Looking at the future we see you.

Olean General Hospital 2008 Annual Report
Mission of Olean General Hospital

The mission of Olean General Hospital is to provide excellent patient care in response to the health care needs of the community.

In support of this mission, Olean General Hospital is committed to the following:

*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

Vision statement

Olean General Hospital will be recognized as a progressive, innovative, rural community hospital that is acknowledged for the development of programs and services which enhance the health status of the community. We will exceed the expectations of those served, maintain standards of the highest quality and promote a rewarding work environment for staff and physicians.
Olean General undergoes a facelift

Renovations to the Hospital’s patient rooms will enhance the patient experience.

Message from the President

It is a pleasure to provide you with this copy of Olean General Hospital’s Annual Report in which we highlight several recent and exciting developments at the hospital. You will find information about many new programs and initiatives, including our patient room renovation project, undertaken with the goal of significantly enhancing our patients’ comfort during their hospital stays, and the development of the Mildred Milliman Radiation Medicine Center, a collaborative venture with world-renowned Roswell Park Cancer Institute. We also report on the announcement of the hospital’s integration with Bradford Regional Medical Center under a new parent company to better ensure the long-term presence of a strong and viable hospital system for our region.

We are proud of all that has been accomplished at Olean General Hospital this past year and we thank you for your continued support of our mission of care and service to the Olean area. Without you, it simply would not have been possible.

Sincerely,

Timothy J. Finan, President & CEO

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Enhancing the Patient Experience | Greater comfort and convenience for patients and visitors
Olean General Hospital is committed to providing each patient with a positive hospital experience. In an effort to enhance patient comfort and improve amenities available to patients, several major renovation projects were undertaken in 2008.

**Patient rooms**
In mid 2008, Olean General Hospital initiated a $2.5 million project to renovate 68 medical/surgical patient rooms. This project included the replacement of all patient room furniture with new beds, chairs, tables and flat screen televisions. The renovations also included new paint, “wood look” vinyl flooring, new window treatments and coordinated cubicle curtains and wooden head walls to enclose the medical gas system. New patient lighting and a new nurse call system were also installed and can now be accessed, along with patient television controls, from patients’ beds. Nursing stations and hallway corridors have also been renovated.

To help each patient feel more at home, an “art cart” program was developed that allows patients the opportunity to select art and pictures of their choice for display in their rooms during their hospital stay. To improve levels of satisfaction with the hospital’s food, an expanded menu of food choices was introduced for breakfast, lunch and dinner, and all food is now prepared from “scratch” by the hospital’s culinary staff.

**Surgical waiting area**
In addition to patient room improvements, a new surgical waiting area was created with improved privacy and more comfortable surroundings, including expanded seating, a cozy fireplace, and a soothing water wall. A surgical consultation room and bathrooms are provided in the new waiting area which is adjacent to the lobby’s new food kiosk, featuring gourmet coffee and fresh “grab and go” items.

**Registation area**
A new registration area was created that includes floor to ceiling private registration rooms and an enhanced seating area for waiting patients. This project was undertaken in response to patients’ desires for improved levels of privacy during the registration process.

**Cafeteria**
A new cafeteria is now open and features improved traffic flow, new seating, additional menu items and an “upscale” look and feel. Additionally, the cafeteria’s bathrooms and exterior corridors were renovated and enhanced.

We’ve greatly enhanced our medical/surgical patient rooms with many of the comforts of home, but it’s nurses like Tiffany Lukehart, L.P.N., who provide the personal comfort and care that make the difference.

Families who are visiting loved ones can enjoy home-style meals in our beautiful, new restaurant-style cafeteria.
Emergency Department

Improvements to the Olean General Hospital Emergency Department have enhanced staff communication and have helped reduce patient wait times. A remodeled waiting room and a new flat screen television at each Emergency Room bed provide added comfort for patients and family members. In 2008, the hospital recorded more than 34,687 Emergency Room visits.

Paul Fratangelo, R.N., one of Olean General Hospital’s Emergency Department nurses, notes that recent improvements in the department have enhanced patient comfort and reduced Emergency Department wait times.

Patients in the Emergency Department can watch new bedside flat screen televisions while they are awaiting care.
With the development of the Mildred Milliman Radiation Medicine Center, Olean General Hospital, in collaboration with the renowned Roswell Park Cancer Institute, now provides the Olean region with state-of-the-art radiation oncology services.

