



2024 Annual Report













Our Philosophy OF CARE

PATIENT-CENTERED & CLOSE TO HOME

We provide accessible, individualized, high-quality care, and gain trust and understanding of our patients' and loved ones' needs.

VALUE

We place our patients and their families at the center of their care, and act as allies to support autonomy and the right to choose.

RESPECT

We prioritize our patients, families and colleagues through dignity and compassion, resulting in the most effective and positive patient experience.

EXCELLENCE

We meet the needs of our community by delivering the right service at the right time. By understanding our limitations, we develop and nurture partnerships to ensure exceptional care.

INCLUSION

We embrace a culturally diverse population as part of our River Community.

RECOGNITION

We stand with you as one community and understand that everyone has a unique story.

OUR MISSION

To deliver vital, patientcentered healthcare, which ensures access to compassionate, comprehensive health and wellness for our Northern New York community.

OUR VISION

To promote the advancement of rural healthcare, creating a healthier future for our community.

OUR VALUES

Teamwork
Compassion
Accountability
Integrity
Community

RIVER HOSPITAL Board of Directors 2024

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BOARD STATEMENT

The River Hospital Board of Directors is always looking for passionate and dedicated individuals to help shape the future of the hospital. Board members play a vital role in supporting the hospital's mission, ensuring strong governance, and guiding strategic growth. Those interested in contributing their time, expertise, and commitment to rural health care are encouraged to reach out about this meaningful opportunity. For more information on how to be considered, please contact Kailey Mitchell at kmitchell@riverhospital.org.

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River Hospital BY THE NUMBERS

Total Net Patient Revenue \$27,866,816

Other Operating Revenue \$2,993,668

Total Operating Revenue \$30,860,484

Total Operating Expenses \$29,912,744



47 AIR TRANSPORTS



363,125
LABS PROCESSED



273
NUMBER OF EMPLOYEES



6,100 CONVENIENT CARE VISITS



7,720 EMERGENCY ROOM VISITS



8,299
PHYSICAL THERAPY VISITS



17,147
COMMUNITY WELLNESS PROGRAM VISITS



A message from River Hospital's CEO

Kelley Tiernan

2024 was a remarkable year for River Hospital. As a small critical access hospital, we remain committed to evolving and growing in response to the needs of the community. This past year, we celebrated change and embraced growth driven by the dedication and passion of our incredible team. One highlight was the launch of a nationally recognized employee appreciation program. The ongoing nominations we receive reflect just how deeply our staff embody our core values: teamwork, compassion, accountability, integrity, and community.

Under the guidance of our dedicated Board of Directors we are preparing to break ground on the next phase of River Hospital's transformation. Thanks to a \$10.7 million grant from the New York State Department of Health, we are set to modernize our

inpatient unit, introduce a new dining area for staff and families, create a dedicated space for employees and providers, and make enhancements to our imaging department. This progress is the result of proactive planning and timely submissions to New York State, led by our senior leadership team, and supported by the vision of our Board.

River Hospital's impact is strengthened by the unwavering generosity of our donors and the community. Your support provides critical funding for equipment and facility upgrades, provides invaluable feedback and insight, and fuels engagement for community education and events. We are also making significant strides toward our endowment goal. A recent major gift brings us to 60% of our target—an investment that will help secure the future of River Hospital for generations to come.

With a refreshed strategic plan, River Hospital is looking ahead to 2025 with a focus on service expansion and excellence in care. Our path forward includes a fully staffed primary care team, continued access to high-quality specialty care, the addition of both pulmonology and ENT services, and a commitment to patient-centered care, modern facilities, and community partnerships.

We are proud to continue our commitment to the delivery of high-quality rural healthcare in the North Country—providing compassionate, expert care close to home. Thank you for being a part of our story and our future.

Kelley Tiernan
Chief Executive Officer



Building the Future OF CARE

In the Spring of 2024, River Hospital was notified that it was awarded a \$10.7 million dollar grant from New York State's Statewide Health Care Facility Transformation Program. The program is administered by the New York State Department of Health and the Dormitory Authority of the State of New York. Its goal is to improve patient care by supporting high-quality facilities serving the inpatient, primary care, mental health, substance use disorder and longterm care needs of communities throughout the state. The award will be used to support hospital capital improvements, to upgrade existing infrastructure, and to accommodate program growth.

