

RIVER HOSPITAL 2022 ANNUAL REPORT



River Hospital

Safe harbor for your health.

A message from River Hospital's CEO

Emily Mastaler *MA, MBA*



This year marks our 19th year as River Hospital! As we prepare to welcome 2023, and our 20th Birthday, we find ourselves reflecting on our humble beginnings. In a modest home on Market Street in December of 1940, a hospital began with a small, albeit mighty cohort of incredibly dedicated people who set out to care for their neighbors, families and friends. This dedication and stewardship persevered through times of deep uncertainty. Many continued to serve our community after return from war, through financial hardship and through a vastly changing healthcare landscape. Our local newspaper would often publish notice of community members in the hospital so their families and neighbors could send their well wishes and support, long before laws and regulations governing privacy and confidentiality were introduced. Many attended the groundbreaking of a brand-new hospital in June of 1949, thanks to the patronage of E.J. Noble. As the construction commenced, many saw the culmination of years of dedication to local healthcare solidified in brick and mortar. Dr. Mayo himself, from the Mayo Clinic joined in person to celebrate the accomplishment. In 2003, River Hospital was born anew. The next generation of healthcare guardians rallied again to save the hospital from closure. Never to be dissuaded, the community led the rebuild. This time, instead of exam rooms, the focus was infrastructure: payroll, human resources, finance and billing. The hospital survived again through extensive philanthropic and community driven patronage resulting in the Department of Health's solidarity.

Today, River Hospital stands strong. Our staff remain dedicated stewards of the vision set over 80 years ago. Tested by a global pandemic lasting over three years, 2022 marked another year of growth for our healthcare system. Service delivery grew by 9%. We don't truly know if our forebears could have anticipated the devastating impact COVID-19 would have, however their tenacity and perseverance laid the foundation, in more ways than one, for a safe harbor during one of the most trying times our healthcare system has faced.

Remembering our history and those that fought to ensure our future is essential. The exceptional efforts spent by countless many have directly impacted an innumerable number of people, over many generations. As we shift focus to our future, our survival and stability informs our steadfast goals to achieve rural health sustainability.

As we move through 2023, we continue to strive for financial sustainability. We continuously work to combat highly volatile payment structures with revenue diversification strategies. We remain deeply committed to ensuring a work environment that supports the growth and retention of our remarkable staff. We remain committed to exceptional service delivery in a manner that stays truly connected to the actual healthcare needs of our community and we continue to cultivate and strengthen partnerships that support all aspects of these goals. As evidenced by our long-standing history, although small, River Hospital is mighty, a shining example of truly exceptional rural healthcare.

A handwritten signature in black ink that reads "Emily Mastaler". The signature is fluid and cursive, with a long, sweeping underline.

