

NATHAN LITTAUER HOSPITAL & NURSING HOME
ANNUAL REPORT 2007

THE
LITTAUER
*Campaign
for Excellence*



**Investing in your
healthcare.**



FOR OUR
COMMUNITY.
FOR YOUR
HEALTH.

Our Commitment to You . . .



A Message from Larry Kelly

NLH President & Chief Executive Officer

*Nathan Littauer Hospital,
one of Fulton County's
most valuable assets,
finished 2007 in a positive
and healthy condition.
We focused on providing*



*high quality, safe, accessible and convenient
health care throughout our region.*

*We continued to grow and improve the care and
service we provide to the hundreds of thousands
who use Nathan Littauer Hospital, our
Nursing Home and our eight outpatient
Primary/Specialty Care Centers.*

*More than 900 employees plus physicians and
licensed professionals work together and strive to
achieve a standard no less than excellent. Known
as "The Littauer Campaign for Excellence," we are
building the best team, using the best equipment
and delivering the best health care because you
deserve it! We are investing in the health care for
this generation and for generations to come.*

Larry Kelly

Mission Statement

Affirmed Annually by the Board of Directors

Nathan Littauer Hospital and Nursing Home and its Family of Health Services is committed to providing safe, high quality health and wellness services and improving the health of our communities in a caring, contemporary environment.

The Nathan Littauer Hospital and Nursing Home Board of Directors

Matthew Kearney, DDS — *Chair*

Neil McGovern — *Vice Chair*

Arlene Sitterly — *Secretary*

Jeff Bray

Bruce Brownell

John Comstock

Peter Dowling, MD (*Chief-of-Staff*)

John Fox, DDS

David Handron, MD

Susan Johnson, Esq

Laurence Kelly (*President/CEO*)

Robert Munn

David Seward, Esq

Shriraj Shah, MD

William Smith

Lois Widdemer

How LITTAUER Serves You

Hospital Services

- Special Care
- Medical/ Surgical
- Obstetrics (with family-centered birthing suites and hydrotherapy)
- Pediatrics
- 24-hour Emergency Department

Outpatient Services

- Ambulatory Surgery
- Cardio-Pulmonary Rehabilitation
- Diabetes Education—
Accredited by the ADA
- Diagnostic Imaging—
Digital Mammography
3-D and 4-D Ultrasound
PET/CT, MRI, Nuclear Medicine
64-Slice CT Scan
- Laboratory
- Nutritional Counseling
- Occupational Medicine
- Oncology/Infusion Therapy Services
- Rehabilitative Medicine
- Respiratory Care
- Retail Pharmacy
- Sleep Disorders Center

Primary/Specialty Outpatient Care Centers

Comprehensive family health care with specialists in Internal Medicine, Family Medicine, General Surgery, Pediatrics, OB/GYN, Urology and Occupational Medicine

Nursing Home Services

An 84-bed short and long-term residential health care facility

Health and Wellness Services

- HealthLink—
Health & Wellness Resource Center
- ViP- Vitality Plus, Senior Membership Service

Home Care Services

- Community Health Center/Home Health Care Partners
- Lifeline— Personal Emergency Response System

Community Services

- Camp SuperStarrs
- Caring Friends Intergenerational Nursery School
- New Visions
- Speaker's Bureau
- Tours



The Campaign for Excellence

Milestones

While the Hospital facility has been meticulously maintained, expansions and renovations are inevitable. In the Hospital's strategic plan, begun in 2006, we estimate spending \$16 million through the period ending in 2010. Various issues from service growth to the need for modernization, has motivated the Board of Directors, Medical Staff, and Administration to implement the Campaign for Excellence. This plan will improve the technology, facilities, computerization and, therefore, the quality of care at Nathan Littauer Hospital, our Nursing Home and our eight outpatient Primary Care Centers.



With more than 24,670 people visiting Littauer's ER in 2007 (that's 67 people per day) expansion of the Emergency Department is essential.

- Littauer's ER serves as a vital entry point for the majority of the area's emergency cases. Since its renovation more than 20 years ago, critical care technology and methods have changed significantly. Our expansion and renovations will reflect those changes.

401 babies were born in Littauer's Maternity Unit. In order to continue being the community's choice to start or extend your family, the Maternity Unit needs to be renovated.

- Built to the standards of another era, the current space needs to be enhanced to reflect the state-of-the-art maternity care you receive at Littauer.

A total of 4,486 procedures were performed in our OR.