This project focuses on ensuring those in the local community have access to exceptional healthcare, close to home, while maximizing critical and limited inpatient resources within our system of care. Our goal is to finish modernizing the space and to create additional square foot capacity for the inpatient rooms to meet updated healthcare facility

New Dining Space

guidelines, which will reduce the bed capacity within the existing inpatient footprint. Even though the transformation will reduce our current number of licensed beds from 22 to 17, based on census data collected, we do not anticipate any adverse changes in access to the inpatient services we provide or the number of staff we employ as a result of this project.

The benefits of this project will properly align with more appropriately sized inpatient rooms, including improved accommodations, showers for each room, adding negative pressure/isolation capabilities to

address the increased demand for caring for patients with infectious disease, improving ability to care for handicapped and bariatric-size patients, refining accommodations for

Updated Inpatient Room

sub-acute rehabilitation patients who remain for longer stays, and providing a more efficient floor plan which will mean improved workflows and enhanced patient care. Our facility will also benefit from an updated technology infrastructure for patient rooms that supports a nurse call and patient notification system, and will improve patient, staff, and visitor safety. In addition, the lower level of the hospital will be modernized to support services and improve patient flow in the imaging department.





Expansion of SPECIALTY CARE

River Hospital has made significant strides to address critical specialty health care gaps. This includes the expansion of our orthopedic services through a partnership with Samaritan Medical Center, and the addition of a Pulmonologist, Frederic Seifer, MD.

Brian Zafonte, MD

Brian Zafonte, MD works alongside River Hospital's orthopedic team to provide office visits and perform outpatient surgeries. The partnership began in mid-2024 as a pilot program and has proven beneficial to patients by allowing for continued growth, additional appointments, and more surgical options. This opportunity allows us to expand our offering for high-quality, efficient orthopedic care to the



communities we serve, and by partnering with Samaritan, we are able to evolve and augment our current offerings.

Frederic Seifer, MD

Frederic Seifer, MD, board-certified Internist and Pulmonologist joined the River Hospital medical staff to provide outpatient pulmonary care to residents of the North Country. Dr. Seifer has extensive knowledge and unrivaled expertise in pulmonary care and internal medicine. With over 40 years of experience in the medical management of chronic diseases, he diagnoses and treats conditions



of the chest, such as bronchitis, pneumonia, asthma, COPD, emphysema, bronchiectasis, and other complicated infections or tumors of the chest. Dr. Seifer also offers expertise in smoking cessation.

River Hospital offers a variety of specialty services, bringing the specialist to you, close to home.





Kiri Brandy, MD

Michael Costanza, MD

Amit Goyal, MD Colorectal Surgery

Chris Jewett, FNP-C Women's Health



Eyal Kord, MD Urology

Christopher LaPoint, PA
Dermatology

Fritz Roc, MD
Cardiology

Michael Seidman, MD Nephrology

River Hospital Launches DAISY AND BEE AWARDS













Celebrating Our Healthcare Heroes

To honor and celebrate compassionate care, River Hospital launched the DAISY and BEE Awards in the Spring of 2024. Nominated by patients or colleagues, two employees are selected bi-annually, and honored for displaying exceptional care to patients. Kelly Smith, RN and River Hospital Care Coordinator is the recipient of the first DAISY Award, and Mattilynne Hough, Patient Registration Clerk was the first to be awarded our BEE Award.

The DAISY Award is an international award program by The DAISY Foundation. An acronym for Diseases Attacking the Immune System, The DAISY Foundation was formed in November 1999, by the family of J. Patrick Barnes, who died at age 33 of complications of Idiopathic Thrombocytopenic Purpura (ITP). The nursing care Patrick received when hospitalized profoundly touched his family and inspired them to expresses gratitude to nurses with programs that recognize them for the extraordinary compassionate, skillful care they provide patients and families. DAISY honorees receive special benefits to advance their nursing careers, including reduced tuition, conference scholarships, special rates on certification, and more.

The BEE Award stands for "Being Exceptional Everyday" and was established to recognize non-nursing patient care partners who go beyond extraordinary expectations.

Nominations remain open for any River Hospital employee who has gone above and beyond in creating a meaningful experience for a patient. Forms can be found throughout the facility or submitted online at www. riverhospital.org.

River Hospital Earns 2024 Performance Leadership Award

From the Chartis Center for Rural Health

As part of National Rural Health Day, River Hospital earned a 2024 Performance Leadership Award for excellence in Patient Perspective. Compiled by The Chartis Center for Rural Health, the Performance Leadership Awards recognize top quartile performance (i.e., 75th percentile or above) among rural hospitals in Quality, Outcomes and/or Patient Perspective.