The center is named in honor of Mildred Milliman, a long-time hospital employee and a generous hospital benefactor. The center is specially equipped with a linear accelerator and CT simulator and is staffed by Roswell radiation oncologists and physicists. This eliminates the need for Olean area patients to travel long distances for radiation therapy treatments.

**New mobile PET/CT scanner**

In addition to the 64-slice CT scanner located in the hospital, a new mobile PET/CT scanner is available for cancer diagnostics. A PET/CT combines both PET scanning and CT scanning into one comprehensive examination. The CT portion of the exam provides a detailed analysis of the structure of abnormalities or tumors while PET (Positron Emission Tomography) provides information regarding cellular level activity within the abnormality.

Video conferencing with cancer experts at Roswell Park Cancer Institute is just one of the advantages the Mildred Milliman Radiation Medicine Center provides.

A spacious, new mobile unit combines PET and CT scanning into one test, providing greater convenience to the patient and more accurate diagnoses.

www.ogh.org
By bringing together the best in medical technology and personnel, the Mildred Milliman Radiation Medicine Center is improving the care, comfort and convenience of our patients.

The linear accelerator provides external beam radiation by rotating around the patient and delivering a precision-targeted beam of high-energy radiation to the patient’s tumor.

Gregory Hare, M.D., Radiation Oncologist, treats a patient at Olean General Hospital’s new Mildred Milliman Radiation Medicine Center.
Olean General Hospital’s commitment to medical education and training is evident in the number of opportunities provided by the hospital for pre-medical and medical students and post graduate Residents.

This fall, the Hospital commenced a first-of-its-kind Clinical Experience in Medicine program for St. Bonaventure University pre-medical students. The program exposes pre-med students to 14 different clinical disciplines to better prepare them for future careers in medicine.

Additionally, Olean General Hospital signed an affiliation agreement with Lake Erie College of Osteopathic Medicine (LECOM) in Erie, Pennsylvania as a clinical site for the college’s medical students. Beginning in the spring of 2009, medical student rotations at Olean General Hospital will include internal medicine, obstetrics and gynecology, pediatrics, psychiatry, emergency and family medicine.

Olean General Hospital’s affiliation with the State University of New York at Buffalo’s School of Medicine and Biomedical Research provides the only rural track family medicine post-graduate residency training program in New York State and helps to provide critical primary care physicians for the Olean area.
In October 2008, Olean General Hospital and Bradford Regional Medical Center announced the signing of a non-binding letter of intent to integrate the two hospitals under a new parent company. The decision to pursue this integration was approved by the board of directors of both hospitals based on a recommendation from a steering committee that included the hospitals’ presidents, board members and physicians. The integration will be achieved through the work of a parent company – an umbrella organization – that will oversee governance and management of the system with the goal of moving the two hospitals as close to operating as a single entity as possible, resulting in a strong, vibrant healthcare system. When implemented, this integration will represent a major step forward for healthcare delivery in Northwestern Pennsylvania and Southwestern New York, and mark a new beginning for two long-time, highly respected hospitals that share common missions, values and cultures.

Approval and implementation of the integration is expected to take about one year, following a comprehensive due-diligence review by both organizations’ boards of directors, completion of all regulatory reviews and legal approvals, and the adoption of a definitive agreement.

The benefits of the proposed integration will be many. The two organizations will be better able to withstand financial pressures in a weakened U.S. economy, and to respond to financial challenges brought on by rising costs and
reductions in government support and reimbursements from health insurers. The potential for improved clinical and service performance and increased business stability resulting from the integration will assure an enhanced ability to attract and retain high-quality physicians and clinical talent. A strong regional healthcare system where the member organizations increasingly operate as close to a single entity as possible will result in a more stable employment outlook for both hospitals. Finally, it is anticipated that the integration will provide significant capability to introduce new and expanded programs and services in response to regional health needs.

The integration of the two hospitals is consistent with a national trend of hospitals seeking cooperative relationships and taking necessary steps to ensure their patients have access to efficient, cost-effective and high-quality care. Nearly one-half of the 4,900 hospitals in the U.S. are currently in multi-hospital system arrangements.

“As part of an integrated, regional health system with increased resources, we will be able to provide patients with access to even greater care.”

- Timothy J. Finan, President and CEO

Benefits of the integration

- Improved local access to more and better clinical services
- Establishment of broader and deeper clinical services capabilities to a larger market that, over time, could accommodate partnerships with community hospitals and tertiary centers
- Improved quality and efficiency of all services, tapping into greater efficiencies of scale and expertise

Size matters. Integration will lead to...

