports medicine team is the strongest in the region.

Together Schuyler Hospital's rehabilitation professionals treat adults and children with a variety of injuries, including those caused by sports, accidents, strokes, and arthritis. They design each rehabilitation program to specifically address the individual patient's problem, and to restore strength, endurance, flexibility, and balance. In addition, our team can work with patients to help them focus on injury prevention, conditioning and training.



Have Got You Covered.



For Special Deliveries, Stork's Landing Has Got You Covered

You have hopes and dreams for your growing family. You want to give your baby the healthiest start possible. For expectant moms, the need for intimacy and the desire for a home-like environment are often balanced with practical concerns like pain management, neonatal health, and what to do about unexpected emergencies.

At Schuyler Hospital's Stork's Landing Maternity Center, women and their families can achieve this balance. Stork's Landing provides excellent professional care combined with state-of-the-art technology in an environment that brings new meaning to the term "close to home."

There are few events in life that can rival giving birth. When it's your turn, Schuyler Hospital's OB/GYNs and Stork's Landing staff will provide personalized, family-oriented care that supports your safe, healthy labor and delivery.

Schuyler Hospital Has You Covered with Advanced Surgical Care, Close to Home

The best surgeons are more than a combination of training, skill and talented hands. The best surgeons, like those at Schuyler Hospital, reach out and touch patients' hearts and minds as skillfully as their hands repair the physical problems.

In addition to our gifted and caring surgeons, Schuyler Hospital's surgical services combine experienced staff, sophisticated equipment, and highly rated care – all right here, close to home and family.

Schuyler Hospital's surgical capabilities include: general surgery, gynecology, orthopedic surgery, podiatry, ear, nose and throat and colon-rectal surgery.

Seneca View Provides Residential Care That's a Home Away from Home

One of the most serious decisions a family has to make is whether or not it's okay for a loved one to move into a residential care facility. Schuyler Hospital's Seneca View Skilled Nursing Facility makes that decision easier by placing respect for the dignity and individuality of each resident at the heart of its mission.

In fact, in a recent poll, ninety-eight percent of residents said they would recommend Seneca View to others. Why? Because Seneca View combines a comfortable, secure, homelike environment with a team approach to care, a wide range of activities and immediate access to Schuyler Hospital's inpatient, outpatient, and emergency services.



Lou Sand Award Acknowledges Outstanding Employee

In May, Karen Rudy, Assistant Director of the Dietary Department, was named the 2010 Lou Sand Award recipient. Karen was recognized for her compassion for residents and their families, as well as the respect she has earned from her peers, co-workers and the people she serves daily.

Schuyler Hospital annually gives this award in memory of Lou Sand to an employee who demonstrates exemplary service to others, and whose compassionate commitment of service to their fellow employees, patients, residents and community brightens the lives of those they touch; traits exemplified by Lou Sand.



Hospital Celebrates Leadership Schuyler Graduates

Schuyler Hospital employees, Christine Brink, Mindy Lagonegro, and Matt Taylor (not shown), graduated as part of the Leadership Schuyler Class of 2010. Leadership Schuyler is designed to develop individuals for future leadership roles in the Schuyler County area.



Michele Myers Earns Board Certification for Orthopedic Services

Schuyler Hospital's Director of Rehabilitation Services, Michele Myers, received her Board Certification for Orthopedic Services in 2010. A physical therapist, Michele earned her Orthopedic Certified Specialty (OCS) through the American Board of Physical Therapy Specialties (ABPTS), and was one of just 939 physical therapists nationwide to achieve certification during the past year.

In fact, while there are more than 74,000 members of the American Physical Therapy Association (APTA), since 1985 only 10,348 physical therapists have completed the requirements to become board-certified specialists. Physical therapists may specialize in one or more areas, including: Orthopedics, Cardiovascular and Pulmonary, Clinical Electrophysiology, Geriatrics, Neurology, Pediatrics, Sports, and Women's Health Physical Therapy.



Employees Recognized for 340 Collective Years of Service

Schuyler Hospital employs 463 individuals. At the Hospital's annual Employee Recognition Dinner in May, 31 of those employees were recognized for a total of over 340 years of combined experience at the Hospital. Length of service for those recognized ranged from 5 to 30 years. Karen Rudy, Assistant Director of the Dietary Department, was honored for over 30 years of service to the hospital.



To Keep You Covered. BRINGING NEW MEDICAL PRACTITIONERS TO OUR COMMUNITY... to Keep You Covered.

Schuyler Hospital is continuously recruiting skilled medical practitioners to complement the more than 50 providers on our medical staff.

Noreen Ruff, PA

Noreen returns to Schuyler Hospital — where she worked at the Primary Care Center from 1993-1998 — after serving as a Clinician for the Ithaca City School District's School Health Program, and as an Orthopedic PA in Ithaca. Noreen received her B.S. in Health and Physical Education from Bridgewater State College in Massachusetts, and her B.S. in Allied Health (PA degree) from SUNY Stony Brook.



