

Year in Review

2023



Highlights and Achievements



Message from our CEO



With the holiday season upon us and 2023 coming to a close, I find myself reflecting on our year together, even more so this year than in years past.

Together, we have endured some tough years. Most importantly, we have overcome challenges by focusing on the people we serve and serve with. We have stayed true to our mission and kept the patient in the center of all that we do.

Focus on our community health needs was top priority in 2023:

- Hosting hospital based farmers markets brought us back together and brought healthy fruits and vegetables to our community.
- Partnering with St. Lawrence County Department of Social Services we brought a DSS worker on-site two days per month, which increased access to services such as WIC, SNAP and HEAP.
- Partnering with Upstate hospital, we brought a Mobile mammogram unit to CFH to ensure access to breast cancer screening.
- Allowing EMS trained staff to leave work to answer EMS calls – 93% of all calls in the Star Lake area were answered by our local fire department/EMS.
- NYS DOH recognition as an Age Friendly Health System.

Advances in Technology made for easier access to care:

- Implemented patient connect scheduling module for our primary care clinic which provides email and text notifications for appointments.
- New telemedicine platform allows for virtual connectivity to our providers.

Listening to staff:

- We improved communication by deploying VOCERA, a voice-activated communication device that is worn by staff.
- Increased patient and staff safety by installing badge access to all doors.

As 2024 dawns, we will look forward to new and exciting opportunities with the addition of our new Emergency Department breaking ground in the spring 2024 and a new designation as a Rural Emergency Hospital (REH).

*In gratitude,
Dierdra Sorrell*



Trusted Care Close to Home

Our Mission

Clifton-Fine Hospital shall provide high quality personalized healthcare to the community.

Our Vision

Clifton-Fine Hospital will be the preferred medical provider in Southern St. Lawrence County.

Our Values

In order to succeed as a team, in meeting the healthcare needs of those we serve, Clifton-Fine Hospital is committed to:

Focusing on Patient Needs--Accountability --Patient Safety --Dignity--Integrity

Board of Directors



Clifton-Fine Hospital is governed by a Board of Directors.

As a not-for-profit healthcare institution, this volunteer Board establishes the overall vision and strategy for the organization's future growth.

Thomas Sauter, Chair

Dierdra Sorrell, Chief Executive Officer

LeeAnn Short, Vice Chair

David Daut, Secretary

Maxine Briggs, Treasurer

John Burns, Immediate Past Chair

Halsey Bagg

Thomas Carman

Allen Ditch

Majonica Drake

Sadie Hall

Charles Hooven

Cristine Nargi

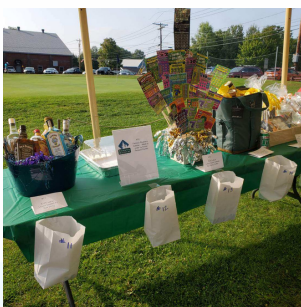
John Wheeler

Wilderness Healthcare Foundation

The mission of the Wilderness HealthCare Foundation is to connect the generosity of Community Members with opportunities to support the Clifton-Fine Hospital to improve lives through better health care close to home.

Established in 1993 the Foundation's purpose is to fund the most important needs at Clifton- Fine Hospital, as recommended by our Philanthropy Committee in consult with Hospital Leadership.

The Wilderness HealthCare Foundation, through continued philanthropy and the outpouring of generosity from our community, has contributed hundreds of thousands of dollars over the past 30 years in support of the Clifton- Fine Hospital in their mission to deliver Trusted Care, Close to Home.





CFH Auxiliary

Events and Contributions

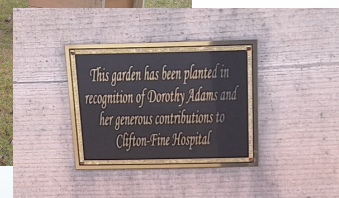
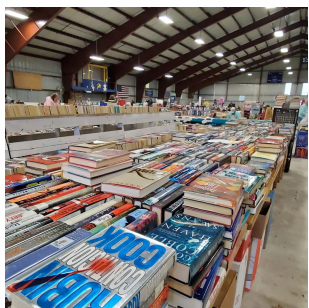


Thank You

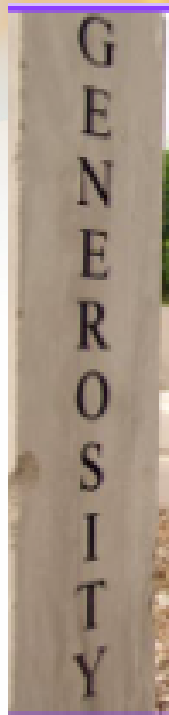


Auxiliary Contributions for 2023:

1. Holiday / New Year's Eve Prime Rib Dinners
2. Annual contribution to the Staff Holiday Dinner
3. Donated Funds to the Advisory Council to support this Summer's Farmer's Markets
4. Purchased one of the raised garden boxes
5. Purchased Tamper Resistant Receptacles for the Primary Care Clinic
6. Awarded Scholarship to Cassandra Clark, RN
7. Sponsored Hole at the Golf Tournament
8. \$1000.00 to Annual Appeal
9. Christmas Wreaths
10. Outdoor Floral Decorations



Dorothy Adams Garage Sale



GARAGE
Sale



Since 2015 Dorothy has organized a sale at her home in Oswegatchie with items donated by community members.

She donates ALL proceeds to the Long Term Care Residents.

Money raised provides:

Live music

Holiday decorations

Special holiday meals

Birthday supplies

Transportation

And Much More!



Service Awards Banquet



Clifton-Fine Hospital

A SAMARITAN HEALTH PARTNER

Trusted Care. Close to Home.



