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OLEAN GENERAL HOSPITAL

Founded in 1898, Olean General Hospital (OGH) is an acute care community hospital, located in Olean, NY. The Olean General Hospital campus consists of the hospital and three additional buildings. The main hospital, located at 515 Main Street in Olean, consists of 186 inpatient beds and comprehensive ancillary and support programs and services.

In addition to the main hospital building, the hospital campus includes Mildred Milliman Outpatient Surgery Center at 500 Main Street, which also houses the hospital’s Sleep Disorders Center and Pain Management Offices. The Dialysis and Primary Care Center building, located at 623 Main Street on the hospital campus, includes the Gundlah Dental Center, the Marie Lorenz Dialysis Center, the Center for Wound Healing and Hyperbaric Medicine, and physician offices. The final building on the hospital campus is the Louis A. Magnano Olean General Hospital Mercy Flight Center, which provides space for Mercy Flight of Western New York helicopters and staff.

Off-campus facilities include the Mildred Milliman Radiation Medicine Center, a premier affiliate site of Roswell Park Cancer Institute, located at 415 Buffalo Street in Olean. The Mildred Milliman Center includes a linear accelerator, CT simulator, patient examination and treatment space and physician offices. A hospital facility at 86 South Main Street in Franklinville, New York houses a laboratory service center and physician offices. Olean General Hospital also operates a primary care center, laboratory collection station and imaging center on Route 219, Salamanca, New York and a primary care center, dental center and dental laboratory on Route 16, Delevan, New York.

Olean General Hospital’s primary and secondary service area covers more than 100,000 people across Southwestern New York State. OGH is part of the Upper Allegheny Health System (UAHS), which includes Bradford Regional Medical Center, a 107-bed acute care community hospital, located in Bradford, PA.

Olean General Hospital is a critical component to the economic viability of the community. From the people we employ to the direct and indirect effects of spending, our value as an economic engine for the local community is undeniable. In addition, substantial indirect spending takes place further “downstream” in the economy, thereby providing a sizeable contribution to federal, state, and local tax revenue. Olean General Hospital contributes significantly to the area’s economic health, providing an estimated total annual economic impact of $182 million.
Mission
The mission of Olean General Hospital is to provide excellent care in response to the health care needs of the community. In support of this mission, OGH is committed to:

- **Compassion:** our sympathetic awareness of each person's needs
- **Integrity:** our dedication to honesty
- **Innovation:** our pursuit of creativity
- **Respect:** our commitment to treat everyone with dignity
- **Community:** our understanding that we exist to serve those among us
- **Education:** our belief that knowledge fosters excellence

Olean General Hospital Service

Barry Street Health Center
Behavioral Health
Cancer Care
  - Medical Oncology and Hematology
  - Radiation Oncology
Cardiac Rehabilitation
Cardiopulmonary Services
Community Outreach
Delevan Health and Dental Center
Diagnostic Imaging
Dialysis
Digestive Disease Center
Home Oxygen and Sleep Therapy
Emergency Department
General Surgery
Gundlah Dental Center
Heart Program
  - Chest Pain Center
  - Interventional Cardiac Catheterization
Holiday Park Heath Center
Immediate Treatment
Intensive Care Unit
Laboratory
Nutrition Services
Occupational Wellness
Olean General Health
  - Durable Medical Equipment
Orthopedic Surgery and Sports Medicine
Outpatient Surgery Center
Pain Medicine Center
Pastoral Care
Pediatrics
Rehabilitation Services
Salamanca Health Center
Sleep Disorders Center
Women’s Services
  - Obstetrics
  - Gynecology
Wound Healing and Hyperbaric Medicine
Service Area

The primary service area for Olean General Hospital is defined as those zip codes for which OGH has the largest number of inpatient discharges given all hospital discharges from those zip codes. Based on this definition, OGH’s primary service area consists of 23 zip codes with a total population of 73,861.

