



**2010-2011 Community Service Plan (CSP)
One-year CSP Update**

I. Mission Statement

A. Mission Statement for Orange Regional Medical Center

Improve the health of our community by providing exceptional healthcare.

II. Service Area

A. Hospital Service Area

Orange Regional Medical Center is a member of the Greater Hudson Valley Health System (GHVHS). Orange Regional Medical Center, in Middletown, New York, expanded its service area to reflect its relationship with Catskill Regional Medical Center (also a member of GHVHS). The GHVHS service area includes all of Orange County and Sullivan County; an area that encompasses 1,828 square miles and approximately 450,000 residents.

B. Description of Service Area

When it comes to health planning for primary care and core secondary level services, Orange Regional Medical Center focuses on 29 zip codes that comprise its local health service area. This service area was determined by identifying the zip codes from which 85% of Orange Regional's discharges originate. Planning for specialty care services takes a more regional perspective and encompasses all of Orange and Sullivan Counties and the needs of their residents.

III. Public Participation

A. Participants

On May 19, 2009, in accordance with the New York State Prevention Agenda and in partnership with the Orange County Department of Health and the Middletown Community Health Center, Orange Regional Medical Center hosted the Orange County Region 2 Town Hall Health Meeting to solicit public input from local community healthcare agencies and stakeholders regarding healthcare needs. Region 2 encompasses the north central portion of Orange County. Organizations in attendance included the Orange County Department of Health; Middletown Community Health Center; City School District of Middletown; YMCA of Middletown; Orange Regional's Behavioral Health Unit; Orange County Department of Mental Health; Town of Wallkill Police Department; Occupations Inc.; Orange County Department of Social Services; Crystal Run Healthcare; Orange-Ulster BOCES, Special Education Division, Community Health Outreach; Middletown Head Start; Maternal-Infant Services Network of Orange, Sullivan and Ulster Counties, Inc. and the City of Middletown Police Department.

B. Outcomes

Participants discussed the following prevention agenda priorities as they related to Orange County Region 2:

- Access to quality healthcare
- Healthy mothers/healthy babies/healthy children
- Chronic disease
- Physical activity/nutrition
- Unintentional injury; healthy environment
- Tobacco use
- Infectious disease
- Community preparedness
- Mental health/substance abuse

IV. Assessment of Public Health Priorities

A. Criteria of Public Health Priorities

The Orange County Department of Health (OCDOH) has collaborated with a variety of educational, community, voluntary and government agencies; healthcare facilities and providers including Orange Regional Medical Center; and consumer groups to collectively identify priorities for improving community-wide health status. In conducting the 2005-2010 Orange County Community Health Assessment, several strategies were used to facilitate and invite community input in establishing community health priorities. One strategy was to encourage ongoing communication with and consultation from the community collaborators. Orange County DOH representatives meet with these groups regularly to discuss community-based health initiatives and emerging health and service delivery needs.

In addition, two versions of a local health needs survey were developed to solicit input from community-based health services, community agencies, and residents. The Community Agency version of the local health needs survey was designed to provide input regarding needs both from the agency/healthcare facility's perspective and that of the target population served by each agency. The other survey, completed by more than 750 Orange County residents, was made available in both English and Spanish on the County's Web site. A total of 40 surveys were completed by healthcare facilities and agencies including Orange Regional Medical Center.

On August 18, 2011, Orange Regional Medical Center's Manager of Planning attended a summit with the Hudson Valley Regional Health Officers' Network (HVRHON). This is a lower Hudson Valley health planning initiative funded by the Health Care Efficiency & Affordability Law (HEAL 9) grant program. Seven counties are collaborating in the effort with HVRHON and the NYMC School of Health Practices & Science. The counties include Dutchess; Orange; Putnam; Rockland; Sullivan; Ulster and Westchester. Keynote speaker at the summit was Michelle Davis, Regional Health Administrator, United States Department of Health and Human Services.

