

ArnotHealth *Report to the Community* 2006



Our Mission

Arnot Ogden Medical Center, a community hospital with selected, highly specialized services, operates as part of a high-quality healthcare delivery system that serves Chemung County, New York, and the Twin Tiers region of New York and Pennsylvania.

Our Vision

Arnot Ogden Medical Center will be the region's recognized referral center for acute care services, the provider of choice for healthcare needs, and the employer of choice for healthcare professionals.



Our Values

Since 1888, Arnot Ogden Medical Center has been guided by the vision of its founder, Marianna Arnot Ogden.

- Arnot Ogden Medical Center serves anyone with a need and everyone with a consistent level of service.
- Service, quality and access should be consistent with community expectations, available resources and regional standards of care.
- We expect all care to be both compassionate and individualized.
- The financial foundation of Arnot Ogden Medical Center should assure its capability to deliver on the mission and its sustainability.
- Employees, volunteers, care providers, patients and families should be treated with respect, integrity and fairness in a safe environment.
- Arnot Ogden Medical Center, through its Board of Managers, is accountable to the communities it serves.
- Quality education, whether in career preparation or skills enhancement, is linked to performance effectiveness.

Keys to a Healthy Future



When our founder Marianna Arnot Ogden envisioned the future, she saw a vibrant, healthy community with quality healthcare for the people of the region. Today, through sound planning, fiscal management, determination, community partnerships and a team of visionaries, we strive to fulfill her vision.

Our partnerships, which are key to providing quality care, have been formed by listening and acting on recommendations from our patients, visitors and community groups. Chief Executive Officer Anthony Cooper hosts community forums, called *Healthy Conversations*, throughout the year to elicit discussion and comment on local healthcare issues and needs. We also engage local community groups as partners in health and wellness programs that shape our future growth.

Our outpatient service teams and specialty care providers partner with primary care physicians to ensure that the people in the region have access to all the latest in healthcare options.

Everyone has a choice in medical care; we hope patients talk to their doctors and tell them that Arnot***Health*** is their choice for quality healthcare.

We are committed to wellness and community outreach programs that focus on education, prevention and early detection. Our programs are free or low cost, and targeted toward those who are underserved or have limited resources. Many of these programs are available only because of key partnerships we have formed with area groups and agencies such as the Department of Health, YWCA, Chemung Valley Rural Health Network, Office of the Aging, Cornell Cooperative Extension, and our tireless hospital volunteers. In 2005, 523 volunteers gave 87,779 hours of service (equivalent of 42 full-time employees) to Arnot Ogden Medical Center patients, visitors and staff.

Health and Wellness in the Community



Our Community Care Program

Arnot Ogden Medical Center was built on the value of serving anyone with a need and everyone with a consistent level of service. Today, we are committed to upholding that mission and as part of that responsibility we offer the Marianna Arnot Ogden Community Care Program.

The Community Care Program is available to assist the uninsured and underinsured members of our community who are willing, but unable to pay in full for their care. The program allows a person to receive medically necessary and emergency services at no charge or a reduced charge when they meet certain eligibility requirements.

This program is not an insurance program and is not meant to replace benefits that are, or could be, received from employers and government supported programs. A complete application is required to determine eligibility and to modify normal billing and collection procedures. Applications are available in the Emergency Department, Admitting Department, Cashiers' and Business Office areas or call 607-737-7734 for more information.

For Children

- Education programs from kindergarten to third grade motivate children to develop healthy lifestyles and prevent injuries
- Poison Prevention Programs teach children to avoid the intentional or accidental ingestion of items found in the home
- Car seat and helmet safety programs
- Eat Well Play Hard Coalition promotes physical activity and healthy eating during childhood
- Big Brother; Big Sister programs for new siblings

For Seniors

- PrimePlan 55 Senior Wellness Program with inpatient volunteer hosts
- Health and wellness screenings
- Seminars on senior wellness issues
- Health fairs at senior centers
- Low-cost influenza vaccines
- Home assistance and transportation for hospital patients with special circumstances
- AARP Safe Driving Program
- Chemung County Senior Games sponsor