Olean General Hospital’s secondary service area is defined as those zip codes for which OGH has either the second or third largest number of inpatient hospital discharges from a particular zip code. Based on this definition, Olean General Hospital’s secondary zip code consists of 13 zip codes with a total population of 27,019.

Olean General Hospital Primary and Secondary Service Area

*Source: Market Expert 2013*

<table>
<thead>
<tr>
<th>Primary Service Area</th>
<th>Secondary Service Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>City/Town</td>
<td>Zip Code</td>
</tr>
<tr>
<td>Allegany</td>
<td>14706</td>
</tr>
<tr>
<td>Blackcreek</td>
<td>14714</td>
</tr>
<tr>
<td>Caneadea</td>
<td>14717</td>
</tr>
<tr>
<td>Ceres</td>
<td>14721</td>
</tr>
<tr>
<td>Cuba</td>
<td>14727</td>
</tr>
<tr>
<td>Delevan</td>
<td>14042</td>
</tr>
<tr>
<td>Ellicottville</td>
<td>14731</td>
</tr>
<tr>
<td>Farmersville</td>
<td>14060</td>
</tr>
<tr>
<td>Franklinville</td>
<td>14737</td>
</tr>
<tr>
<td>Friendship</td>
<td>14739</td>
</tr>
<tr>
<td>Great Valley</td>
<td>14741</td>
</tr>
<tr>
<td>Hinsdale</td>
<td>14743</td>
</tr>
<tr>
<td>Houghton</td>
<td>14744</td>
</tr>
<tr>
<td>Kill Buck</td>
<td>14748</td>
</tr>
<tr>
<td>Limestone</td>
<td>14743</td>
</tr>
<tr>
<td>Little Genesee</td>
<td>14754</td>
</tr>
<tr>
<td>Little Valley</td>
<td>14755</td>
</tr>
<tr>
<td>Machias</td>
<td>14101</td>
</tr>
<tr>
<td>Olean</td>
<td>14760</td>
</tr>
<tr>
<td>Portville</td>
<td>14770</td>
</tr>
<tr>
<td>Rushford</td>
<td>14777</td>
</tr>
<tr>
<td>Salamanca</td>
<td>14779</td>
</tr>
<tr>
<td>Shinglehouse, PA</td>
<td>16748</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
</tr>
</tbody>
</table>

Total PSA and SSA 100,366
We are pleased to offer Olean General Hospital’s Community Service Report, representing the year 2013. Olean General Hospital and its affiliated services provide high quality health care to thousands of residents across Southwestern New York State. Providing clinical care is only part of the hospital’s mission. Olean General Hospital’s community service programs touch more than 46,000 residents annually across its service area through community health education, wellness programs, health screenings, clinical and support services, internships, in-kind donations and community support activities. These are programs for which the hospital receives no compensation, but are part of our commitment to the community to improve the quality of life in and around Olean. Our programs benefit people of all ages across all socio-economic segments.

This document is an update of Olean General Hospital’s Community Service Plan for 2013-2015 filed with the New York State Department of Health in accordance with the Prevention Agenda for New York State and includes the hospital’s overall 2013 community service offerings.

In 2013, Olean General Hospital contributed $331,000 in community services. This substantial financial commitment to the community represents .30% of OGH’s total net operating revenues of $109 million. Additionally, in 2013 the estimated costs of services and supplies furnished under the hospital’s charity care policy was approximately $153,000, which represents .14% of net revenue.

Our programs touched more than 46,000 Southwestern New York residents through community health education programs, clinical education, health screenings, clinical and support services, internships, scholarships, in-kind donations and community support activities.

Prevention Agenda

The Prevention Agenda is New York State’s health improvement plan for 2013 through 2017, developed by the New York State Public Health and Health Planning Council (PHHPAC) at the request of the Department of Health. The Prevention Agenda serves as a guide for hospitals in the development of community service plans as required by the Affordable Care Act. In 2013, Olean General Hospital identified two priorities from the New York State Department of Health Prevention Agenda as focus areas for its community outreach and prevention activities through 2017.

