



St. Joseph's Health FACTS

ST. JOSEPH'S
Hospital  Health Center
A HIGHER LEVEL OF CARE

St. Joseph's is sponsored by the Sisters of St. Francis.
Franciscan Companies is a member of the St. Joseph's Hospital Health Center system.

St. Joseph's Overview

From a 15-bed hospital to a 431-bed hospital health center that encompasses a 17-county service area with many outpatient and inpatient programs, satellites and affiliated organizations, St. Joseph's has evolved into a system of health care services.

More than a facility for inpatients, St. Joseph's health care system puts the patient at the center of its activities. Health care services are available wherever patients are on the health continuum. The interconnection among St. Joseph's many programs and services allows those patients who need one or more services to receive them in a coordinated, continuous way.

Not only does a network of services make it easier and more convenient for patients, but it also allows St. Joseph's to offer a complete array of high quality services and fulfill the values of our mission: stewardship, compassion, reverence, excellence and integrity.



Commitment to the Community

As an integral part of the Syracuse and Central New York community for 145 years, St. Joseph's provides quality care compassionately to the sick and injured. St. Joseph's is financially and philosophically committed to providing the best possible health care services at a reasonable cost and to those persons unable to afford them. St. Joseph's accepts all patients without regard to race, color, religion, sex, national origin, disability, sexual orientation or source of payment.

New York State Designated Care Centers

- ♦ Apnea Center
- ♦ Cardiac Diagnostic Center
- ♦ Cardiac Surgical Center
- ♦ Community Behavioral Health Center
- ♦ Special Care Neonatal Intensive Care Unit
- ♦ Tobacco Cessation Center

Recognitions & Accomplishments

- ♦ 2014-2017 Magnet Recognition for Excellence in Nursing (*American Nurses Credentialing Center, Division of the American Nurses Association*)
- ♦ Beacon Award “Silver level” for excellence in critical care nursing for both the Medical and Surgical Intensive Care Units (*American Association of Critical-Care Nurses*)
- ♦ National League for Nursing Accrediting Commission: St. Joseph’s College of Nursing (*Five-year accreditation*)
- ♦ DNV Healthcare, Inc. accreditation for hospital; Joint Commission accreditation for Franciscan Health Support
- ♦ St. Joseph’s received ISO 9001 certification for its quality management program, one of the first 30 hospitals in the country to achieve this certification.
- ♦ Named one of HealthGrades “America’s 100 Best Hospitals for Cardiac Surgery” for 2014.
- ♦ Recipient of the HealthGrades Cardiac Surgery Excellence Award for 2014
- ♦ Ranked Among the Top 5% in the Nation for Cardiac Surgery for 2014
- ♦ One of only two hospitals in the nation to receive ACE accreditation in all three cardiovascular disciplines: diagnostic cath, PCI and carotid artery stenting (CAS). (*Accreditation for Cardiac Excellence*)
- ♦ Accredited Chest Pain Center (*Society of Cardiovascular Patient Care*)
- ♦ Heart Failure Accredited (*Society of Cardiovascular Patient Care*)

Recognitions & Accomplishments

- ♦ Achieved the highest ratings in all three STS cardiac surgery categories: CABG, AVR and CABG+AVR (*Society for Thoracic Surgeons*)
- ♦ Blue Distinction Center for Cardiac Care (*Excellus BlueCross BlueShield*)
- ♦ Blue Distinction Center for Spine Surgery (*Excellus BlueCross BlueShield*)
- ♦ Blue Distinction Center for Knee and Hip Replacement (*Excellus BlueCross BlueShield*)
- ♦ Outpatient Surgery Centers received the Summit Award for Patient Satisfaction (*Press Ganey*)
- ♦ Designated a Bariatric Surgery Center of Excellence (*American Society for Metabolic and Bariatric Surgery*)
- ♦ Recognized as one of 37 ACS NSQIP participating hospitals, of which there are 500, that have achieved meritorious outcomes for surgical patient care (*The American College of Surgeons National Surgical Quality Improvement Program*)
- ♦ 2013/2014 Consumer Choice Award winner (*National Research Corp.*)
- ♦ St. Joseph's named one of the nation's "100 Most Wired" hospitals (*Hospitals & Health Networks, a journal of the American Hospital Association*)
- ♦ St. Joseph's Home Care and Hospitals Home Health Care cited as one of the top 500 performing home care providers in the United States (*Outcome Concept Systems*)
- ♦ First in U.S. to successfully complete MORE OB Program
- ♦ Quality Respiratory Care Recognition for 2013 (*American Association of Respiratory Care*)
- ♦ Carolyn Boone Lewis Living the Vision award (*American Hospital Association*)