Emily Mastaler
River Hospital, CEO

20
22

River Hospital BY THE NUMBERS

Total Net Patient Revenue
\$23,153,327

Other Operating Revenue
\$3,816,644

Total Operating Revenue
\$26,969,971

Total Operating Expenses
\$27,274,123



8,300
EMERGENCY ROOM VISITS



5,700
CONVENIENT CARE VISITS



254
NUMBER OF EMPLOYEES



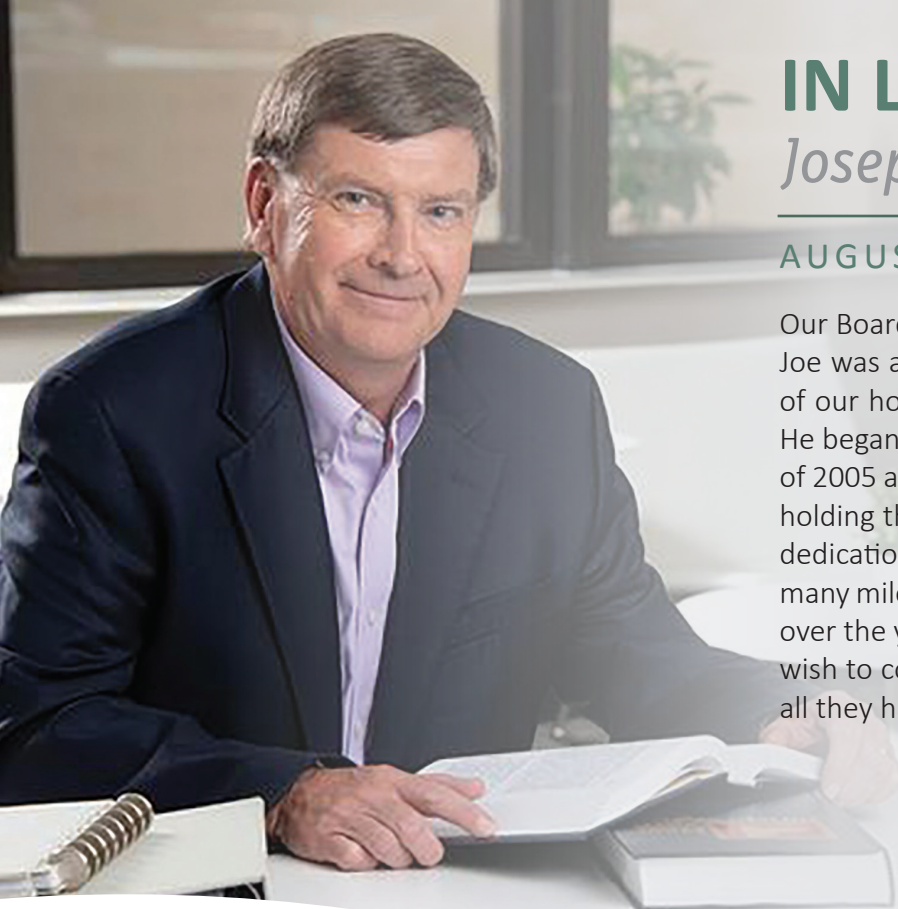
18,400
MEALS SERVED



57,000
POUNDS OF LAUNDRY PROCESSED



316,685
LABS PROCESSED



IN LOVING MEMORY OF

Joseph W. Russell

AUGUST 31, 1955 - JANUARY 21, 2023

Our Board President, Joe Russell, passed on January 21, 2023. Joe was an incredibly supportive, kind and dedicated steward of our hospital and a deeply committed community member. He began his tenure as a River Hospital Board Member in April of 2005 and advanced to become our Board President in 2008, holding this position for just under 15 years. His long-standing dedication and commitment to our hospital spanned many, many milestones. His steady guidance and unwavering support over the years has directly impacted our hospital's success. We wish to convey our deepest gratitude to Joe and his family for all they have done for River Hospital.



RIVER HOSPITAL

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THIS WORK OF ART
CELEBRATES THE
GENEROSITY OF THE
RIVER COMMUNITY IN
PARTICULAR. IT REMEMBERS
THE CHALLENGE GIFT OF

EDWARD JOHN NOBLE

WHICH MADE THIS HOSPITAL
A REALITY, AND THE GIFT
IN REMEMBRANCE OF

DR. J. B. GRANT
CUSTIS

BY HIS LATE SON

JOHN KEITH CLARK

WHICH ENABLED THE HOSPITAL
TO CONTINUE TO SERVE
THOSE WHO LOVE THE
THOUSAND ISLANDS.

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.

INCLUSION

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

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.

RESPECT

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

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.

RECOGNITION

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



DEPARTMENT SPOTLIGHTS

Thanking our Teams for all They do



Our Dietary & Nutrition Services Team

Nutrition is a vital aspect of patient care. The team at River Hospital takes their mission of delivering patients high-quality, cost-effective, nutritious, and attractive foods to the next level. From daily meal services with a wide variety of healthy and delicious food, to the personalized services that ensure every patient gets the nutrients they need for optimal healing and recovery, the service of our Dietary team is unmatched.



Our Environmental Services Team

Often behind-the-scenes, River Hospital's Environmental Services (EVS) team are heroes who work around the clock to ensure infection prevention and hospital efficiency. They dedicate their work to maintaining a safe and clean environment for patients, staff and visitors. Their laborious tasks, which are critical to providing safe and high-quality care, consist of thoroughly disinfecting all surfaces in patient rooms that might spread infection, as well as cleaning beds and equipment, taking out the trash, and cleaning bathrooms. These heroes are on the frontline of defense who selflessly devote themselves to providing compassionate care to our community.



PATIENT TESTIMONIALS

Jane B.

Thousand Island Park

My husband got very sick between Christmas and New Year's Day last year. He was transported to the Emergency Room at River Hospital where tests revealed the flu and dehydration. The team in the Emergency Department helped to bring him around and through their exceptional care he was able to return home on January 4th. The kindness shown in the ER was just as important to us as his medical care.. both our two daughters and myself so appreciate his care.

Susan S.

Hammond, NY

I recently was in the emergency room twice and was admitted to the hospital. Every single person that I encountered was beyond nice, kind, and professional. We are so blessed to have this kind of care in the North Country. I really cannot express how grateful I am to each and every person there.

If you're like most people, when you think of a hospital, you probably think about providers, doctors, and nurses, as these clinical professionals are the people we tend to focus on. However, for a healthcare organization to run efficiently, there are a lot of dedicated people working behind the scenes to make it all possible. These teams are deeply dedicated to their craft, and each team member plays an integral role in delivering safe, high-quality, seamless care, and they underscore the importance of the essential services they provide.