RENOVATING FOR BETTER HEALTHCARE...

We've Got You Covered.

A number of noteworthy renovations and improvements were made to the Schuyler Hospital facility during 2010. These include:

- Renovating both the Emergency Department and the Medical/Surgical Department to increase patient comfort and efficiencies.
- Relocating the Intensive Care Unit, and renovating it to integrate updated equipment and increased privacy for patients and their families.



EXPANDING SERVICES...

We've Got You Covered.

- Arnot Health's Schuyler Hospital Dialysis Facility, located in Seneca View, opened in May. The four-station chronic dialysis unit meets the needs of Schuyler County residents who previously had to travel outside of the community for dialysis. It also allows Seneca View to accept residents who need dialysis.
- The Hospital is working with a developer and the Village of Watkins Glen to bring physicians' offices and a walk-in clinic to the former Family Dollar property in the Tops Plaza in Watkins Glen.



SCHUYLER HEALTH FOUNDATION

Incorporated in 1987, the purpose of the Foundation is to provide funds to benefit Schuyler Hospital and its related medical facilities. The Foundation's goal is to create and maintain a steady, dependable stream of funds to accomplish the Hospital's mission.

2010 Family of Friends

Campaign Chair: Jim Howell (shown right)



Our 2010 Family of Friends

Honorary Chairs: Suzanne & Carl Blowers

Carl and Suzanne Blowers served as the Honorary Co-Chairs for the 2010 Family of Friends campaign. Both of the Blowers believe in the importance of having Schuyler Hospital in their community.

"We support it; we use it; we think it's an asset," the Blowers said of Schuyler Hospital. Suzanne spoke of the importance of having a viable healthcare facility so close by in times of personal need, while Carl emphasized that the hospital is also important to the community at large - as an economic factor and job generator.

*Suzanne &
Carl Blowers*



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Ways to Give

The Schuyler Health Foundation, Inc., welcomes contributions to support the mission of Schuyler Hospital. Gifts of cash, securities, bequests, life insurance policies and other property are greatly appreciated. To make a personal gift, or to learn of the many ways of giving that are available, contact the Schuyler Health Foundation at (607) 535-8879.

DONATE ONLINE AT
schuylerhospital.org

FAMILY OF FRIENDS CAMPAIGN RAISES \$172,000 FOR SEPTEMBER HILL WOMEN'S CENTER

The Schuyler Health Foundation's 2010 Family of Friends annual campaign raised \$172,000 toward an enlarged and improved September Hill Women's Center.

The 1,400 square foot addition at September Hill allows both Schuyler Hospital OB-GYN physicians – Dr. William Saks and Dr. Zarmina Aman – to provide services in one location. Previously Dr. Aman had seen patients at the hospital's medical office building in Watkins Glen.



Liz Ayers, RN with Dr. William Saks in his office at September Hill.



Dr. Zarmina Aman with Sue Rentschler, RN in the new waiting room.

The renovated existing space at September Hill flows into the newly constructed area flawlessly and provides expanded, improved clinical areas that are brighter and more spacious, and take advantage of the beautiful view of Seneca Lake.

The 2010 Family of Friends improvements to the September Hill facility offer the community better access to and easier utilization of the improved and expanded women's and family health programs funded by the 2009 Family of Friends campaign. Obstetrical care, reproductive health care and screenings, birth and breast-feeding classes, and more now take place in one location, with both physicians and their support staff available.

Schuyler Hospital's September Hill Women's Center is dedicated to providing a wide range of top-quality women's health services that are designed to meet the challenges of a woman's ever-changing lifestyle in a friendly, warm, compassionate, and convenient healthcare setting. Services include pre-natal and post-partum care as well as well-woman and preventative care.

We thank the Schuyler Hospital community for your ongoing support.



Front entrance to September Hill

FOUNDATION DONATIONS & FUNDRAISERS 2010

Glenora Pasta Night Boasts “Celebrity” Chefs

In April, Drs. Eisman, Cummings, Nayo and Coleman joined Schuyler Hospital President/CEO Rick Stelzer for a fun “Celebrity Chef Night” of cooking pasta to raise funds for the Schuyler Health Foundation. The annual event at Veraisons Restaurant at Glenora Wine Cellars gives physicians a chance to get out and interact with the public in a fun, light-hearted manner.



New “Fuel up the Foundation” Event Raises over \$5,000

In September, Schuyler Hospital’s Auxiliary and Health Foundation presented “Fuel up the Foundation” - a new event focused on a racing theme and held at Watkins Glen International. Attendees were entered for cash prizes, and could also purchase balloons for raffle prizes. Food and entertainment by “Southwind” were featured.



Bag-a-Thon Brings in \$4,000

Thanks to a new partnership with the Watkins Glen Walmart, the annual bag-a-thon fundraiser for the Foundation raised \$4,000 in 2010 - an 86% increase. The donation was predetermined by Walmart, rather than a portion of proceeds as at past bag-a-thons.