Olean General Hospital was part of a Regional Planning Committee, which identified the two of five New York State Prevention Agenda priority areas for special focus. Those members included: Olean General Hospital (Member - Upper Allegheny Health System), Cattaraugus County Health Department, Bertrand Chaffee Hospital, Healthy Community Alliance, Lake Erie Regional Health System of New York, Southern Tier Community Health Center Network (Universal Primary Care), Southern Tier Health Care System, Cattaraugus County Department of Aging, Cattaraugus County Community Services (Mental Health), Council on Addiction and Recovery Services , Seneca Nation of Indians, and Olean Medical Group.
As the result of its collaborative work with the Regional Collaborative Planning Committee and in alignment with the New York State Department of Health Prevention Agenda, Olean General Hospital agreed to focus on two Prevention Agenda Priorities between 2014 and 2017:

- Prevent chronic diseases
- Promote a healthy and safe environment

**Prevent Chronic Disease**

**Cardiovascular Disease**

Heart disease causes approximately one of every six deaths in the United States. In 2011, approximately 785,000 Americans had a first-time heart attack and an estimated 470,000 had a repeat heart attack. Because of the geographic isolation of Cattaraugus County, the rapid and effective assessment and treatment of chest pain patients can often mean the difference between life and death because many patients have to be transported from the Olean region to distant medical centers two hours away in Buffalo or Rochester. In rural communities like Olean, the prompt recognition and treatment of chest pain and heart attacks is critically important.

Olean General Hospital (OGH) is the only acute care hospital in Cattaraugus County. The hospital serves a primary and secondary service area of approximately 100,000 individuals who reside primarily in Cattaraugus and Allegany counties. According to “Heart Disease and Stroke Indicator” statistics maintained by the New York State Department of Health, for the period 2004-2006, cardiovascular mortality and hospitalization rates in Cattaraugus County ranked in the 4th quartile of 62 counties throughout the state. The incidence and prevalence of cardiovascular disease in Cattaraugus County is among the highest in New York State.

In response to these realities, Olean General Hospital developed a Chest Pain Center in 2010 to ensure the most effective and efficient response to patients presenting to the hospital with chest pain. The Chest Pain Center utilizes evidence-based standards for chest pain diagnosis and treatment, the development of extremely efficient ancillary testing systems to assure rapid assessment and diagnosis of chest pain, and the education of community members regarding warning signs and symptoms of heart attack. The efficiency and effectiveness inherent in Chest Pain Centers are critically important because 85% of heart damage occurs within the first two hours of a heart attack. In other words, “time is muscle.”

In 2013, the Olean General Hospital Chest Pain Center earned accreditation from the Society of Cardiovascular Patient Care for its Chest Pain Center, meeting the Society’s stringent performance standards for assessment and treatment of chest pain. It was only one of 10 hospitals in New York State to achieve accreditation. In 2014, the hospital earned accreditation from the Society for quality performance in Percutaneous Cardiac Intervention (PCI) in conjunction with its interventional cardiac catheterization laboratory, which opened in October, 2013.
In addressing access to advanced cardiac services, Olean General Hospital and Kaleida Health (Buffalo, NY) opened an interventional cardiac catheterization laboratory at OGH in October, 2013. The establishment of the catheterization lab eliminated the need for patients from Southwestern New York to have to travel to distant cities in order to receive diagnostic catheterization and interventional procedures such as angioplasty and stent placement. Within its first year of operation the lab saw 700 patients, including performing 70 life-saving emergency interventional catheterizations.

As part of community outreach, Olean General Hospital conducts blood pressure screenings, CPR training and weight loss presentations throughout the community.