2023 CFH SERVICE AWARD RECIPIENTS

Krystal Gagnon-5yr

Keaton Backus- 5yr

Anthony Levy-5yr

Dierdra Sorrell - 5yr

Judy Benzel- 20yr

Lisa Brooker-25yr

Rodney Teribury- 5yr

Danielle Brough-5 yr

Mark Simpson-5yr

Lanette Powe-10yr

Connie French-20yr



CONGRATULATIONS

Service Awards Banquet

CLIFTON-FINE HOSPITAL
GEM

Proudly presented to:
CAREY HUTTO
2023

Going The Extra Mile



CONGRATULATIONS



CLIFTON-FINE HOSPITAL
STAR

Proudly presented to:
DIERDRA SORRELL
2023

*S - Service to Self and Others, T - Transforming Care
through Evidence-Based Practice, A - Advancement of Practice
through Quality, R - Relationship-Based Care*



THIS YEAR'S BIG HIT!



Farmers Market

Farm Fresh Locally grown produce
Coming to Clifton-Fine Hospital

When: 10am-3pm-July 21st, Aug 4th and Sept 15th and Oct 20th

Where: Front Lawn of the Hospital

We will also have: Food and beverages
Music Crafters Games

All vendors are welcome
free of charge* (bring your own tent if you have one)

Contact Becky McCormick, 315-848-3351 ext. 387,
rmccormick@cfhis.org, for more information or to reserve a table.

Clifton-Fine Hospital
A SAMOH-TAM HEALTH PARTNERS
Trusted Care. Close to Home.

1014 Oswegatchie Trail Road
Star Lake, NY 13606



THIS YEAR'S BIG HIT!



Christmas in July



Fall Festival
CFH Farmers Market
Costumes encouraged!



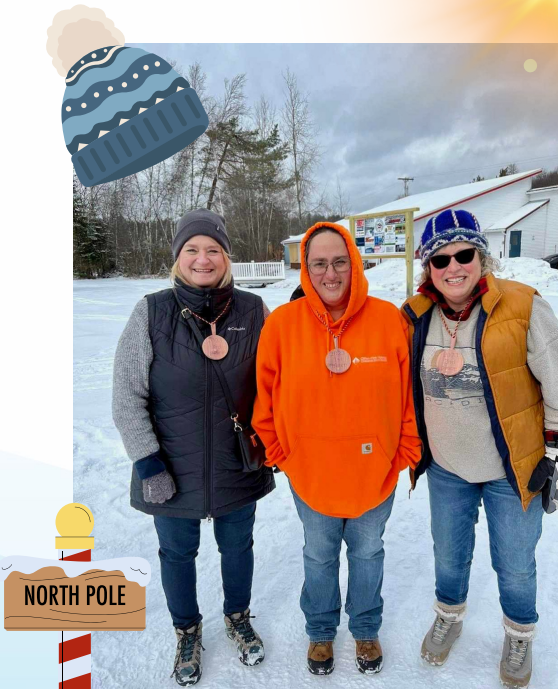
Community Events



Holiday
Parade

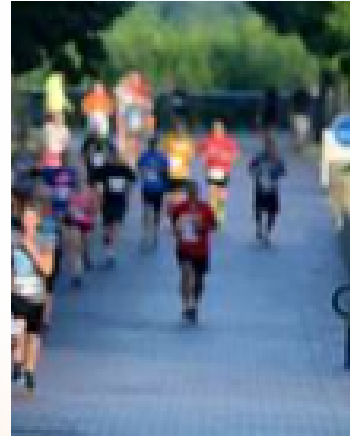


Winter
White-Out
Weekend



oh what
FUN

Community Events



Community Collaboration

Clifton-Fine Hospital, Clifton-Fine Central School, and French Trucking still support the local Fire Departments, by allowing staff to leave during regular business hours to answer "Fire and EMS calls".

By allowing staff to leave Star Lake Fire and Rescue was able to answer 93% of calls in 2023; 47% of them were during business hours.

Community collaboration has proven that our small community works together when our neighbors need it most.



