

Fighting back.
Moving forward.



SAMARITAN HEALTH ANNUAL REPORT
2020

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Chief Executive Officer



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Care Services & Chief
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Dear Friends,

There's no doubt that 2020 will be remembered as one of the most challenging years in Samaritan Medical Center's near-140-year history. Just like it did at nearly every hospital across the country, the COVID-19 pandemic placed unprecedented strain on Samaritan's staff, supplies, and other important resources. Yet even amid such a turbulent year, Samaritan – with support from the community – has made accomplishments worth celebrating.

Throughout 2020, Samaritan was a regional leader in its response to the COVID-19 pandemic. By the time the North Country recorded its first case of the virus in March, Samaritan had begun taking precautions to protect its patients, residents, staff and community members – cancelling gatherings, limiting visitors at facilities, ramping up testing and more, all before state mandates began. By mid-March, Samaritan had implemented a community resource hotline staffed by nurses and a drive-up testing site for COVID-19, both of which have continued in operation, without lapse, well into 2021. The resource line had answered more than 10,000 calls by early 2021, and Samaritan had conducted more than 84,000 tests by mid-2021 at its drive-up site, Long Term Care facilities and the Medical Center.

What we could not have predicted was how new patient behaviors and routines would impact our system. Fewer patients made appointments and many delayed necessary care because they were afraid to be in a healthcare facility. Schools modified schedules, causing childcare struggles for staff and patients alike. Overall, people stayed at home where they were safest, so there were fewer Emergency Department visits needed. As a community, we washed our hands more, isolated ourselves and wore masks, causing rates of other infections — like influenza — to drop significantly. All of these factors impacted Samaritan. Although we implored patients to seek care and assured them our facilities are safe and clean, we saw a higher degree of very ill patients visiting our Emergency Department, and overall, undeniably fewer patient visits in 2020 than in years past.

Nevertheless, the entire Samaritan Health system remained nimble, adapting to dynamic state and federal guidance and relaying updates and public safety information to the community. Our caregivers stayed steadfast in their commitment to provide high-quality, comprehensive, safe, and compassionate healthcare to our patients and residents. They were also admirable in their support of each other, offering strength and encouragement to help their colleagues through trying times.

Amid the pandemic, another crisis struck us: a computer systems outage and malware attack. Unlucky is an understatement to describe the timing of this amid a pandemic. As we already knew from dealing with COVID, however, we are resilient. Our staff streamlined downtime procedures, found ways to communicate and ultimately kept patient and resident safety our top priority. Most importantly, no patient or employee data was extracted from our systems.

While COVID-19 response demanded much of Samaritan's efforts in 2020, other areas of the health system still saw growth and improvement – including care for women and children, specialty clinics and centers and, most notably, our home health care agency.

In a year of so much unpredictability and hardship, all of Samaritan's successes are reflective of its dedicated staff and the incredible support of the North Country community. To all who have played a role in supporting our local healthcare system, we wholeheartedly thank you.

Sincerely,

Thomas H. Carman
President & CEO

Community Donations

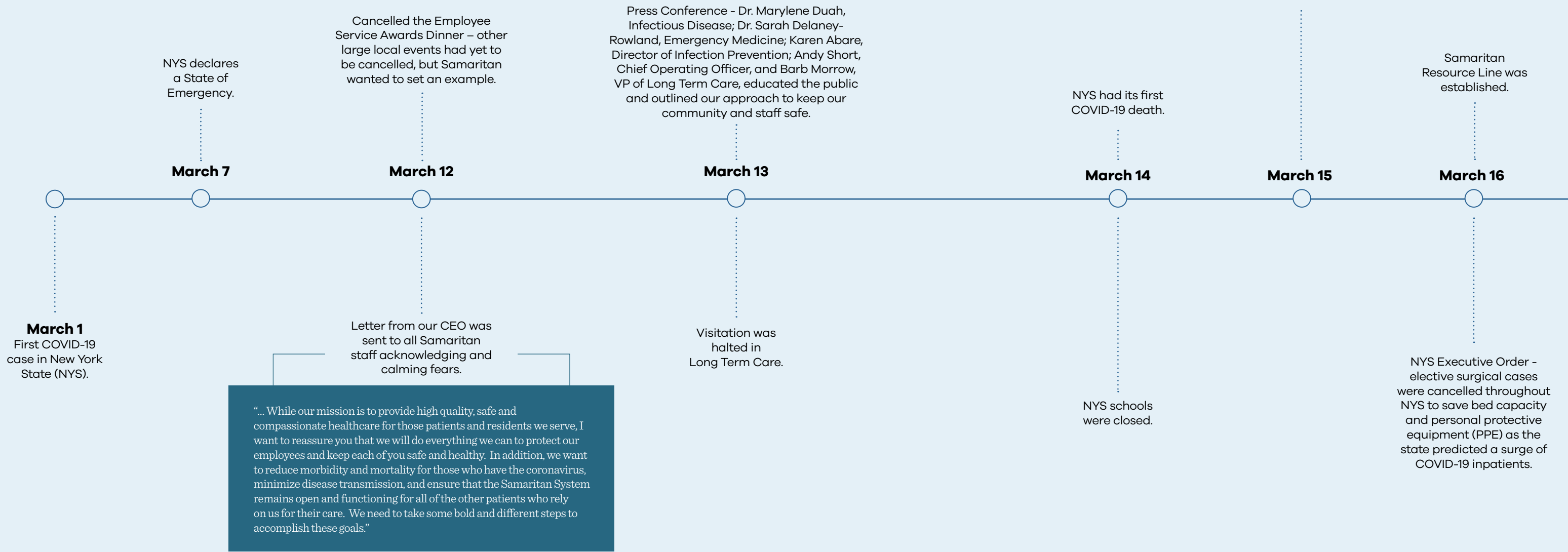
Our community showed tremendous support for Samaritan during the COVID-19 pandemic. Throughout 2020, we received donations of homemade masks, gowns, protective eyewear, face shields, gloves, equipment, hand sanitizer and other needed items from businesses, non-profits, churches, schools and community members. Community members left us signs, painted rocks, chalk-drawn messages and pictures to show support for Samaritan and our healthcare team. They also gifted us with stress balls, coffee, gift cards, lip balm, food, drinks, Girl Scout cookies, candy and snacks. Nursing home residents even received donations such as TVs, DVD and CD players, radios and iPads. Financial donations from the community helped us create two serenity rooms for our hospital staff to have a place to relax and decompress. These rooms offered hot tea, the calming smell of lavender, music, and other de-stressing resources. Car-Freshner donated 62,000 of its 3.5-oz. hand sanitizer bottles to Samaritan and Clifton-Fine staff, patients and residents. Samaritan paid it forward by sharing excess supply with the community – almost 23,000 bottles went to the United Way to distribute to food pantries and agencies. We also sent supplies to local physicians, urgent care and healthcare agencies to distribute to their patients.



Samaritan received hundreds of donations from the community during 2020, ranging from hand sanitizer and homemade face masks to pizzas and snacks for our hardworking staff.

An Unprecedented Year

2020 was a year like no other, and trying to piece together a year that changed so much for our healthcare system is a lot to absorb. This timeline helps recap major milestones in our year, but it certainly is not all-encompassing of every state mandate, regulatory change or adverse event we experienced.



Resource Line

At the beginning of the COVID-19 pandemic, our community had many questions. To help calm fears and provide answers, Samaritan started the area’s first COVID-19 Resource Line, a call center staffed by registered nurses (RNs), retired RNs, and even retired physicians. The goal was to help those with symptoms get tested quickly and to answer general questions.

Staffing the Resource Line was a nimble operation from the start. Initially, employees from areas with lower patient volumes – including Surgical Services when elective surgeries were cancelled – helped field calls. As patient volumes grew and elective surgeries resumed, retirees were asked to help. In the fall of 2020, Samaritan transitioned the entire operation to its Samaritan Family Health Network’s existing nurse triage system. As winter set in and cases of COVID-19 rose, the Resource Line experienced a record number of calls, taxing an already busy clinic staff. Again, team members jumped in to help.

This team approach has ensured the success of the Resource Line and has helped community members find testing, eased their fears, and in several instances convinced patients to seek needed care. Samaritan expects to see the Resource Line adapt into a Nurse Advice Line and remain a long-term community outreach tool.

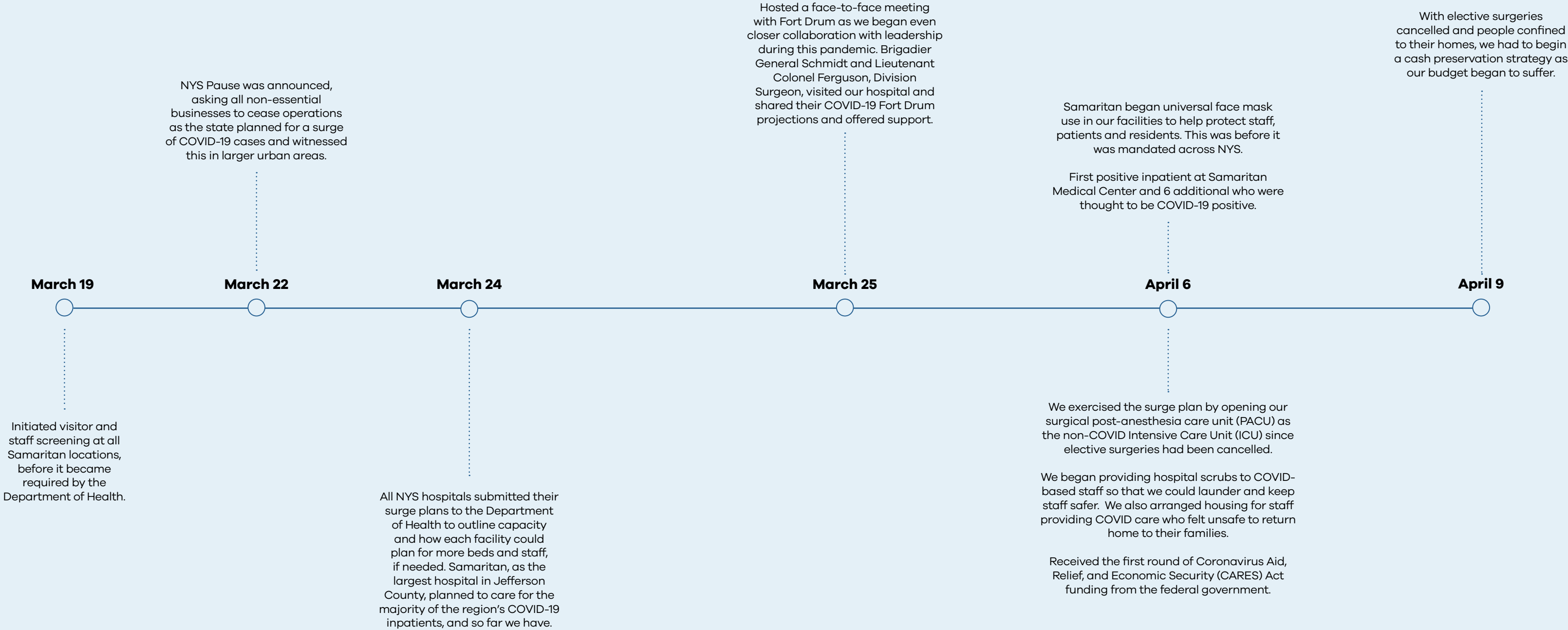


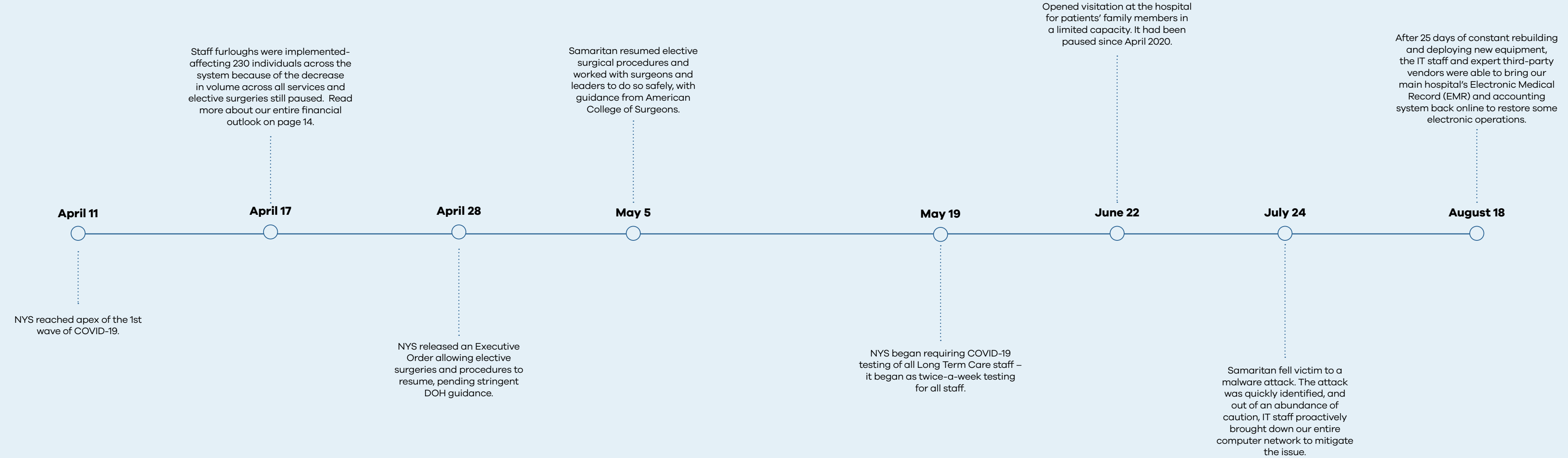
In 2020, the Samaritan Resource Line answered more than **10,000 calls** from community members and patients with COVID-19 symptoms, questions and concerns.