CARA Charities Donates \$2,500 to “Buckle Up Baby”

In July, CARA (Championship Auto Racing Auxiliary) Charities once again awarded \$2,500 to the Foundation to purchase car seats for local families in need, as part of the “Buckle Up Baby” program.



November Splendor Raises over \$10,000

Schuyler Hospital’s annual November Splendor dinner dance brought 200 people to the Harbor Hotel for dancing to “Tom Bloodgood and the Unusual Suspects,” raffle baskets, and door prizes. This event was co-sponsored by the Hospital Auxiliary.



Family of Friends 2010 Donors

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Schuyler Hospital Auxiliary

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In Memory of Malcolm G. Ely
 Joanna G. Ely

In Memory of Shari Marshall Felix
 Marsha McElligott

In Memory of Rocco Fragola, father
 Steven and Michelle Hoffman

In Memory of Samuel Greis, husband
 Clara M. Greis

In Memory of Suzanne Johannessen, daughter
 John and Geraldine McDonald

In Memory of Dr. Robert Michel, husband
 Sally M. Michel

In Memory of Joseph G. Monte, brother
 Lieber J. Monte and Paula Monte Chapman

In Memory of Allan F. Murray, long time companion
 Jacqueline M. Eskew

In Memory of James Powers, brother
 Tom and Alice Powers

In Memory of Lou Sand, friend
 James and Virginia Shippy

In Memory of Dominick Sgrecci, husband
 Anna Sgrecci

In Memory of Rose Simiele/Frances Depew, mothers
 Frederick and Rosemary Depew

In Memory of Katherine M. Smith
 Emma Lou Smith

In Memory of Mr. and Mrs. Arthur H. Spaulding, parents
 Doctors Stephen and Theresa Spaulding

In Memory of Monty Stamp, from your family
 Lakewood Vineyards

In Memory of Grace S. Suits and Edwina M. Ellison, mothers
 Justice and Mrs. William N. Ellison

In Memory of William H. Trenchard, Sr.
 Jim and Gretchen Taft

In Memory of Harvey C. VanAlstine
 Barbara VanAlstine

In Memory of Donald Warren, son
 Ethel B. Warren

In Memory of Robert W. Webster, husband
 Mary Ann Webster

In Memory of Ruth Wilson, good friend
 Brian and JerryAnn O'Donnell

In Memory of Stewart P. and Ruth R. Wilson, father and mother
 Kenneth J. Wilson

2010 Honorariums and Memorial Gifts

IN HONOR OF

In Honor of Azeela Asgher, daughter
 Zahid Asgher, MD

In Honor of Emily Grimmke, daughter
 John and Pam Grimmke

**In Honor of Alexander and Julia Hoffman,
 Brennan, Erin and Hannah Weppner, grandchildren**
 Kathy Fragola

In Honor of the anniversary of Fred and Penny Tanneberger
 Mr. and Mrs. Anthony Cooper

IN MEMORY OF

In Memory of Charles Alexander, husband
 Kathryn Alexander

In Memory of James and Helene D. Allen, parents
 Anthony and Barbara Ariano

In Memory of James Anagnost, son
 Anne and Nick Anagnost

In Memory of Leon "Ham" and Louise Barile Andrews, parents
 Nancy L. E. Andrews

In Memory of Sakima A. Bilgrami, mother-in-law
 Irfan Rizvi, MD

In Memory of Albert Bishop, shipmate in WWII
 John and Shirley Callahan

In Memory of Mary Chapman Bottcher, mother
 Barbara and Robert Chapman

In Memory of Karen Carozza, wife
 Dr. John Carozza

In Memory of Rose Cicone, mother
 Andrew and Marie Holmes

In Memory of Nana Clute, wife
 Edward S. Clute

In Memory of John and Jean Coolican, deceased parents
 David and Abbie Coolican

In Memory of Lloyd Cotton, great neighbor and friend

2010 Honorariums and Memorial Gifts cont'd

In Memory of Heather Yuhasz

Dennis and Liz Fagan

In Memory of Lester "Duke" Davis and Norma Davis

Family and Friends
Roger and Nancy Beardslee
Bill and Beth Meehan
Robert and Dominica Davis
Kenneth and Peggy Field
Stella P. Fraboni
Chuck and Rosemarie Franzese
Lucille Hessling
James Paradiso
Timothy and Cindy Pauldine
Vivian and Harold Rappleye
Josephine Standish

GIFTS-IN-KIND

~ in support of the Employee Family of
Friends Campaign, Fuel up the Foundation
and November Splendor