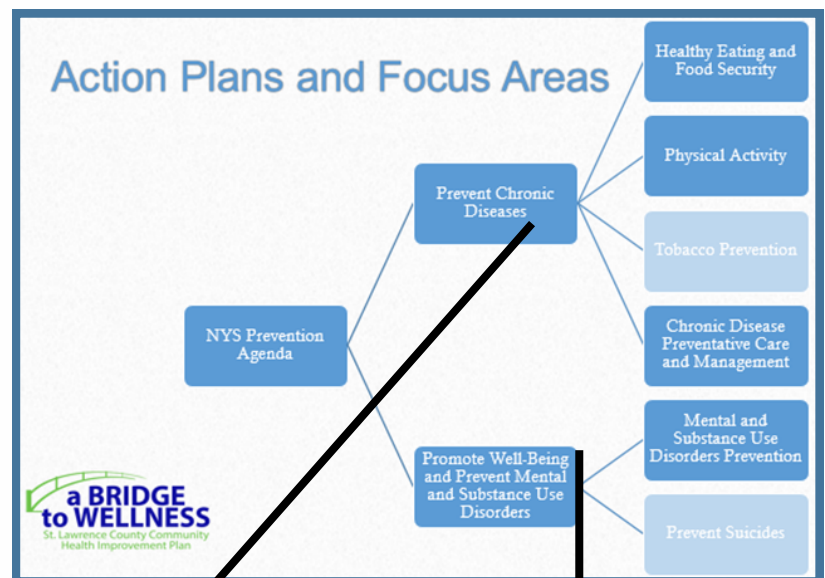
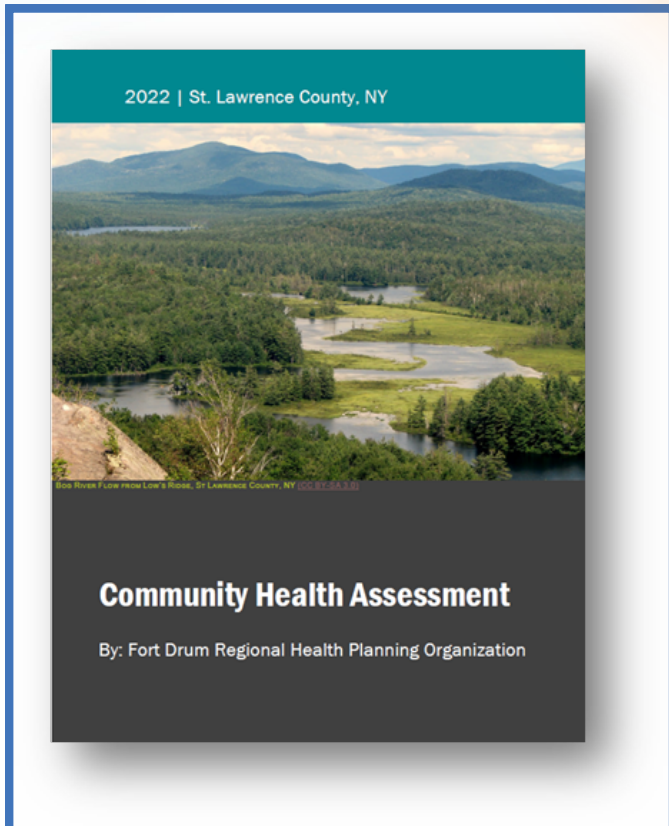
Quality Care and Patient Safety

Where does it start?

1. Completing a Community Health Needs Assessment to understand the community's current health status, needs and issues.

2. Using this information to develop an action plan to provide needed care.

3. Matching all Hospital activities to the action plans and focus areas.
Partnering with state and local entities that also have the same goals.



St. Lawrence County Community Health Assessment and Improvement Plan			
PREVENT CHRONIC DISEASE			
Focus area 1: HEALTHY EATING AND FOOD INSECURITY	Interventions/CFH Action	CFH LEAD	External Support from:
Increase access to healthy and affordable foods; increase availability of fruit and vegetables to the community	CFH Advisory Council-Farmers Market	Becky McCormick, Lindsay Farnsworth	EQIC Patient/Family Engagement
Increase Food Security; Screen for food insecurity internally and externally	Onsite DSS Worker-increase # of residents that apply for incentives.	Inter-disciplinary Team	EQIC-Health Equity

PROMOTE WELL-BEING AND PREVENT MENTAL AND SUBSTANCE USE DISORDERS			
MENTAL AND SUBSTANCE DISORDERS PREVENTION	Interventions/CFH Action	CFH LEAD	External Support from:
Behavioral Health integrated with Primary Care at CFH since 2017			
Goal: Prevent opioid and other substance misuse and death. Increase availability of overdose reversal trainings.	Narcan Training	Dierdra and Lynne	Seaway Valley Prevention Council
	Provider DEA Training (Medication Assisted)	Michelle and Kelsey	DEA Requirement
	Fentanyl testing strips	Dierdra and Lynne	Seaway Valley Prevention Council

Quality Program: 7QCAPS

Improving Quality of Care and
Patient Safety and Satisfaction

State-Wide QUALITY Initiatives

Health Equity

“Why should I prioritize
health equity at my organization?”

Better patient health outcomes, regulatory compliance, improved
financial outlook and recognition as a reliable partner in the community
are compelling reasons to make health equity a priority.

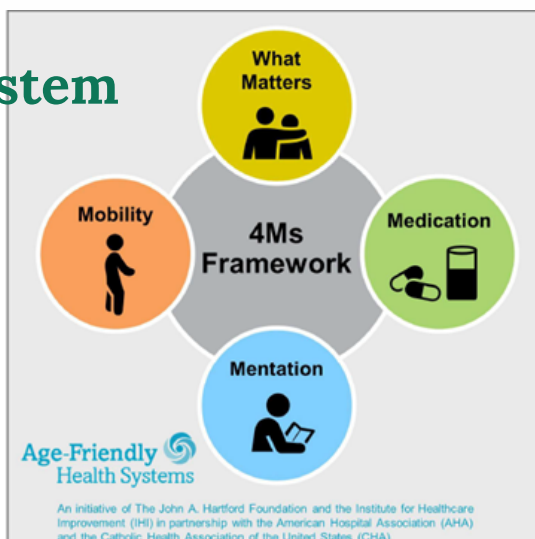
Healthcare Association of New York State, Inc. HANYS Health Equity Task Force
priorities: Quick guide, July 2023.



Age Friendly Health System Recognition

What Does It Mean to Be Age-
Friendly?

Becoming an Age-Friendly Health
System entails reliably providing a set
of four evidence-based elements of
high-quality care, known as the
“4Ms,” to all older adults in your
system: What Matters, Medication,
Mentation, and Mobility



What Matters

Know and align care with each older adult's
specific health outcome goals and care
preferences including, but not limited to,
end-of-life care, and across settings of care.

Medication

If medication is necessary, use Age-Friendly
medication that does not interfere with What
Matters to the older adult, Mobility, or
Mentation across settings of care.

Mentation

Prevent, identify, treat, and manage
dementia, depression, and delirium across
settings of care.

Mobility

Ensure that older adults move safely every
day in order to maintain function and do
What Matters.

