

Financial Assistance Program and Charity Care

The Health Solution Program has been designated the Charity Care Program at all Riverside Sites.

In order to qualify for Health Solution a person must meet with a Financial Counselor, complete a Health Solution application, and must qualify financially. A Health Solution discount card is valid for one year.

Since its inception in 1999, over 4,400 individuals have been enrolled.

Financial Statistics and Statements are included.

Goals 2008

St. John's goals include: Succeed in keeping Community Hospital at Dobbs Ferry open in some capacity; Continue our Emergency Department improvement efforts; Implement employee and community phases of our capital fund-raising campaign; Open the Cardiac Catheterization lab; Renovate the operating rooms at St. John's; Improve outpatient services, both accessibility and convenience for our patients.

Community Hospital at Dobbs Ferry goals include: Succeed in keeping CHDF open in some capacity; Actively recruit new physicians to the Medical Staff, Achieve Certified Sleep Center designation; Add a designated Operating Room designated for Breast procedures.

2007 COMMUNITY SERVICE PLAN

*For Facilities of
Riverside Health Care System, Inc.*

IMPLEMENTATION REPORT

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Yonkers, New York 10701
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Mission Statement

St. John's Riverside Hospital, the Community Hospital at Dobbs Ferry and the Michael N. Malotz Skilled Nursing Pavilion, members of Riverside Health Care System, Inc., share a vision for improving community health.

Riverside Health Care System, Inc. is dedicated to providing comprehensive medical and nursing care in a compassionate, professional, respectful and ethical manner to every patient.

By offering excellence in medical care, nursing, state-of-the-art technologies, continuing education and preventive services, our institutions are committed to improving the care we provide within each of our facilities and the quality of life in our community.

We are open to new ideas, directions and initiatives that most effectively respond to community health care needs.

Public Participation & Notice

The Community Service Plan for Riverside Health Care System, Inc. is available in the Administration offices at both St. John's Riverside Hospital and Community Hospital at Dobbs Ferry. The 2007 CSP can also be obtained by emailing your request to info@riversidehealth.org.

Community Education Programs are publicized to the community in a variety of ways: mailings, posters, flyer distribution, calendar listings and local newspaper advertisements.

Throughout 2007, Riverside Health Care facilities collaborated with many community based organizations and corporations.

The surprising inclusion of Community Hospital at Dobbs Ferry on the Berger Commission's Health facility closing list had the effect of rallying the communities in Southern Westchester to support RHCS's efforts to reverse this decision. We have had the unique opportunity to meet with political leaders, patients, and the general public at large and understand their concerns and priorities.

• Through our Community Outreach Department:

1. We facilitate the Healthy Yonkers Initiative, a collaborative body of over 70 community organizations.
2. Assisted residents without insurance to access care and connect them to available resources, including Riverside's Health Solution Program. We brought this program into new neighborhoods, performing outreach in community centers.
3. Established a successful Obesity Prevention initiative in the Yonkers Public Schools which reached 114 second graders at Fermi and 125 first graders at PEARLS. Our Cochran School of Nursing students and the Medical Magnet students at Gorton High School are required to participate in this program to satisfy their curriculum requirements.
4. Continued to work with the American College of Surgeons Cancer Certification process for RHCS.
5. Coordinated successful grant applications to Avon and Komen Foundation for Riverside Breast Care Services.
6. Promoted pre-natal care at our Valentine Lane and ParkCare sites.
7. Facilitated 4 Riverside Blood Drives.
8. Participated in 62 community education programs & screened/educated 1,498 individuals in 2007.
9. Visited 22 Yonkers school sites and administered 117 Hepatitis B vaccines and 52 Varicella vaccines.
10. Administered 58 Flu shots.
11. Participated in CHDF community activities, Wellness Wednesday's and CHDF Sleep Center Promotion.
12. Wellness Wednesday's at CHDF yielded 530 blood pressure screenings and 103 Living Will and Health Care Proxies.
13. We continue to serve on the Yonkers Public Schools Wellness Committee; March of Dimes Community Programs Committee; WCDOH Healthy Living Partnership; American Cancer Society (colorectal and breast screening initiatives); Yonkers Human rights Commission; Early Childhood Initiative Strategic Planning Committee; Lower Hudson Valley Perinatal Network Steering Committee; and the 55 Plus Steering Committee. New in 2007 is our participation in the Advisory Council of the Cornell Cooperative Extension, the Yonkers Public Schools Adult Literacy Program and the Gorton High School Learn/Serve Grant.

- Surgeons at CHDF pioneered a procedure for breast reconstruction at the time of mastectomy. This has attracted many women from all over the country who carry the breast cancer gene and who want to have prophylactic mastectomy.
- The Riverside Health Advantage Program for people 55+ has grown to more than 4,100 members and provides access to healthcare and educational programs and services to its members.
- The Military Healthcare Program currently has 3,487 enrolled members.
- SJRH continued to provide the free, wheelchair accessible, Healthline Transportation System. Currently over 500 passengers use the service. In 2007, the service logged over 20,500 miles and cost over \$100,000 to operate.
- Continued our award winning, grant funded, School Based Asthma Partnership with 85% of the School Systems in Westchester and Putnam Counties. The program is the model for NYS school based asthma programs.
- St. John's is the only hospital in Yonkers providing Maternity services. In 2007, there were 1,788 births. 4,303 prenatal visits were recorded in one of our 2 pre-natal centers.
- In 2007, St. John's ER logged 32,925 down from 33,604 visits in 2006.
- In 2007, CHDF's ER logged 9,821 visits down from 9,975 in 2006.
- The HOPE Center, St. John's outpatient HIV services received the following grants to support their work:
 - Ryan White Part A. = \$258,435
 - Ryan White Part B = \$300,000
 - Ryan White Part C = \$438,750
 - SAMHSA = \$497,083
 - Treatment Adherence = \$48,045
- In 2007, Behavioral Health Services received over \$300,000 in grants to fund: NYS Parole Relapse Prevention Program; TANF Alternatives to Incarceration grant; Department of Corrections RSVP program; Archway Alcohol and Substance Abuse program/Support Housing Program-Mt. Vernon; Alternatives to Incarceration (DTATI); Non-reimbursed Drug and Youth Prevention and Treatment programs.