To continue to be a progressive Surgical Center, Littauer has committed to having the latest technology available to our surgeons, allowing them to do the best job possible.

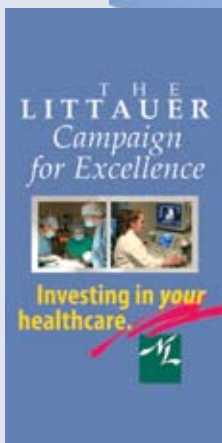
With an average of more than 320 people per day seeking outpatient testing we need to provide imaging equipment that keeps pace with the rate of technological advancements.

- Our GE 64-slice CT scanner is the fastest in the world and uses the least amount of radiation while delivering the best images
- Our GE nuclear medicine scanner
- A 4-D Ultrasound
- Portable X-ray Unit

4,085 people were hospitalized at Littauer throughout the year. Our patients expect safe, high quality health care.

With the completion of the Electronic Medical Record, physicians and other providers will have immediate access to a patient's progress whether hospitalized or at home. We have also employed more comprehensive patient safety initiatives which include bedside medication verification and a state-of-the-art sterilization system.

Our Campaign for Excellence will ensure quality health care and a quality health care organization for our generation and for generations to come.



Excellence in Your Hometown

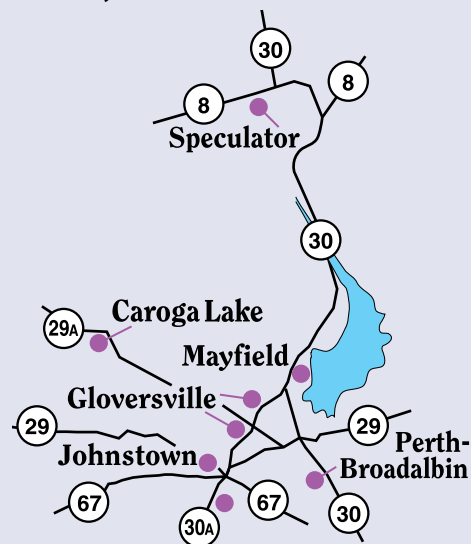
82,893 Visits to Our Primary/Specialty Care Centers

The Nathan Littauer Primary/Specialty Care Centers are multi-specialty, outpatient, healthcare centers designed for the whole family. We offer internal medicine, family medicine, obstetrics/gynecology, pediatrics, general surgery, urology, and occupational medicine as well as prompt access to state-of-the-art technology at Nathan Littauer Hospital. Our locations in Caroga Lake, Gloversville, Johnstown, Mayfield, Perth, and Speculator encompass a 50-mile radius.

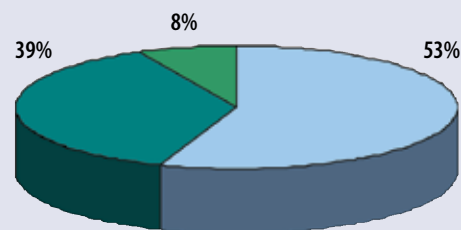
The main objective for Littauer's Primary/Specialty care network is to identify and meet the health needs of Fulton and Hamilton County's population, as well as the surrounding areas. Establishing a Primary/Specialty Care Center requires not only the dedication and commitment from the Hospital, but also from the community in which it serves. **Littauer prides itself in its collaboration efforts with local leaders and community members to identify what healthcare needs can be met by the existence of a Primary/Specialty Care Center.**



Primary Care Center Locations

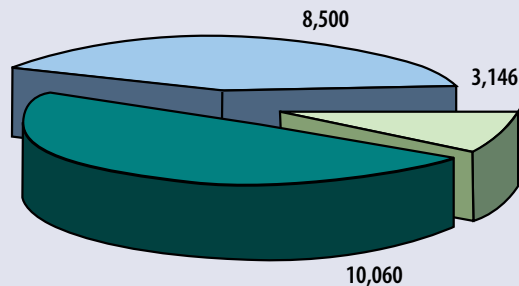


Primary Care Patients: By Insurance Type



- Private Insurance
- Medicaid/Medicare
- Self Pay

Primary Care Patients: Where They Reside



- Fulton County
- Montgomery County
- Hamilton County

The Nursing Home



99.5% Occupancy in the Nursing Home

Nathan Littauer Hospital Nursing Home is part of the Nathan Littauer Hospital campus. It is a short and long-term, residential health care facility that provides skilled nursing care in an atmosphere of respect and concern for each individual resident. The Nursing Home is operated by Nathan Littauer Hospital and is licensed by the New York State Department of Health. Our facility serves 84 men and women who require individualized care and skilled nursing services.