Art of Touch, Corning
Bleacher's Sports Bar & Grill
Blooming Creations
Bower Catering
Susan Brace
Renee Brubaker
Classy Chassy Car Wash
Connor's Mercantile, Corning
Corning Museum of Glass
Cronk Press
Exercise Enterprise
Famous Brands, Inc.
Finger Lakes Fibers Yarn Store
Kathleen Fragola
Midge Franzese
Glenora Wine Cellars, Inc.
Holmes' Plate, Corning
Imagine That Children's Shop, Corning
International Motor Racing
Research Center at Watkins Glen
James Howell
Jeff's On-Site Services
Jerlando's Pizzeria & Ristorante
L. P. Ciminelli, Rochester
Lake Country Players
Lakes Gas
Lakewood Vineyards
Maria's Tavern
Sarah Matthews
Joanne McLaine
Montour Post Office
Mr. Chicken
Old World Cafe and Ice Cream, Corning
O'Susannah's Quilts & Gifts
Penny Tanneberger
Pizza Hut
Poppleton Pastries, Corning
Primp, Corning
Pure Design, Corning
Radisson Hotel, Corning
Rockwell Museum of Western Art, Corning
Rose's Cuttin' Up on Main Street
Savard's Family Restaurant
Schooner Excursions/Malabar VII
Schuyler Hospital Auxiliary Gift Shop
Seneca Lake General Store

Sorge's Restaurant, Corning
Summit to Stream Adventures
The Wine Cellar, Corning
The Christmas House, Corning
The Gaffer Grille & Tap Room, Corning
The Glen Theater
The Harvest Café
Tony R's Restaurant, Corning
Unique Country Boutique
Walker Cake Company, Corning
Watkins Glen Promotions
Watkins Glen Supply
Welliver McGuire, Inc.

Buckle-Up Baby

C.A.R.A. Charities

General Fund

Eagles Club Kids
Jagmohan Singh, MD
Mr. and Mrs. Jan Updegraff ~ in honor of
the marriage of Dr. James Norton and
Mrs. Joy Hoffman

In Memory of Jean Owens-Reed

Rebecca Gould
Patti Lewis
Kathleen McCauley
Troy Preston

I.C.C.U. Improvements

Watkins-Montour Rotary Club
Women of the Moose,
Montour Falls Chapter 1401

For the Benefit of Seneca View Skilled Nursing Facility

Michael H. Eisman, MD
Finger Lakes Health Care Federal Credit Union
- toward Beautification
Clara Tryon - Holiday Gift to Residents and Staff

In Memory of Lillian Newel

American Legion Auxiliary, Unit 154
Mr. and Mrs. Lester Newell

In Memory of Ora "Jay" Wheeler

Cornell University Press
Dorothy F. Sears

In Memory of Ruth Wilson

Charles and Suzanne Bianco
Brian and Young Oak Bond
Stephen and Elizabeth Bond
Maureen and Bruce Brown
Chemung Canal Trust Company
John and Mary Cook
Sam and Doris Fazzary
Marjorie Fennell
Chuck and Roe Franzese

Don and Midge Franzese
Vera Franzese
Dave and Carol Kunzmann
Joanne Angelo-McLaine
Maxine C. Neal
Bill and Carol Peters
James and Margaret Scott
Anna Sgrecci
Carmela Simiele
Karen Simiele
Frank and Arlene Steber
Rick and Marilyn Stelzer
Kevin Waters & Guide Dog Bounce
Watkins Glen Central School
District Board of Education
Jack and JoPat Wright

For the Benefit of Seneca View Skilled Nursing Facility - Activities Fund

In Memory of Margaret Donnelly

Women of the Moose 1401

In Memory of Cora Angeline Hall

Sam and Doris Fazzary
Larry and Julia Hall
Dorothy Hayes
Odessa Montour CSEA Workers

In Memory of Harry R. Rice

Phyllis J. Bailey
TOPS NY #188

In Memory of Marie Shay

Women of the Moose 1401

Physical Therapy Fund

In Memory of Malcolm G. Ely

Joanna Ely

Pulos Family Beautification Fund

Tony Pulos Breakfast Proceeds

Matching Gift Companies

Corning Incorporated Foundation
HSBC Bank, USA, NA

To help you become an active partner in your healthcare, Schuyler Hospital provides a number of educational resources, including:

- Our website – schuylerhospital.org – includes the ability to research free health information through Medline Plus and Krames OnLine.
- Our free quarterly newsletter, Life Cycles, provides up-to date health information, mailed directly to your home.

New in 2010 - Join the Conversation with Schuyler Hospital!

Schuyler Hospital is communicating in a whole new way ... tweeting and posting the latest hospital news to followers and friends.



Join Schuyler Hospital on Facebook:

facebook.com/people/Schuyler-Hospital/1019084421



Follow Schuyler Hospital on Twitter:

twitter.com/SchuylerHosp

It's all part of the latest communication trend: "social media". If you aren't familiar with the term, it's broadly used to describe people having conversations and interaction as part of an online community. This can be done using blogs, online chats, message boards, video or photo sharing websites, or, in Schuyler Hospital's case, social networking websites such as Facebook and Twitter.