The HVRHON scope of work includes community health assessment and prioritization of needs and recommendations including:

- Developing Regional Performance Monitoring Tool (RPMT) for a Needs Assessment of the three Priority Areas (based on existing data and regional provider/consumer survey)
- Identifying and strengthening health systems partnerships and collaboration
- Identifying models of healthcare delivery and disease prevention strategies
- Developing a Web-based health information portal to facilitate planning and information sharing
- Sponsoring a regional summit for health leaders

Key accomplishments of HVRHON presented at the summit were:

- Priority areas identified (and analyzed at the August 18 summit) included:
 - *Access to Quality Health Care*
 - *Chronic Disease Prevention and Control*
 - *Maternal and Child Health*
- Regional Performance Monitoring Survey Tool developed
- Surveyed consumers and providers
- Administered survey across all counties
- Utilized survey data to inform 2010-2013 Community Health Assessment
- Counties conducted local focus groups with key providers and stakeholders to inform process

B. Selected Prevention Agenda Priorities

The following findings identified by the Orange County Department of Health's survey and the Orange County Region 2 Town Hall Health meeting directly fall in line with the New York State Department of Health Prevention Agenda. Orange Regional Medical Center currently offers services that address the following issues:

- Behavioral Health (Prevention Agenda item and HVRHON priority area): There was unanimous agreement that significant need for behavioral health services exists in Region 2 and county-wide, particularly regarding pediatric and adolescent behavioral health. Barriers include lack of transportation/access and insufficient methods of communication regarding the services available.
- Obesity/ Physical Activity/Nutrition (Prevention Agenda item and HVRHON priority area): Obesity is an increasing problem for Orange County residents. It is of special concern in children and teens because it not only increases the risk of chronic diseases later in life, but can result in psychological and social difficulties at a developmentally sensitive stage.
- Chronic Disease (Prevention Agenda item and HVRHON priority area): Findings suggest that there is a need to better address the underlying causes of chronic diseases such as obesity, poor nutrition and lack of physical activity in the County. This may be achieved by expanding the Health Education and Primary Prevention service capacity in the Orange County Health Department and throughout community agencies.
- Access to Care (Prevention Agenda item and HVRHON priority area): Discussions focused on significant need to expand healthcare access for heart disease; cancer; COPD/CLRD; asthma and diabetes prevention and education including smoking cessation and nutrition assessment and counseling services, especially for high risk minority and low income residents. Significant need also exists to expand access to breast, prostate and colorectal screenings, especially for high risk minority and low income residents.

- Early Detection of Chronic Disease (Prevention Agenda item and HVRHON priority area): It was also determined that accessibility and use of early detection and screening services were lacking for chronic diseases, especially by low-income, minority populations.

Orange Regional's Prevention Agenda focus addresses Behavioral Health, Exercise and Nutrition and Chronic Disease issues, as listed below.

C. Status of Priorities

Orange Regional Medical Center continues to offer several programs and services to address Prevention Agenda issues. These programs and services are supplemented by input and support from the local Department of Health and from community partners.

V. Three Year Plan of Action

A. Strategies for Selected Priorities

Orange Regional Medical Center provides a host of services and programs designed to address the Prevention Agenda priorities. Perhaps the greatest achievement in recent history to enhance the health of Hudson Valley residents, is ORMC's new, state-of-the-art hospital which replaces the two outdated hospitals. Located at 707 East Main Street, in Middletown, New York, the new hospital opened its doors on August 5, 2011. The new hospital is designed to accommodate all of the previously existing services at the old Arden Hill campus in Goshen and the Horton campus in Middletown.

Addressing Behavioral Health:

Orange Regional Medical Center continues to provide behavioral health services for the community.

Orange Regional Medical Center's Alcohol and Chemical Dependency Program

As a recognized leader in behavioral health services, Orange Regional Medical Center's Alcohol and Chemical Dependency Program located at 420 East Main Street in Middletown, New York, offers a full range of treatment programs for adults and adolescents with alcohol and substance abuse problems.

Since 1986, the Alcohol and Chemical Dependency Program has assisted thousands of patients and their families to successfully overcome their illness. The Alcohol and Chemical Dependency Program is licensed by the New York State Office of Alcoholism and Substance Abuse Services (OASAS) and is fully accredited by the Joint Commission. In 2010 the program treated 492 patients.

Orange Regional Counseling Services

Orange Regional Counseling Services specializes in treating children, adolescents, adults and older adults on an outpatient basis at its new location at 110 Crystal Run Road, Middletown, New York. The Center, operated under the auspices of Orange Regional's Behavioral Health Services, treats individuals with mood disorders, behavior problems and related illnesses. In August 2011, Orange Regional Counseling Services welcomed child psychiatrist, Dr. Alison Sullivan, to the staff. Dr. Sullivan specializes in providing psychiatric services to children age five to 17 years of age.