2013 Patient Volumes

- ♦ Inpatient discharges: 28,180
- ♦ Outpatient encounters: 957,653
- ♦ Emergency Department: 70,111
- ♦ Psychiatric Emergency Program: 52,303
- ♦ North/Northeast Urgent Care Centers: 58,617
- ♦ Primary Care Centers:
 - Maternal Child Health Center – Obstetrics Office: 9,311
 - Maternal Child Health Center – Pediatric Office: 8,760
 - Primary Care Center – West: 8,558
 - Primary Care Center – Main Campus: 27,038
 - Dental: 9,905
 - Specialty Services: 3,289
- ♦ St. Joseph's Physicians: 341,115

2013 Revenue:

Approximately \$22 million of the annual operating budget is comprised of charity care, unreimbursed services and costs associated with community service programs.

St. Joseph's Staff

More than 860 physicians and dentists representing a broad spectrum of specialties.

4,592 employees, including full- and part-time, as well as per diem staff (4,111.9 FTEs).

1,000 devoted volunteers and members of the Auxiliary of St. Joseph's Hospital Health Center, Inc. help support patient care programs.



St. Joseph's Hospital Health Center System of Care



ST. JOSEPH'S
Hospital Health Center

A HIGHER LEVEL OF CARE

FRANCISCAN
COMPANIES

Live Home. Live Well.

SYRACUSE

St. Joseph's Hospital Health Center

CNY Infusion Services
Behavioral Health Services
Dental Office
Dialysis Center-Regional
Family Medicine Residency Program
Kinney Drugs at Franciscan Pharmacy
Laboratory Alliance of Central New York, LLC
PACE-CNY Catherine McAuliffe Center
Physical Therapy-Lyncourt
Primary Care Center - Main Campus
Primary Care Center - West
Psychiatric Emergency Program
Sleep Lab-East Genesee
St. Joseph's College of Nursing
St. Joseph's Hospital Health Center Foundation
St. Joseph's Physicians - Syracuse

AUBURN

Auburn Health Support Services

BALDWINSVILLE

St. Joseph's Physicians - Baldwinsville

BINGHAMTON

Lourdes Health Support, LLC

CAMILLUS

Dialysis Center

CARTHAGE

Mountain Lakes Health Support

CAZENOVIA

St. Joseph's Physicians - Cazenovia

CORTLAND

Dialysis Center
Franciscan Licensed Home Care

DEWITT

FHS Services, Inc./Franciscan Companies/
Franciscan Management Services, Inc.
Franciscan Practice Management and Consulting Services
Embracing Age

EAST SYRACUSE

St. Joseph's LINK

FAYETTEVILLE

Center for Wound Care and
Hyperbaric Medicine
Dialysis Center-Northeast
Northeast Urgent Care

Northeast Surgery Center
Physical Therapy-Northeast
Sleep Lab-Northeast
St. Joseph's Physicians -
Fayetteville

FULTON

Hospitals Home Healthcare

Oswego Health Home Care

LIVERPOOL

Certified Home Health
Care Agency
Dialysis Center-North
Franciscan Licensed Home Care
North Urgent Care

Sleep Lab-Liverpool
St. Joseph's LINK
St. Joseph's Physicians -
Liverpool
North Surgery Center

NORTH SYRACUSE

Franciscan Health Support, LLC
Franciscan Lifeline

PACE-CNY Sally Coyne Center

ONEIDA

Oneida Health Support
The Sleep Center at Oneida Healthcare

UTICA

St. Elizabeth Health Support Services, Inc.

Components of our Health Care System

- ♦ St. Joseph's Hospital
- ♦ Ambulatory Surgery (Northeast and North Medical Surgery Centers)
- ♦ Certified Home Health Care Agency
- ♦ College of Nursing
- ♦ Dialysis Centers (Downtown, Camillus, Liverpool, Fayetteville and Cortland)
- ♦ Educational and Wellness Programs
- ♦ Emergency Services
- ♦ Family Medicine, Dental and Transitional Year Residency Programs
- ♦ Franciscan Companies
- ♦ Behavioral Health Programs
- ♦ Primary Care Centers

Specialty Services

In addition to providing general medical and surgical care, St. Joseph's offers specialty services including:

- ♦ Aesthetic surgery program
- ♦ The Birthplace
- ♦ Center for Wound Care and Hyperbaric Medicine
- ♦ Dental Services
- ♦ Diabetes self-management
- ♦ Emergency and intensive care services
- ♦ Hemodialysis
- ♦ Lymphedema
- ♦ Maternity and outpatient pediatric services
- ♦ Neurosurgery, including stereotactic-guided procedures
- ♦ Orthopedic diagnostics, surgery and rehabilitation
- ♦ Outpatient surgery centers
- ♦ Rehabilitation services (physical therapy, occupational therapy and cardiopulmonary)
- ♦ Sleep Lab

St. Joseph's Hospital Foundation raises charitable support from all sources to enable the hospital system to build and modernize facilities, install the latest medical technology, maintain primary care centers to provide care to uninsured and underserved families, provide for patient comfort and care, and fund staff education to stay abreast of the newest developments in medical care and treatment. Outright gifts and planned estate gifts are graciously accepted for a specific project or department, in memory of a loved one, or can be directed by donors to where the need is greatest. To learn more about making a gift or to discuss including St. Joseph's in your estate plans, contact the Foundation at (315) 703-2137 or e-mail at Foundation@sjhsyr.org.



Franciscan Companies

Franciscan Companies is a member of the St. Joseph's Hospital Health Center network. Franciscan operates a network of healthcare services that fulfills the ancillary needs of the hospital network. Through a variety of companies and collaborations, Franciscan ensures that patients discharged from St. Joseph's Hospital—as well as other hospitals in the area—receive the continued care, services and products they need for improved health and comfort. The impact Franciscan Companies has on local health care is profound. Inpatient length of stay at area hospitals is decreased, limiting costs for patients, insurance companies and hospitals; patients are better able to recover and live in the comforts of home surrounded by family and friends; and unnecessary hospital readmissions are less likely to occur, reducing the strain on patients and the system. Companies and collaborations include:

Auburn Health Support Services—a Joint Commission-accredited provider of home and portable oxygen services, therapies for the treatment of sleep disorders, nebulizers and other home medical equipment.

Carthage Area Hospital Sleep Center—The Carthage Area Hospital Sleep Center is a full-service sleep center, offering therapy equipment for sleep-related breathing disorders through our in-network provider Mountain Lakes Health Support. The state-of-the-art two bed sleep laboratory operates four days a week and has a North Country atmosphere. Sleep studies are by physician referral; ask your doctor for referral to the Carthage Area Hospital Sleep Center. Call (315) 493-2512 for an appointment.

CNY Infusion, LLC—a joint venture with A.J. Stone Infusion to provide home infusion therapy.

Embracing Age—a membership program that provides adults the services and products they need to remain independent and at-home. Services include transportation, companions, light housekeeping, grocery shopping, meal preparation and home repairs.

FHS Services, Inc.—designed to meet consumer needs, FHS Services, Inc. features various wellness services and programs including immunizations and disease screening, management and education.

Franciscan Health Support, LLC. (FHS)—specializing in cardiopulmonary therapy, sleep disorder treatments and more, it is the largest independent home medical equipment provider currently offering services throughout 17 counties in CNY and Northern Pennsylvania. FHS is Joint Commission-accredited and services are provided 24/7, 365 days a year.

Franciscan Lifeline—offering an easy-to-use personal response service that ensures subscribers get fast assistance whenever they need it and a medication dispenser to ensure medication adherence.

Franciscan Management Services, Inc.—the management division of Franciscan companies, Franciscan Management Services provides executive and operational oversight of a network of companies and organizations offering health care and related services.

Franciscan Practice Management & Consulting Services—a physician practice management company offering coding, compliance, EMR and administrative services.

Lourdes Health Support, LLC—a Joint Commission-accredited provider specializing in respiratory therapy, sleep disorder treatments, home medical equipment and more.

Mountain Lakes Health Support—An affiliation between Carthage Area Hospital and Franciscan Companies, Mountain Lakes Health Support provides people in the Carthage area with home medical equipment and therapies. Mountain Lakes Health Support maintains a team of Registered Respiratory Therapists and sleep disorder experts. Call (315) 519-6712 to speak with a dedicated customer service representative.

Oneida Health Support—specializing in respiratory therapy, sleep disorder treatments, home medical equipment and more.

St. Elizabeth Health Support Services, Inc.—a Joint Commission-accredited provider specializing in respiratory therapy, sleep disorder treatments, home medical equipment and more.