Corporate Structure

Riverside Health Care System, Inc is the governing organization of St. John's Riverside Hospital, Andrus and ParkCare Pavilions, Community Hospital at Dobbs Ferry, the Michael Malotz Skilled Nursing Pavilion, Valentine Lane Family Practice, Park Central Sports Medicine, and the Cochran School of Nursing.

St. John's Riverside Hospital is a 407-bed, voluntary 501 (c) (3) tax-exempt, not-for-profit health care facility offering a full range of acute care, medical and surgical services, intensive care and emergency services, the only maternity services in Yonkers, diagnostic imaging services, 21 specialty outpatient clinics including an HIV/AIDS Clinic and 10 major outpatient and inpatient substance abuse and alcoholism treatment programs in the City of Yonkers and throughout Westchester. St. John's Andrus Pavilion is located at 967 North Broadway in the Northwest quadrant of Yonkers and the ParkCare Pavilion is located at 2 Park Avenue in the Southwest quadrant of Yonkers.

Community Hospital at Dobbs Ferry is a 50-bed, 501 (c) (3) tax-exempt, not-for-profit health care facility offering a full range of acute care, medical and surgical services, intensive care and emergency services, free or at-cost wellness programs and health treatment screenings, specialized diagnostic and clinical programs in Laparoscopic Surgery, the Ashikari Breast Center, Surgical Weight Loss Center, a full range of diagnostic imaging services and other ancillary testing, as well as many other programs and services. The Hospital is located at 128 Ashford Avenue in Dobbs Ferry, New York.

Strategic Plan

About 3 1/2 years ago, the Trustees and Administration of St. John's Riverside Hospital and Community Hospital at Dobbs Ferry began the development of a long-term clinical strategic plan, titled Riverside 2010. Various strategic issues facing the organization included:

- Increased financial pressure from continuing rate decreases by commercial payors and Medicaid and Medicare;
- Substantial growth in our Medicare and Medicaid population.
- Payments that have not kept up with the rising cost of the goods and services which we purchase. These costs relate to workforce

shortages, new life-saving technologies, emergency preparedness, pharmaceuticals, blood and medical liability insurance;

- Access to capital;
- Major growth of Riverside Health Care System, Inc.;
- Dramatic growth of the Cochran School of Nursing.

At clinical strategy meetings, physicians from every specialty were invited to present an overview of their specialty and talk about the future technology, staff and other resource needs of their practice. These overviews helped to shape our future direction. Based on research (HANYS and Census Data) and discussion with all board members, physicians, administrative staff, our partners in community based organizations and the public, the following key areas to be pursued include:

- Cancer Care
- Upgrade to Radiology Technology
- Vascular Surgery
- Cochran School of Nursing
- Weight Loss/Bariatric Surgery
- Obstetrics
- Cardiac Catheterization
- Palliative Care
- Gastroenterology
- OR
- Emergency Medicine

To date, the clinical strategy committee's new department of Palliative Care has sponsored programs for the community on end of life care and health care proxy and living wills, as well as train internal staff on these new protocols. We have implemented a new chaplaincy program whose work with the Palliative committee includes programs dealing with end of life issues for the Muslim/Islamic population. In 2007, St. John's Radiology added an MRI to its list of technology available for the community.

Despite being named to the Berger Commissions list of hospitals slated for closure, Community Hospital made great strides in acquiring technology, including a new digital mammography machine, new ultrasound machine, new C-Arm, new echocardiogram machine, new cardiac monitors, new cardiac code carts, and new stress equipment. The CHDF Board of Trustees, Administration, Physicians and staff worked tirelessly with the community, over a 14 month period to save this much needed facility.

Riverside Health Care System, Inc. is actively pursuing Cancer Program Certification through the American College of Surgeons Commission on Cancer.

Our goals for strategic planning include a continuing assessment of our market and service area, a commitment to relationship building with our Medical Staff, and the investment in capital improvements while securing the financial well-being of the organizations.

Riverside Health Care System, Inc. - Meeting the Community's Needs

The communities served by St. John's Riverside Hospital (SJRH) and Community Hospital at Dobbs Ferry (CHDF) rely on us to: provide high quality health care; care for the aged; ensure safety when an emergency or disaster strikes; helps to bring life into the world; provide comfort at the end of life; and help people improve their quality of life through prevention education, wellness promotion and screenings.

In 2007, our facilities met the needs of the communities they serve in the following ways:

- Brought over 40% of our physicians online with the PACs digital radiology system. This system connects to our physicians in their offices so that results are obtained quickly and efficiently.
- Initiated a plan for growth of the Cochran School of Nursing. In the past 5 years, the school has increased the size of its student body to over 315 students.
- Formalized Cochran School of Nursing rotation through CHDF.
- CHDF partnered with the Woodlands at Ardsley to improve Access to Care for seniors and other residents of the Rivertowns for physical therapy and other primary and specialty care.
- Valentine Lane Family Practice, located in South Yonkers, expanded its current site to accommodate the increasing need of healthcare services in that area.
- SJRH and CHDF implemented a new Pulmonary Rehabilitation Program.