The Center offers:

- a streamlined intake process
- a wide array of psychotherapies
- expert psychiatric evaluation
- medication management emergency room access center (emergency psychiatric evaluations, treatment, referral and/or admission)

Bereavement Support Group

This non-denominational support group is for anyone who has lost a loved one. It is facilitated by Orange Regional's Deacon Richard Trapani and is hosted at Orange Regional's Community Health Education Center, 110 Crystal Run Road, Middletown, New York.

Addressing Exercise/ Nutrition (Obesity):

Nutritional Counseling Program

In August 2011, Orange Regional launched a Nutritional Counseling Program facilitated by Orange Regional's Certified Diabetes Educator at Orange Regional's Dunkelman Diabetes Center, 75 Crystal Run Road, Middletown, New York. The program offers education and counseling on diseases and disorders including:

- Pre-Diabetes
- Celiac Disease
- Weight Management/Obesity
- Heart Disease
- Renal/Kidney Disease
- Digestive Disorders
- Eating Disorders
- Allergies
- High Cholesterol
- Hypertension
- Hypoglycemia

Bariatric Surgery Center of Excellence

Orange Regional Medical Center offers three minimally invasive weight-loss procedures called Gastric Bypass, Gastric Banding and Sleeve Gastrectomy. In 2011, Orange Regional Medical Center

was designated by the American Society for Metabolic and Bariatric Surgery as a Bariatric Surgery Center of Excellence® (BSCOE). This designation recognizes Orange Regional as demonstrating an unparalleled commitment and ability to consistently deliver the highest level of bariatric surgical care possible.

Bariatric Surgery Seminar

This free seminar is offered monthly and provides a general overview of the surgical weight loss program at Orange Regional Medical Center. It is facilitated by Orange Regional's Bariatric Surgery Program Coordinator and is located at Orange Regional Medical Center, 707 East Main Street, in Middletown, New York. Attendees learn the criteria necessary to meet surgery eligibility and receive a detailed review of the surgical procedures offered which includes the laparoscopic adjustable gastric band, the laparoscopic Roux-en-Y gastric bypass and sleeve gastrectomy. Topics also include complications, risks and side effects; the patient care pathway during the pre/peri/post operative phases of surgery. Seminar attendees have the opportunity to ask questions of seminar presenters which include the Orange Regional Bariatric Program Medical Director/Surgeon and the Orange Regional Bariatric Surgical Services Coordinator. In 2010, there were 315 attendees to the Bariatric Surgery Seminars. Additionally, seminars are held in other locations throughout Orange and Sullivan Counties.

Bariatric Surgery Support Group

This support group is for both pre and post-op bariatric patients and is open to the general public. Presenters are comprised of plastic surgeons, certified fitness instructors, nutritionists, etc. All support groups are facilitated by the Orange Regional Bariatric Surgical Services Coordinator and are located at Orange Regional Medical Center, 707 East Main Street, in Middletown, New York. There is time during the support group to ask questions and obtain support from both health professionals and fellow support group members. Detailed patient education packets are available which include information about the weight loss process and what patients can expect before and after surgery. Additionally, support groups are held in other locations throughout Orange and Sullivan Counties.

Orange Regional Dunkelman Diabetes Center

The Orange Regional Dunkelman Diabetes Center has a staff with over 30 years of combined experience in diabetes education. The team consists of nationally certified diabetes educators who hold degrees in nutrition and nursing and are certified in technologies including insulin pumps and glucose sensors.

Since 1995, the Diabetes Center has been a center of excellence for children and adults in Orange County with diabetes. The Center earned American Diabetes Association recognition in 1998 and has since maintained its accreditation. In February 2009, the Center was awarded with a third consecutive Education Recognition Certificate by the American Diabetes Association (ADA) for its quality diabetes self-management education program. The Diabetes Center achieved recognition status by having a staff of knowledgeable healthcare professionals who provided patients with comprehensive information about diabetes management. The Diabetes Center is located at 75 Crystal Run Road in Middletown, New York. In 2010, the Diabetes Center treated 1,574 patients.