The Rehabilitation Services Department operates five days a week utilizing an interdisciplinary approach to deliver quality services to residents for short or long-term stays. Physical, Occupational, and Speech Therapies are coordinated and implemented with the goal of returning the resident to his or her maximum physical potential. Resident needs are met by our professional staff as determined by the physician. Residents are taught to safely carry out all necessary daily functions in an effort to maximize their independence and prepare them for a return to home or another appropriate setting. The department's simulation of a home environment serves to ease the transition from our facility to a home setting.

Excellence in the Community

In 2007 HealthLink provided 530 programs with 6,616 attendees.

Celebrating our 19th year, HealthLink is a visible sign of Littauer's commitment to the community. **During 2007, HealthLink operated at a cost to the Hospital of \$218,482.** This financial commitment by the Hospital has not only allowed HealthLink to exist, but to thrive.

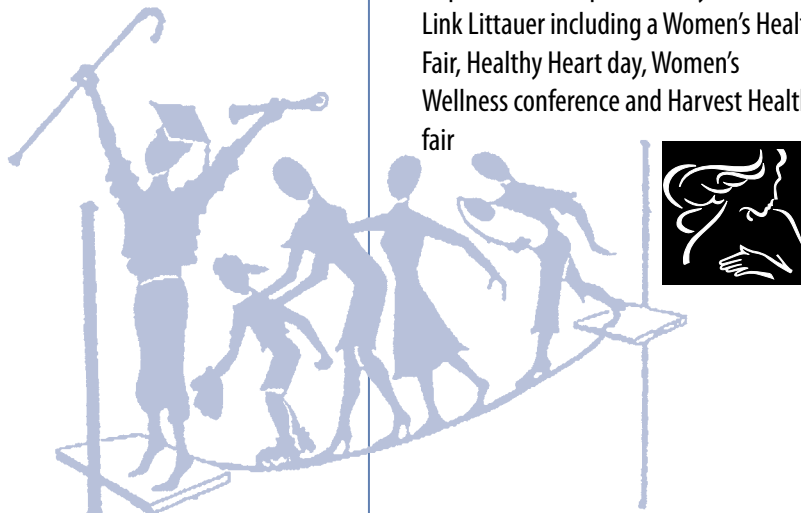
HEALTHLINK

HealthLink is vital in:

- increasing community awareness of the benefits of wellness
- providing a link to other Hospital and community services.
- providing free or low cost resources for those wishing to make positive, healthy lifestyle changes,

including

- 41 health screenings for cholesterol, HDL cholesterol, glucose, blood pressure, diabetes risk and women's health
- 298 wellness classes on childbirth preparation, parenting, mind/body fitness, and general wellness
- 149 work-site wellness programs
- 20 speaking engagements on such topics as managing stress, fitness, tobacco cessation, diabetes, meditation, blood pressure, humor, nutrition, and attitude
- 22 Vitality Plus programs for adults on cancer prevention, diabetes, foot care, heart health, humor, safe driving, and vision
- 12 community events reaching more than 1700 community members
- 4 special events sponsored by Health Link Littauer including a Women's Health Fair, Healthy Heart day, Women's Wellness conference and Harvest Health fair



In addition to regular community programming, HealthLink has become a key partner in numerous partnerships. These partnerships, many grant funded, have allowed us to reach out more into the community providing an increased level of service.

Here are some examples:

Healthy Women's Partnership of Fulton and Montgomery Counties provided 186 clinical breast exams, 97 mammograms, and 171 pap tests to women during 2007.

Healthy Living Partnership of Fulton, Montgomery, Schoharie, and Otsego Counties focuses on diabetes awareness and prevention education. The mission of this coalition is to promote healthy eating and regular exercise as well as sound diabetes self management practices for those who have been diagnosed. During 2007, HealthLink Littauer staff participated in 9 events reaching 186 people.

Project Action of Hamilton, Fulton and Montgomery Counties

seeks to reduce tobacco use in the three county area through education and advocacy. HealthLink is an active participant in ongoing awareness activities.



Tobacco Education and Cessation.

Working with Glens Falls Hospital as lead agency, during 2007 this initiative provided health care professionals at seven sites in Fulton, Montgomery, and Hamilton counties programming to give them knowledge and skills to support their patients in cessation. There were 9 community education programs held reaching 167 people and two provider education programs serving 19 people.