- a stronger system infrastructure to provide better clinical services
- consistently effective diagnosis and treatment through an enhanced ability to recruit and retain high-quality physicians, clinical talent and management
- greater purchasing power and ability to share overhead, keeping medical costs manageable
- greater overall business stability and a more stable employment outlook – strengthening ties with the communities we serve
The Marie Lorenz Dialysis Center at Olean General Hospital recently purchased 14 new hemodialysis machines. The purchase of the new equipment replaces machines that have been in use for the past 11 years and was financed in part by generous donors.

A lifeline for patients

New machines for dialysis and renal replacement at Olean General Hospital’s Marie Lorenz Dialysis Center improve patient care and safety and assist with the challenging demands of unique nephrology cases. Patients now benefit from the very latest technology, which provides for more accurate treatment timing and pre-programmed physician orders and ensures that patients receive precisely the treatments prescribed and required.

The Marie Lorenz Dialysis Center opened in 1997 and provides life-sustaining dialysis treatment to area patients.
In early 2008, Olean General Hospital opened a spacious, new 1,400 square-foot Magnetic Resonance Imaging (MRI) suite.

MRIs utilize radio frequency waves and a strong magnetic field rather than x-rays to provide remarkably clear and detailed images of internal organs and tissues. Olean General Hospital’s 1.5T high-field open MRI is unparalleled in terms of image quality and resolution.

In the past, the most powerful MRIs had narrow tubes that made some patients feel trapped or claustrophobic. The traditional open MRIs have wider bores and give patients more room, but at the cost of poorer image quality.

What distinguishes Olean General’s new system is its combination of both the comfort of an open MRI and clinical strength and image quality of closed units. This new Espree MRI from Siemens contains the most powerful magnet anywhere in the area, resulting in greater image clarity and a higher diagnostic confidence level for physicians.

MRI technology is invaluable for detection and diagnosis of a broad range of pathologic conditions in all parts of the body, including cancer, heart and vascular disease, stroke, and joint and musculoskeletal disorders.
Cardiac disease is the number one killer in America, however, new diagnostic imaging technology has become the latest weapon available in the fight against this deadly disease.

In 2008, Olean General Hospital became one of only a very few hospitals in Upstate New York with 3D digital echocardiography capability. Echocardiograms are non-invasive ultrasound imaging procedures of the heart that create pictures that enable clinicians to assess such things as cardiac valve function and cardiac output. With the hospital’s upgrade to this new system, hospital cardiologists have the ability to view amazingly detailed images of the human heart instantaneously and from multiple perspectives while examining its intricate workings. The digital format allows tests to be instantly stored, transferred, and reviewed in their original quality.

While this technology will likely be the standard in three years, Olean General knew that quicker, more accurate diagnoses, non-invasive procedures and earlier detection and treatment were worth the substantial investment of $750,000 today.

Olean General is currently the only facility in the region with this sophisticated technology and the only hospital in the area that has received designation as a Credentialed Sonographer Workplace.

Technology developed by the military
The 3-D Digital Echocardiography system utilizes pure wave crystal technology developed by the U.S. Navy and purchased and patented by Philips. The resulting imagery provides unprecedented views of the heart and blood flow and gives doctors the capability to manipulate and turn the images to see all angles of the heart, including their ability to “look” inside the chambers.

The system uses non-invasive sonogram technology to examine patients with congestive heart failure, chest pain, palpitations and pre-existing cardiovascular conditions. The live 3-D Echo image provides a real-time view of the heart that allows patients and doctors to view the beating heart as if they were holding it in their hands. Registered Cardiac Sonographers administer the test for a cardiologist for their diagnosis and treatment recommendations.

Utilizing this technology, cardiologists acquire extremely high levels of diagnostic information and can provide answers for patients more quickly and easily. The results from the exam often reduce the need for more invasive procedures.
The Gundlah Dental Center doubled its patient treatment capacity with its recent expansion to 11 dental stations. The expansion was necessitated by patient volumes that have increased to over 1,300 patients per month as well as the growing need in Olean and surrounding communities for quality, affordable dental care. The center provides routine cleanings, fillings and simple extractions and accepts most insurance plans. The primary focus and mission of the Gundlah Dental Center is the provision of timely and regular dental care for patients who, by virtue of insurance type or lack of insurance, would otherwise not be able to receive routine dental services. The Gundlah Dental Center was named in honor of long-time Olean General Hospital President and CEO, Theodore W. Gundlah.