Diabetes self-management education is an integral component of medical care. Working with the patient's doctor, the Diabetes Center's team develops an individualized program that includes a broad range of treatment and education components, including:

- Diabetes self-management classes, including topics on exercise; medications; monitoring, sick-day management; travel; health promotion; acute and chronic complications; cardiac nutrition and meal planning
- Diabetes management during pregnancy
- Insulin management including insulin pump therapy
- Nutritional counseling
- Blood glucose monitoring
- Diabetes community education programs

Sweet Talk - A Juvenile Diabetes Support Group

This support group is for parents of children with diabetes and is facilitated by the staff at Orange Regional's Dunkelman Diabetes Center. It is located at Orange Regional's Community Health Education Center, 110 Crystal Run Road, Middletown, New York. Children are welcome to attend.

Annual Diabetes Educational Day

This free event is held in November and is designed to enhance self-management skills for people with diabetes and their families. Sponsored and facilitated by the staff at Orange Regional's Dunkelman Diabetes Center, the program features up-to-date information about the treatment of diabetes and heart disease and is held at various locations annually.

Women with Type 1 Diabetes Support Group

This support group for women with Type 1 Diabetes is facilitated by the staff at Orange Regional's Dunkelman Diabetes Center. The mission is to offer support, encouragement and information to meet the special needs of women with Type 1 Diabetes. It is located at Orange Regional's Community Health Education Center, 110 Crystal Run Road, Middletown, New York.

Adult Diabetes Support Group

This support group provides education and support to adults with diabetes and is facilitated by the staff at Orange Regional's Dunkelman Diabetes Center. Both insulin dependent and non-insulin dependent diabetics are welcome to attend with family and friends. The group sponsors various guest lecturers including physicians, nurses and other allied-health personnel discussing diabetes related topics. Topics for discussion include diabetes diagnosis; coping skills; treatment; diet; glucose monitoring and other diabetes related disorders. It is located at Orange Regional's Dunkelman Diabetes Center, 75 Crystal Run Road, Middletown, New York.

Insulin Pump Support Group

This support group, facilitated by the staff at Orange Regional's Dunkelman Diabetes Center, provides support and education for insulin pump users. It is located at Orange Regional's Community Health Education Center, 110 Crystal Run Road, Middletown, New York.

Overeaters Anonymous Support Group

The Overeaters Anonymous Support Group is a 12-step program that provides fellowship for those who are recovering from compulsive overeating. It is facilitated by representatives of the Overeaters Anonymous Recovery program and offers a new way of life that enables the compulsive overeater to live without the need for excess food. It is held at Orange Regional's Community Health Education Center, 110 Crystal Run Road, Middletown, New York.

Addressing Chronic Disease:

In January 2010, Orange Regional added elective angioplasty to its already existing emergency angioplasty service. In August 2011, a third cath lab was opened within the new hospital at 707 East Main Street, Middletown, New York, to accommodate more angioplasty patients. The new hospital also features expanded Cardiac rehabilitation services and includes an indoor walking track and new, state-of-the-art exercise equipment. A specialized cardiac-specific web site was also launched in 2010 that includes interactive cardiac assessment tools and general information regarding cardiac health.

In February 2010, Orange Regional's Eleanor T. Snow Radiation Oncology Center, located at the Orange Regional Medical Pavilion, 75 Crystal Run Road, Middletown, New York, installed the RapidArc Image Guided Radiation Therapy (IGRT) technology from Varian Medical Systems. This latest technology helps on-site radiation oncologists clearly see, precisely target, effectively and safely treat and carefully track tumors, while limiting radiation exposure to surrounding tissue and vital organs. This means patients experience shorter treatment sessions and fewer side effects.

In March 2011, Orange Regional's diagnostic services added the latest technology to aid in the diagnosis of cancer and various neurological diseases. Positron Emission Tomography and Computerized Tomography (PET/CT) are both state-of-the-art imaging tools that allow physicians to pinpoint the location of a disease within the body before making treatment recommendations. The highly precise PET scan illustrates the biology of disorders at the molecular level. A CT scan provides a detailed picture of the body's internal framework providing the ability to detect and specifically locate abnormal growths and or changes in the body structure, such as the size and shape of a tumor. The PET/CT scan combines the strengths of these two state-of-the-art imaging tools into a single scan. It is located at the Orange Regional Medical Pavilion, 75 Crystal Run Road, Middletown, New York.