Advisory Council Goals

Enhancing the patient experience is about focusing
on healthcare through the eyes of others

- Inspire positive change at our hospital
- Provide a mechanism for patients and families to
provide input regarding patients' needs and their
experiences
- Influence an ongoing process to create an
environment of safety, dignity, respect and honesty
- Create a partnership with patients, family
members and the healthcare team to improve
quality and safety



We combined our Patient and Family
Advisory council, with our Resident's
Council and our Volunteers to create
our Advisory Council.

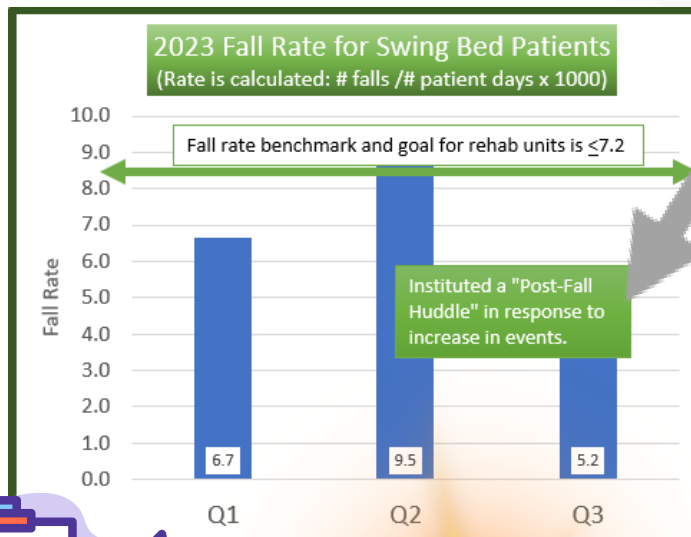
Quality and Compliance

Each department has a Performance Improvement Dashboard. The measures are chosen based on: Department of Health surveys, state and federal regulation and trends in patient safety.

Leaders indicate reasons for not meeting a goal and decide on interventions to increase performance.

Sample Dashboard

2023 LABORATORY Quality Improvement Dashboard																						
Department: Pediatrics	2021	2022	2023 Goal	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Q1	Q2	Q3	Q4	YTD	YTD Goal	
Critical Values w/ "called to" - GOAL 100%	99.5%	96.9%	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				96.0%	100.0%	100.0%		98.7%	100.0%	
N = Number of Panic Values / Month	33	28	#	17	16	17	8	8	7	40	27	13										
January Non-conformance:																						
1. Immature Granulocyte flagged HC w/ no call to comment																						
2. Venous Blood Gas pH flagged LC w/no call to comment																						



Graphs are created from the dashboards to provide visuals



2023 PATIENT SATISFACTION SURVEYS

Overall Rating of Clinic Provider 7-10

Overall Satisfaction with Hospital score of 6-10

100%

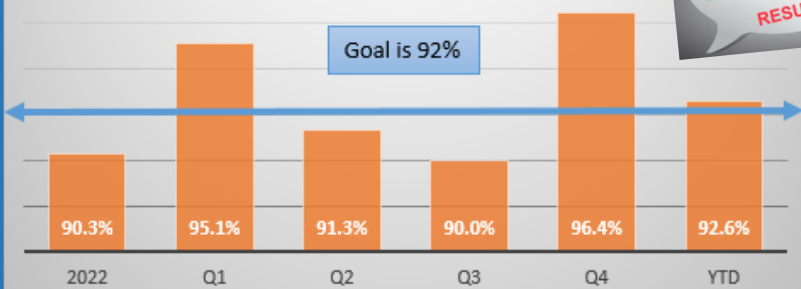
Willingness to Recommend the Hospital=Probably and Definitely

PATIENT SATISFACTION SURVEY RESULTS

2023 EMERGENCY DEPARTMENT

Overall Assessment-
Very Good and Excellent

Goal is 92%



Quality

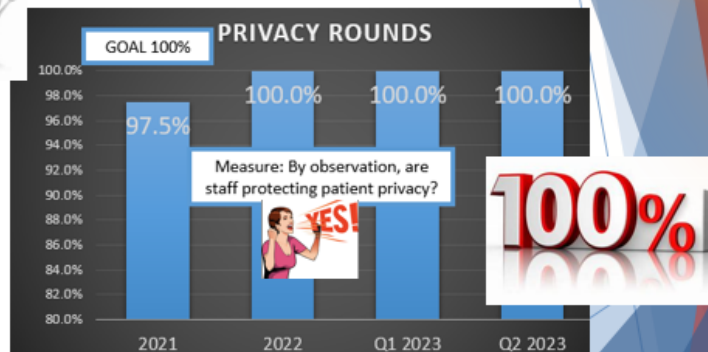
- 😊 ☒ Excellent
- 😐 ☐ Average
- 😞 ☐ Poor

Quality and Compliance

ACHIEVED



Quality and Compliance



MAKE SOME NOISE
BECAUSE
WE EXCEEDED
OUR GOAL!



2023 brought Expanded Compliance Regulations

Meaning a required Work Plan, Training Plan and more compliance audits to keep us busy.