Our Laboratory Services Team

Every day, the laboratory professionals at River Hospital use their expertise to perform complex diagnostic testing to help providers and patients piece together a full picture of health. Our lab team is directly involved in patient care, as they typically conduct patient blood draws and other sample collections. Their knowledge and expertise in performing these tests empower providers and patients with the information they need to save lives and build healthier communities. The lab provides both inpatient and outpatient services, and in 2022 conducted over 300,000 tests!



Our Facilities Maintenance & Operations Team

Our Facilities Maintenance & Operations team works tirelessly every day to ensure a safe and efficient environment for all patients, residents, visitors and staff within our buildings. With no two days looking alike, you'll often find them doing a wide array of things from touching up paint throughout the facilities, fulfilling work order requests for repairs, assisting with construction projects, and supporting the organization with their fix-it expertise.



PATIENT TESTIMONIALS

Melinda C.
Alexandria Bay, NY

We are very grateful for the ER personnel, nurses, technicians, doctors and staff at River Hospital for my husbands care. We are thankful for them taking the time to communicate and explain issues and next steps for his care at a very stressful time

Jen M.
Hammond, NY

I am so grateful to Jodey and the entire River Hospital PT staff for all their work, guidance, and effort they made to get me back on my feet after my knee replacement surgery. They pushed me to get to a place where I needed to be to get me back to my physical self. I am now determined to continue at home what I started at River Hospital.

NAVIGATING YOUR HEALTHCARE JOURNEY

How River Hospital has been vital to community care since 1941

River Hospital's humble beginning came in 1941, in a small house located on Market Street in Alexandria Bay. The house was donated by Dr. Walter G. "Doc" Robinson, who also managed the affairs of the new hospital. Ten years later, candy entrepreneur E.J. Noble agreed to fund much-needed improvements, which included construction of the



PRIMARY CARE

River Hospital's primary care goal is to provide a medical home for patients, building strong, long-term relationships with their care team. River Hospital's primary care services include preventive care checkups, sick visits, mental health referrals, back or neck pain, high blood pressure, and more.



CONVENIENT CARE

River Hospital's Convenient Care provides easy access to quality health care for the urgent times when your primary care provider is unavailable, and a visit to the emergency room isn't necessary. Our Convenient Care clinic offers same-day appointments for illnesses or injuries that aren't life-threatening but should be treated quickly like colds, sprains, rashes, minor cuts, the flu, and more.



SPECIALISTS

To improve access to rural healthcare, River Hospital partners with a wide variety of specialists that bring specialized care, close to home. Specialties offered at River Hospital include:

Orthopedics | Urology | Gynecology
General Surgery | Colorectal | Ear, Nose, Throat
Dermatology | Cardiology | Vascular



current hospital building at 4 Fuller Street, which was named E.J. Noble Hospital. Subsequently known as E.J. Noble Samaritan, the hospital operated continuously at the same location for over fifty years.

However, by year 2000, the hospital faced the threat of closure, with its future in great jeopardy. At that time a group of concerned citizens stepped in to form a task force, appealing to the NYS Department of Health for E.J. Noble Samaritan to become an independent institution. By 2003, the New York State Department of Health issued a license for a new hospital, with a new board and a new name. And River Hospital was born. Fast forward to present day--River Hospital is still here, still growing stronger, and still delivering essential services to River communities and families, where and when they need it most. River Hospital offers the following types of care for you and your family:

EMERGENCY ROOM

At River Hospital, we know that one of the most important community services we deliver is expert, compassionate care for people who are experiencing medical emergencies. Our emergency room is staffed 24 hours a day, 365 days a year by board-certified providers. Our highly trained and experienced emergency medical staff is ready to treat a range of conditions quickly and safely.



BEHAVIORAL HEALTH

River Hospital's Community Wellness Program serves the community mental health needs for children, adolescents, and adults with structured treatment programs to help patients reach their goals. In addition, River Hospital's Post-Traumatic Stress Services offers mental health services on an outpatient treatment basis to soldiers and high-risk occupations suffering from post-traumatic stress disorder.



LAB, RADIOLOGY & THERAPEUTIC SERVICES

These services are additional diagnostic or supportive measures that providers use to help treat patients. River Hospital offers the following:

Lab Services | Radiology | Respiratory | Physical Therapy



A letter from the Executive Director of Development

Stephanie Weiss



The St. Lawrence River is a place like no other. Here we are blessed with one of the most beautiful landscapes with vibrant townships and communities, and people that are passionate about good health. River Hospital has contributed to the wellness and safety of the residents of the River community for over 20 years. It's the hospital we count on when our children run a fever in the middle of the night, it's here when our bones show us we are not invincible, and when a serious illness can compromise our future. Whether you spend time seasonally or year-round, investing in healthcare sustainability ensures that River Hospital is here to serve you and your family for generations to come.