In March 2011, Orange Regional Medical Center launched an inpatient Reiki Therapy service: a natural approach to healing and wellness by channeling energy from a licensed practitioner to a patient. Reiki is a complementary healing therapy that, when combined with traditional therapy as prescribed by a physician, promotes relaxation and comfort. Reiki is not a cure. It is a relaxation technique that releases positive energy and restores energy flow, allowing the body's own natural healing ability to work. This form of therapy promotes healing to the mind, body and soul. Reiki Therapy is administered at the main hospital campus located at 707 East Main Street, Middletown, New York.

The Center for Sleep Medicine

The Center for Sleep Medicine moved to a new location in 2011 to provide a more relaxing and restful experience for patients suffering from sleep disorders. The Center is located at the Orange Regional Medical Pavilion, 75 Crystal Run Road, Middletown, New York and provides professional consultations and diagnostic services for all types of sleep disorders. Sleep studies performed at The Center are painless, non-invasive tests conducted by our Board-certified physicians and specially-trained technicians to monitor breathing, heart rate, blood oxygen levels, eye movement, muscle tone and other factors. An accredited center of the American Academy of Sleep Medicine, Orange Regional offers diagnosis and treatment for adults and children ages five and up in a comfortable environment.

Sleep disorders have been associated with high blood pressure, headaches, coronary heart disease, myocardial infarction (heart attack), chronic fatigue and even death. It can become more severe over time.

Healthy Heart Program

Orange Regional Medical Center's comprehensive cardiac services include the Healthy Heart Program. This free mobile service travels throughout Orange County to identify patients who may be at risk for heart disease. The Healthy Heart Program educates attendees about good nutrition and offers cardiac risk assessments and glucose, cholesterol and blood pressure screenings throughout the year. In 2010, Orange Regional partnered with the Orange County Department of Health to deliver this free program to 109 community sites and saw 2,055 cases.

The Healthy Heart Program provides exams, a medical analysis and determines cholesterol levels; blood pressure; height; weight and waist measurements. Personal risks for heart disease can then be calculated. Once tests are completed, Orange Regional's Healthy Heart Program Nurse Practitioners review and explain results in detail, and answer any questions the patient may have. Educational materials are provided to help individuals achieve better heart health and lead a healthier lifestyle in general. Depending on results, Orange Regional will also refer additional medical services if necessary.

According to the Centers for Disease Control, New York State has the highest cardiac mortality rate in the country for coronary heart disease. The age-adjusted rate in Orange and Sullivan Counties exceeds the State and national averages. Orange Regional will continue working with the County Department of Health to deliver the Healthy Heart Program.

American Heart Association "Heart Walk"

Orange Regional Medical Center participated in this community fundraising event and staffed a health fair; offering glucose, cholesterol and blood pressure screenings.

Cancer Support Group

This support group provides support and education for those afflicted with cancer. People with any type of cancer, as well as, friends and family members are welcome. The support group is facilitated

by Orange Regional staff and there is time to ask questions and obtain support from fellow group members. It is located at Orange Regional's Community Health Education Center, 110 Crystal Run Road, Middletown, New York.

Patient Navigators

Breast Patient Navigation is a complimentary support service that provides a specially-trained nurse to guide breast cancer patients through cancer care treatment. In September 2011, Orange Regional also launched a Lung, Head and Neck Patient Navigator Program. These one-on-one services are provided to ensure patient needs are met in a timely manner, their questions are answered and fears and anxiety are addressed with compassion. This service also helps patients understand their treatment and recovery process, provides patients and family members with educational resources, as well as helps locate support or additional services.

Breast Cancer Support Group

Orange Regional Medical Center, in partnership with Breast Cancer Options, hosts a regular support group for breast cancer patients and their friends and family members. There is time during the support group to ask questions and obtain support from fellow group members. It is located at Orange Regional's Community Health Education Center, 110 Crystal Run Road, Middletown, New York.

National Cancer Survivor's Day Picnic

This annual event, is celebrated the first Sunday in June and is sponsored and facilitated by Orange Regional's Comprehensive Cancer Care staff. The picnic includes fun and games, live entertainment, kid's crafts and physician-led lectures on continued healthy living, nutrition and support. The 2011 picnic was held at Maple Hill Park, Middletown, New York.