For Women

- Yearly mammograms and pap exams at no cost to eligible women
- Seminars and screenings on women's healthcare issues including menopause, hormone replacement therapy and osteoporosis
- Breast cancer research, education, screening and treatment through Race for the Cure sponsorship
- Breast cancer awareness events
- Women's health events to promote health and wellness

For Persons with or at Risk for Diabetes

- Diabetes awareness, screening and education events
- Diabetes support groups
- Pediatric diabetes support group
- Insulin pump support group
- Diabetes exercise class
- "Be Smart, Check the Chart" diabetes awareness and risk assessment, focus on diabetes and obesity
- Glucose screenings
- Diabetes education scholarships for uninsured individuals who meet income criteria
- Diabetes Fair to create awareness of diabetes services and products

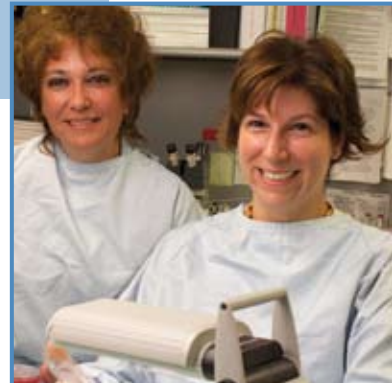
For Persons with or at Risk for Heart Disease

- Cholesterol and blood pressure screening programs
- Legs for Life screening for peripheral vascular disease
- Screening for aneurysm and stroke
- Congestive heart failure and hypertension disease management programs
- Anticoagulation management program and point of care testing
- Inpatient and outpatient tobacco cessation programs
- Tobacco cessation training for healthcare providers
- Cardiovascular disease update for professionals
- Healthy heart seminars

For Persons Trying to Lose or Maintain their Weight

- Community walking programs
- Free body fat analysis
- Outpatient weight loss program
- Telehealth nutritional support through the Health on Demand Medical Call Center
- Community task force to evaluate the incidence of obesity in the region

In addition, we arrange programs to address special healthcare issues and concerns voiced by members of the community, including renal clinics, headache seminars, musculoskeletal and rehabilitation education, safety and injury prevention, and cancer prevention education, awareness and early detection.



Health and Wellness at Your Fingertips

Our Health on Demand Call Center provides a link between patients and health information 24 hours a day, seven days a week. The call center is staffed with Registered Nurses who utilize state-of-the-art technology to provide community members with information regarding healthcare issues. The call center also provides disease management and assists with access to healthcare programs, services and healthcare providers. **For more information call 607-737-4499 or 1-800-952-AOMC.** Information on ArnotHealth services and healthcare providers also can be found online at **www.arnothealth.org**.



Protecting Your Future Health

We are proactively addressing the changing healthcare needs of our community and its aging population. Specifically, predisposed health conditions and years of ignoring health and wellness basics such as smart eating, active lifestyles and avoiding tobacco use have led to an increase in heart and vascular disease, diabetes, and obesity.

Orthopedic Services

As our population ages and remains active longer, orthopedic injuries and joint replacements are increasing significantly. In 2005, we formed a partnership with the Human Motion Institute, a Pittsburgh-based firm specializing in the coordination and delivery of care related to bones, muscles and joints. The partnership will enhance our orthopedic and rehabilitation services and create a musculoskeletal program of distinction for the region. The ArnotHealth Human Motion Institute coordinates all the components of care for orthopedic patients into a comprehensive program that includes prevention, assessment, treatment and rehabilitation.

Heart and Vascular Services

In 2005, we became the first in the region to be designated a New York State Stroke Center, and now

regional patients are routed to Arnot Ogden Medical Center for specialized stroke care. In addition, we renamed our cardiac program the ArnotHealth Heart and Vascular Institute.

In 2006, we will be opening a second cardiac catheterization lab and have welcomed new cardiac, vascular and thoracic surgeons to the ArnotHealth team. These surgeons bring specialized skills and a compassion for the patients of the region. We continue our affiliation with the nationally recognized Columbia University College of Physicians and Surgeons, providing our patients with the highest quality of patient care available.