Schuyler Hospital uses Facebook and Twitter to post health tips, publicize links to hospital news, and encourage people to visit the hospital's website.

COMMUNITY PARTNERSHIPS...

We've Got You Covered.

Schuyler Hospital employees were involved in over 50 different projects / organizations in our area during 2010.

Administrators Group of Schuyler County
Addison Hill Cemetery Association
American Legion Auxiliary
Ancient Order of Hibernians
Arc of Schuyler
Aurene Resident Advisory Board
Boy Scouts & Cub Scouts of America
Burdett Presbyterian Church
Chamber of Commerce, Watkins Glen Area
Child Care Coordinating Council Board of Directors, Schuyler County
Corning Community College Nursing Advisory Council
Corning-Painted Post Small Fry Football & Cheerleading
Crystal City Pipes and Drums
4-H
Friends of Catharine Valley Trail
Grand Prix Festival
Human Resources Association of the Twin Tiers
Humane Society, Corning Area
Hunter Safety Instruction
Joint Education & Training (JET) Advisory Committee
Ladies Ancient Order of Hibernians
Lake Country Players
Leadership Schuyler Advisory Committee
Lions Club, Watkins-Montour

Little League, Schuyler County
Middletown Historical Society
Montour Falls Improvement Association
Montour Moose Lodge
Muscular Dystrophy Association Jail-a-thon
Office for the Aging Advisory Council, Schuyler County
Pillow Cases for US Army and Navy, Foster Care Children
Quilting for Veterans, Quilts for Valor, Sunshine and Joy, Loving Hearts, Bereavement Quilts
Rotary Club, Watkins-Montour
Schuyler Ambulance
Schuyler First Step Victim Services Intervention Team
Seneca Ski Club
Southern Tier Directors of Nursing in Long Term Care
Southern Tier Hospice
Spirit of Schuyler
Tanglewood Nature Center
Tri-County Critical Incident Stress Debriefing Team
Twin Tiers Healthcare Association
Trumansburg Fire Department
Tyrone United Methodist Church
United Way, Schuyler County
Watkins Glen Waterfront Festival
Workforce NY

COMMUNITY PARTNERSHIPS...

Schuyler Hospital's employees and physicians are continually helping others, not only through their work, but also by taking an active role in our community. It's all part of Schuyler Hospital's commitment to the people we serve. Here are just some of the projects and organizations that the hospital and its staff members were involved with over the course of 2010.

4th Annual Schuyler Steps Out

For the fourth year, Schuyler Hospital sponsored the community-wide Schuyler Steps Out walking challenge, with support from Excellus BlueCross BlueShield, Walmart, and new sponsors Lakewood Vineyards, the American Red Cross, and Watkins Glen International. The free, voluntary program runs from February through May, and is intended to keep people who live or work in Schuyler County active and healthy during the dreary winter and early spring months.



The 2010 "Grand Champion" – Boy Scout Troop 2000 – concluded the 8-week program with its 13 walkers having taken over 12 million total steps. Overall, 592 walkers on 34 teams tallied 403 million steps - or 201 thousand miles.

American Red Cross Blood Drives

Schuyler Hospital, with help from numerous outside donations from our local Amish community, collected an outstanding 164 units of blood for the American Red Cross – 57% over the Hospital's goal!

Live Like Liz

For this June event focusing on ovarian cancer awareness, members of the Rehabilitation Department provided information and foot arch testing at a booth, and about ten employees walked or ran in the 5k.



Food Bank of the Southern Tier / Schuyler Outreach

In May, Schuyler Hospital employees collected over 1,800 cans and boxes of food, home and personal care items for the Schuyler County Food Pantry.

Tony Pulos Memorial Breakfast

In November, as part of the annual AMBA Health Fair, attended by over 600 people, Schuyler Hospital provided a hot meal at the 4th Annual Tony Pulos Memorial Breakfast. The breakfast raised over \$850, which goes towards groundskeeping at Schuyler Hospital.



We've Got You Covered.

Diabetes Tour de Cure

The American Diabetes Association brought a new Tour de Cure bicycle event to Schuyler County in June 2010. To demonstrate the Hospital's commitment to fighting diabetes in our community, the Hospital was an event sponsor, and also worked a water/snack station.



United Way of Schuyler County

In the fall of 2010, Schuyler Hospital employees teamed up with the United Way to raise over \$11,000 for various nonprofit organizations in Schuyler County.



Schuyler County Relay for Life

In June, Schuyler Hospital employees participated in Relay for Life for the benefit of the American Cancer Society. The Hospital also annually provides the Survivors' Tent.

Watkins Glen Village Christmas

Each December, the hospital has – for several years – had employees participating in a “Live Nativity” scene at this community holiday celebration. Our Dietary staff has also participated in the Chowder Cook-off and, in 2010, took first place!