The Oneida Healthcare Sleep Center—diagnoses and treats obstructive sleep apnea and sleep-related breathing disorders.

About St. Joseph's Physicians

St. Joseph's Physicians is an affiliate of St. Joseph's Hospital Health Center. As the leading comprehensive medical practice in Central New York, SJMPC is evolving as a role model for excellence in primary care delivery across the region. Our mission is simple: to be your healthcare connection at every stage of your life.

St. Joseph's Physicians consists of seamlessly integrated practice areas and complementary ancillary services with convenient locations across Central New York. As our practices grow, we remain committed our mission where patients can access advanced health care services and the expertise of specialist's right in their own neighborhoods and communities.

Committed to advancing the "medical home," St. Joseph's Physicians is an NCQA certified Patient Centered Medical Home. Our integrated approach links the physician with the St. Joseph's system of services to ensure that our patients receive the highest quality of medical care—all under one system. The "broader system" is the full spectrum of care from the primary physician's office, to the specialist's office, to the hospital and its associated services.

We have always viewed the delivery of quality, accessible healthcare to be our mission. With more than 70 providers and mid-level practitioners and over 500 employees dedicated to the delivery of quality, accessible healthcare to Syracuse-area residents. On a typical day, St. Joseph's Physicians sees approximately 1,200 patients. Most of these patients will be able to address many of their medical needs without ever leaving our offices.

St. Joseph's Physicians practice areas include:

Family Medicine: The cornerstone of our practice, SJMPC Family Physicians is comprised of nearly 70 providers dedicated to developing ongoing medical relationships with patients and playing a central role in their lifelong health and wellness.

Internal Medicine: SJP Internal Medicine group specialize in the prevention, diagnosis and treatment of disease in adults. Our internists not only provide primary care such routine physicals, but also are trained to solve diagnostic problems and manage chronic conditions.

Urgent Care: Patients do not always get sick during normal business hours. Sometimes their conditions cannot wait until morning, but they don't warrant a visit to the emergency room. That's where Urgent Care fits in. SJP Urgent Care treats routine medical conditions and is open in the evening and on weekends. What sets SJP Urgent Care apart from a typical walk-in clinic is the availability of board certified physicians, registered nurses (RN) and licensed practical nurses (LPN), along with access to on-site ancillary services such as X-ray and laboratory testing.

General Surgery: For more than 25 years, St. Joseph's Physicians surgeons have provided our patients with excellence in both inpatient and outpatient surgical procedures. Formerly known as Upstate Surgical Group, the premier general

surgery group at St. Joseph's Hospital Health Center was acquired by the hospital in September 2013. Each doctor brings an area of proficiency and unique specialties to the group. And with every surgery, we care for our patients with understanding and compassion.

St. Joseph's Partnerships

Hospitals Home Healthcare—a partnership of St. Joseph's Hospital Health Center and Oswego Health to provide home care services for Oswego County residents.

Laboratory Alliance of CNY—an independent, for-profit clinical and anatomic pathology reference laboratory serving the needs of Upstate New York. Jointly owned by Crouse Hospital, St. Joseph's Hospital Health Center and Upstate University Hospital - Community Campus, with 1,300+ combined beds, Laboratory Alliance provides a wide range of high quality laboratory testing to more than 500,000 hospitalized, physician office and community-based patients per year.

Loretto—St. Joseph's partners with Loretto to sponsor the PACE program, an independent living option for nursing home eligible seniors.

Northside UP—St. Joseph's is working with CenterState CEO, Franciscan Collaborative Ministries, Catholic Charities of Onondaga County to develop an economic revitalization strategy for Syracuse's historic North side.

St. Joseph's College of Nursing and area universities—after earning an Associate degree in applied science with a major in nursing, most graduates go on to earn advanced degrees. St. Joseph's graduates are eligible for transfer to Bachelor degree nursing programs at SUNY Upstate Medical University in Syracuse, SUNY College of Technology in Utica, Nazareth College in Rochester and Le Moyne College in Syracuse.

St. Joseph's and St. Joseph's Imaging Associates—a collaboration between St. Joseph's Imaging Associates, an independent physician-owned company offering comprehensive radiology services throughout Central New York, and St. Joseph's provides outpatient medical imaging services to patients in Central New York.

Website: www.sjhsyr.org

Resource Line: 315-703-2138 or 1-888-STJOES1

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