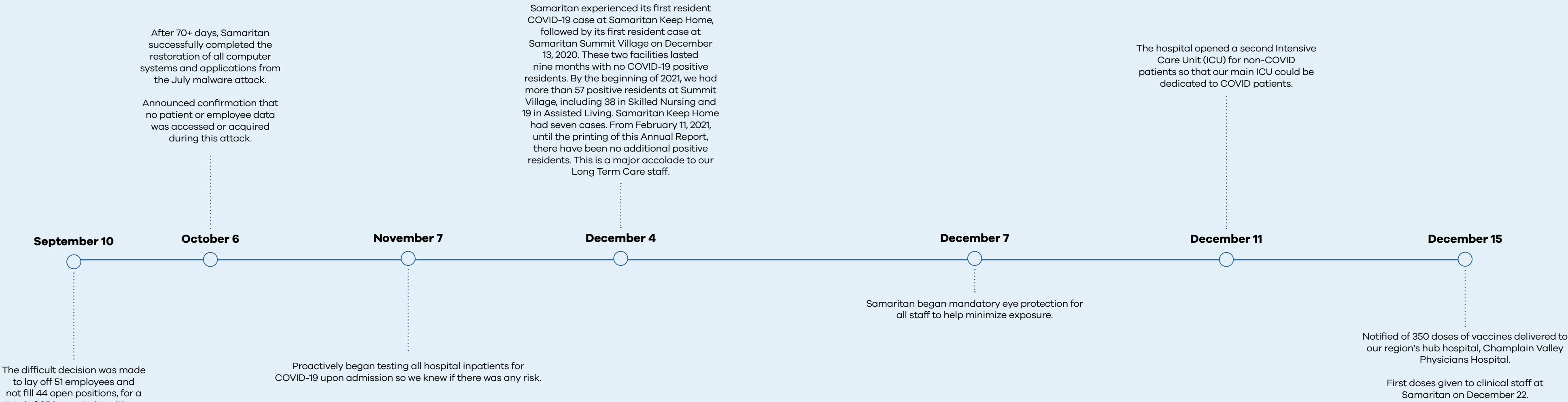
Drive-Up Testing

The New York State Department of Health gave Samaritan approval to open an appointment-only, drive-up testing site for COVID-19 – the first of its kind in our region. We were committed to a drive-up location, as best practices and infection prevention standards showed it would be the safest option for our staff and patients. In July, Samaritan was designated a NYS Collection Site and offered up to 300 COVID tests per week free to community members. Our first drive-up testing location was at our Summit Drive office, located behind the building to protect patient privacy. In the fall of 2020, we moved the site to our Samaritan Health and Wellness Plaza, utilizing vacant garage space to offer more weather-appropriate coverage for patients and staff.

In 2020, **14,415 patients** were tested at Samaritan's drive-up testing location.







COVID-19 Mass Testing Event

Samaritan worked with Carthage Area Hospital, Jefferson County Public Health and the New York State Department of Health to host the area's first mass COVID-19 testing event following the 2020 Thanksgiving holiday. In one weekend, approximately 1,000 community members were tested for free at Samaritan's drive-up testing site and at Carthage Area Hospital.

COVID Successes

Telehealth

Increasing access to care became a major focus during the pandemic, and telehealth was a key vehicle to accomplish this. Patient reluctance, fear of the virus, increased social distancing, and limited public transportation all served as barriers for in-person care. Fortunately, federal regulation broadened to allow reimbursement for most telehealth visits, allowing patients to see their providers for these critical visits.

To suit the needs of our patients, Samaritan was quickly able to roll out telehealth solutions in many specialties, including primary care, behavioral health, breast care, dermatology, wound care, cancer care, interventional radiology, pain management, women's wellness, rheumatology, and urology. We even successfully rolled out a telehealth option for physical and speech therapy services.

Overall in 2020, we provided more than 16,000 telehealth provider visits, compared to just 515 in 2019. At the right is a snapshot of how many telehealth visits we conducted this year, by specialty. This does not account for any telehealth visits conducted during the 2020 system outage.

- Outpatient Behavioral Health: **8,074**
- Primary Care: **3,416**
- Addiction Services: **2,018**
- Pain Management: **909**
- Dermatology: **447**
- Medical and Radiation Oncology: **436**
- Urology: **358**
- Women's Wellness: **330**
- Interventional Radiology: **227**
- Breast Care: **47**
- Rheumatology: **34**
- Wound Care: **46**
- Outpatient Speech Therapy: **30**

We were able to bring these important services directly into the homes of families, and this was extremely important. We hope future regulation allows us to continue offering telehealth when it is requested and makes sense for families, especially for military families and those with child care and transportation issues.

Long Term Care COVID Stats

Total number of staff COVID-19 tests completed in 2020

Samaritan Summit Village: 8,472
Samaritan Keep Home: 12,566

Total number of resident COVID-19 tests completed

Samaritan Summit Village: 2,825
Samaritan Keep Home: 2,292

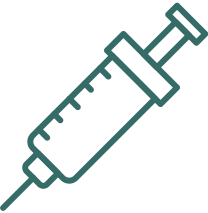
Total number of monoclonal antibody infusions* given to COVID-positive residents

Samaritan Summit Village: 24
Samaritan Keep Home: 3

Percentage of residents vaccinated against COVID-19 as of 03/25/21:

Samaritan Summit Village:
94% (Skilled Nursing) / 97% (Assisted Living)
Samaritan Keep Home: 88%

**A treatment to help residents recover quickly and out of the hospital*



Vaccinations as of early 2021

- SMC Staff: **75%**
- Long Term Care Staff: **50%**
- Long Term Care Residents: **85 to 90%**

PPE/Face Shield Donations

We are grateful for the work of an innovative community group that made face shields for Samaritan and later supported several other healthcare organizations across our community. When we recognized that we had a shortage of face shields, we reached out to some local organizations to see if they had 3D printers and if they could assist us in producing a needed supply. This group quickly went into production and was able to deliver more than 1,100 to Samaritan. This project was led by Mari Cecil, of BCA Architects & Engineers, and supported by volunteers from BCA Architects, several school districts, Jefferson Community College, Jefferson-Lewis BOCES, Northern Glass, New York Air Brake, Car-Freshner, and Cornell Cooperative Extension. Community members David Maxon, Chris Nichols and others volunteered their time and personal equipment to help print and assemble face shield components.



2020 by the numbers

The Samaritan Health system faced substantial financial challenges in 2020 as a result of the COVID-19 pandemic, a crisis that placed an unexpected economic burden on the healthcare industry nationwide. This event created significant revenue losses for Samaritan, but the organization successfully overcame this challenge to remain in a stable financial position at the end of 2020.

During the height of the pandemic, Samaritan administrators were anticipating revenue losses of nearly \$10 million resulting from increased expenses and a decline in patient volume. Several difficult decisions were made by Samaritan leadership to mitigate these potential losses and maintain the financial standing of the organization.

Approximately 10 percent of employees were temporarily furloughed, while a temporary 15-percent pay cut was implemented for all management, employed physicians, mid-level and allied health professionals. A majority of open positions remained unfilled for a period of time, and all management merit increases were deferred. New capital construction projects were suspended. Although these were difficult decisions, the steps taken resulted in approximately \$5 million of savings in salaries, and were key to stabilizing Samaritan's financial position.

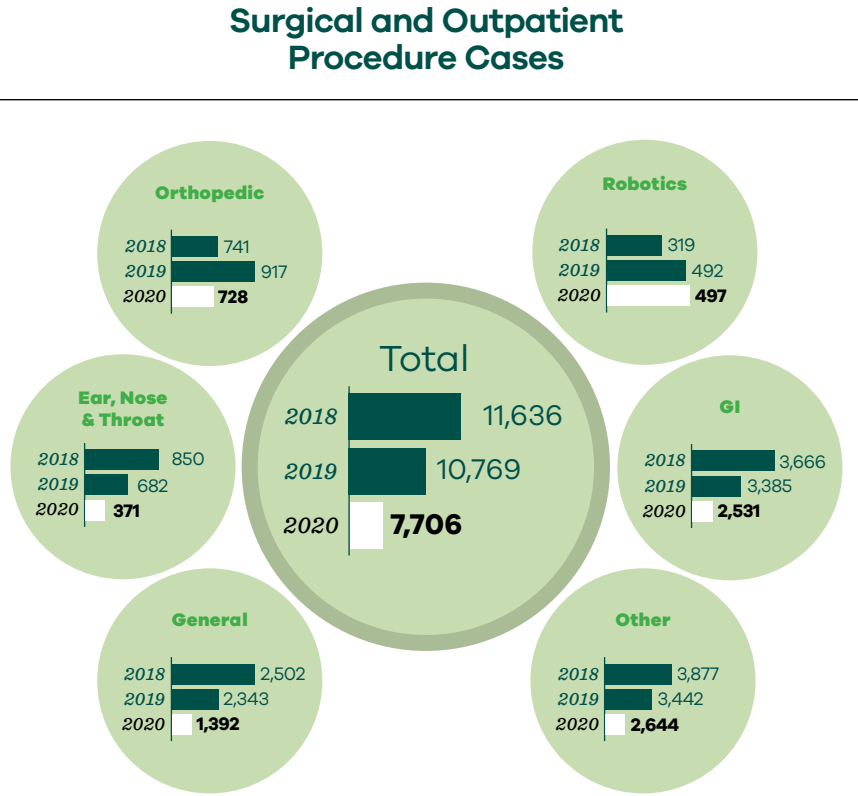
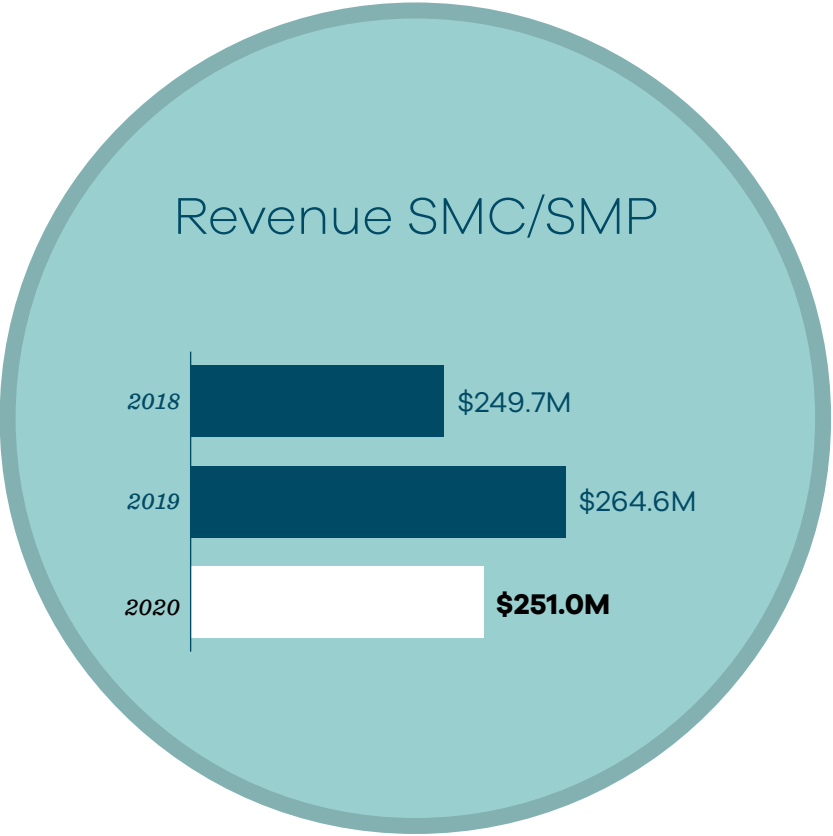
Another cost-cutting measure was the temporary closure and consolidation of several Samaritan Family Health Centers (patients were referred to others that remained open). Outpatient imaging and lab service hours were reduced, blood draw stations closed in two locations and the Cardio Rehabilitation Program and Adult Day Health Care programs were suspended.