Montour Falls Fireman's Festival Parade

Schuyler Hospital employees annually put together a float for this June parade through our “home town.” The 2010 theme was Summer Safety.



SCHUYLER HOSPITAL AUXILIARY

Since 1969, the Schuyler Hospital Auxiliary has played an integral role in the operation of the hospital. Volunteers lend helping hands throughout the facility, enabling the staff to concentrate on providing the best care possible to our patients.

Auxiliary volunteers staff the information desk, work at the Gift Shop, assist with a variety of administrative tasks around the Hospital, knit items for Seneca View Skilled Nursing and Stork's Landing, and hold raffles, book sales, and bake sales to raise funds.

Join the Schuyler Hospital Auxiliary!

The Auxiliary is always looking for new members who are willing to provide an invaluable service to their community as well as to patients, physicians, and staff at the hospital. Volunteers are asked to donate just three hours of their time as seldom as once a month. You'll have an opportunity to meet new people, enjoy various social and educational events, and receive recognition and appreciation for your commitment. Contact the Auxiliary at (607) 535-7121 for more information.

Major Donations in 2010

- In the fall, the Schuyler Hospital Auxiliary made their annual donation back to the Hospital, with this year's donation totaling \$25,000, supporting the Family of Friends campaign to renovate September Hill Women's Health Center.
- With donations made in memory of Auxiliary member Nancy Callahan, the Auxiliary was able to purchase televisions for the Emergency Department and Main Entrance waiting rooms.
- In addition, the Auxiliary funded new benches for the Medical/Surgical Unit and a new cell washer for Laboratory Services.
- The Auxiliary also supports the Schuyler Hospital Chaplaincy Program.



Raising Funds for the Hospital

In addition to working with the Foundation on large events such as Fuel up the Foundation and November Splendor, the Auxiliary sponsors a number of smaller fund-raisers through the year for the Hospital:

Spaghetti Supper Brings in \$1,900

Each March, the Watkins Montour Lions Club and the Montour Falls Moose Lodge host an Italian Pasta Dinner for the benefit of the Schuyler Hospital Auxiliary.

Festival of Lights Raises over \$2,200

Each December, the Festival of Lights gives community members the opportunity to purchase lights in memory of a loved one, in honor of a special friend or family member, to celebrate a special event, or as a "just thinking of you" message.

Former LPGA Corning Classic Keeps on Giving with \$17,000 Donation

Despite the Corning LPGA ending in 2009, the Corning LPGA organization continues to donate monies back to Schuyler Hospital. In September 2010, the Schuyler Hospital Auxiliary accepted a check for more than \$17,000. The funds were designated to go toward women's health services as part of the September Hill renovations.



Volunteers Recognized for Service

The Auxiliary held their Annual Fall Luncheon in October. A highlight was the presentation of pins honoring nine volunteers for donating a total of over 7,036 hours to Hospital service during the year.

Auxiliary Recognized for Advocacy

The Schuyler Hospital Auxiliary was awarded Auxiliary Advocacy Recognition by the Healthcare Association of New York State (HANYs) for its work in encouraging community involvement in rallying against NYS budget cuts to hospitals and nursing homes.

2010 Volunteers of the Year

At their Annual Spring Luncheon in May, the Auxiliary honored members Annabelle Specchio and Nancy Pratt as their Co-Volunteers of the Year. Mrs. Specchio was honored for her work in the Hospital Gift Shop, while Mrs. Pratt was recognized for her efforts in enlisting volunteers for a myriad of tasks in and around the hospital.

Auxiliary Awards Healthcare Scholarships

Each spring, the Auxiliary awards three \$1000 scholarships – two to high school seniors who are planning to enter the healthcare field and one to a current Hospital employee pursuing or continuing their education in healthcare.

The 2010 scholarships were awarded to:

Katlyn Nichole Smith, a 2010 graduate of Watkins Glen High School. Smith plans to attend Keuka College for Occupational Therapy.

Kayla Marie Riley, a 2010 graduate of Watkins Glen High School. Riley plans to attend Corning Community College to become a Registered Nurse.

Jackie Ann Collins, of Montour Falls, an LPN in the Seneca View Skilled Nursing Facility. Collins is taking classes in the RN Program at Excelsior College.



Katlyn Nichole Smith



Kayla Marie Riley



Jackie Ann Collins



2010-11 Auxiliary Board

Officers

Clara Greis
President

Linda Confer
Vice President

Carol Bower
2nd Vice President

Terrie Sautter
Recording Secretary

Rita Tague-Carmony
Treasurer

Gretta Preston
Corresponding Secretary

2010

Auxiliary by the Numbers

Membership: 210

Total Volunteer Hours: 7,036
(a 20% increase from 2009!)

HELPING OUR COMMUNITY GROW UP SAFE & STRONG... Covered.