Your giving to the Hope + Healing Campaign was truly transformational. It helped modernize the River Hospital campus and provide care to our community through a global pandemic. This summer we are celebrating twenty years since becoming River Hospital. Thanks to our incredible community, we have managed to modernize and stabilize the Hospital – now it's time to turn our focus to the future. That future is a campaign to build a meaningful endowment for River Hospital for the first time. The Campaign to Sustain will build that endowment and a more sustainable future for the Hospital, ensuring continuity during challenging times ahead.

The Campaign to Sustain truly represents the next phase in River Hospital's evolution. It builds upon the foundation created by the Hope + Healing Capital project, laying the groundwork for long term sustainability in rural health care. We hope to have a chance to sit down with you this summer to share the current state of the Hospital, and our plans for the Campaign. Thanks again for everything you have done to get us this far. See you this summer.

A handwritten signature in black ink, appearing to be 'Stephanie Weiss'.

Stephanie Weiss
Executive Director of Development



Endowment Giving

River Hospital’s Endowment Fund is designed to grow with responsible stewardship to help the hospital for generations to come.

Thank you to the donors of River Hospital’s Endowment Campaign.

- | | | | |
|---|---|---|--|
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RIVER HOSPITAL

2022 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 part of the river communities, saving lives and helping families, for decades to come.

The gifts listed were made between Jan 1, 2022 to December 31, 2022
Names in bold are members of the Custis Society, donating over \$5,000 cumulatively to River Hospital.



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Joe & Diane Recuperio

Candy Redmond

Paul Regan Jr.

Roger & Letitia Reifensnyder

James Reitter

Sandy Renick

Renzi Foodservice

Joel Rexford

Dave & Carol Richardson

Tammy Rios

Eva Rippeteau

River Hospital Medical Staff

RMS Dockside Corporation

Fritz Roc

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Rosemary Rogers
Rome Specialty Co.
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Ed & Sandy Rosecrans
Gregg & Marlabeth Rosen
 RSI Roofing, Inc.
Joan Rueckert
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Robin Russell
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 Lauren Sauve
 Liz Scarlett
 David & Elizabeth Schenker
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 Jon & Elizabeth Schoenmaker
 Richard Schreiber & Marion
 Fluchere

Bradford Schwalm
 Craig & Barbara Schwartz
Seaway Radiology, PC
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 Tina & Richard Selner
 William & Rilee Seniecle
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 Greta Slate
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 Nancy Smith
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 Julia Smith
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Jeanne Snow

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 Studio Fascia
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 Darcie Sullivan
 Summerland Island Association
Judy Sweet
Melody Sweet
 Brick & Diane Sweet

Stephen Sweet
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 Gregory Topping
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Uncle Sam Boat Tours

2022 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 2021.

In Memory of...

Abe and Fannie Cooper
 Alyssa Gelger
 Anita Jones
 Annamae Skordis
 Annette Nelson
 Arnold O'Riley
 Barb Davis
 Barbara Dennehy
 Barbara Dier
 Beatrice Schermerhorn
 Beverly Bailey Grimes
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 Ernie, Louise and Tec Hinc
 Faye LaLonde
 Floyd Watterson
 Gale & Barbara Ryan
 George, Vicki and Kurt Brown
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 Henry and Gene McCarthy
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 Lloyd Strough
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 Major Le Tre Vi ARVN
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 Tom Nims
 Trudy Rasimas
 Vernon Staie
 Vincent Hartman
 Virginia Garza
 Wallis + Janice Sweet
 William Klock
 William McPartland
 Wilma Girard
 Zada J. Moot

In Honor of...

Al Jorgensen
 Amanda Rydberg
 Charlie Rexford
 Christy Pharoah
 Donald McAfee, MD
 Dr. Ali Gharagazloo, MD
 Emergency Room Staff
 John & Lorraine Henderson
 Leela N. Aitcheson
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Larry & Wendy Van Der Bogart
Gerald & Grace VanHatten
Ken & Tina VanHatten
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Tillie Youngs
David & Mary Lou Zimpfer
Andrei & Phyllis Ziraks
Guy & Julie Zoller

— Thank you! —



OUR MISSION

To deliver vital, patient-centered healthcare, which ensures access to compassionate, comprehensive health and wellness in the Northern New York community.

OUR VISION

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

OUR VALUES

Teamwork, compassion, accountability, integrity, and community.

River Hospital News & Events

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