The Samaritan Health system worked diligently to protect all patients, employees and Long Term Care residents. It became critical to purchase a significant amount of additional personal protective equipment (PPE), but the increased costs were staggering. The costs of items such as gloves, isolation gowns, face shields and face masks had risen dramatically. These higher costs, combined with the need for larger quantities, resulted in an additional \$69,000 a month being spent on personal protective equipment.

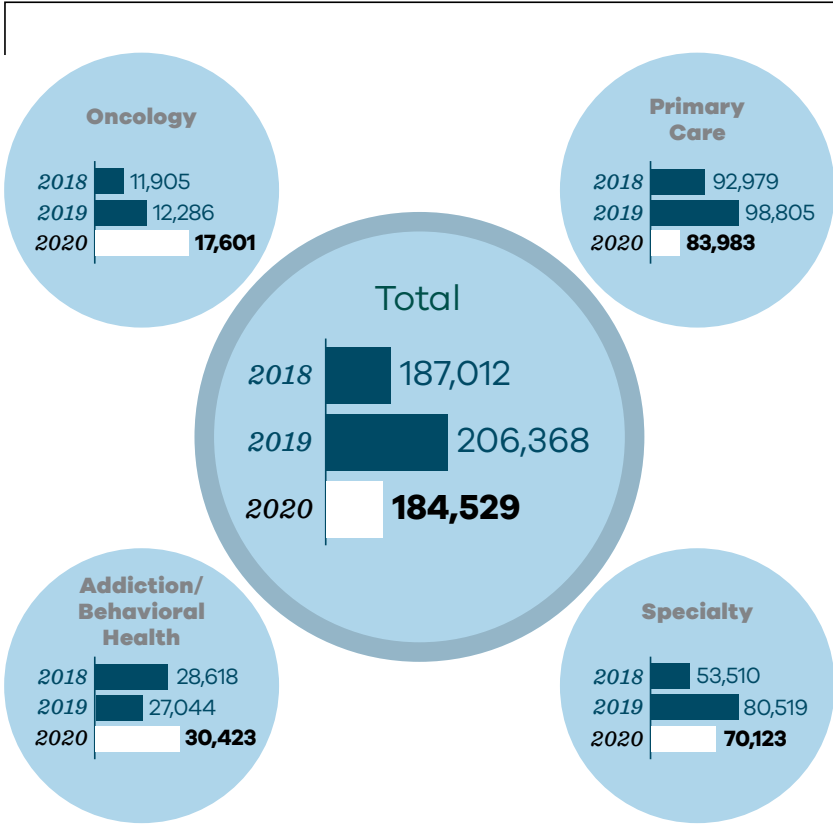
At the same time, there was a sharp decline in patient revenue. When COVID-19 cases started to surge, Samaritan had to temporarily postpone elective procedures and surgeries (both inpatient and outpatient) as part of a statewide directive. The result was an average decrease of 40 percent in patient revenue.

In May, Samaritan received good news when New York State officials determined counties with no significant risk of COVID-19 could resume elective outpatient surgeries. These represented approximately 80 percent of the facility's overall surgeries.

Along with other hospitals and healthcare facilities nationwide, the number of people seeking non-COVID-19 related services in the Samaritan Health system significantly decreased as a result of the overall fear created by the pandemic.



Outpatient
Clinic Visits



By encouraging patients to have a primary care provider, seek specialty care when needed and utilize the appropriate level of care, we have incurred an expected decline in inpatient and emergency department visits.

2020 Care Counts		
	2019	2020
Births	1,495	1,545
Acute Rehabilitation Days	3,283	3,183
Surgical Cases	6,628	4,658
Discharges	9,979	9,616
Emergency Room Visits	45,734	35,768
Imaging	118,592	108,262
Outpatient Clinic Visits	194,082	184,529
Laboratory	920,079	874,878
Resident Days	199,033	194,414
Samaritan Home Health Visits	13,400	15,763
Daycare Visits	6,104	1,309
Skilled Nursing Facility Occupancy	98%	95%
Assisted Living Occupancy	96%	93%

Post-Acute and
Long Term Care

Samaritan Keep Home/Samaritan Summit Village/
Samaritan Home Health

Revenue



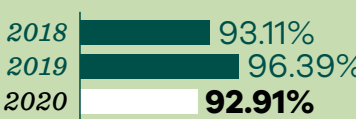
Occupancy

Skilled Nursing



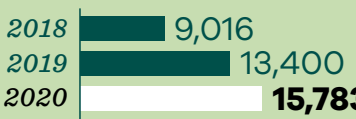
Occupancy

Assisted Living

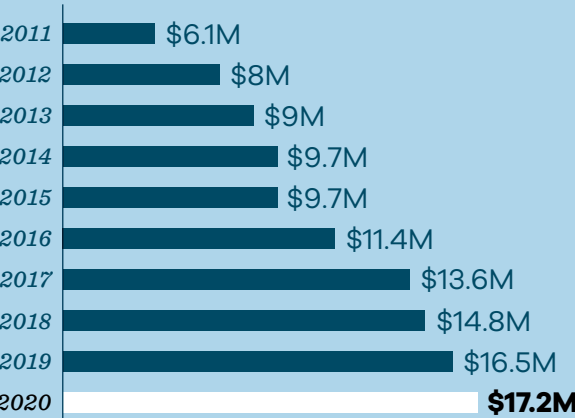


Visits

Home Care



Asset Growth
SMC Foundation



Brief System Updates



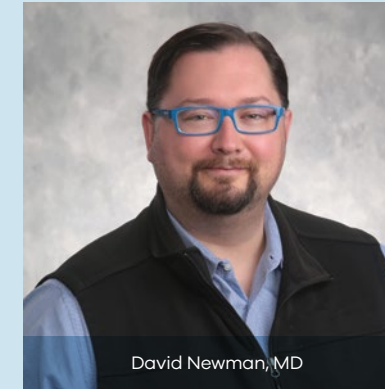
Emergency Department Renovation

In April, Samaritan Medical Center completed renovations to its Emergency Department and unveiled the upgraded space to the community. It includes private intake areas complete with doors for patient privacy, updated fixtures, a new security station, and improved waiting areas for patients. In addition, the heating and cooling system was upgraded, adding negative pressure to help with infection prevention.

These improvements have already benefited thousands of patients seeking treatment at the Emergency Department, and the enhanced privacy and infection prevention aspects were critical to emergency care during the peak of the COVID-19 pandemic.



Scott Mollison, MD



David Newman, MD

Orthopedics Clinic Opening

At the end of 2020, Samaritan Medical Center announced the opening of a new specialty practice, Samaritan Orthopedics, in the Washington Summit complex at 22567 Summit Drive, Building II, in Watertown. The practice opened in early 2021 and is growing rapidly under the expertise of orthopedic surgeons Scott W. Mollison, MD, and David J. Newman, MD. Dr. Mollison is fellowship-trained in sports medicine and upper extremity procedures, including shoulder replacements and trauma, while Dr. Newman specializes in lower-limb procedures such as knee and hip replacements.

Samaritan Orthopedics joins Samaritan's existing specialty practices – including Samaritan Dermatology, Ear, Nose and Throat (ENT), Gastroenterology, General and Vascular Surgery, Plastic Surgery, Pulmonology, Rheumatology, Urology and Wound Care – to provide North Country residents access to specialty care and highly trained providers close to home.

Wound Care Center Expansion

Samaritan's Wound Care Center added three new exam rooms and a new nurses station in 2020. This expansion helps to shorten wait times and allow the center to care for more patients.



Renee's Story

"Dr. Stillerman is very good at explaining what he is doing, why he's doing it, and what he's expecting the outcome to be. I've watched the progress (of my wound) every week," she said. "I understand that caring for a wound is not magic; I understand that it's a lot of work. But when the outcome ends up good, you forget all of that. I understand that every case is not the same, but I know I'm happy with mine."

Organ Donation

In 2020, Samaritan Medical Center initiated its first "Honor Walk" for an organ donation, during which staff and first responders lined our hallways as the organ donor was transported to an operating room for organ recovery. This special tradition allows caregivers to pay their respects to the donor and lend support to the recipient and their family on their journey. Overall in 2020, Samaritan facilitated three more tissue donations and four more eye donations than in 2019.

Long Term Care

It goes without saying that 2020 was a difficult year for Samaritan’s two Long Term Care facilities, Samaritan Keep Home and Samaritan Summit Village. Normal resident activities and visits with family members were put on hold for most of the year, and our communities – though still filled with love – did not feel the same during the pandemic. However, thanks to our dedicated and compassionate staff, Samaritan Long Term Care still celebrated many achievements throughout the year.



Quality Improvements

Both of Samaritan’s Long Term Care facilities had successful New York State Department of Health infection control surveys, with neither facility receiving a single citation.

Samaritan Summit Village received four out of five stars from “5-Star Report,” a quality tool used to provide an overall rating for nursing home facilities, with five stars representing the highest quality.

Samaritan Keep Home showed a 91% decline in resident falls in 2020 compared to 2019.

Both facilities excelled at providing a safe return home for short-term rehabilitation patients, ensuring each resident had met their rehab goals and could function safely

at home before discharge. Samaritan Summit Village rehabilitated and safely discharged 90% of patients successfully, with only seven of 63 discharges needing re-hospitalization within 31 days. Samaritan Keep Home was able to do the same with 88% of its 94 patient discharges.

Samaritan Summit Village rated in the first quintile of the Centers for Medicare & Medicaid Services (CMS) Quality Pool ratings.

Virtual and Window Visits

Our team worked hard to connect our Long Term Care residents to their families in the face of the pandemic. With visitation limited, our staff truly went above and beyond to create these connections and make sure our residents were actively engaged and as happy as possible. We were able to establish scheduled FaceTime, window, outdoor and indoor visits for our residents and their families – visits we had never done before. Throughout 2020, we helped coordinate 694 visits at Summit Village Assisted Living; 2,155 visits at Summit Village Skilled Nursing; and 5,117 visits at Samaritan Keep Home.

Lighting Up the Holidays

A “Light Up the Holidays” fundraiser to purchase decorations for Samaritan Summit Village was launched in 2020. Due to the COVID-19 pandemic, it was especially important this past year to brighten our buildings and gardens for the holidays. Our goal was to raise enough funds to purchase and create a “Winter Wonderland” of displays and lights for residents of Assisted Living and Skilled Nursing to enjoy. Within days of starting this promotion, we were blessed with major contributions from local businesses, including Lowe’s of Watertown, the Samaritan Medical Center Foundation, Heath Direct Pharmacy, and Lincare Inc. Personal financial donations also were made, and nearly \$3,500 was raised.