The Performance Leadership Awards are based on the results of the Chartis Rural Hospital Performance INDEX®, a comprehensive and objective framework for assessing how rural hospitals are performing. INDEX benchmarks are relied upon by rural hospitals, health systems with rural footprints, hospital associations, and state offices of rural health to measure performance across multiple areas impacting hospital operations and finance.





A Lasting Legacy: Honoring Wayne Strauss and the Power of Community Support



This year, River Hospital experienced one of the most powerful expressions of generosity in our history. Longtime supporter and friend, Wayne Strauss, left over \$2 million to River Hospital through his estate, designated for our Endowment Fund—a gift that will sustain patient care and community health for generations.

Wayne, a familiar face in the Thousand Islands and a passionate believer in rural health care, made this planned gift quietly and thoughtfully. While he never sought recognition, his decision reflects deep commitment to the hospital's mission and the well-being of his neighbors.

This transformational gift significantly strengthens our endowment—a fund that ensures River Hospital can meet future challenges, retain top-tier clinical staff, and continue delivering high-quality care close to home. Endowment income supports everything from technology upgrades to community outreach, providing a stable financial foundation for our future.

Wayne's legacy is already at work. This year, thanks to him and so many of you, River Hospital has been able to advance long-term planning for facility upgrades and service expansion.

To everyone who gave in 2024—whether through annual gifts, event participation, or planned giving—we thank you. You are not just contributors; you are partners in our mission. Your support helps us care for thousands of patients each year, ensuring that no one in the Thousand Islands faces health challenges alone.

Wayne's gift reminds us that impact isn't just measured in numbers—it's measured in lives touched and futures secured. While we miss his presence, his spirit lives on through every patient visit, every life-saving diagnosis, every act of care made possible by his generosity.

As we reflect on a year of growth and resilience, we are filled with gratitude—for Wayne, and for all of you who continue to believe in River Hospital.

With appreciation,



Stephanie Weiss
Executive Director of Development



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RIVER HOSPITAL

2024 Donors

Thank you to every one of our generous River Hospital donors. Your support is making a difference in the lives of our patients and thanks to you, River Hospital will be a part of the river communities, saving lives and helping families for decades to come.

The gifts listed were made between Jan 1, 2024 to December 31, 2024 Names in bold are members of the Custis Society, donating over \$5,000 cumulatively to River Hospital.



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Toby Pennington

Ralph & Maureen Pennino

Tribute Giving

Tribute giving is one of the most heartfelt ways to give to River Hospital while honoring a loved one, a special life event, or a healthcare provider. Tribute gifts were made in recognition of the following individuals to River Hospital in 2024:

In Memory of...

Jeannette Flora Aiken Bonnie Bartlett Cammy & Spide Barton

Gary Bass Jean Berry

Veronica "Bonnie" Bolus Irv Braemer

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Bob Pfeiffer Philene Pisiak Mary Quencer

Judith Randall Ronald Randall Douglas Reed Sharon Reed John Repsher Brent Reynolds

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Major Le Tre Vi ARVN Russ Walts Barry Warner

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Tony Galluppi Green & Reff Families Evelyn Hodge Al Jorgensen Brinck Lowery Meg Meyer Chris Mueller Sandy Partlow Diane Recupero Amanda Rydberg

Mary Stzrodka Robert Tague Robert Toole

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Karen Van Epps Peters

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Brian & Alexis Powers

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The Boat Yard at French Bay

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OUR ECONOMIC IMPACT within the community.

ECONOMIC ACTIVITY

\$43,000,000

The economic activity generated by hospitals through jobs and the purchase of goods and services

LOCAL JOBS CREATED

300

Hospitals and health systems are often the largest employers in communities, generate many more jobs, and are top 10 private sector employers in every region of New York TAX DOLLARS GENERATED

\$6,100,000

COMMUNITY BENEFITS & INVESTMENTS

\$4,300,000

Adhering to their charitable mission, hospitals cover the cost of care provided to people in need; subsidize care and services to low-income, elderly and underserved communities; and continuously invest in many community health initiatives

*All data courtesy of the Healthcare Association of New York State



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22nd Annual

Festive Evening

TO BENEFIT RIVER HOSPITAL

SUNDAY, JULY 27, 2025 AT 5:00PMBONNIE CASTLE RESORT & MARINA

River Hospital News & Events

Stay connected with us on our social channels and www.riverhospital.org for the latest updates!