Weight Loss Services

Our bariatric surgery and weight loss programs address the increased incidence of obesity in our population. By February, our bariatric team had performed more than 1,000 weight loss surgeries, and we were nationally recognized by Excellus Blue Cross Blue Shield and the American Society of Bariatric Surgery as a Center of Excellence. In addition, we created a clinical weight loss program for those patients who choose a non-surgical solution.

Providing for a Healthy Tomorrow



New Technology

We continue to invest in new technology in disease detection and treatment. In 2005, we acquired a 64-slice CT scanner which can be used to perform a virtual colonoscopy, and allow physicians to evaluate the most common causes of acute chest pain with a single scan. This technology permits some patients to avoid invasive procedures, such as cardiac catheterization.

In 2006 we began performing combination PET/CT scans, which allow physicians to develop more targeted cancer treatment plans, with better, less-invasive treatment monitoring. While PET/CT is primarily used in cancer treatment, it also has applications in cardiology and brain imaging, and will help physicians better understand the workings of neurological disorders such as epilepsy and Alzheimer's disease.

New Services

Our Center for Wound Healing began treating wounds with hyperbaric oxygen therapy last year. This new treatment method enhances the medical and surgical

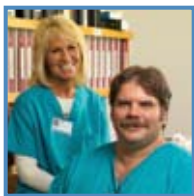
options available for patients with chronic wounds and related issues.

New Facilities

Last year also marked the opening of the Schweizer Pavilion, a new building giving us more space, new equipment and a better patient experience for the Emergency Department, Operating Room, Labor and Delivery and Maternity areas. In March 2006, our new neo-natal intensive care and inpatient dialysis centers opened for patients.

Quality Care

We continue to experience growth and improvement in our quality and safety programs. In 2005, the Centers for Medicare and Medicaid and Premier ranked Arnot *Health* in the top 10 percent in treating heart attacks, congestive heart failure and pneumonia and we were named one of Solucient's Top 100 hospitals for performance improvement, proving that all of the steps we are taking to provide quality healthcare to the region are working.



Financials 2005

Revenues

Patient Services	\$151,478,896
Other Operating Income	10,987,048
Grants, Research, Medical Education	2,008,345
Total Revenue	\$164,474,289

Community Expenditures

Bad Debts and Uncollectibles	\$7,970,436
Community Service and Education	2,951,338
Community Care (Charity)	1,011,000
Total Community Expenditures	\$11,932,774

Operating Expenditure

Salary and Benefits	\$91,826,246
Patient Supplies and Other	49,561,861
Depreciation and Interest	11,455,443
Total Operating Expenditures	\$152,843,550

Assets **\$200,282,028**

Liabilities and Fund Balances **\$200,282,028**

Capital – Equipment **\$32,338,026**

Land **\$3,172,455**

Buildings and Improvements **\$56,879,998**

ArnotHealth



ArnotHealth is the brand name encompassing the services of Arnot Ogden Medical Center, Heart and Vascular Institute, Falck Cancer Center, Health Center for Women, Diabetes Center, Maternal and Child Health Center and Arnot Medical Services.

Our Corporate Structure

Arnot Ogden Medical Center

Arnot Ogden Medical Center is a 501c(3) non-profit corporation located at 600 Roe Avenue in Elmira, NY and has a community board of managers comprised of 20 members.

Ivy Street Development Corporation, Inc.

This is a for-profit company with 100 percent of its stock owned by Arnot Ogden Medical Center. The Board of Directors consists of representatives from the medical staff and members of the Arnot Ogden Medical Center Board of Managers.

Fitch Street Associates

This is a partnership in which Ivy Street Development Corporation is the general partner and controls approximately 90 percent of the partnership interest. Other partners include physicians who occupy space in the Health Center for Women, which is the sole asset of the partnership located adjacent to the hospital at 600 Fitch Street in Elmira, NY.

Arnot Ogden Medical Center Foundation

The Foundation is a non-profit entity whose sole purpose is to raise funds to support the mission of the Arnot Ogden Medical Center. The Foundation has an independent board, which raises funds to provide capital equipment and to help meet the operating needs of the Medical Center.

Who to Call

Health on Demand
(607) 737-4499

Patient Information
(607) 737-4237

Medical Records
(607) 737-4302

Patient Billing
(607) 737-4281