CNA to HHA Testing

In 2020, Samaritan began providing certified nursing assistants (CNA) in Long Term Care the opportunity to test to become a home health aide (HHA) without having to take the formal class, because they have existing experience. This helps keep staffing levels sufficient, which is always a challenge.

An Easter Surprise

At Easter time, residents of Samaritan Summit Village and Samaritan Keep Home received a special Easter surprise! The Samaritan Foundation, with the help of several local donors and volunteers, delivered 458 potted plants to brighten up each resident’s living space.



Home Health

Many of Samaritan’s service lines saw progress and development in 2020, but few experienced growth quite like Samaritan Home Health did.

Samaritan Home Health performed 16,288 visits in 2020, up from 13,400 visits in 2019. Of those visits, 915 were new patient admissions to service. Average daily census of patients also increased, from 96.49 in 2019 to 124 in 2020. Some of these new patients can be attributed to a sponsorship from Fort Drum, obtained in 2020, which allows Home Health staff on-post access to service military patients when referred.

This growth allowed Samaritan Home Health to add key staff members, who will further assist with increasing patient volumes and ensuring seamless transfers from hospital to at-home care needs. A certified occupational therapy assistant, physical therapy assistant, and a newly developed clinical liaison position were added in 2020.

When the pandemic hit, registered nurses from Samaritan Home Health trained in COVID-19 testing procedures, helping provide tests to patients in the community who had orders from their physicians. In addition, several Home Health staff members worked extra shifts and provided assistance at Samaritan Summit Village during an uptick in COVID-19 cases in December.

Most importantly, the growth of Samaritan Home Health has not been at the expense of quality. Below are several quality-of-care accomplishments achieved by the department over the past year:

- Earned a 5-star Medicare rating for patient satisfaction, the highest rating possible. In addition, the team scored 89% on the survey question, “How do patients rate overall care from the home health agency?” – a score above the national average of 84% and the New York State average of 80%. They also scored 89% on the survey question, “Would patients recommend the home health agency to friends or family?”, again beating the national average of 78% and state average of 73%.
- Prevented 89% of patients from being readmitted to the hospital after discharge from Home Health – well above the national average of 78.6%.
- Scored 3.5% – the national benchmark score – for the Medicare value-based standard of “how often patients were re-admitted to the hospital for a potentially preventable condition after discharge from home health.”
- Improved from a Medicare 2.5-star quality rating to a 3-star quality rating.

DAISY and BEE Awards

Samaritan Medical Center initiated the DAISY and BEE Awards in the summer of 2020, giving coworkers, patients and community members a new way to recognize exemplary staff. The DAISY Award for Extraordinary Nurses® recognizes extraordinary nursing staff at the hospital, and the BEE Award honors other outstanding staff members who support patient care. Nominations are made on a rolling basis. A committee determines monthly recipients, who receive various tokens of gratitude and visual recognition in the hospital and online.

Congratulations to our 2020 DAISY and BEE Award Winners!



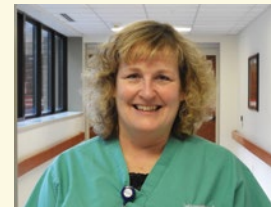
Diane Jesmore, RN
July 2020



Hillary Youngs, RN
September 2020



Crystal Sterling, RN
October 2020



Shirley Ward, RN
December 2020



Raymond Hirst
July 2020



Melissa Ryan
September 2020



Gale Freeman
October 2020



Tony Marra
December 2020



As a symbol of these new awards, a beautiful and meaningful sculpture called "A Healer's Touch" was installed in the Healing Gardens at the Medical Center. Matching miniatures of this sculpture, hand carved by artists of the Shona Tribe in Zimbabwe, are given to each DAISY Award recipient.

You can nominate a Samaritan team member for a DAISY or BEE Award at samaritanhealth.com/daisy-bee

Samaritan Employees Recognized *for Service*

Every year, Samaritan holds an Employee Service Award dinner to recognize employees who reached a milestone service anniversary the prior year. In 2020, more than 90 employees celebrated their 20-, 25-, 30-, 35- or 40-year anniversaries at Samaritan. Special recognition was given to the employees, pictured below, who celebrated 40 years of service and dedication to the organization.



Virginia Allen
40 years



Janice Delaney
40 years



Renee Ferendzo
40 years



Teresa Mecomonaco
40 years



Peggy Paul
40 years



Karen Schell
40 years



Lisa Warren
40 years



2020 Lifetime Achievement Award

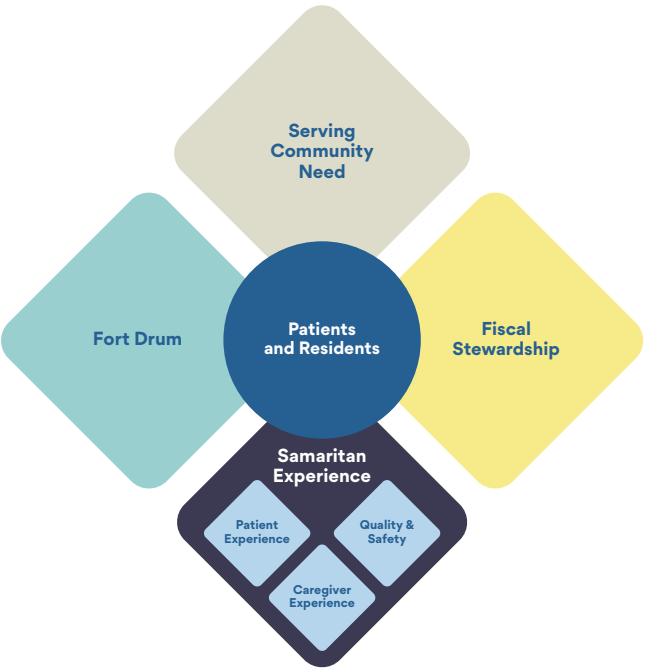
Although Samaritan’s 8th annual Physician Recognition Dinner was cancelled due to COVID-19, Dr. Jan K. Turcotte was recognized publicly as the recipient of the 2020 Lifetime Achievement Award. This award lauds a Samaritan physician for his or her leadership and service to the health and wellness of Northern New York.

Dr. Turcotte retired from a 32-year career in general, vascular and breast surgery in 2012, but she remains an active member of many healthcare committees at Samaritan. She currently serves as the chairperson for Samaritan Medical Center’s Board of Trustees.

Whether in their private practice, hospital duties, board or medical staff leadership positions or volunteer work, Samaritan’s physicians dedicate their time and talents to make our community a better place to live. Thank you, Dr. Turcotte, for your years of service and for the countless lives you have impacted!

Charting Our Future

In 2020, we unveiled a new strategic plan that will guide the Samaritan Health system for the next three to five years. At its core are our patients and residents, as they drive every decision we make. The pillars that help direct our work include: the Samaritan Experience, which encompasses both patient/resident experience and caregiver experience, as well as our commitment to safety and high-quality care; Fort Drum; Fiscal Stewardship; and Serving Community Need. This plan will help steer us as we determine how to progress and continuously improve for our community. Since 2020 unfolded as it did, we were unable to launch and implement our new strategic plan as we hoped; however, this work will continue in 2021.



Samaritan Experience

Patient Experience - The patient experience shall be exceptional.

Caregiver Experience - Samaritan shall be a great place to work and practice.

Quality & Safety - All patient encounters shall be of the highest quality and ensure the patient’s safety.

Serving Community Need

Samaritan shall be a leader in health, wellness and prevention and ensure that appropriate services are provided to this region.

Fort Drum

We shall continue to strengthen our relationship with Fort Drum and be the provider of choice. Samaritan will continue to serve as a model for the Army and Department of Defense.

Fiscal Stewardship

The system shall be managed under sound operating parameters. The Samaritan boards shall steward the organization to develop a sustainable business model to ensure healthcare for generations.

Samaritan was there.

Samaritan was proud to host 19 students from 10 local school districts during its 10th annual MASH Camp in February 2020. MASH Camp, put on by the Fort Drum Regional Health Planning Organization, stands for Medical Academy of Science and Health and gives middle and high school students an immersive, three-day health career experience.



Nancy's Story

Samaritan’s Infusion Unit saw growth during 2020, both in patients served and services offered. Overall, 2,783 patient visits were recorded, an increase of 326 from the year prior. The clinic also began offering Tepezza infusions, which help treat thyroid eye disease.

“This is just wonderful,” she said. “It’s two trips a month to Syracuse that I don’t have to do anymore. I feel very comfortable here at Samaritan – I just love it!”

During her two-hour infusion sessions, Nancy enjoys access to free television and WiFi in her private room. Infusion staff always offer her refreshments and the option to order a meal from Samaritan’s cafeteria, amenities she said were not available to her during her treatment in Syracuse.

After years of traveling to Syracuse for infusion therapy, Nancy LaPage is glad to be “back home” at Samaritan Medical Center for her care.

The Adams Center resident has been living with rheumatoid arthritis for more than 12 years. Having worked for four decades at Samaritan, she was ecstatic when her primary care physician told her she could receive her Remicade infusions in a familiar setting close to home. For her, this meant peace of mind – no arduous, hourlong drives to and from Syracuse for treatment; fewer nerve-racking winter trips through Northern New York’s snowbelt; and more time to enjoy her family and retirement.

Since beginning her treatment at Samaritan in early 2020, Nancy has been making the most of the time she saves, spending it in her garden, crocheting, or with her family and friends. She tries to keep herself busy, exercising her joints as much as possible. With the help of the convenient care she receives at Samaritan, Nancy is in control of her rheumatoid arthritis – and she plans to keep it that way for many years to come.



Enhanced Surgical Capabilities

While COVID-19 response demanded much of Samaritan's efforts in 2020, other areas of the health system still saw growth and improvement. Enhancements were made to the surgical capabilities offered by Samaritan Dermatology and Samaritan Pulmonology, both of which assist in cancer detection and treatment.

Dermatology - Mohs

In June, Samaritan Dermatology became the first location in Jefferson County to offer Mohs micrographic surgery for skin cancer treatment. This procedure saves as much healthy tissue as possible, helping the patient heal faster while assuring that all cancer cells have been removed. Depending on the skin cancer and its location, tumor clearance rates are as high as 99 percent. The clinic completed 204 Mohs surgeries in 2020.



Amy Werchinski,
MPAS, RPA-C



Erin Bryant,
RPA-C

Samaritan Dermatology also added two dermatology providers in 2020, both physician assistants from Lewis County.



Robotic Bronchoscopy - Monarch

Samaritan Pulmonology began using robotic bronchoscopy in November, becoming the first adopter of the new technology in all of Central New York and the North Country. Samaritan invested in the Auris Monarch™ Platform because of its unmatched ability to examine the lungs and detect lung cancer in its early stages.

The Monarch Platform features a familiar controller-like interface that physicians use to navigate the flexible robotic endoscope to the periphery of the lung with improved reach, vision, and control. Combining traditional endoscopic views into the lung with computer-assisted navigation based on 3D models of the patient's own lung anatomy, the Monarch Platform provides physicians with continuous bronchoscope vision throughout the entire procedure.

Stroke Center Designation

In February of 2020, Samaritan Medical Center earned The Joint Commission's Gold Seal of Approval® for Primary Stroke Center Certification. The Gold Seal is a symbol of quality that reflects a healthcare organization's commitment to providing safe and quality patient care. To achieve this recognition, the hospital underwent a rigorous onsite review in November 2019, during which a Joint Commission reviewer evaluated compliance and conducted observations and interviews.

Samaritan is the only hospital in the Northern New York region to have this designation. Since becoming a Designated Stroke Center, one of Samaritan's physical therapists sought and achieved her Certified Stroke Rehabilitation Specialist (CSRS) status. She is the only such specialist within a 50-mile radius. In September, Samaritan partnered with local Stroke Center providers on a public service advertising campaign to remind the community to seek care and act 'FAST' in response to a suspected stroke. This campaign, in conjunction with World Stroke Day, focused on the 'FAST' acronym – Face drooping, Arm weakness, Speech difficulty, and Time to call 911!