**Cancer**

Olean General Hospital is an affiliate of Roswell Park Cancer Institute, Upstate New York’s only nationally designated comprehensive cancer center. With this affiliation Olean General Hospital offers a full range of cancer care options including Roswell Park trained medical oncologists, the Mildred Milliman Radiation Medicine Center, infusion centers, PET/CT scanning and a cancer information library. The hospital’s affiliation with Roswell Park Cancer Institute positions Olean General Hospital to play an active role in cancer awareness and health screenings.

The Cancer Committee at Olean General Hospital is comprised of a multidisciplinary team of physicians and non-physician professionals representing the full scope of cancer care services available at Olean General Hospital as well as outside agencies. As part of community outreach, the Cancer Committee offers the Breast Cancer Support Group, which meets every other month at the Mildred Milliman Radiation Medicine Center. The Committee is also considerably involved with the Relay for Life Event by helping to promote, coordinate and participate in the event. The Cancer Committee participates in Olean General Hospital’s community events and helps to promote sun safety awareness by handing out sunscreen during community events, as well as educational materials regarding sun exposure.

Through the Foothills Medical Group, the hospital’s employed physician practice organization, the hospital offered free breast health screenings to area women in October as part of National Breast Cancer Awareness Month and free mammograms in conjunction with The Cancer Services Program of Allegany and Cattaraugus Counties.

**Diabetes**

Olean General Hospital is a regional leader in diabetes education and awareness with oversight by a multi-disciplinary Diabetes Self-Management Education Advisory Committee. The Diabetes Program’s mission statement is “Promote optimal health and well-being of all people at risk for or with diabetes”. Within that role the hospital maintains an ongoing schedule of American Diabetes Association (ADA) Recognized Diabetes Self-Management Education workshops taught by Certified Diabetes Educators. The hospital also sponsors the Diabetes Support Group meeting quarterly. The Diabetes Self-Management Education program faculty also annually sponsors a Diabetes Month Health Fair in November in conjunction with other local health service agencies and in March, collaborates with the Nutrition Department for a National Nutrition Month Health Fair for the community. The program faculty and Registered Dietitian Nutritionists also participate in other community health fairs and presentations including those
for children throughout the year. They provide free community education on Diabetes Prevention and Management, Heart Healthy Eating, Weight Management and Nutrition.

**Promote a Healthy and Safe Environment**

**Falls Prevention**

Olean General Hospital, along with other community organizations, is part of the Cattaraugus County Falls Prevention Coalition. This coalition provides older adults and their caregivers the knowledge to improve their physical mobility, quality of life, and maximize their independence. The coalition strives to achieve through education and assessment efforts, with increased awareness of falls risks. Through the coalition, there are several free programs and activities available in Cattaraugus County to help reduce fall risks and help individuals remain independent and safe in their home.

These free programs include: Tai Chi classes to help with balance and flexibility, Six Steps to Better Balance Classes, Home safety assessments, in-service training for professionals, referrals to available services, and community presentations on falls awareness and prevention. The program also helps to refer individuals in need of improvements for the safety of their home to local community organizations that help defer costs, e.g., secure railings, grab bars, and bath seats. Through the Coalition, the hospital works with community based programs throughout Cattaraugus County to identify elderly people at risk of falls and provide resources. Education on Falls risks and community resources have been provided to all Emergency Medical Services in Cattaraugus County, as well as emergency departments and care managers to ensure that older adults who have a history of a fall are connected to services within their community that can address their needs and provide resources.

**Falls Hospitalization Rate per 10,000 Population**

*Source: 2009-2011 SPARCS Data as of February 2013*

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Cattaraugus Co.</th>
<th>New York State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age 85 and older</td>
<td>543.10</td>
<td>570.60</td>
</tr>
<tr>
<td>Age 75-84</td>
<td>215.80</td>
<td>226.00</td>
</tr>
<tr>
<td>Age 65-74</td>
<td>70.00</td>
<td>77.30</td>
</tr>
</tbody>
</table>

