

# FACTS

## St. Joseph's Overview

From a 15-bed hospital to a 431-bed hospital health center that encompasses a 16-county service area with many outpatient and inpatient programs, satellites and affiliated organizations, St. Joseph's has evolved into a network of health care services.

More than a facility for inpatients, St. Joseph's health care network 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 more than 140 years, St. Joseph's provides quality care compassionately to the sick and injured. St. Joseph's Hospital Health Center 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 Mental Health Center, Special Care Neonatal Intensive Care Unit, Tobacco Cessation Center

## Recognitions & Accomplishments

- ◆ 2007-2011 Magnet Recognition for Excellence in Nursing (American Nurses Credentialing Center, Division of the American Nurses Association) 
- ◆ St. Joseph's cardiac and orthopedic services were given five-star ratings from HealthGrades, the nation's leading provider of independent hospital ratings.
- ◆ DNV Healthcare, Inc., accreditation for Hospital; Joint Commission accreditation for Franciscan Health Support, Lourdes Health Support and St. Elizabeth Health Support Services 
- ◆ 2010/11 Consumer Choice Award winner (National Research Corp.)
- ◆ St. Joseph's Certified Home Healthcare Agency and Hospitals Home Health Care in Oswego County were listed on the HomeCare Elite Top 500 list of top performing home care providers in the United States. (Outcome Concept Systems)
- ◆ St. Joseph's Intensive Care Units earned the Beacon Award for Critical Care Excellence, placing them among the top ICUs in New York State, as well as the nation. (American Association of Critical Care Nurses)
- ◆ St. Joseph's is designated a Chest Pain Center (Society for Chest Pain Centers)
- ◆ Blue Distinction Center for Cardiac Care (Excellus BlueCross BlueShield)
- ◆ Blue Distinction Center for Orthopedic Care (Excellus BlueCross BlueShield)
- ◆ Quality Respiratory Care Recognition for 2010 (American Association of Respiratory Care)
- ◆ 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 Outpatient Surgery Centers received the Summit Award for Patient Satisfaction (Press Ganey)

## FAST FACTS

### 2010 Patient Volumes

Inpatient Discharges: 24,734

Outpatient Encounters: 580,000+

Emergency Department: 52,204

Psychiatric Emergency Program: 7,209

Primary Care Centers:

Maternal Child Health Center-  
Obstetrics Office: 7,116

Maternal Child Health Center-  
Pediatric Office: 12,132

Westside Family Health Center: 7,246

Family Medicine Center: 21,298

Dental Office: 9,918

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

### Hospital Staff:

- ◆ More than 800 physicians and dentists representing a broad spectrum of specialties
- ◆ 3,178 (FTEs) other health care professionals and support personnel
- ◆ 1,000 devoted volunteers and members of the Hospital's Auxiliary help support patient care programs.

### Service Area:

Broome, Cayuga, Chenango, Cortland, Delaware, Herkimer, Jefferson, Lewis, Madison, Oneida, Onondaga, Oswego, Otsego, St. Lawrence, Tioga, Tompkins counties

301 Prospect Avenue, Syracuse, NY 13203

Telephone: (315) 448-5111 ◆ Franciscan Telephone: (315) 458-3200

Web Site: [www.sjhsyr.org](http://www.sjhsyr.org) ◆ Resource Line: (315) 703-2138 or 1-888STJOES1

## Components of our Health Care Network

- ◆ 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
- ◆ The Franciscan Companies
- ◆ Mental 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 Health Center

Foundation enables the hospital network to build facilities, install the latest medical technology, maintain mission clinics to provide care to the uninsured and under insured, provide for patient comfort and care and fund staff education to stay abreast of the newest developments in medical care and treatment. Gifts are generously accepted for any of the major projects, to the general endowment, gifts in memory of a loved one or for planned giving opportunities. Contact the Foundation at (315) 703-2137 or e-mail at [Foundation@sjhsyr.org](mailto:Foundation@sjhsyr.org)



The 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 the 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:

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

**Franciscan Health Support, Inc. (FHS)** – specializing in cardiopulmonary therapy, sleep disorder treatments and more, it is the largest independent home medical equipment provider currently offering services throughout 16 counties in CNY. FHS is Joint Commission-accredited and services are provided 24/7, 365 days a year

**Franciscan Health Support Services, LLC** – a licensed home care agency offering nursing services, home health aides, personal care services, physical therapy and other related needs for the home-bound patient

**FHS Services, Inc.** – designed to meet consumer needs, FHS Services, Inc. features CNY Medical Supply, an online retailer of medical supplies; Take Shape for Life, a weight loss and management program; and various wellness services and programs including immunizations and disease screening, management and education

**Loretto Health Support, LLC** – offering geriatric home medical equipment; Lifeline, 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

**Oneida Health Support (a d/b/a of FHSS, LLC)** – specializing in respiratory therapy, sleep disorder treatments, home medical equipment, and more

**The Sleep Laboratory at Oneida Healthcare** – diagnoses and treats obstructive sleep apnea and sleep-related breathing disorders

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

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

**St. Francis Social Adult Day Care** – providing socialization and safety to the elderly or functionally impaired

**Lourdes Health Support, LLC** – a Joint Commission-accredited provider 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

## St. Joseph's Partnerships

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

**Laboratory Alliance of CNY** – an independent for-profit medical reference laboratory serving the needs of Greater Central New York. Jointly owned by Community General Hospital, Crouse Hospital and St. Joseph's Hospital Health Center, with 1,300+ combined beds, Laboratory Alliance of CNY currently provides a wide range of high quality laboratory testing to more than 100,000 hospitalized and physician office patients per year.

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

**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.

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