The Joint
Commission®



American Heart
Association®
American Stroke
Association®

C E R T I F I C A T I O N

Meets standards for

Primary Stroke Center

Unsung Hero - Dr. Delaney-Rowland

Samaritan's Dr. Sarah Delaney-Rowland was recognized as an 'Unsung Hero' by the New York American College of Emergency Physicians (NYACEP), a group that supports quality emergency medical care and promotes the interest of emergency physicians. Chief Medical Officer Dr. Mario Victoria nominated Dr. Delaney-Rowland and penned a letter to describe her leadership, regard for excellence, and dedication to patient care, saying: "Dr. Delaney is an honest, respected leader and mentor who is committed not only to each patient's quality of care, but to the community and the staff she works with on a daily basis."





WWBC – Breast Clinic Success

2020 marked the first full year of operation at Samaritan’s Women’s Wellness and Breast Care location. The breast care clinic has filled a vital role in our community; and with the leadership of Dr. Agnieszka Dombrowska, our patient experience has been very positive. In 2020, more than 279 stereotactic breast biopsies were performed, as well as more than 240 breast MRIs. With advanced technology, a knowledgeable physician, well-trained staff and a beautiful physical space, Samaritan is delivering high-quality breast care to the women in our community.



Dr. Agnieszka Dombrowska and Brandy Olivares.

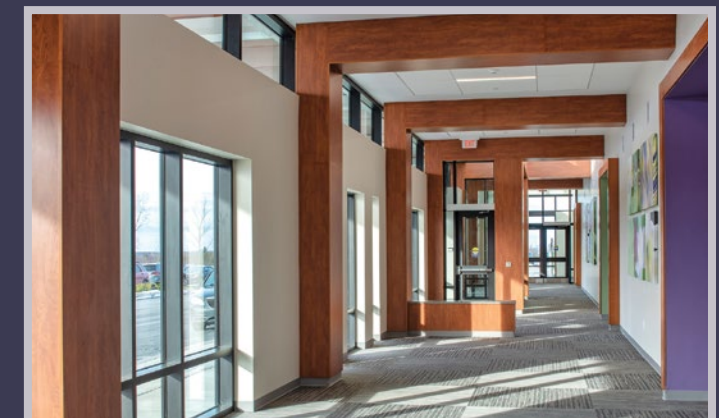
Brandy’s Story

Breast cancer isn’t typically on the mind of most women in their 30s—and it wasn’t on Brandy Olivares’s, either. In October 2019, the then-37-year-old retail store manager was sent to Samaritan Medical Center for a biopsy, and the diagnosis of cancer was something she never saw coming.

“Honestly, I couldn’t believe what I was hearing,” Olivares said. “After I was informed, everything that was said after was a blur. My mind and body just shut down, and the tears started flowing. I thought about the fear of the unknown a lot.”

But this was before Olivares connected with the supportive team inside Samaritan’s Women’s Wellness and Breast Care, led by Dr. Agnieszka K. Dombrowska. Together, they endured a journey that Olivares termed as both “hard and emotional,” but one that put her at ease—and left her cancer-free.

“Dr. Dombrowska is just on a different level in so many ways when it comes to compassion, caring and diligence, and her determination to fight the fight with you,” Olivares said. “You don’t feel alone with her. She educated me on what the next necessary steps were to remove the cancer, listed my options, provided excellent feedback, and showed genuine care and concern for me—like I was family.”



Quality *and* Safety

On Samaritan's journey toward becoming a highly reliable organization with zero patient harm, our quality improvement team, care providers and leadership are continuously making enhancements for our patients and residents. In 2020, the urgent nature of the COVID-19 pandemic brought the importance of quality and safety to the forefront as patients relied on Samaritan, more than ever, to provide a safe and reassuring care environment. Samaritan took this charge and ran with it, which led to many quality improvement accomplishments throughout the year.

2020 Quality Improvement Highlights:

- Samaritan Medical Center achieved a perfect score (100 out of a possible 100 points) on the 2020 quality goals established by Excellus Health Plan's Hospital Incentive Program (HIP).
- Samaritan Medical Center was named a Blue Distinction Center+ for Knee and Hip Replacement by Excellus BlueCross BlueShield, as part of its Blue Distinction Specialty Care program. Blue Distinction Knee and Hip Centers demonstrate expertise in total knee and total hip replacement surgeries, resulting in fewer patient

complications and hospital readmissions. Additionally, hospitals designated as Blue Distinction Centers+ are on average 20 percent more cost-efficient in an episode of care compared to other hospitals.

- The Immunization Action Coalition (IAC) recognized the Car-Freshner Center for Women and Children at Samaritan for its noteworthy dedication to patient safety by adhering to its established policy to administer the first dose of hepatitis B vaccine to newborns prior to hospital discharge. The center achieved a coverage rate of 95% between October 2019 and October 2020, an increase from 91% in the previous year. Samaritan Medical Center is on the IAC Hepatitis B Birth Dose "Honor Roll."
- All Samaritan Family Health Centers received Patient Centered Medical Home (PCMH) certification and recognition in 2020. PCMH is a model of primary care that focuses on patient-centered care, communication among providers, elimination of duplicate tests and procedures, and greater patient education and access.
- Samaritan Medical Center was proud to continue a five-year streak as one of Excellus BlueCross BlueShield's Blue Distinction® Centers+ for Maternity Care. In

2020, this distinction program was expanded beyond traditional outcome measures to include assessments of internal quality improvement, data collection and dissemination, and internal protocols that better address clinical quality and equity issues in maternity care. Recognized facilities must collect race ethnicity data, have a maternal quality improvement program, commence drills and simulations for adverse events, and have dedicated protocols and procedures for the management of hypertension and hemorrhage. In addition, they must meet clinical outcome metrics at a higher standard than required previously. Blue Distinction Centers for Maternity Care show statistically significant differences in key clinical outcomes compared to their peers.

- For the first time, Samaritan Medical Center was named a Blue Distinction Center for Spine Surgery by Excellus BlueCross BlueShield, as part of its Blue Distinction Specialty Care program. Blue Distinction Spine Centers demonstrate expertise in cervical and lumbar fusion, cervical laminectomy and lumbar laminectomy/discectomy procedures, resulting in fewer patient complications and hospital readmissions compared to other hospitals.



Safe Sleep Initiative

The Car-Freshner Center for Women and Children launched a new Safe Sleep Initiative as part of a larger goal to be a certified safe sleep hospital accredited by Cribs for Kids. When an infant is born at Samaritan, staff of the Car-Freshner Center for Women and Children educate and demonstrate to families the importance of safe sleep, what safe sleep looks like, and provide each baby with a safe sleep sack to encourage parents to continue safe sleep practices taught while in the hospital. Sleep sacks are donated by the Children's Miracle Network of NNY.



Amid the pandemic, in summer of 2020, another crisis struck Samaritan – a malware attack and computer systems outage.

The attack was quickly identified on July 24 and, out of an abundance of caution, Information Technology (IT) staff proactively brought down the entire computer network to mitigate the issue. In the following months, staff worked with various technical and legal experts to navigate the situation and, within 25 days of pulling the network down, Samaritan pushed its main electronic medical record (EMR) system – the backbone to many other systems – back online. From there, staff worked tirelessly to restore all other systems, software and connectivity. After 70+ days, all major patient care systems were successfully restored.

While systems were down, staff faced the daunting challenge of paper charting everything – organizing and capturing all data needed for patient care the old-fashioned way. To say staff were resilient would be an understatement. Veteran staff trained newer team members on downtime procedures and maintaining

System Outage

safety measures. Everyone pulled together and found ways to be resourceful in a dire situation. Teams were manually delivering orders and other paperwork, using the HealtheConnections portal for older patient information, and relying on vendors to create new ways to care for patients.

Samaritan's IT team worked hand-in-hand with subject-matter experts to rebuild servers, replace hardware, retrieve and repair data and physically inspect more than 2,000 pieces of computer hardware to ensure restoration was a success.

Communication was critical while computer systems were down. To remain connected, Samaritan sent mass text messages to staff and implemented daily phone calls, rounding in nursing areas, personal email messages, and more. The public also was kept apprised of the situation and asked for their patience throughout the recovery period.

The Human Resources (HR), Payroll and Finance teams also were impacted and had to revert to downtime procedures that were time-consuming and required constant monitoring. HR and Payroll

worked collaboratively to ensure all employees received a paycheck during system downtime, which was a major feat. Employee time-card collection was done with pen and paper and manually entered to issue paychecks. This kept compensation on time but led to tax and withholding discrepancies, reconciliation of which took weeks after systems were restored.

Once systems were back online, the Business Recovery Team – including Medical Records, Patient Access, Front Office and Financial staff – worked tirelessly to update electronic files, patient records, billing requirements and any discrepancies in paper charts.

Though the timing of the malware attack could not have been worse, Samaritan successfully navigated this difficult situation, ensuring no patient or employee data was compromised. Since the cyberattack, Samaritan has continued to strengthen its systems, improve downtime procedures and fully appreciate the technology it is fortunate to have.

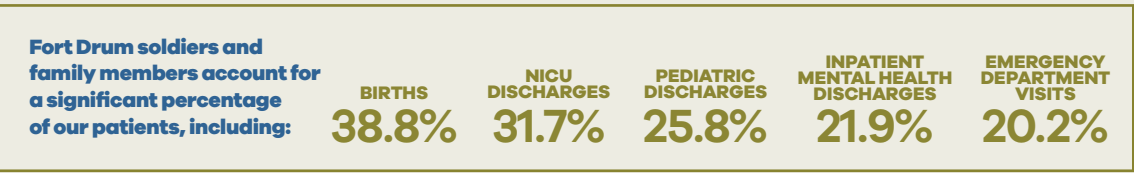
Fort Drum

For more than 30 years, leadership at Samaritan Medical Center has worked closely with Fort Drum officials to ensure its healthcare system is meeting the needs of the large military community.

The 10th Mountain Division is based at Fort Drum, and the military post is the only active-duty Army division installation without a hospital on site. Thus, a working partnership for many years has enabled Samaritan to provide a range of vital medical services to members of the military and their families. This unique healthcare delivery model offers care to upwards of 30,000 active-duty soldiers, retirees, civilian employees and their family members through the Samaritan Health System.

When the COVID-19 pandemic hit the region, it threatened both military and civilian populations, making it vital for Samaritan to intensify its communications with Fort Drum. In doing so, the two partners successfully protected the health and safety of those living on post and in the community, and they also saw their three-decade-old partnership strengthen.

In March 2020, at the beginning of the pandemic, Samaritan established a large drive-through COVID-19 testing site in Watertown. Here, staff administered tests to thousands of people, including members of the military community and their families. This resource helped Fort Drum officials keep tabs on any positive COVID-19 cases identified among the military community. Samaritan also shared information on the number of hospitalizations of military personnel and/or family members with Fort Drum leadership. All this data was critical for the military’s coordinated response to the pandemic.



Samaritan also operated a resource phone line to provide callers with vital information about identifying COVID-19 symptoms and the potential need for testing. This phone line was available to anyone in the community, both military and civilian.

Above all else, Samaritan provided assurance to Fort Drum that any COVID-19 patient affiliated with the military was offered the best-possible care under strict safety precautions.

All of these developments were made possible by enhanced communication – both in frequency and in scope – between Samaritan and Fort Drum, and also with other regional healthcare facilities and public health agencies. Representatives of these organizations held phone conferences on a weekly basis between March and July of 2020, and then again between November 2020 and January 2021. Before COVID-19, Samaritan officials primarily worked with the U.S. Army Medical Department Activity (MEDDAC) at Fort Drum; but during the crisis, many garrison and command staff joined the coordinated

community response to the pandemic.

Fortunately, Samaritan was able to continue its tradition of hosting a group of top military commanders from Washington D.C. to meet and offer more information about the system in place for coordination with Fort Drum. Although these officials were unable to walk around the hospital, they were provided an on-site virtual tour of the facility by Samaritan leadership. One notable visitor was Brigadier General Paula Lodi, Commanding General for Regional Health Command, Atlantic.