Recently, staff members have also been specially trained to fit patients with dental apnea devices. Working in conjunction with the Olean General Hospital Sleep Disorder Center located at the Hampton Inn, the dental center can provide this comfortable alternative to the traditional sleep apnea apparatus many patients find cumbersome and difficult to use.
Recognizing Our Excellent Nursing Staff

Olean General Hospital is proud of its exemplary nursing staff. Several nursing staff members were honored in 2008 for exceptional service.

**Outstanding Nurse and L.P.N.**
Nominees are selected by the medical and administrative staffs for excellence in patient care, patient and family interaction, leadership among their peers, and an interest in professional growth. Nominations are submitted to a board, which then selects the recipients.

- **Outstanding Staff Nurse**
  Julie Hepker, R.N., (left) Nursing Unit, Second Floor
- **Outstanding L.P.N.**
  Genevieve Pistner, L.P.N., Emergency Department

**Nurse of Distinction**
This award honors individuals who excel in the field of nursing education, teaching and research. These individuals, by virtue of their work and contributions, help define standards of exemplary nursing practice.

- **Mary Beyth, R.N.,** Nurse Manager of Obstetrical Services

**Nightingale Award**
New in 2008, this award honors nurses who are selected by physicians for the provision of exemplary nursing care to patients and families.

- **Heidi Coats, R.N.,** ICU (left)
- **Ann Burke, R.N.,** Nursing Unit, Third Floor

**JCC Distinguished Alumni Award**
Each year Jamestown Community College recognizes alumni who have achieved special success in their professional nursing careers. Olean General Hospital annually nominates staff members for final selection by the college.

- **Julie Kenyon, R.N.,** Wound and Ostomy Specialist

**WNY Kidney Foundation Award**
This award is presented for exceptional work with dialysis programs. Nominations are made by social workers and final selection is made by the Kidney Foundation of Western New York.

- **Debra Stevens, R.N.,** Nurse Manager, Dialysis

**Thomson Reuters 100 Top Hospitals® Performance Improvement Leaders**
Olean General Hospital was recognized as one of 100 hospitals nationally with the greatest rate of improvement over a multi-year period, with respect to a variety of patient safety, quality, financial and operational indicators. The Thomson Reuters 100 Top Hospitals Performance Improvement Leaders designation underscores the significance and effectiveness of the hospital’s recent performance improvement effort and work.

[www.ogh.org](http://www.ogh.org)
The Center for Wound Healing and Hyperbaric Medicine at Olean General Hospital focuses on the evaluation and treatment of chronic wounds.

Wounds that do not heal are often signs of more significant and complicated problems. When an otherwise healthy person suffers a wound, it usually heals uneventfully on its own. Patients with diabetes, high blood pressure or cancer, among other conditions, may experience chronic, non-healing wounds.

The Center provides a wide range of comprehensive wound care services, including the evaluation and treatment of problematic wounds utilizing the latest products and techniques in order to optimize the likelihood of a positive wound healing outcome. In addition, Hyperbaric Oxygen Therapy (HBOT) is offered in appropriate cases utilizing the Sechrist Model 3300 monoplace hyperbaric chambers.

The Center’s goal is to offer the highest level of wound care programs and services with a focus on patient education.

Located in the Dialysis/Health Services Building at 623 Main Street in Olean, the Center for Wound Healing and Hyperbaric Medicine is staffed by specially-trained wound care physicians and nurses.
In keeping with our commitment to provide expert care for patients with all types of needs, Olean General Hospital instituted a pediatric endocrinology clinic in conjunction with Women and Children’s Hospital of Buffalo.

The clinic operates under the direction of Kathleen Bethin, M.D., a board certified pediatric endocrinologist from the Division of Endocrinology/Diabetes at Women and Children’s Hospital.

This collaborative effort provides specialized care here in the Olean area for all children, adolescents and young adults with diabetes and various endocrine diseases and disorders.
The new Total Senior Care facility in Olean offers a Program of All-Inclusive Care for the Elderly (P.A.C.E. program) for individuals that need support services in order to maintain good health, day-to-day activities, and to remain safe at home as long as possible.