40 children attended Camp SuperStarrs, Littauer's day camp for children with chronic obstructive breathing disorders, diabetes, limited physical handicaps and eating disorders.

Since 1979, Littauer has operated this camp for two weeks during the summer. Camp SuperStarrs offers kids the opportunity to enjoy a summer camp experience under the professional guidance and care of hospital personnel. Littauer underwrites the entire expense with help from generous community donations.

100 people received diabetes education and 210 people visited the diabetes monthly support group at our Diabetes Center of Excellence.

The Diabetes Center of Excellence was established in 2003. In April of 2006, Littauer's Diabetes Center of Excellence was re-accredited by the American Diabetes Association. Littauer's diabetes education team consists of a pharmacist, nutritionist, registered nurse, physical therapist, adult nurse practitioner and social worker. The team holds monthly "recognition programs" to educate individuals through a multi-disciplinary approach. This program is the only one in Fulton and Montgomery counties with such an integrated and comprehensive team of professionals.

450 Lifeline units were installed in the tri-county area. Nearly 5,200 calls were handled by the Emergency Room during this time period. Lifeline is a Personal Emergency Response System, which links the subscriber to 24-hour assistance at the push of a button. It allows the subscriber to move freely around one's home or yard with the confidence of knowing that if help is needed, Lifeline will call for it. Lifeline calls are answered by Littauer's Emergency Department staff.



Ten students from Fulton, Montgomery, and Hamilton counties participated in the New Visions program at Littauer.

In its 11th year at Littauer, the New Visions program sponsored by HFM BOCES has been a huge success. This year long program allows academically talented, college bound, high school students to learn about the health care field by rotating through different areas and departments in the hospital. At the end of the year, each student is required to give an oral presentation to hospital employees on a medical topic.

695 adults and 1864 children in Fulton, Montgomery and Hamilton Counties were enrolled in the Child Health Plus and Family Health Plus Programs.

The Littauer Occupational Health Program served 2,169 employees of 294 local businesses. The Littauer Occupational Alliance (LOA) offers business and industry leaders a comprehensive choice of cost-effective, high-quality, and convenient occupational health services. Recognizing that no two businesses are alike, we work with each organization to design a program of services tailored to its specific needs. LOA is located at the Gloversville Primary/Specialty Care Center and the Perth Primary/Specialty Care Center; however appointments can also be made at the Caroga Lake, Johnstown, Mayfield, and Speculator Primary Care Centers.

Volunteers Striving for Excellence



The Colonial Healthcare Corp. Board of Directors

consists of not less than 23 or more than 33 members. Community members from Fulton and Hamilton Counties as well as physicians are nominated and appointed to this Board. All corporate entities organized under Colonial Health Care Corp. are not-for-profit corporations.

- Matthew Kearney, DDS, *President*
- Neil McGovern, *Vice President*
- Larry Sheeler, CPA, *Treasurer*
- Arlene Sitterly, *Secretary*
- Jeff Bray
- Bruce Brownell
- Tobin Cash
- John Comstock
- Peter Dowling, MD (*Chief-of-Staff*)
- William Easterly
- Pamela Farhart
- Suzanne Ferguson
- John Fox, DDS
- David Handron, MD
- Lawrence Horowitz, DO
- Susan Johnson, Esq.
- Laurence Kelly (*President/CEO*)
- Carol Maider
- Anita Moore (*Auxiliary President*)
- Robert Munn
- Charles Papa
- Richard Reynolds
- Jack Scott
- David Seward, Esq.
- Shriraj Shah, MD
- William Smith
- Jon Stead
- Jeanne Wilkinson



The Nathan Littauer Foundation, Inc.,

established in 1982 has a 26 member Board of Directors to oversee fundraising activities that support Nathan Littauer Hospital and Nursing Home.

- Ronald Olinsky, *President*
- Larry Sheeler, CPA, *Treasurer*
- Jeanne Wilkinson, *Secretary*
- Ralph Acquaro
- Timothy Delaney
- Terri Easterly
- Debra Finkle
- Tariq Gill, MD
- Brian Hanaburgh
- G. Wallace Hart
- Susan Hathaway-Ringland
- Cheryl Horowitz
- Matthew Kearney, DDS
- Laurence Kelly (*President/CEO*)
- Susan Kiernan (*Vice President of Development*)
- James Landrio
- Robert Maider, Esq.
- Debbie O'Rourke
- Richard Ruby
- Edward Skoda, Esq.
- Donald Stanyon
- John Stewart
- James Taylor

In 2007, there were 118 auxiliaries, 26 volunteers and 18 candystripers/junior volunteers who contributed a total of 18,469.70 hours to Nathan Littauer Hospital and Nursing Home.