Like it has been since the arrival of the 10th Mountain Division in the mid-1980s, Samaritan remains dedicated to providing compassionate, convenient and quality healthcare to region’s military families. This commitment did not waver during the COVID-19 pandemic, and that is a testament to the strength of the North Country’s unique “Fort Drum Model” of care.



Samaritan continued its support of USO Fort Drum, as a corporate sponsor, attending the organization’s annual “Trunk or Treat” Halloween event to pass out candy and information on services to hundreds of military children and families. CEO Tom Carman also participated as a guest reader for USO Fort Drum’s Virtual Story Time, reading a book to several local children of military families. He read “Splat the Cat Goes to the Doctor”, and the children did a craft afterward.



Just like at Samaritan Medical Center, the year 2020 presented Clifton-Fine Hospital with many challenges – but also many opportunities.

Clifton-Fine strengthened an already strong relationship with its community by offering COVID-19 testing, vaccination clinics for COVID-19 and influenza, and extensive outreach and communication throughout the pandemic. The hospital also strove to keep its primary care clinic patients connected through telemedicine, providing them with virtual behavioral health appointments, in-home visits, and timely follow-up phone calls. As COVID-19 infections increased throughout the region, Clifton-Fine was there for its hospital partners to help balance patient loads so that no hospital in the North Country was inundated beyond a safe capacity.

Working through the COVID-19 pandemic was not the only endeavor Clifton-Fine focused on during 2020. In fact, it accomplished a great deal during a year of such global uncertainty. Here are some accomplishments for the year:

- Solidified a new provider delivery model, which positions it to provide a wider range of services for future financial growth. This new model allows the hospital to capture steady inpatient admission growth and provider satisfaction scores.
- Implemented a shared governance model with the kick-off of unit practice councils, interdisciplinary team meetings, employee engagement councils, and a resident/family council.
- Through its affiliation with Samaritan, added the shared services of an emergency department director and infection prevention oversight. These shared services helped Clifton-Fine realize the benefits of having a partner when it came to ensuring timely access to a higher level of care for its patients, and the return of those patients for post-acute care rehabilitation.
- Decreased medication errors by 65%. Decreased inpatient falls with injury by 50%. Increased hand hygiene and PPE compliance to 100%.
- Focused on infection control and prevention policies and procedures, yielding zero hospital-acquired infections for methicillin-resistant Staphylococcus aureus (MRSA), Clostridium difficile (C. Diff) and catheter-associated urinary tract infections (CAUTI).



Looking ahead, 2021 should be an even bigger year for Clifton-Fine Hospital. It will unveil a new emergency room addition, which will include radiology and laboratory space to better serve the needs of its community.

2020 Medical Staff

Allergy & Immunology

Dariusz Chrostowski, MD

Anesthesiology

Tom T. Chen, MD

Eric N. Duah, MD

Calvin A. Eng, MD

Diemthuy Nguyen, MD

Jin Qi, MD

Irvin R. Sanchez, MD

Jarmila Slezkova, MD

Edwin N. Urf, Jr., DO

Breast Surgery

Agnieszka K. Dombrowska, DO

Cardiology

David H. Antecol, MD

Fritz Roc, MD

Vojtech Slezka, MD

James E. Willis, MD

Dentistry

Hans W. Wawrousek, DDS

Dentistry - Pediatric

Andrew A. Beuttenmuller, DDS

Chelsea A. Eppolito, DDS

Maria L. Ybarra, DDS

Dentistry - Oral Surgery

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Bruce J. Dines, DMD

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Russell K. Searle, DMD

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Zachary P. Nahmias, MD

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Aruna Ray, MD

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Abdul Latif, MD

Sundus Latif, MD

Samah O. Mohiuddin, MD

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Natalie M. Nielsen, MD

Dionisio Ortiz, MD

Bartlomiej W. Szczech, MD

D. Peter

VanEenenaam, MD

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Montalvo-Otano, MD

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Samuel A.

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Brian T. Pavlovitz, MD

Shikhar Vyas, MD

Yilin Zhang, MD

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Nader H.

Atallah-Yunes, MD

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Daniel A. Kveselis, MD

Christopher J.

Prendergast, MD

Frank C. Smith, MD

Lauren E. Tague, MD

Pediatrics

Honeylee Agustin, MD

Myla D. Estepa, MD

Alfred L. Gianfagna, MD

Joseph C. Gianfagna, MD

Shari M. Hogan, MD

Flavia Jung, MD

Khalil Kardooni, MD

Diane K. Keating-

Jones, DO

Josiree Ochotorena, MD

Stephanie A. Oliva, MD

Fernando S.

Ongkingco III, MD

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Mario F. Victoria, MD

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Eric R. MacMaster, MD

Astrid M. Otten, MD

Maritza

Santana-Garcia, MD

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Lawrence G. Kramer, MD

David P. Rechlin, DO

Rory A. Sears, DO, FCCP

A. Melynne
Youngblood, MD

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Justin D. Budnik, MD

Daniel S. DeBlasio, MD

Radiology

Daniel S. Gray, MD

Mark Kwalbrun, MD

Patrick J. Lanigan, MD

Dean J. Phillips, DO

John J. Wasenko, MD

Jeffrey D. Way, MD

Daniel J. Weber, MD

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Ingrid M. Hall, MD

Tracey D. Robinson, MD

Thoracic Surgery

Robert J. Johnson, MD

Urology

Kevin L. Chandler, MD

Deborah L. Wilson, MD

Vascular Surgery

Sara Cederstrand, MD

Wound Care

James V. Stillerman, MD

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of the Medical Staff

John Barrett, MD,
Vice President of the
Medical Staff

Chaitanya Chandrala, MD,
Secretary/Treasurer of the
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Chair, Credentials Committee

Elliott Cohen, MD,
Military At-Large Member

Sarah Delaney-Rowland, MD,
Chair, Department of
Emergency Medicine

Caitlin Donegan-Tartell, MD,
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Robert Johnson, MD, Chair,
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Program Director

Karl Komar, MD, Chair,
Department of Pediatrics

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Department of Medicine

Jonathan Oliva, DO, Chair,
Department of OB/GYN

Dean Phillips, DO, Chair,
Department of Radiology

David Rechlin, DO, Director,
Medical Education

Irvin Sanchez, MD, Chair,
Department of Anesthesiology

Maritza Santana-Garcia, MD,
Chair, Department of Psychiatry

Rory Sears, DO, Chair, Medical
Staff Peer Review Committee

Peter VanEenenaam, MD,
Chair, Department of Surgery

Mario Victoria, MD, Chief Medical
Officer (ex-officio without vote)

Thomas H. Carman, President/
Chief Executive Officer
(ex-officio without vote)

Samaritan Welcomes New Physicians

Samaritan was pleased to welcome 19 physicians to its medical staff in 2020. Through its partnership with Apogee Physicians, Samaritan became fully staffed with a permanent team of hospitalists to care for its inpatients. This could not have come at a more critical time, as the need to care for COVID-19 patients arose.

The following physicians will be serving the Fort Drum community: Griffin M. Biedron, MD, Orthopedic Surgery; Jamie C. Humes, DO, Obstetrics & Gynecology; Molly K. Setzer, DO, Obstetrics & Gynecology; and Diane I. Shumbusho, MD, Obstetrics & Gynecology.



Opoku Adjapong, MD
Pathology



Honeylee Agustin, MD
Pediatrics



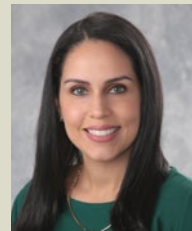
Florence Arnold, MD
Medical Oncology/
Hematology



Justin D. Budnik, MD
Radiation Oncology



Leilani M. Garcia, MD
Hospitalist



Gisell Grullon, MD
Family Medicine



Ingrid M. Hall, MD
Rheumatology



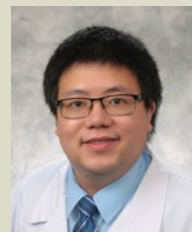
Ihsan U. Haq, MD
Medical Oncology/
Hematology



Diane K. Keating-
Jones, DO
Pediatrics



Asim A. Kichloo, MD
Hospitalist



Jimmie A. Mar, DO
Hospitalist



Stanislav
Polinkevych, MD
Hospitalist



Katrina D. Stinson, MD
Obstetrics &
Gynecology



Shikhar Vyas, MD
Pathology



Andro A. Yousef, MD
Hospitalist

Graduate Medical Education (GME) Program

Word is spreading about one of Samaritan's best-kept secrets – its Graduate Medical Education (GME) program, which offers new doctors top-class training in an individualized, close-knit setting. In 2020, our GME program received a record number of applications, with 742 applicants for Family Medicine and 1,132 applicants for Internal Medicine.

Over the course of three years, Samaritan's resident physicians work side-by-side with professional faculty and attending physicians to provide care in numerous medical specialties, working in both inpatient and outpatient settings. They also help operate their own community-based clinic at the Samaritan Health & Wellness Plaza, called the SMART (Samaritan Medical Academic Residency Training) Clinic. In 2020 alone, more than 3,500 patients – many of whom do not have an established primary care provider – received care here.

This variety of hands-on training gives residents the exposure, skills, and confidence needed to work in any healthcare environment.

"Overall, if you stay here at Samaritan and do all of your rotations here, you get a well-rounded education," said Melissa Beshay, MD, an Internal Medicine resident. "If you have a specific interest and you want to pursue that, you can."

Dr. Beshay, who graduates from residency in 2021, says she feels fortunate to have found Samaritan's Internal Medicine program. She did interviews with at least 11 hospitals but got the best feeling here at Samaritan.

"I came to the interview and loved it," she said. "I saw right away that the residents were happy here. The staff was happy and excited about teaching, and of course Dr. Rechlin – his demeanor was so casual and I felt so relaxed in that interview."

Very quickly, Dr. Beshay said, she felt like part of a family. She might have been "just a number" at a larger hospital, but here at Samaritan, she has developed a support network and valuable connections with faculty and fellow residents.

"They treat you as if they are your family members," she said. "On holidays, the attendings know that we are away from our families and we are working, so they invite us to have dinner with their families. It's that feeling of inclusiveness and support; there's a lot of support here."

This support ultimately shapes resident physicians into experienced young doctors, some of whom decide to stay and work here in the North Country.



Front row kneeling: Holly Johnston, Clinical Coordinator (CC); Eunice Jacob-Charly, DO, PGY-3 Internal Medicine (IM); Kwabena Owusu-Boateng, DO, Chief, PGY-3 IM; Hailey Sparacino, DO, PGY-3 Family Medicine (FM); Bareeqah Ahmad, DO, PGY-3 IM

2nd Row: Patricia Frith, OMS-3; Angela Chen, DO, PGY-1 FM; Melissa Beshay, MD, PGY-2 IM; Kimberly Movsesian, DO, PGY-1 IM; Paula Brooks, MD, FM Assoc. PD; Benjamin Rudd, MD, FM PD; John Burnett, DO, PGY-3 FM; Jamie Wilcox, CC

3rd Row: Sarah Mangold, OMS-3; Timothy Schwarz, DO, PGY-1 IM; Megan McQuinn, OMS-3; Joshua Harkin, OMS-3; David Rechlin, DO, DME/DIO, IM PD; Adam McSherry, DO, Jr Chief, PGY-2 FM; Jean-Claud Guidi, OMS-3; Jack Barkin, DO, PGY-1 FM; Alec Bernard, DO, PGY-2 FM; Matthew Springer, DO, PGY-2 IM; & Dawn Bastien, A-DME

In 2020, our resident physicians and medical students were involved in five different research posters and publications on various topics, including "Dynamic & Intermittent Airway Obstruction from Pseudomembrane Formation Following a Near Strangulation," "Investigation of Symptom Characteristics & Patient Demographics with the COVID-19 Testing in Upstate New York," and others.

Samaritan Auxiliary 2020

A tradition of quality care.

The Samaritan Auxiliary was established in 1896 to serve as ambassadors and volunteers to support and enhance healthcare programs at the House of the Good Samaritan. Today, the Auxiliary's 125+ members play a vital role in improving the quality of care in the Samaritan system through volunteer activities and financial support.