Stroke Education and Support Group

This support group focuses on stroke "recovery" with particular emphasis on promoting continued recovery and quality of life after formal treatment stops. Stroke patients, caregivers, family and friends are welcome. Discussion topics cover medical management, pain management, stress management; nutrition; exercise; adaptive equipment and more. It is facilitated by an Orange Regional psychologist at Orange Regional's Community Health Education Center, 110 Crystal Run Road, Middletown, New York.

Multiple Sclerosis Support Group

This support group provides education and support for those afflicted with Multiple Sclerosis. It is facilitated by those afflicted with the disease and friends and family are welcome to attend. The group gathers at Orange Regional's Community Health Education Center, 110 Crystal Run Road, Middletown, New York.

Al-Anon

This support group offers understanding and help to families and friends of problem drinkers. The program is adapted from Alcoholics Anonymous and is based upon 12 steps. It is facilitated by representatives from Al-Anon and is located at Orange Regional's Community Health Education Center, 110 Crystal Run Road, Middletown, New York.

“Partners in Caring” – Caregivers Support Group

This support group provides education to caregivers of the chronically ill and disabled. This monthly meeting offers educational programs with occasional guest speakers aimed at enhancing the quality of life for the caregiver. It is facilitated by an Orange Regional psychologist at Orange Regional's Community Health Education Center, 110 Crystal Run Road, Middletown, New York.

Smoking Cessation

In partnership with POWR Against Tobacco Coalition of Orange County's Smoking Cessation Center, Orange Regional Medical Center identifies patients and distributes information about the availability of smoking cessation products and referrals to smoking cessation programs in the area.

Community Outreach

Screenings

Each year, Orange Regional Medical Center holds several free healthcare screenings including cardiac, breast cancer, prostate cancer and skin cancer. The hospital screened a total of 2,333 community members in 2010: 2,085 cardiac; 97 breast cancer; 77 prostate cancer and 74 skin cancer.

Additional Outreach

Throughout the year, Orange Regional Medical Center also conducts, coordinates and participates in a broad range of community outreach programs. These programs include health fairs; trade expositions; facility tours; speakers' bureau; educational seminars and lectures; school career days; community health screenings and numerous charity walks. Through these activities, community members have the opportunity to interact directly with representatives from the hospital.

Additionally, Orange Regional organized and facilitated physician-led community seminars free of charge on topics such as diagnosis, treatment and prevention of common hand problems, surgical weight loss and total joint replacement hosting 874 participants in 2010. We also had 300 attendees to our bariatric pre-op classes. Over 170 community members took advantage of Family Education programs offered at Orange Regional in 2010 that included Lamaze childbirth, pre-natal breastfeeding and sibling classes. CPR classes were also offered, including BLS healthcare provider, BLS healthcare provider recertification and CPR heartsaver adult & infant child. These classes drew 127 participants.

Community members may register for all screenings and health education seminars by calling Orange Regional Medical Center's Health Connection hotline at 1-888-321-ORMC (6762). The hotline is a 24-hour, 365 day toll-free service. Information is available in English or Spanish about physicians, hospital services and support groups. Participants may also register via the hospital Web site at www.ormc.org. Community outreach information is distributed via press releases; posters; paid advertisements; physician's offices; the organization's community magazine; employee newsletter,

physician newsletter; public service announcements and social media avenues such as Twitter and Facebook as well as being located on Orange Regional's Web site, www.ormc.org. Printed copies of Orange Regional Medical Center's Community Resource Calendar are also distributed throughout the hospital and its off-site locations, as well as being available at public events. In addition, Orange Regional sponsors "*Health Matters*," a weekly informational health program on AM 1110 WTbQ Radio and at www.WTbQ.com. Hosted by Dr. Michael Wodka, the program features local healthcare professionals discussing specific medical topics within their area of expertise. Listeners are encouraged to call in with questions or concerns.