The purpose of the Auxiliary is to render service to Nathan Littauer Hospital and Nursing Home and their patients and residents and to assist Nathan Littauer Hospital and Nursing Home in promoting the health and welfare of the community.



Financial Statement

	2007	2006	2005
Revenues			
Net Patient Service Revenue	\$69,253,000	\$65,628,000	\$62,744,000
Other Revenue	\$2,243,000	\$2,341,000	\$2,169,000
Total Revenue	\$71,496,000	\$67,969,000	\$64,913,000
Expenses			
Salaries & Benefits	\$43,707,000	\$41,898,000	\$38,790,000
Supplies & Other	\$26,146,000	\$17,455,000	\$23,839,000
Total Expenses	\$69,853,000	\$59,353,000	\$62,629,000
Gain (Loss) from Operation	\$1,643,000	\$2,004,000	\$2,284,000
Contributions & Non-Operating Revenue	\$974,000	\$498,000	\$482,000
Total Gain (Loss)	\$2,617,000	\$2,502,000	\$2,766,000



Admissions by Payor

Medicare	46.8 %
Medicaid	27.0 %
HMOs	9.9 %
BC/BS	8.6 %
Other	4.7 %
Commercial	3.0 %

Charity Care Policy

In 2004 the Nathan Littauer Board of Directors adopted its Financial Aid/Charity Care Practices which states that the Hospital, as a provider of emergency and medically necessary care, has a mission and a responsibility to provide such care to those patients in need. It is the practice of the Hospital that the fear of a Hospital bill should not prevent a potential patient from receiving essential health services. The Hospital will maintain financial aid policies that are consistent with its mission and values, taking into account each patient's ability to pay for services while considering the Hospital's financial ability to provide the care.

In an effort to ensure that Nathan Littauer Hospital provides health care services to the sick and afflicted regardless of ability

to pay, we have adopted a standard Charity Care Policy. Nathan Littauer Hospital & Nursing Home will make available Charity Care to our Primary Service Area, which is defined by the following counties, Fulton, Hamilton, Herkimer, Montgomery, and Saratoga. The Charity Care Policy is part of Nathan Littauer Hospital's overall Financial Counseling and training curriculum, which in part educates our staff to

identify patients that can benefit from our Financial Counseling services and Charity Care. Our Financial Counseling and Charity Care Policies will assist Nathan Littauer Hospital & Nursing Home in promoting financial health, which enables us to continue our mission of providing high quality health and wellness services and improving the health of our communities in a caring, contemporary environment.

	2007	2006	2005
Charity Care	\$1,068,000	\$942,410	\$373,413





Investing in Your Healthcare

Here are some ways you can give to the Nathan Littauer Foundation to assure the future of Nathan Littauer Hospital and Nursing Home for this generation and generations to come—

- **An outright gift or pledge of cash or appreciated securities**
- **A planned gift through a will or gifts assigned through real estate**
- **Life insurance or life income gifts**

If you would like to make a contribution or pledge to the Nathan Littauer Foundation, please fill out the form below and mail it to:

Nathan Littauer Foundation, 99 East State Street, Gloversville, New York 12078

Yes, I (we) wish to assist the work of the Nathan Littauer Foundation. Please accept my (our) gift of:

- | | |
|---|---|
| <input type="checkbox"/> Other \$ _____ | <input type="checkbox"/> \$500 |
| <input type="checkbox"/> \$25 | <input type="checkbox"/> \$1,000 |
| <input type="checkbox"/> \$50 | <input type="checkbox"/> Other \$ _____ |
| <input type="checkbox"/> \$100 | |
| <input type="checkbox"/> \$250 | <input type="checkbox"/> I (we) wish to discuss a gift other than cash. |

- I (we) are enclosing \$ _____ now.
- I (we) wish to receive payment reminders for the balance monthly quarterly
- Please charge: MasterCard Visa Discover American Express

Account Number _____ Exp. Date: _____

Signature: _____

- I have remembered the Foundation in my will.

Name: _____

Address: _____

Phone: _____

E-Mail Address (Optional): _____

Please print your name as you wish to be recognized: _____

This gift is made in honor of/memory of: _____

Acknowledgement should be sent to:

Name: _____

Address: _____

www.nlh.org



99 East State Street
Gloversville, New York 12078