Schuyler Hospital strives to make a positive difference in the health of our community's next generation. This includes not only providing actual healthcare, but also promoting and supporting programs that encourage healthy behaviors, like saying "no" to drugs, eating nutritious foods, and having an active lifestyle. We also continue to educate and inform the children and teens in our community about the healthcare industry and careers in the healthcare field.

Ring in the New Year with the First Baby of 2010

Schuyler Hospital welcomed 2010's first baby in the region at 2:20 a.m. on January 1, 2010. Damion Allen Cady was born to Cassandra Povero and Chet Cady of Beaver Dams shortly after the ball dropped on the New Year. Damion weighed in at 7 pounds, 10-1/2 ounces, and 20 inches long.

Elementary School Program Teaches "There's No Magic in Drugs"

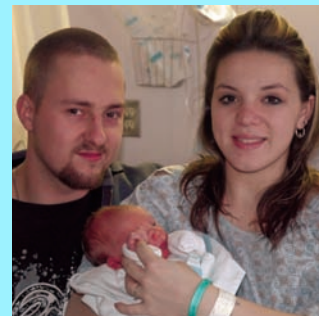
In January, Schuyler Hospital sponsored "There's No Magic in Drugs" assemblies for 4th graders at Watkins Glen Elementary School and 5th graders at HA Hanlon (Odessa-Montour) Elementary School.

First Graders Visit Schuyler Hospital

In May, first graders from Watkins Glen Elementary School received guided tours of Schuyler Hospital, with highlights including seeing X-rays, watching and listening to a heart EKG, visiting Stork's Landing and the Rehabilitation Department, and even getting cookies in the cafeteria.

M.A.S.H. Camp Students Learn About Medical Careers

Each July, in cooperation with Central New York Area Health Education Center and Excellus BlueCross Blue Shield, the Hospital sponsors a M.A.S.H. (Medical Academy of Science & Health) Camp for 8th and 9th graders. The camp features two days of hands-on activities that give students experiences in a variety of healthcare careers.



We've Got You Covered.

Hospital Teaches Proper Handwashing at Strong Kids Safe Kids Event

At Schuyler County's Strong Kids Safe Kids event in September, Schuyler Hospital taught kids proper handwashing techniques.



Hospital Helps with Career Development

In conjunction with the Career Development Council, Schuyler Hospital offers a shadowing program for local high school students. In addition, in 2010, the Hospital hosted a class of 9th graders for a career exploration visit.



Hospital Encourages Activity at the Falls Harvest Festival

At the Falls Harvest Festival in October, the Hospital sponsored an obstacle course. Encouraging healthy activities, the Hospital had kids put a band-aid on a baby doll, ride a tricycle around cones, bounce a basketball while wearing a sling, hopscotch through hula hoops and push a walker to the finish.



CHARITABLE CARE...

We've Got You Covered.

Schuyler Hospital has a strong tradition of providing charitable support to the residents of our local community. Each year we review the work that we have been doing in our community and the charitable care that we are giving to make sure that we are meeting the needs of our community in the best way possible. Here is a list of some of charitable acts in which Schuyler Hospital has been involved in the past year.

- Provided \$604,731 (a 44% increase) worth of charity healthcare to community residents in need.
- Provided \$54,713 worth of charitable support to prenatal clients through the PCAP/MOMS Program.
- Participated in four separate medical laboratory health fairs around the region, and contributed \$75,149 in free or discounted tests.

2010 at Schuyler ... We've Got You Covered.

LINKING TO IMPROVE PATIENT CARE...

We've Got You Covered.

Behind-the-scenes at Schuyler Hospital, advancements in computers and information systems have started to make huge strides in improving patient care. In 2010, the hospital began implementing Electronic Medical Records (EMR) to meet mandatory government requirements. To date, nursing and operating room modules are in place for EMR at Schuyler Hospital, with additional programs on the way. Within the next two to three years, all patient medical records at Schuyler Hospital and its off-site offices will be stored electronically.

Moving patients' records from paper and physical filing systems to computers and their super storage capabilities creates great efficiencies for patients and healthcare providers – saving both time and money. But efficiency isn't the only benefit. For individual patients, access to good care also becomes easier and safer when records and medical histories can easily be shared.

MAINTAINING EXCELLENCE IN STANDARDS OF CARE... We've Got You Covered.

At Schuyler Hospital we are committed to maintaining a culture of performance excellence ... striving to be the best we can be both as individual employees and as an organization. To us, performance excellence means providing the very highest level of clinical care, putting quality and patient safety above all else.



- In 2010, Schuyler Hospital again achieved the Joint Commission's Gold Seal of Approval™ and a three year re-accreditation. An independent, not-for-profit organization, the Joint Commission evaluates and accredits more than 17,000 healthcare organizations and programs across the United States. Joint Commission accreditation is recognized nationwide as reflecting an organization-wide commitment to meeting set standards for quality care and patient safety.