CFH 2023 COMPLIANCE WORK PLAN

Required Provider Duties 521-1.3 (a-g)

DUTY	ACTIVITY
a GENERAL: EFFECTIVE COMPLIANCE	Effectiveness Review conducted annually by QC committee Presented to QC and Board
b RECORD RETENTION	All documents retained for 6 years. Policies archived within MCN Policy Manager.
c CONTRACTORS	Contractor Code of Conduct created and included in Contracts and Agreements Quarterly review and report
d RISK AREAS	See Separate "RISK AREAS" Tab (521-1.3(d)(1-10))
e OMIG DIRECTIVES	Compliance Officer attends relevant meetings/forums and lists/servs and brings information to QC Committee
f CERTIFICATION	Maintaining documentation of Provider ETIMS. See eMedNY spreadsheet (Business Office) Reviewed at QC meeting
g REPORT, RETURN AND EXPLAIN	OMIG Self-Disclosure Protocol to be followed

Required Elements 521-1.4 (1-7)

ELEMENT	FREQUENCY	ACTIVITY	RESPONSIBILITY	DOCUMENTATION
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Written Policies, Procedures, and Standards of Conduct

1 COMPLIANCE PROGRAM POLICY (includes overview of each element)

Policy & Procedure on MCN Policy

CODE OF CONDUCT POLICY

Compliance Officer and Committee

521-1.4(c)(1) DESIGNATED COMPLIANCE OFFICER POLICY

521-1.4(c)(2) COMPLIANCE COMMITTEE CHARTER

521-1.4(b)(1)(i) COMPLIANCE WORK PLAN

521-1.4(b)(1)(iv) REPORT TO THE BOARD

521-1.4(c) COMPLIANCE COMMITTEE MEETINGS

ELEMENT	FREQUENCY	ACTIVITY
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Training and Education

521-1.4(d) COMPLIANCE TRAINING POLICY

521-1.4(d)(4) TRAINING PLAN

Lines of Communication

521-1.4(c)(1) MANDATORY REPORTING and NON-INTERFERENCE with Reporting

521-1.4(c)(2) MEDICAID RECIPIENT REPORTING

521-1.4(c)(3) ANONYMOUS REPORTING

Disciplinary Standards

521-1.4(f) ENFORCEMENT OF COMPLIANCE STANDARDS POLICY

Auditing and Monitoring

521-1.4(g)(1) AUDITING AND MONITORING POLICY

521-1.4(g)(2) PROGRAM EFFECTIVENESS REVIEW

521-1.4(g)(3) EXCLUDED PROVIDERS

521-1.4(g)(3) EXCLUDED PROVIDERS

521-1.4(g)(3) EXCLUDED PROVIDERS

521-1.4(g)(3) EXCLUDED PROVIDERS

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521-1.4(g)(3) EXCLUDED PROVIDERS

521-1.4(g)(3) EXCLUDED PROVIDERS

521-1.4(g)(3) EXCLUDED PROVIDERS

2023-24

COMPLIANCE

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- ACCESS AUDITS
- CODING
- DUPLICATE ACCOUNTS
- EMR ACCESS
- ESSENTIAL DOCUMENTS
- MCN LITMOS
- MEDICAL STAFF_RX
- ORDERS
- PRIVACY and COMPLIANCE
- RN-PROVIDER CERTS
- WORKFORCE





Emergency Preparedness



Hospital Preparedness Program Grant submission \$40,000

- Earned through:
 - Nurse Staff Training.
 - Participation in Emergency Exercise
 - Completion of State and Federal surveys
 - Attending required meetings
 - Workgroup Participation
- Purchases made:
 - Badge access for Pharmacy and Nursing Floor
 - Auto Pulse (mechanical device to perform high quality chest compressions) Shared cost with Star Lake Rescue



Radiology Services



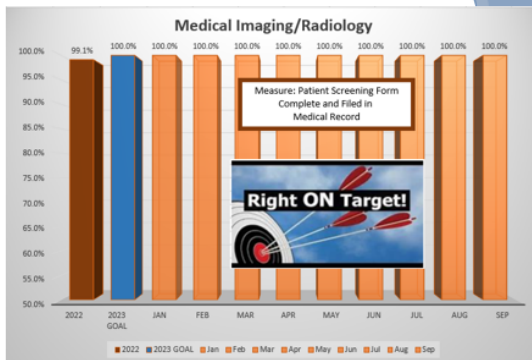
- Converted x-ray images from computed to digital radiography
 - Better quality images
 - Lower radiation for patients
 - Best reimbursement



	2021	2022	2023
CT Low Dose	18	76	81
Jan-Oct			



Renewal of IAC Accreditation
(Intersocietal Accreditation Commission)





Information Systems

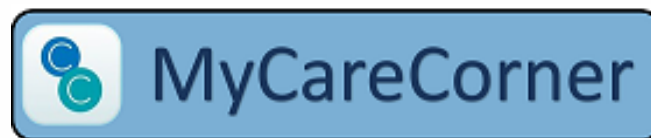
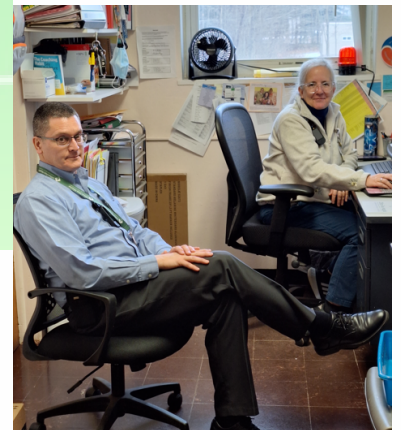


- “Vocera” communication badges are now in use. This allows staff to easily communicate with each other from anywhere in the facility. Devices are voice-activated and are integrated with our telephone system.



- Implemented “Patient-Connect” scheduling module for Clinic. This provides patients with email and text notifications for upcoming visits and allows for registration documents to be signed and uploaded by the patient prior to the visit.

