



# ANNUAL REPORT

'10



ALICE HYDE  
MEDICAL CENTER



# PRESIDENT & CHAIRMAN'S REPORT



*Kathryn St. Mary, Registered Nurse  
at the Family Maternity Center*

As we reflect on the past year, it's hard not to think, "these are indeed trying times"—not only for Alice Hyde Medical Center, but for us all. The economic downturn has taken a toll on us all, and now rising fuel and food prices are making any glimmer of recovery even more remote. Just like family budgets are challenged by a weak economy and price fluctuations, so too is Alice Hyde Medical Center. For the Medical Center, however, this is also compounded by shrinking payments for care from Medicare and Medicaid, given government budget deficits, and more cost cutting and containment by health insurers who are under pressure to reduce spending.

It is clearly a challenging time for us all.

One year ago, we were proud to share the news that AHMC had made significant investments to bring cutting edge technology to the North Country—ensuring that our communities have access to the best diagnostic and imaging equipment available today. Today, while we continue to bring state-of-the-art care to the North Country, we are also focusing on our community's growing need for primary care services and for managing chronic conditions. Simultaneously, we are looking at how to successfully navigate in the new order for health care delivery and financing—which means examining new approaches for care and redoubling our efforts to keep our community healthy and well.

But, it is also a time of opportunity for Alice Hyde Medical Center and our community.

AHMC is participating in initiatives like medical homes, which are designed to provide better coordinated care for our patients. The hospitalist program is offering patients, families, and their physicians, better coordinated care for our sickest and most vulnerable patients. We continue to strengthen primary care services through our five health centers, offer skilled nursing services for the care of the elderly and disabled in our Nursing Home, and we have increased our reliance on evidence based medicine. These initiatives are driven by our goal of making the care experience better for our patients, families, and communities—while finding more efficient ways to offer that care.

The changing health care system and our community's dynamic health care need will also mean changes at Alice Hyde Medical Center and hospitals around the country. While we undergo a transformation, we want to assure those we serve that, as reflected in this year's Annual Report, one thing will never change—our unwavering and enduring commitment to caring for our community. Even in the midst of historic changes in health care—and, indeed in the world itself—the Alice Hyde Medical Center remains steadfastly committed to protecting and growing our valuable health care resource. This is our commitment to you and our pledge to future generations.

Thank you all for your continued support and for being a reliable partner in making health care in the North Country among the best in the nation.

John Johnson, President/CEO  
Gerald Rufa, Chair, Board of Directors



**JOHN JOHNSON**  
*President/CEO*



**GERALD RUFa**  
*Chair, Board  
of Directors*



# 2010 HIGHLIGHTS



For nearly a century, Alice Hyde Medical Center has weathered many transitions in health care delivery and many financial storms. The last year proved to be yet another financially challenging time for AHMC. Yet, in spite of that, we have made remarkable progress in strengthening needed services to make sure we can help keep our community healthy and well, and have begun looking at new approaches for succeeding in today's changing health care landscape.

We remain true to our enduring, unwavering commitment, and plan to honor this commitment for generations to come.

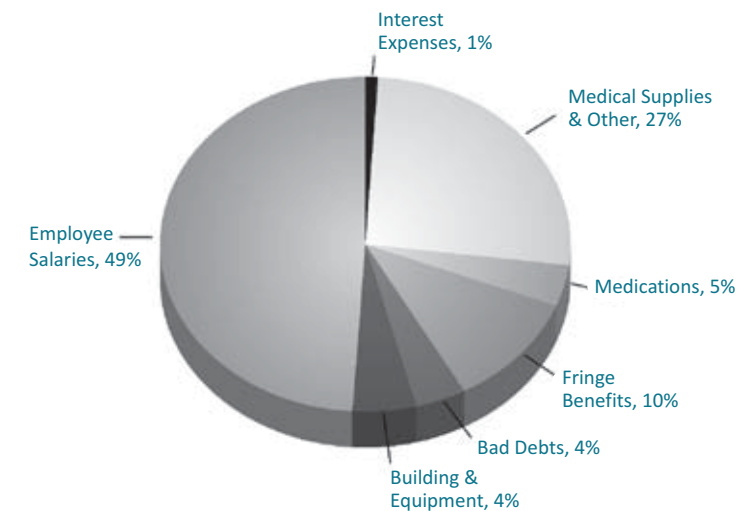
During the past year, Alice Hyde Medical Center focused its attention on expanding access and preventive, primary care services, upgrading diagnostic equipment and technologies, and excelling at service excellence and quality of care. In 2010, AHMC:

- Earned The Joint Commission's Gold Seal of Approval™.
- Established a Hospitalist program to meet the needs of our patients in the hospital.
- Continued to recruit physicians—AHMC welcomed four physicians in the following specialties: Hospital Medicine, Pediatrics, and Dentistry.
- Implemented a fully digital mammography system. Digital mammography is a sophisticated advance in the fight against breast cancer.
- Joined the Adirondack Medical Pilot in an effort to improve access and reduce emergency room visits while improving patient care outcomes.
- Opened the Alice Hyde Health Center, located across the street from the hospital, that provides primary and urgent care to our community members.
- Increased facilitated enrollment to address the needs of the uninsured in our community. AHMC redesigned our financial assistance programs and now has dedicated personnel for financial counseling and assistance.
- Launched a Total Joint Replacement Program, a comprehensive pre and post-operative treatment plan for orthopedic patients.
- Launched an energy efficiency construction project that included the installation of insulation, an insulated facade, and new windows in the "1960's" and "1976" buildings located on Park Street, between Third and Fourth Streets. This project was funded with \$500,000 in grants that were secured by Senator Elizabeth O' C. Little.

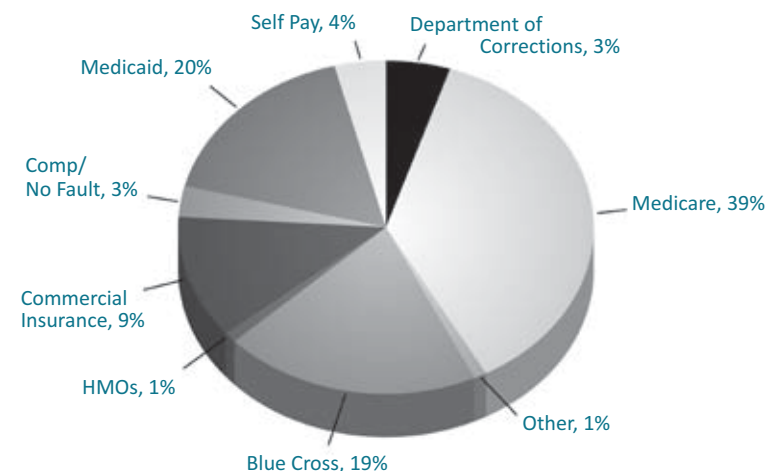
## 2010 PATIENT VOLUME TRENDS

Licensed Hospital Beds.....	76
Nursing Home Beds.....	75
Admissions .....	3,377
Patient Days.....	12,380
Average Days of Stay .....	3.7
Operating Room Procedures .....	5,236
Laboratory Exams.....	807,201
Radiology Procedures.....	47,984
Emergency Department Visits.....	15,134
Clinic Visits.....	11,107
Dental Center Visits.....	13,298
Health Center Visits.....	16,977
Same Day Surgery Procedures .....	4,551
Dialysis Treatments .....	7,126

## 2010 OPERATING EXPENSES



## 2010 TOTAL GROSS REVENUES





# MEDICAL STAFF PRESIDENT REPORT



**RAJIV SHAH, MD**  
Medical Staff  
President

During 2010, Alice Hyde Medical Center was proud to welcome four new physicians to our medical team. They join a diverse mix of talented physicians and medical professionals who are committed to caring for our families and community members.

I have gained a personal perspective of this team as I recently had surgery, and was very impressed with the dedication and great care the staff provides.

Choosing to put my trust in the skills and talents of the medical professionals at Alice Hyde Medical Center, I was able to quickly recuperate and return to my practice. It is with great pride that I express my confidence in the medical staff.

Our physicians not only provide services to individuals who come to the Medical Center, they are engaged in community education and outreach. Every member of the medical staff is a valued and essential partner in our mission of building a healthier community together.

I am proud to serve the Medical Center, my colleagues, and our community as the Medical Staff President.