VI. Financial Aid Program

A. Successes and Challenges

Orange Regional believes strongly that the fear of not being able to pay for healthcare should not be a deterrent in seeking healthcare services. Therefore, it works hard to ensure that healthcare remains accessible and available for any member of the community in need. Patient financial advocates and pre-registration representatives are available to assist patients with financial aspects of their medical care and pre-register patients prior to their visit. Insurance benefits are verified and discussed with patients, financial obligations of co-payments and deductibles are verified and communicated and, if the patient does not have insurance, charity care and financial assistance opportunities are examined. Patients are educated about, and given assistance with, applications for New York State insurance programs such as Medicaid, Child Health Plus and Family Health Plus. Information is given about crime victim assistance, financial resources and alternative payment options. In the event an insurance claim is denied, patient financial advocates partner with the patient to determine grounds for denial and if subsequent corrective action can be taken.

Orange Regional has adopted an assertive approach to providing patients who are uninsured with information about the availability of financial assistance, including the Charity Care Program.

Specifically, Orange Regional has undertaken the following efforts:

- 1) Posted visible and easily understood signs throughout Patient Registration areas and the Emergency Department about Orange Regional's financial assistance program.
- 2) Simplified the language describing the availability of financial assistance through the Charity Care Program in the Patient's Guide.
- 3) Provided patient access to financial advocates and pre-registration representatives to discuss financial aspects of their care. If the patient is uninsured, assistance is given with applications for the Charity Care Program.
- 4) Imprinted all bills sent to patients with information about the availability of the Charity Care Program and a telephone number and email address to contact for more information.
- 5) Identified a specific Financial Advocate staff position who is the point-of-contact for all individuals calling with questions about or requesting assistance with completing the applications for the Charity Care Fund.

- 6) Implemented a “discounting” system that enables Orange Regional to bill uninsured individuals at a government-established rate of reimbursement, i.e. Medicare rates.

VII. Changes Impacting Community Health/Provision of Charity Care/Access To Services

A. Potential Impacts

In 2011, Orange Regional completed construction of a new replacement hospital; a \$350 million state-of-the-art hospital near the intersection of Route 17 and I-84 in the Town of Walkkill. This hospital is the first community hospital built in New York State in over 20 years. The new hospital replaces the previous outdated facilities – the Arden Hill and Horton Campuses. The decision to consolidate the two campuses on a single site in a new replacement hospital represents the logical progression of our efforts to achieve our mission and was spurred by several key factors:

- The growing demand for healthcare due to the rapidly increasing and aging population in this region
- The increasing need to improve accessibility and availability by attracting specialists and providing services that otherwise would not be available to our residents
- The inability of our previous facilities to accommodate new technologies, new services and new advances in patient safety
- The opportunity to gain greater operational efficiencies through the elimination of duplicative and redundant functions; to reduce the rate of increase in health-care spending and to achieve improved financial stability

The new hospital offers amenities and services such as:

- 353 comfortable and spacious private patient rooms
- 50 Emergency Room treatment bays
- Helipad and three-bay ambulance garage
- Level 2 Trauma Center (in development)
- Advanced Birthing Center with 10-bed Neonatal Intensive Care Unit (in development)
- Sophisticated Cardiology services with three cardiac catheterization labs and cardiac rehabilitation
- Spacious Surgical Suite with 12 Operating Rooms
- 2 Interventional Radiology Rooms
- All new Diagnostic Imaging equipment
- Bone & Joint/Neuroscience Center
- Dedicated Pediatric Unit
- Inpatient Cancer Center
- Outpatient Infusion Center
- Dedicated Behavioral Health Unit
- Wireless Healthcare Information Technology

- Electronic Medical Records
- Non-denominational Chapel
- Healing Garden with lush landscape
- Expanded Cafeteria/Outside Dining Patio
- Room Service
- Gift Shop and Café
- More than 1,600 free parking spaces
- Public transportation access
- Spacious waiting areas
- Open design spaces to accommodate future technologies, patients, visitors and growth

VIII. Dissemination of the Report to the Public

A. Public Information

A key element of the Community Service Plan is the dissemination of pertinent information regarding Orange Regional Medical Center's public health programs and availability of financial assistance to the public. Orange Regional Medical Center's 2010-2011 Community Service Plan is available on the hospital Web site at www.ormc.org and in hard copy as requested. Additionally, Orange Regional Medical Center will continue to provide printed copies of the hospital's Community Health Calendar and promote the Health Connection Hotline throughout the community.

IX. Financial Statement

A. Financial Information Notes

The Department of Health does not require a separate financial statement to be submitted as part of the Community Service Plan. Financial data already reported to the Department through the Institutional Cost Report (ICR) will satisfy the statutory requirement.