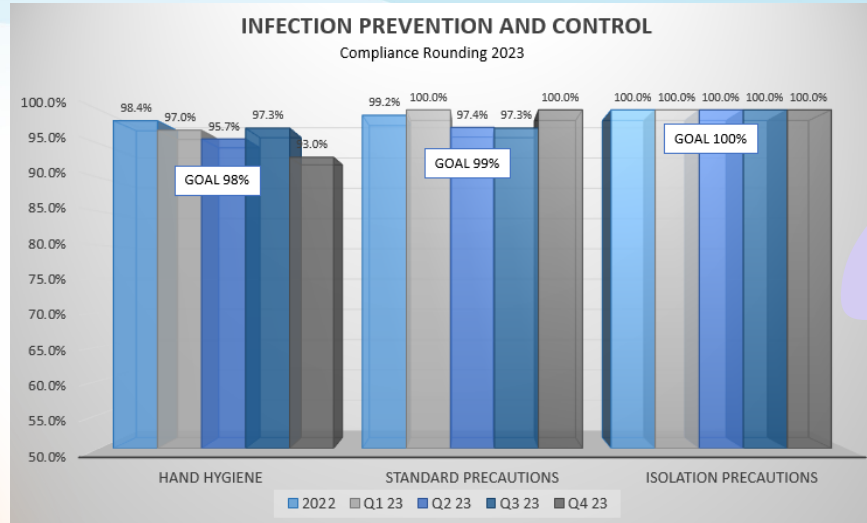
- Patients are now able to pay their bills from their MyCareCorner patient portal



- Switched from TalkWithYourDoc telemedicine platform to “QliqSoft” platform for better provider/patient telemedicine experience and reporting.

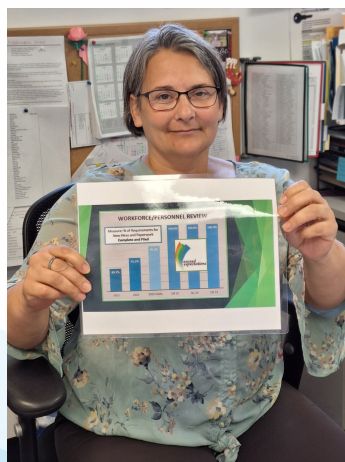


Infection Prevention and Control



Workforce Operations

- Implemented Manatal software and moved all job postings from our website to this new platform.
- Implemented electronic paystubs for all employees. This allows employees to view their current and past paystubs online.



Business Office

We have processed 961 requests for authorizations for out-patient services- with 890 approved, 56 denied by insurance, and 15 cancelled



Linda Sharrow CCS-P, successfully completed and passed certification for certified healthcare access manager (CHAM)



Showed vast improvement in collection of essential documents on the acute and swing bed admissions in conjunction with the nursing staff.

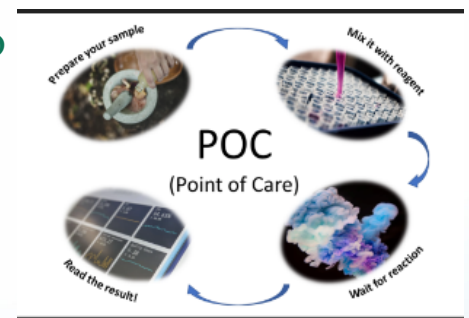


Laboratory Services



Department of Health Inspection: The Laboratory had a successful Bi-Annual Department of Health Inspection. The Plan of Correction was submitted and accepted by the DOH with no request for changes.

Point of Care Lab Testing: Plans are set in motion to begin bedside or Point of Care (POC) testing. The equipment has been purchased and installed and training is underway. This will enable Nurses to perform certain lab tests right in the Emergency Room. This will provide faster care and results to patients and help alleviate Lab staff on-call hours.





Nursing Services



"No company can afford not to move forward. It may be at the top of the heap today but at the bottom of the heap tomorrow if it doesn't."
— James Cash Penney



Congratulations Krystal Gagnon!



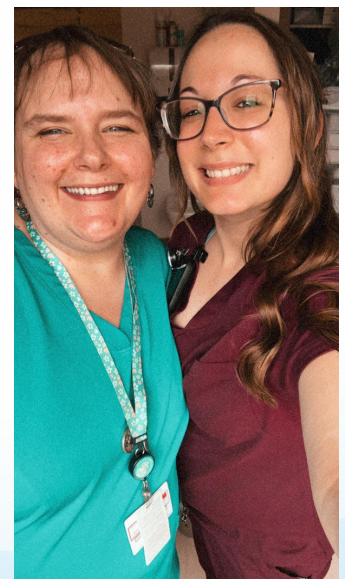
Krystal Gagnon has successfully completed her Registered Nursing degree with high honors, while being a mother to five, a friend, a coworker and a liaison to her fellow nursing students. On its own, Nursing school is no easy task. Integrating full time schooling into a busy personal and professional life takes a special person. Being able to maintain high honors while balancing a family and a profession demonstrates that she has what it takes to be the best Nurse. "

A nurse is a person strong enough to tolerate anything and soft enough to understand areas "

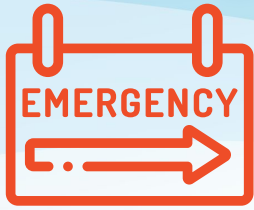
Krystal Arceneaux Gagnon Earns President's List Honors at SUNY Canton

"And once the storm is over, you won't remember how you made it through, how you managed to survive. You won't even be sure, whether the storm is really over. But one thing is certain. When you come out of the storm, you won't be the same person who walked in. That's what this storm's all about."