2020 Samaritan Auxiliary Accomplishments

1. Used profits from the gift shops, Starbucks, and uniform sales to purchase two handheld ultrasound dopplers for Interventional Radiology and an Ankle Brachial Index (ABI) machine, which screens patients' vascular status to assess circulation, for Samaritan's Wound Care Center.
2. Sponsored five uniform, shoe and accessory sales for Samaritan staff, raising \$29,158.
3. Managed the gift shops at Samaritan Medical Center, Samaritan Keep Home and Samaritan Summit Village, as well as the Starbucks coffee shop, until the pandemic forced closure in March.
4. Provided two \$1,500 scholarships to Samaritan employees furthering their education.
5. Continued community advocacy programs in Jefferson County, including the WHALE (We Have A Little Emergency) child safety seat ID program and "That's Using Your Head," a helmet ID safety program, in conjunction with the Kinney Drugs Foundation and 7News/Fox28/MeTV North Country.

For safety during the pandemic, the volunteer program was suspended across the Samaritan system in March 2020. However, our volunteers provided over 2,200 hours of service in the first ten weeks of 2020!

Scholarships

In September 2020, the Samaritan Auxiliary awarded two \$1,500 scholarships to Samaritan employees advancing their education. Recipients were Jessica Helm, a licensed practical nurse (LPN) scrub tech in Samaritan's Car-Freshner Center for Women and Children, and Ashlie Hall, an LPN at Samaritan Summit Village. Both awardees were pursuing degrees to become registered nurses.

Each year, the Auxiliary proudly awards scholarships to two Samaritan employees wishing to further their education in the healthcare field. The scholarships are awarded based on academic achievement. Funds for the scholarships are raised through the Auxiliary's Starbucks; gift shops at Samaritan Medical Center, Samaritan Keep Home and Samaritan Summit Village; and through other fundraising activities.



From left: Melissa Schmitt, Samaritan Auxiliary Vice President, presents scholarship checks to Jessica Helm and Ashlie Hall, both Samaritan LPNs studying to becoming RNs.

The 18th Annual One Night, One Diamond

Samaritan Auxiliary's 18th annual fundraising event, the 2020 One Night, One Diamond, purchased equipment necessary to perform Mohs surgery at Samaritan. This equipment makes it possible for our patients to be treated locally for their skin cancer with a specialized, tissue-preserving technique, instead of having to travel outside the region. Mohs surgery is a precise surgical technique that offers the highest skin cancer cure rate available. Additionally, due to the pandemic, the need was identified for another ultraviolet light to kill bacteria and viruses as an adjuvant to terminal cleaning of patient rooms after discharge, and the additional funds were used to purchase a Clorox Optimum-UV light. This would not have been possible without the incredible commitment and generosity of our sponsors, donors, and ticket holders who committed their support, even after the event had to be cancelled amid the coronavirus pandemic in March. The proceeds from One Night, One Diamond provided \$96,344 for the purchase of all this equipment.

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Special thanks to:

AAA Travel Center, AVL Signs & Graphics, Mirror Lake Inn, 1000 Islands Harbor Hotel, Watertown Sam's Club, and all the donors and ticket holders who continued to support the purchase of the Mohs surgery equipment even after the event was cancelled.

Diamond and gems donated by Cook's Jewelers

Samaritan Medical Center Foundation 2020

Dear Friends,

2020 was a year of unpredictability and hardship as we faced the COVID-19 pandemic. Samaritan’s team of dedicated staff and providers were there for our community, and in return, we witnessed an incredible outpouring of support from our amazing community. We are grateful to you for your generosity, support and commitment.

In addition to financial donations, our community rallied to support Samaritan in many other ways. A wonderful group of volunteers designed and made thousands of face shields, and many volunteers crafted and donated cloth face masks, which were invaluable at a time when supply chain issues eliminated all access to disposable masks. Thousands of bottles of hand sanitizer were donated, along with cases of PPE, multiple meals, snacks and treats. Generous donations including flowers, tablets,

TVs, radios, DVD players and DVDs were made to our Long Term Care residents, who treasured these gifts during an incredibly long period of isolation from their loved ones. Community members made lawn signs and painted rocks with words of encouragement and gratitude that inspired staff, and local elementary school students made hundreds of cards and notes for staff and residents of Long Term Care.

Over the course of many scary and unpredictable months, it was both heartwarming and inspiring to witness so many citizens and businesses of the North Country wrapping their hearts and minds around those on the front line – the people who cared for our families, colleagues, friends and community. The depth of kindness and generosity I witnessed instilled a new level of pride and gratitude for the community in which I live.

The Samaritan Foundation exists to support the Samaritan Health System by helping to provide updated technology and equipment, as well as new programs and services that are critical to keeping healthcare current in our area. Your financial support helps the Foundation make this a reality.

On behalf of the Board of Trustees and the Samaritan Medical Center Foundation of Northern New York staff, I would like to express our gratitude to our long-term donors, new friends, community members, and our own Samaritan staff and physicians who have generously joined us in our efforts to make Samaritan the best place to both receive and provide care. We truly appreciate your trust in us.

Sincerely,

Kil La Clair

Kil LaClair
Chair, Samaritan Medical Center Foundation of Northern New York



Susan Peters, middle, presents a check to the Samaritan Foundation in June 2018, launching the Susan Peters Nursing Scholarship. She is joined by President & CEO Thomas Carman and Vice President of Foundation and Community Services Beth Fipps.

Susan K. Peters Nursing Scholarship

We are grateful to Susan K. Peters, a retired Samaritan Medical Center nurse, who established a scholarship through the Samaritan Foundation in 2018. It was established to assist with education costs for a registered nurse (RN) continuing their education, specifically to pursue a Nurse Practitioner degree. Two scholarships of \$2,000 are awarded each year. Sadly, Susan passed away on March 25, 2020, but the scholarship committee continues in Susan’s honor.

Mrs. Peters graduated from the House of the Good Samaritan School of Nursing in 1965. She retired from Samaritan Medical Center as a Radiation Oncology nurse in 1999 and prior to that served more than 20 years as nurse manager of Medical/Surgical and Orthopedic units. When establishing the fund, Susan shared:

“My lifelong dedication to nursing is what compelled me to set up this scholarship to promote this profession in our community in order to help train the next generation of nurses. After already establishing a strong foundation from their training and experiences in nursing, RNs are well-positioned to become excellent Nurse Practitioners.”

Susan’s legacy lives on through the work of each scholarship recipient. Congratulations to our 2020 recipients – Cindy Keenan, RN, and Lindsey Williams, RN.



Memorials *and* Honorariums

We know that honoring and remembering a special loved one is important to you, and it is important to us as well. Memorial and honorary gifts to the Samaritan Medical Center Foundation create a lasting tribute to family members, friends and those who held a meaningful place in your life while also providing valuable financial support to Samaritan.

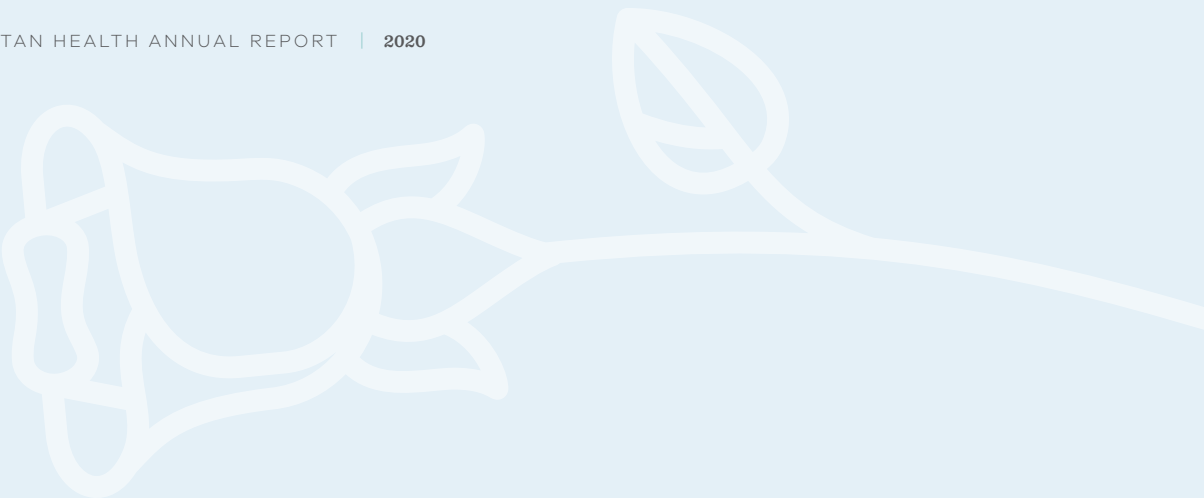
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	Brian Fontaine
	Dr. Rachel E. Lewis & Mr. Roger Johnson



Mabel Walker

We will truly miss one of our most loyal supporters, Mabel Walker, who passed away December 6, 2020. Mabel was a fierce advocate for Samaritan Medical Center. In September 2018, the Walker Center for Cancer Care was dedicated in honor of Mabel and her husband, Tom. We will miss her direct, pointed questions and unsolicited, but welcome, advice. Her impact is truly hard to measure and will be felt for years to come by future generations.



In Memoriam: Samaritan Society Donors



Marsha Deming

Marsha and her husband, Les Deming, created planned gifts for the benefit of quality healthcare and were recognized as members of the Stevens Society and the Samaritan Society. Marsha passed away on December 18, 2020, at the age of 80. Marsha was a member of the Samaritan Auxiliary and a gifted artist who shared her knowledge, friendship and generosity with many local organizations. We were proud to call her a friend.



Beverly Lamica

We will miss the sweet smile of Beverly Lamica, who passed away May 1, 2020. A faithful volunteer and supporter of Samaritan Medical Center, Bev could always be counted on to help when needed. She was a lifetime member of the Samaritan Medical Center Ladies Auxiliary, and Past President of the Bent Twig, a special arm of the Auxiliary organization.



Sally Hirschey

Sally passed away peacefully on December 10, 2020. Together with her husband, Urban Hirschey, she was a loyal supporter of the Samaritan healthcare system. She enjoyed attending the Samaritan Society annual dinners each summer and socializing, and we enjoyed seeing her each year. We will miss her.



Carolyn Fitzpatrick

Carolyn Dowd Fitzpatrick passed away unexpectedly on April 12, 2020. We were saddened by her sudden departure and will miss her graceful presence. She will be remembered as a pillar of Jefferson County and strong supporter of quality healthcare in our area. She had the uncanny ability to make things easier for everyone around her, and she touched many lives, including ours.

The Samaritan Society

We salute the leadership, dedication and outstanding commitment of the following individuals, organizations and corporations who are part of the Samaritan Society. Their generosity helps to ensure the highest quality of care to patients and residents. Membership is extended to those who have committed to join the Society at a support level of \$15,000 or more.

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From Left: Cyril Mouaikel, KI LaClair, Tom Carman and Dr. Marlene Hajal-Mouaikel.



From Left: Gerald Donohue, Mary Wardwell-Donahue and Tom Carman.

Unfortunately, we were not able to gather for our annual Samaritan Society Dinner in 2020. This event is traditionally hosted at the home of one of our Society members - 2019 was hosted by Cyril Mouaikel & Marlene Hajal-Mouaikel, and 2018 was hosted by Gerald Donahue & Mary Wardwell-Donahue.

The 18th Annual North Country Festival of Trees

The 18th annual North Country Festival of Trees kicked off the holiday season, inviting the community to celebrate “The 12 Days of Christmas” to support healthcare services at Samaritan and children’s programming at the Watertown Family YMCA. This nine-day event truly captured the spirit of the season with 70 beautifully decorated trees that transformed our new location – the former Convergys Building in downtown Watertown – into a winter wonderland. These trees were auctioned off throughout the event and could be kept by the winning bidder or donated to a local nonprofit or family in need. We are grateful to Jefferson County Economic Development for its support in allowing us to safely host our event in the perfect venue.

This year, in partnership with WWNY 7News/WNYF FOX28, we hosted our first-ever virtual auction, including a one-hour live auction on television. While we were unable to host our annual Gala and Sugarplum Ball, many of our usual attendees joined us to help make the virtual event a success.