In addition, the Falls Prevention program will continue to engage healthcare professionals, elder services agencies, and caregivers in a common effort to create a unified approach to falls prevention and intervention in the county. Presently, Olean General Hospital screens for falls risk upon entry into our facility. Through the use of multidisciplinary services and using evidence-based standardized tests, the hospital will identify those at risk for falls and provide interventions that best meet their individual needs. Local and community services will be utilized to ensure follow up of care.
Community Service

Highlighting Olean General Hospital’s community service offerings in 2013 was its Community Connections program, where employees from Olean General Hospital volunteer their time to create community outreach programs. These programs educate area residents on a variety of health and wellness issues to promote healthier lifestyles and address community health, safety and social needs throughout the hospital’s service area.

Sun Safety

As one of its summer events, Community Connections sponsored Sun Safety, where employee volunteers distributed sunscreen and safety information to children at Franchot Park and William O. Smith Recreational Center pools. The program is designed to help children and adults make smarter decisions about sun exposure and raise awareness about its dangers.

Super Puff Asthma Camp

Super Puff Asthma Camp at Franchot Park invited children from ages 8 to 14 for a day at the park to learn how to prevent and control their disease and how to actively maintain healthy practices at home at school. At the end of the day, the children left the day camp with increased confidence and an improved awareness of their disease.

Safe Sitter

Over the summer and throughout the year, a Safe Sitter Babysitting course for children ages 11 and older is offered by the hospital. OGH partners with Safe Sitter, Inc., a nationally recognized not-for profit organization, to offer this training course under the guidance of a trained instructor. The program teaches the basics of smart childcare practices. Participants gain knowledge of injury prevention and behavior management, learn CPR tips and receive a course completion certificate to show parents at future babysitting jobs.

To Pack a Backpack

Culminating the summer activities for Community Connections is the To Pack a Backpack program. Since 2010, hospital employees have stuffed backpacks with school supplies for distribution at area elementary schools. The program has grown since its inception. In 2013, the program offered backpacks to elementary school children in Olean, Hinsdale and Salamanca. In 2014, the program grew again, to include Delevan Elementary School. More than 250 children benefited from the program in 2014.
Community Health Education

Through Community Health Education, Olean General Hospital reached more than 16,000 area residents. The hospital-sponsored health education programs, health fairs and wellness events, support groups, free screenings, workshops and training programs including:

- Advanced Directives Education
- Ask the Pharmacist
- Basic Life Support Training
- Blood Pressure Screening
- Breast Cancer Support Group
- Cancer Support Group
- Childbirth Education Classes
- CPR Training
- Dental Screenings for Children
- Diabetes Education and Support Group
- Joint Replacement Education
- Nutritional Programs for Cancer Patients
- Oral Health Education
- Sleep Apnea Support Group
- Wound Care Support

Transportation

Access to health services is a barrier for many people due to lack of transportation. In order to address the transportation needs of area residents and create better access to care, the hospital operates the VanGOGH transportation van. This service offers free transportation to patients who need assistance getting to appointments at Olean General Hospital and its affiliated facilities in Olean. In 2013, the VanGOGH assisted more than 1,100 patients.

Our Partners in Community Service

The following organizations partnered with Olean General Hospital in offering community service, health and wellness programs, screenings and educational forums to the community.

- American Cancer Society
- arcade Chamber of Commerce
- Brookside Community Apartments
- Cancer Services Program of Allegheny and Cattaraugus Counties
- Cattaraugus County Department of Health
- Cattaraugus County Falls Prevention Coalition
- City of Olean
- Genesis House
- Greater Olean Area Chamber of Commerce
- Healthy Livable Communities Consortium
- King’s Memorial Library
- M&T Bank - Delevan
- Mental Health Association in Cattaraugus County
- Olean Center Mall
- Olean General Hospital Auxiliary
- Olean Senior Center
- Salamanca Chamber of Commerce
- Salamanca Senior Center
- Save a Leg – Save a Life Foundation
- YMCA of Olean
Career Training