As one of the community partners of this alternative residential care setting, Olean General Hospital provides nutritional services and comprehensive outpatient medical care to senior citizens in the new medical wing comprised of two exam rooms, a procedure room, large walk-in tub, two shower rooms and laundry area. Rehabilitation therapy services are available on-site and seniors that undergo joint replacement surgery can attend The Total Joint Replacement Program led by Olean General Hospital’s team of licensed physical therapists and assistants.

The SAFE program for victims of sexual assault provides timely and compassionate care in a private setting along with expert evidence collection by a certified New York State Forensic Examiner.

To meet the SAFE standard of medical care and evidence collection, several Olean General nurses and physicians underwent 32 hours of classroom training on evidence collection and specialized patient care to become certified forensic examiners.

**PACE Center**

The New York State Department of Health designated Olean General Hospital as a Sexual Assault Forensic Examiner (SAFE) Center of Excellence. This designation reflects the hospital’s ability to provide trained and certified nurse examiners and facilities to meet all of the relevant standards, practices and New York State criteria for the provision of services to patients who have experienced rape or sexual assault, including the prior collection of forensic evidence. The hospital has a newly designated and refurbished physical space within its Emergency Department for victims of sexual assault. Olean General Hospital is the only hospital in the area with this designation. There are currently 37 hospitals so designated in New York State.

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**P.A.C.E Center**

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**Olean General is now a SAFE Nurse Examiner Center of Excellence**

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The following is a listing of gifts by category received from October 1, 2007 to December 31, 2008. Donors who contributed multiple gifts are shown in blue.

We extend our deepest appreciation to you.
The following is a list by categories of the cumulative gifts of $10,000 or more given to the Olean General Hospital Foundation.

We extend our deepest appreciation to you.

**Guardian Angel Program**

This following is a list of gifts received in honor of a nurse, doctor or caregiver who has made a difference in the life of the donor.

We express our appreciation to our generous donors as well as to our Guardian Angels for the special care they have provided to our patients. (Reflects gifts received by September 15, 2008)

**Gifts in Tribute Program**

This listing reflects gifts received between October 1, 2007 and December 31, 2008. Memorial gifts received from our Annual Campaign are included in that listing.
In spite of our diligent efforts to be accurate in this listing, we confess to the possibility of human error. If your name has been misspelled or omitted, please accept our apologies and notify the Olean General Hospital Foundation at 375-7445. Thank you.
Board of Directors

David Prince, Databranch – Chairman
Timothy J. Finan, Olean General Hospital – President and CEO
Adil Al-Humadi, M.D., Colon-Rectal Surgery
Sr. Roberta Brunner, OSF, Franciscan Sisters of Allegany
Thomas Buffamante, Buffamante, Whipple, Buttafaro, PC
Pierre Dionne, M.D., Family Medicine
Michael Fischer, PhD, St. Bonaventure University
William Jaremko, M.D., Dermatology
Muhammed Javed, M.D., Nephrology
Thomas Lutz, M.D., Medical Oncologist
Brenda McGee Snow, St. Bonaventure University – Secretary
Norm Moore, Dresser Rand (Retired)
Arun Patel, M.D., Family Medicine
Lynda Quick, Cattaraugus-Allegany BOCES – Vice Chairman
John Sayegh, Greater Olean Area Chamber of Commerce
Edward Sharkey, Cattaraugus County District Attorney

2008 Profile

Beds 186
Admissions/year 9,050
Births 759
Days of care 41,982
Emergency room visits/year 34,687
Ambulatory surgeries/year 8,209
Dialysis treatments/year 10,226
Radiology exams/year 72,670
Laboratory tests/year 599,665
Rehab visits/year 20,810
Total employees 940 (827.5 FTEs)
Annual operating budget $81,795,439

2008 Statement of Operations

For the years ended December 31, 2008 2007

Revenue
Total net patient service revenue $84,221,335 $74,250,456
Other operating revenue 3,971,790 4,083,942
Total operating revenue 88,193,125 78,334,398

Expenses
Salary and benefits 44,066,908 40,710,629
Purchased Services 9,127,850 8,361,171
Supplies and other expenses 22,511,614 19,637,922
Interest 902,312 894,708
Depreciation and amortization 5,019,155 4,650,884
Bad debt expense, net of recoveries 3,524,638 3,270,502
Total expenses 85,152,477 77,525,816

Income from operations $3,040,648 $808,582

Uncompensated and charity care $4,735,638 $4,498,502