Festival of Trees 2020 would not have been possible without the creativity and generosity of our community. Thank you to our sponsors, donors, decorators, and volunteers who helped create a magical event for the entire family while supporting Samaritan and the YMCA.



Most Traditional: Alisha & Kim Rizzo

Best Use of Festival Theme:
Kim LaForty



Stacey Bristow decorated a special tree, titled “Carolyn” in memory of Carolyn Fitzpatrick, beloved Jefferson County Legislator and friend to many in the community.



Judge’s Choice:
Lynn Godek & Julia Stoddart

Festival of Trees Committee:

Eli Anderson, T.J. Babcock, Santina Baker, Charlie and Maureen Caprara, Mary Corriveau, Shawna Cutuli, Bonnie Eppolito, Beth Fipps, Judy Gentner, K1 LaClair, Kimberly LaForty, Michelle Leo, Maureen Lundy-Way, Nancy Martel, Erica Mushtare, Amy O’Brien, Steve Rowell, Barbara Webber

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Broadcasters

*“My mother was a resident at Summit Village for over 7
years before her passing. During her time there, she truly
was treated like a family member, and I witnessed this
each time I visited my mom on a daily basis. I am forever
grateful.”*

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• Youngblood & Mr. Charles McArthur
• Saniel Zook

“It’s hard, every day is hard, but he makes it easy to get through. Even with two brain surgeries before the age of 7, he stays so positive.”

**Kianna Diggs, mother of 2020
CMN Champion Kai Diggs**



Grateful Patient Program

Ever wonder how you can show your gratitude to the people who made the biggest difference when you or a loved one needed medical treatment?

The Heart to Heart Grateful Patient Program at Samaritan Medical Center gives patients, residents, and their families and friends the opportunity to show gratitude to an individual or department who played a special role in their care. When a gift is made, the honoree receives a special certificate and lapel pin to wear proudly, and departments receive a framed certificate. A donation of any size can be made.

In 2020, 25 Samaritan caregivers and departments were recognized for the meaningful impact they had on our patients and residents.



DONOR	HONOREE	DEPARTMENT
Tammy Allen, Dawn Fargo, and the Bohlen Technical Center Sunshine Fund	Sandy Baril and activities staff on behalf of Donna Lee Clark	Activities, Samaritan Summit Village
Amanda Altoran	Car-Freshner Center for Women and Children	Car-Freshner Center for Women and Children
	Bonnie LaBarge	Car-Freshner Center for Women and Children
	Nicole Henry	Car-Freshner Center for Women and Children

DONOR	HONOREE	DEPARTMENT
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	Tammy Barker	Interventional Radiology Department
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Nancy P. Goodwin	Cardio Pulmonary Rehabilitation	Cardio Pulmonary Rehabilitation
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Eric Sheldon	Progressive Care Unit	Progressive Care Unit
Judith Wittenburg	Hillary Youngs	Acute Rehabilitation Unit
Saniel Zook	Samaritan Medical Center	Samaritan Medical Center

The Stevens Legacy Society

This recognition society was established in honor of Dr. Henry M. Stevens, Samaritan’s first Board President in 1881. Those donors who provide support for Samaritan through wills, trusts, and other deferred giving plans are included in the Stevens Society.

In 2020, we welcomed new Stevens Society members, Tom and Irene Carman.

Kathleen E. Baker*	Beth & Randy Fipps	Virginia M. LaPlante*	Michael C. Miller*
Josephine M. Bingham Estate*	Violet G. Fuller*	Blanche Livermore*	Dean & Barbara Morrow
Leola M. Blosser*	Dr. David G. Gregor*	Richard & Mary Macsherry*	Dr. Ronald & Mrs. Celia Perciaccante
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Dorothy A. Farrell*	Dr. Karl J. Komar		



Meet Our 2020 Local Champion

Kai Diggs, 7, Watertown

Children’s Miracle Network of Northern New York at Samaritan was proud to celebrate Kai Diggs as its 2020 Local Champion! Kai’s role was to serve as ambassador of the Children’s Miracle Network program and the face for children in Jefferson, St. Lawrence and Lewis counties.

Kai was diagnosed with hydrocephalus – a buildup of fluid in the brain – at age 4. This buildup in his brain’s ventricles was caused by a tumor in his pineal gland, which caused him to undergo emergency brain surgery in 2018. Kai needs regular brain imaging and has countless appointments in Syracuse and Rochester to monitor his condition. Although his happy, energetic personality would not suggest it, Kai suffers from debilitating headaches and other neurological symptoms daily.

As Champion, Kai’s story was shared throughout the tri-county area in marketing campaigns and, when possible, at community events.



Samaritan President and CEO Tom Carman presents Kai Diggs with his 2020 Local Champion medal.





2020 was the 30th Anniversary of the Children's Miracle Network at Samaritan Medical Center, and it was truly a reason to celebrate! Samaritan has proudly served as the North Country's official Children's Miracle Network Hospital since 1990, striving to raise and allocate funds to improve the health and well-being of children in Jefferson, Lewis and St. Lawrence counties.

All funds raised through the Children's Miracle Network support child-centered areas of Samaritan through the funding of capital projects and purchase of critical pediatric equipment. In addition, Children's Miracle Network provides financial assistance to local families with a child facing a medical crisis for travel expenses and other out-of-pocket medical costs – a program unique to Samaritan.



▲ CMN child Natalie with our friends at Kinney Drugs.



CMN child Raelynn is excited for the Ace Hardware "Bucket Days!" ▶

Thank you for helping kids for over 30 years!

Each year, the number of applications for assistance sent in by children and families in our community increases – and each year we are able to assist them because of you! We are sincerely grateful to our corporate partners and donors who help to make our mission a reality. Each time you support a Children's Miracle Network corporate partner, a fundraiser, or send in a gift of support, you are supporting local children and their families. **Thank you.**

In the past 30 years, I think that the Children's Miracle Network's greatest accomplishment is the equipment. Our tiniest patients, our NICU babies, need the biggest and most expensive equipment to keep them alive. Children's Miracle Network helps purchase a lot of that specialized equipment for the hospital.

Nancy Maryhugh, RN, Maternity/NICU since 1988

Change Kids' Health

Change the Future

More than 10 million kids enter a Children's Miracle Network (CMN) Hospital every year. Samaritan Medical Center is proud to be part of a network that provides the best care for kids throughout the North Country.

In 2020, our Children's Miracle Network Hospital of Northern New York raised

\$336,831

with help from our generous partner campaigns and donors.

How does your dollar help patients at Samaritan Medical Center?

Purchase of Critical Pediatric Equipment

\$54,288



Direct Family Assistance Program

\$58,219



Capital Project: Car-Freshner Center for Women and Children

\$300,000



The Children's Miracle Network of NNY is pleased to have donated \$1 million toward the Car-Freshner Center for Women and Children project. In recognition of this thoughtful gift to enhance healthcare for the North Country's youngest patients, a special donor plaque honoring CMN will be hung in the center.

Radiothon

The 20th Annual Children's Miracle Network Radiothon took place November 11-13, 2020, and set a new fundraising record, bringing in \$163,400! This is the most ever raised during the event, surpassing last year's total of \$140,647. Community Broadcasters DJs Johnny Spezzano from the Border 106.7 and Lance Hale from 94 Rock were live on air for three days, asking for the North Country's financial support for local Children's Miracle Network kids, and the community came through in a big way!

An important part of the Radiothon tradition has become "Storm's Angels" – created in memory of Storm Wood, a longtime member of the Children's Miracle Network family and friend to DJ Johnny Spezzano. In 2018, one year before he passed away, Storm donated \$1,000 to the Radiothon. In his honor, all donors who give a gift of \$1,000 or more become a Storm's Angel and have their name added to a plaque that proudly hangs in The Border 106.7 studio. Thank you to the following donors who became Storm's Angels in 2020.

Storm's Angels

- A Cut Above – Justin Chenard
- Jaelyn Bura
- Sheena Clark
- Mike, Karen and Jolese Doe
- Randy, Beth and Maggie Fipps
- Christina Grimshaw
- Tony Haney
- Doug Jacobs
- Jake and Kathryn Johnson
- Dr. Karl Komar
- DJ Leore
- James Levin and Staff of Community Broadcasters
- Paul and Dani McLean
- Maria Oterio
- Shannon Peterson
- Tim Reitoel
- David Rogers
- Dylan Rose
- Amber Vantassel
- Rebecca Bushaw
- Anthony Demiceli
- Edible Arrangements
- Jade Stone Engineering
- Makes Sense Redemption
- Pride & Glory Tattoo – James Kroeger
- Brett Scanlon
- Tristan Smith
- Dr. Mario Victoria
- Watertown Police Benevolent Association



Samaritan Locations Listing

samaritanhealth.com

Samaritan Medical Center

830 Washington Street
Watertown, NY 13601
315-785-4000

Samaritan Medical Center Foundation of Northern NY

830 Washington Street
Watertown, NY 13601
315-785-4584

Children's Miracle Network of Northern NY at Samaritan

830 Washington Street
Watertown, NY 13601
315-785-4053

Samaritan Keep Home

133 Pratt Street
Watertown, NY 13601
315-785-4400

Samaritan Summit Village

22691 Campus Drive
Watertown, NY 13601
315-782-6800

Samaritan Home Health

104 Paddock Street
Watertown, NY 13601
315-782-0415

Clifton-Fine Hospital

1014 Oswegatchie Trail Road
Star Lake, NY 13690
315-848-3351

Addiction Services

1575 Washington Street
Watertown, NY 13601
315-779-5060

Dermatology

826 Washington Street
Suite 100
Watertown, NY 13601
315-786-7300

Ear, Nose and Throat

826 Washington Street
Suite 204
Watertown, NY 13601
315-788-1751

Family Health Center at Adams**

10881 NYS Route 11
Adams, NY 13605
315-232-4400

Family Health Center at Cape Vincent*

782 East Broadway Street
Cape Vincent, NY 13618
315-654-2530

Family Health Center at Clayton**

909 Strawberry Lane
Clayton, NY 13624
315-686-2094

Family Health Center at LeRay

26908 Independence Way
Suite 101
Evans Mills, NY 13637
315-629-4525

Family Health Center at Watertown

1575 Washington Street
Watertown, NY 13601
315-786-7300

Gastroenterology

26908 Independence Way
1st Floor
Evans Mills, NY 13637
315-788-1751

General & Vascular Surgery

826 Washington Street
Suite 106
Watertown, NY 13601
315-782-1505

Imaging & Lab Center at Coffeen Street**

1213 Coffeen Street
Suite 2
Watertown, NY 13601
315-755-2140

Imaging & Lab Center at Samaritan Health & Wellness Plaza**

1575 Washington Street
Watertown, NY 13601
315-788-1204

Orthopedics

22567 Summit Drive
Building II
Watertown, NY 13601
315-779-6784

Outpatient Behavioral Health

1575 Washington Street
Watertown, NY 13601
315-779-5060

Pain Management Center

826 Washington Street
3rd Floor
Watertown, NY 13601
315-785-4313

Plastic and Reconstructive Surgery

629 Washington Street
1st Floor
Watertown, NY 13601
(315) 755-9650

Pulmonology & Thoracic Surgery

19320 US Route 11
Building 3
Watertown, NY 13601
315-786-0254

Rheumatology

629 Washington Street
2nd Floor
Watertown, NY 13601
315-755-3450

Sleep Disorders Center of NNY

830 Washington Street
Watertown, NY 13601
315-786-4930

SMART (Graduate Medical Education) Clinic

1575 Washington Street
Watertown, NY 13601
315-786-7300

Urology

22567 Summit Drive
Building 2
Watertown, NY 13601
315-782-7230

Walker Center for Cancer Care

830 Washington St
Watertown, NY 13601
315-785-HOPE (4673)

Women's Wellness and Breast Care

1575 Washington Street
Watertown, NY 13601
315-785-4155

Wound Care Center

165 Coleman Avenue
Watertown, NY 13601
315-755-2024

* Lab services available by
appointment

** Lab and x-ray services
available