Olean General Hospital is not only a center of healing, but also a center of training and education. In cooperation with the following colleges and universities, the hospital sponsored internships and clinical rotations:

<table>
<thead>
<tr>
<th>Institution</th>
<th>Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alfred State University</td>
<td>Nursing</td>
</tr>
<tr>
<td>BOCES</td>
<td>New Visions Career Education</td>
</tr>
<tr>
<td>Gannon College</td>
<td>Physical Therapy</td>
</tr>
<tr>
<td>Genesee Community College</td>
<td>Physical Therapy</td>
</tr>
<tr>
<td>Ithaca College</td>
<td>Physical Therapy</td>
</tr>
<tr>
<td>Jamestown Community College</td>
<td>Nursing</td>
</tr>
<tr>
<td>Kent State University</td>
<td>Physical Therapy</td>
</tr>
<tr>
<td>Lake Erie College of Osteopathic Medicine</td>
<td>Medical</td>
</tr>
<tr>
<td></td>
<td>Medical Office</td>
</tr>
<tr>
<td>Mercyhurst College</td>
<td>Physical Therapy</td>
</tr>
<tr>
<td>Nazareth College</td>
<td>Occupational Therapy</td>
</tr>
<tr>
<td>Niagara County Community College</td>
<td>Physical Therapy</td>
</tr>
<tr>
<td></td>
<td>Occupational Therapy</td>
</tr>
<tr>
<td></td>
<td>Occupational Therapy</td>
</tr>
<tr>
<td>St. Bonaventure University</td>
<td>Medical</td>
</tr>
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<td>St. James Mercy Hospital</td>
<td>Radiology Technician</td>
</tr>
<tr>
<td>Slippery Rock University</td>
<td>Physical Therapy</td>
</tr>
<tr>
<td>State University at Buffalo</td>
<td>Physical Therapy</td>
</tr>
<tr>
<td>University of Pittsburgh at Bradford</td>
<td>Radiology Technician</td>
</tr>
</tbody>
</table>
Financial Assistance

Olean General Hospital recognizes that there are times when patients in need of care will have difficulty paying for the services provided. Olean General Hospital’s financial assistance program provides discounts to qualifying individuals based on income. In addition, we can help you apply for free or low-cost insurance, if you qualify. Just contact our Patient Financial Liaison at (716) 375-6080 for free, confidential assistance.

Financial assistance is available to patients with limited income and no health insurance. Everyone in New York State who needs emergency services can get a discount if they meet income limits.

Based on 2014 Federal Poverty Guidelines

<table>
<thead>
<tr>
<th>Family Size</th>
<th>Annual Family Income</th>
<th>Monthly Family Income</th>
<th>Weekly Family Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Up to $35,010</td>
<td>Up to $2,917.50</td>
<td>Up to $ 729.98</td>
</tr>
<tr>
<td>2</td>
<td>Up to $47,190</td>
<td>Up to $3,932.50</td>
<td>Up to $ 983.13</td>
</tr>
<tr>
<td>3</td>
<td>Up to $59,370</td>
<td>Up to $4,947.50</td>
<td>Up to $1,236.88</td>
</tr>
<tr>
<td>4</td>
<td>Up to $71,550</td>
<td>Up to $5,962.50</td>
<td>Up to $1,490.63</td>
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<tr>
<td>5</td>
<td>Up to $83,730</td>
<td>Up to $6,977.50</td>
<td>Up to $1,744.38</td>
</tr>
</tbody>
</table>

Plan Distribution

Olean General Hospital’s Community Service Plan will be available publicly on the hospital’s website (www.org.org). A consumerfriendly translation of the plan will be available via the website and in hard copy, distributed at community outreach events throughout the region.

For additional copies of this publication, please contact: Dennis McCarthy, Vice President, Marketing and Communications, Upper Allegheny Health System, 130 South Union Street, Olean New York, 14760, 716-375-7487. The report is posted on the Olean General Hospital website at www.ogh.org.