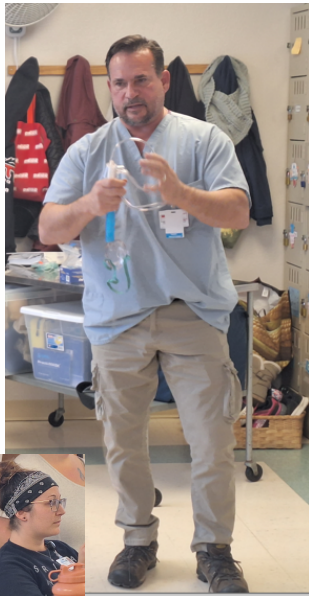
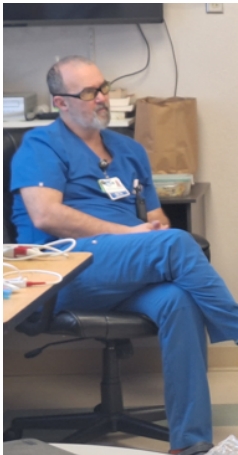
— Haruki Murakami



Emergency Department Providers



Ventilator Training
completed by NP Matt
Zegil to Nursing
Department



Jacqueline Snyder

Certified Physician
Assistant

Matt Zegil

Certified Nurse
Practitioner

Aiesha Clayton,

Certified Physician
Assistant

David Michaelson

Certified Physician
Assistant

Justin Kilgore

Certified Physician
Assistant



Primary Care



Clinic Team

- Hunter Fowler RN BSN – Clinic Manager
- Emma Schoff RN – Clinic Coordinator
 - Erin Parks, MA – Medical Assistant
- Raegan Avallone, CMA – Certified Medical Assistant
- Racheal Provost – Patient Scheduling Representative
 - Danielle Jessmer – Referral Coordinator
- Rebecca McDougall RN – Care Manager
 - Heidi Crook – Health Navigator



- New provider addition to the clinic – Jessica Barr, NP
- Transition to in house drug screening through LabCorp from contracted service, for patients on controlled substances.
- Mobile Mammogram from SUNY Upstate.
- Initiation of Chronic Care Management Services
- Process improvement with Annual Wellness Visits
- Partnership with Main Street Health to hire a Health Navigator for assistance with care coordination, education, quality gaps, and risk stratification.



The Health Care Team at Clifton-Fine Primary Care believes in a model of care that puts the patients at the forefront of their care. The team uses a patient centered approach and team based care to provide high quality health care.

Nationally recognized as a Patient Centered Medical Home.



Primary Care Providers

Primary Care Providers

- Canh Tran MD
- Brittani Bickel PA
- Jessica Barr NP (start July)
- Byron Evans PA (Jan-Aug)
- Michael McCrory LMHC
- Kathleen Elmer LCSW



Canh Tran, MD
Hospitalist/Primary
Care Provider



Brittani Bickel, PA
Family Medicine

Newest Addition to Our Primary Care Team



Jessie Barr, FNP
Family Medicine



Primary Care Behavioral Health Providers



Kathleen Elmer, LCSW-R

Licensed Clinical Social Worker



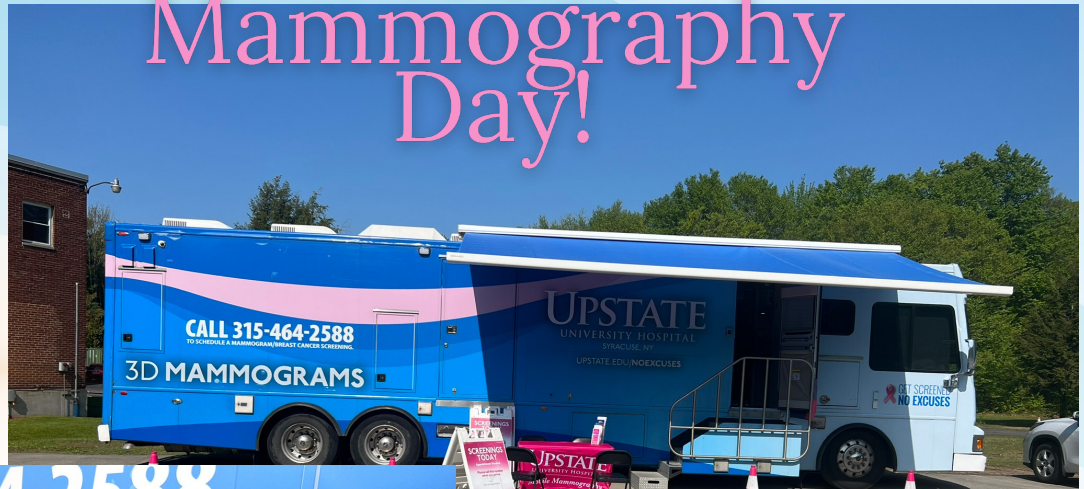
Michael McCrory, LMHC

Licensed Mental Health Counselor



Primary
Care

Mobile
Mammography
Day!



Fight
Cancer!



Rehabilitation Services

Rehab Physical Therapist achieved 20 years of service and newly hired rehabilitation department assistant received Going the Extra Mile Award



Congratulations!

Successfully started seeing Preschool students at the end of the 2022-23 school year and continue the process to become an Early Intervention facility.



Judy Benzel, PT along with Board member/volunteer John Burns provide instruction on variety of classes to the community, including diabetes awareness and chronic pain management



Pharmacy Services



- Welcomed the addition of some new team members!
 - Pharmacist from SMC assigned to CFH, to provide additional pharmacy coverage, and a
 - Certified Pharmacy Technician, with over 20 years of experience.
- Installed new Pyxis units (medication dispensing cabinets) to assist with our medication safety initiatives.



Revitalized our 340B Program resulting in approximately a 6-fold increase in 340B contributions which enables us to expand services providing critical needs to our community.