- For the fourth year in a row, Schuyler Hospital's Radiology Department passed the United States Food & Drug Administration (USFDA)'s annual Mammography Quality Standards Act (MQSA) inspection with flying colors. Congress enacted MQSA to ensure that all women have access to quality mammography for the detection of breast cancer in its earliest, most treatable stages. The rigorous inspection evaluates equipment, staff credentials and training, policies, and performance.

- Schuyler Hospital's Cardiopulmonary Services Department has once again received the Quality Respiratory Care Recognition (QRCR) award from the American Association for Respiratory Care (AARC). This is a national program aimed at helping patients and families make informed decisions about the quality of the respiratory care services in hospitals. Schuyler Hospital has received the award every year since the program started in 2003.





QUALITY...

We've Got You Covered.

When it comes to making healthcare decisions, it is important for you to have useful information from trusted sources. That's why Schuyler Hospital supports efforts to make hospital comparison data as available to the public as possible. Whether compared to state or national benchmarks, Schuyler Hospital's outcomes are top-notch.

Here is just a sample of some of our most recent quality indicator statistics:

	Congestive Heart Failure	Heart Attack	Pneumonia
Schuyler Hospital	100%	100%	92%
National	95.49%	98.81%	96.91%

* NYS Department of Health Hospital Compare, 1st Quarter 2010

PATIENT SATISFACTION...

We've Got You Covered.

Patient satisfaction is essential to delivering the highest quality medical care possible. In fact, studies have indicated that satisfied patients often recover faster and have better outcomes from treatment.

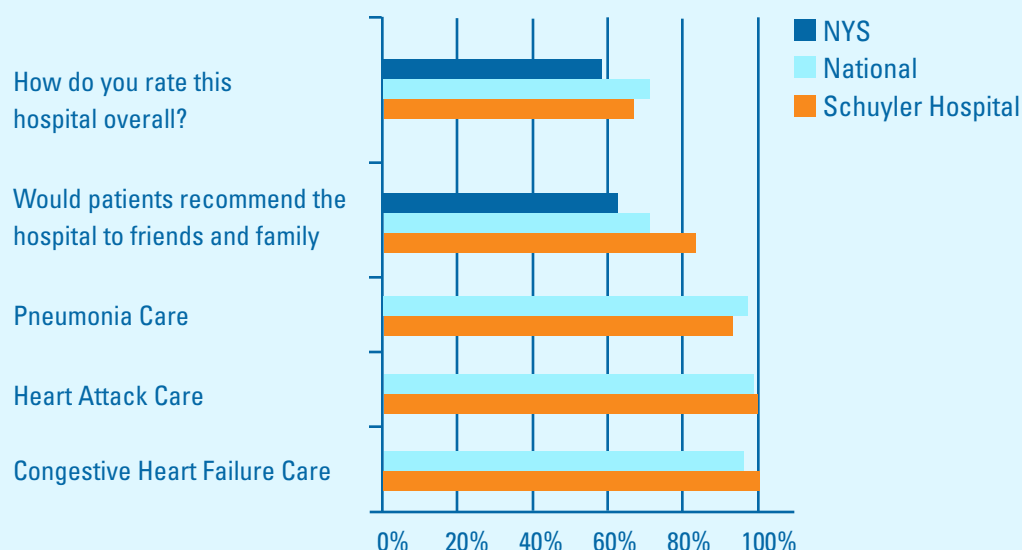
At Schuyler Hospital, we have made an on-going commitment to patient satisfaction and it shows. According to the April 2009-April 2010 report released by the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS), Schuyler Hospital received high scores for patient experiences.

According to HCAHPS, Schuyler Hospital scored above the national and state averages for "Would you recommend Schuyler Hospital to Friends and Family," and scored ratings of 9-10 (out of 10) on the Hospital's overall performance.

The HCAHPS results allow consumers to make fair and objective comparisons between hospitals, and of individual hospitals to state and national benchmarks, on ten important measures of patients' perspectives of care.

RPM Customer Satisfaction Survey

Core Measure Data





220 Steuben Street • Montour Falls, NY 14865

FOR MORE INFORMATION

Visit our website at schuylerhospital.org or call us at 607-535-7121.



PATIENT SERVICES

Ambulatory Surgery

Anesthesiology

Cardiology

Community Health Education

Colon-Rectal Surgery

Critical Care

Dietetic Services

Ear, Nose, and Throat

Emergency

EMS Education

Endoscopic Procedures

Family Medicine

Gastroenterology

General Surgery

Gynecology

Internal Medicine

Laboratory

Link to Life

Maternity

Obstetrics

Occupational Therapy

Orthopedic Surgery

Pastoral Care

Pathology

Pediatrics

Pharmacy

Physical Therapy

Podiatry

Primary Care Centers

Montour Falls and Ovid

Pulmonary Function Testing

Radiology

Respiratory Care

Skilled Nursing Care

Social Services

Sports Medicine

Telestroke

Volunteer Services

Well Woman's Care

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Schuyler Hospital



@SchuylerHosp