Rajiv Shah, MD  
Medical Staff President

## NEW PHYSICIANS



**Jerome DeSnyder, DDS**  
DENTISTRY



**Egya Chinbuah, MD**  
INTERNAL MEDICINE/  
HOSPITALIST



**Robert Cochrane, MD**  
INTERNAL MEDICINE/  
HOSPITALIST



**Frances Manus, MD**  
PEDIATRICS

# ACTIVE MEDICAL STAFF

## AHMC ACTIVE MEDICAL STAFF

Dr. Emile Benardot\*  
Pediatrics

Dr. Marco Berard  
Orthopedic Surgery/  
Sports Medicine

Dr. Maurice Bettez\*  
Otolaryngology

Dr. Anjni Bhagat  
Internal Medicine

Dr. Morris Browman  
Radiology

Dr. Gerald Cahill\*  
Family Practice

Dr. Egya Chinbuah\*\*  
Internal Medicine/Hospitalist

Dr. Robert Cochrane\*\*  
Internal Medicine/Hospitalist

Dr. Phil Dafler  
Ophthalmology

Dr. Jay Dewell  
General Surgery

Dr. Jerome DeSnyder\*\*  
Dentistry

Dr. Leonardo Dishman  
Chief Medical Officer/  
Pathology

Dr. Claudia Dumitrescu  
Endocrinology

Dr. Nader Elgharib  
Cardiology

Dr. Frank Fuentes  
Dentistry

Dr. John W. Gebert  
Radiation Oncology

Dr. Bernard Gelbard  
Anesthesiology/  
Pain Management

Dr. Narmin Girgis  
Dentistry

Dr. Jahangir Hossen  
Anesthesiology/  
Pain Management

Dr. Ronald Jadus  
Dentistry

Dr. Sonia Joseph  
Obstetrics/Gynecology

Dr. Benson Kelly  
Family Practice

Dr. Christian Lamarre  
Emergency Medicine

Dr. William Latreille  
Internal Medicine

Dr. Jonathan Lowell  
Family Practice

Dr. Dragos Macelaru  
Orthopedic Surgery/  
Sports Medicine

Dr. Frances Manus\*\*  
Pediatrics

Dr. Marina Medved  
Family Practice/  
Osteopathic Manipulation

Dr. Julio Ossorio  
Urology

Dr. Marie-Caroline Piché  
Palliative Care

Dr. Mordi Rehaney\*  
Radiology

Dr. Craig Richards\*  
Internal Medicine

Dr. Myrna Sanchez  
Oncology/Hematology/  
Internal Medicine/  
Hospice/Palliative Care

Dr. Rajiv Shah\*  
Gastroenterology/  
Internal Medicine

Dr. Hani Shahata  
Nephrology

Dr. Paul Tran  
Podiatry

Dr. Noel Varghese  
Obstetrics/Gynecology

\* Medical Executive Committee

\*\* New Physician in 2010

## MEDICAL EXECUTIVE COMMITTEE

Dr. Rajiv Shah  
President

Dr. Craig Richards  
Vice President

Dr. Mordi Rehaney  
Secretary/Treasurer

Dr. Maurice Bettez  
Chair, Dept. of Surgery

Dr. Gerald Cahill  
Chair, Dept. of Medicine

Dr. Emile Benardot  
Chair, Dept. of Female  
& Child Health

# 2010 CHARITABLE GIVING

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## EX-OFFICIO MEMBERS:

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Rajiv Shah, MD, *Medical Staff President*

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*Sr. Vice President, Administration*  
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Leonardo Dishman, MD, *Chief Medical Officer*

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Alice Hyde Medical Center extends our deepest gratitude to our donors for their generous support and involvement in 2010.

During 2010, our donors provided just over \$188,000 toward the enhancement of medical services for our patients. The understanding that quality health care is an essential resource to our community motivates our donors to invest in AHMC. This support continues to improve our small corner of the world and give hope to future generations.

The Reddy Cancer Treatment Center was shown a major outpouring of compassion in 2010 by the many people that supported the Silver and Black Gala. The event, underwritten by the Wholistic Care Center and hosted by Donovan's Steak & Ale Restaurant, raised nearly \$35,000 towards the purchase of a new Linear Accelerator. The investment in a new Linear Accelerator will allow the Cancer Center to provide our patients with the most advanced cancer treatment possible.

Your generosity makes it possible for AHMC to continue to grow. Thank you for making local quality health care a priority.

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## ALICE HYDE MEDICAL CENTER

133 Park Street, PO Box 729  
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