Support Services

Three employees reached the 5-year milestone. **CONGRATS!!**

Installed counter tops and coordinated electrical work in the Emergency Department for lab testing.

Installed alarms in Emergency Room bathroom & procedure room to ring in ED instead of 2nd floor for faster response to patient needs.



SAFETY & SECURITY

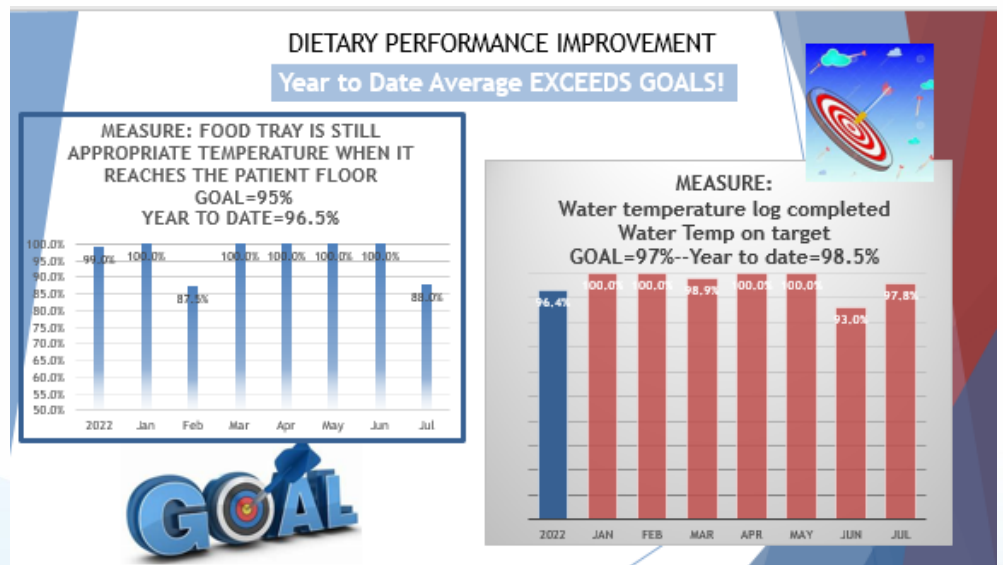
Successful fire safety walk-through with local Fire Marshal.

Building security improved with badge access system.

DIETARY



Developed new menus based on input from residents. Included more fresh fruit & vegetables as requested from Advisory Council.





Support Services

Maintenance and Environmental Services



NEW HIRES- Maintenance Mechanic and Part time Floor Technician.

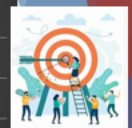
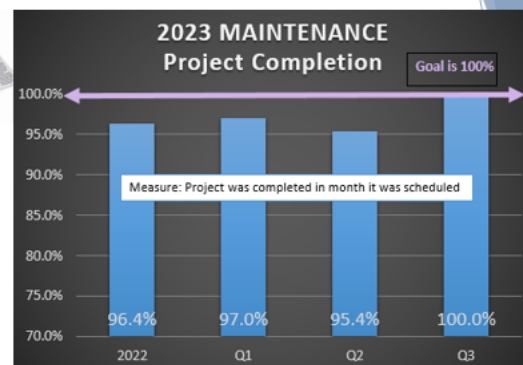
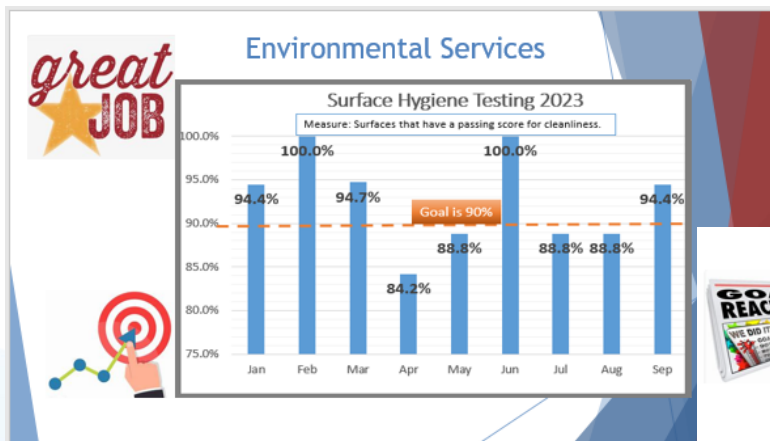
PHYSICAL THERAPY DEPARTMENT- completed Early Intervention recommendations: Lockset on furnace door, tamper resistant outlets, GFCI (ground fault circuit interrupter), changing table installed, stepstool mounted.



NURSING- Installed new TVs for all patient rooms, medication cabinet for 2nd floor med room and badge access for exterior doors and elevator.



CLINIC- New fridge & freezer in vaccine room. Installed new surveillance camera, tamper resistant receptacles for entire Clinic and safety alarm in the Behavioral Health office.



Employee Experience

Thank
you

Employee Experience Committee 2023

- Weekly newsletter sent out to all employees that include hospital information, appreciative notes, and fun facts
- We celebrate National Recognitions for departments throughout the year
- 2023 Hospital Week in May had daily activities
- 2 Scrub Hub Sales (Spring/Fall)
- Harrisville Community Fest & Star Lake Craft Fair
- 2023 Breast Cancer Walk
- 2023 Service Awards Dinner
- Planning an employee Friendsgiving dinner for November 2023
- Weekly holiday activities for employees in December 2023



2022

Merry Christmas

EMPLOYEE
EXPERIENCE



Looking Ahead



Clifton-Fine Hospital
Emergency Department &
Infrastructure Improvements