St. Francis Hospital, The Heart Center® is a regional referral center for cardiac care. Located in Nassau County on Long Island, this not-for-profit hospital delivers high quality services for the diagnosis, treatment and prevention of heart disease, as well as a broad range of other specialties, including orthopedics and urology.

Across all of its specialties, St. Francis Hospital is recognized for its Magnet award-winning nursing care and high ratings in various measures of quality. St. Francis is the top-rated hospital on Long Island, according to a patient satisfaction survey conducted by the U.S. Center for Medicare and Medicaid Services. It also has the highest patient satisfaction rating among Long Island hospitals based on quarterly surveys analyzed by Press Ganey, and was ranked as one of America’s Best Hospitals by *U.S. News & World Report* for its quality care in cardiac and non-cardiac specialties.

St. Francis Hospital's primary service area is Nassau County, from which the hospital obtained 54% of its 2006 discharges, according to an environmental assessment report compiled in August 2007. The secondary service area provides another 30% of discharges and is broken down into two areas, West and East. The West area is comprised of 46 zip codes in Queens and provided 19% of St. Francis discharges in 2006. The East area is comprised of 26 zip codes in Suffolk County and provided 11% of St. Francis discharges in 2006. The population in our service area is projected to become more racially and ethnically diverse. The Asian and Hispanic communities are rapidly growing. There is also a rising proportion of the population over age 45. These changes will put new demands upon the medical and social services systems.

During 2007, St. Francis remained a 279-bed hospital. By mid-2008, the opening of a new patient care pavilion will initially increase the bed count to 308. Upon the completion of a Master Facilities Plan at the end of 2009, there will be a total of 364 available beds at the hospital.

St. Francis Hospital was founded in 1922 by the Sisters of the Franciscan Missionaries of Mary as a summer camp for inner city children and later developed into a sanatorium for children with rheumatic fever. Today, it is one of the nation’s 10 busiest heart centers and a recognized leader in cardiac imaging research.
St. Francis Hospital is a member of Catholic Health Services (CHS) of Long Island, a healthcare system organized under the Diocese of Rockville Centre and consisting of five hospitals, three nursing homes, a community-based home for those with special needs, and a hospice.

As part of the CHS mission, St. Francis Hospital aims to provide patient care that is in keeping with the philosophy and values of Catholic healthcare. An integral part of this mission is assuring access to all patients in need of the Hospital's services, which St. Francis Hospital achieves through its various outreach efforts.

**Needs Assessment**

St. Francis Hospital is able to be responsive to the community’s needs because of its efforts in evaluating data related to health trends and maintaining a network of contacts active in health and education efforts.

By working within the community, and with its schools, businesses, community centers, and the local chapter of organizations such as the American Heart Association, we strive to reach individuals of all ages with quality care and health education.

For example, a hospital community health planning committee at St. Francis recently identified an opportunity to streamline our longstanding outreach program with the goal of reaching more patients in a wider catchment area. St. Francis Hospital's annual community survey had also indicated that access to primary medical care and health risk assessments are the greatest needs in the community. Strategic planning initiatives will call upon these results to shape the next generation of outreach efforts at St. Francis.

Already underway is a program known as *Health Sundays*, which provides underserved communities with health education following weekly worship services. This originated as a collaborative effort between the hospitals within the Catholic Health Services of Long Island healthcare system. St. Francis Hospital is actively seeking feedback from participants in the *Healthy Sundays* program and its other outreach efforts so that future programs can be tailored in response to emerging community needs.

Planning for the hospital expansion project also created another opportunity to form community focus groups, which guided the hospital’s strategy for expanding non-cardiac specialties and related clinical facilities. Overall, St. Francis Hospital remains committed to assessing the
community’s needs and responding with targeted programs and services to meet these needs.

**Strategic Plan**

St. Francis Hospital's strategic plan supports its role as a leader in the field of cardiac care and provider of high quality surgical and medical care in fields such as orthopedics, oncology, urology and gastroenterology.

In 2007, St. Francis Hospital formalized its effort to identify gaps in the delivery of primary care on Long Island. A new community outreach model is being developed to identify and provide care to individuals who may be uninsured or underinsured, or face other obstacles to accessing primary care. Central to the growth of this program are the hospital's investments in a new mobile cardiac outreach unit and its collaboration with a broad network of community organizations that work with underserved populations.

At the same time, St. Francis prepares to enter the final phase of its $190 million Master Facilities Plan to expand clinical facilities by 40%. This will include fourteen new high-definition operating rooms, the only of their kind on Long Island, to support the growth of non-cardiac surgical services. In addition, a new three-story pavilion will offer additional patient beds and more comfort and privacy for patients, while a new imaging center will expand St. Francis Hospital’s non-invasive cardiac imaging program. By the end of 2009, the hospital will complete a $55 million expansion of its Emergency Department, cardiac catheterization laboratory and cardiac operating rooms. As a result, St. Francis will be able to accommodate more patients, including the underserved identified through our expanded outreach effort.

**Program Highlights**

Highlights of the services and programs that support St. Francis Hospital's commitment to delivering the highest quality cardiac and non-cardiac care include:

**Cardiac Procedures**

St. Francis Hospital is the site of one of the highest cardiac caseloads in New York State. Procedures performed in 2007 included 1,549 open heart surgeries, 11,405 cardiac catheterization procedures, 2,756 electrophysiology studies for the evaluation of abnormal heart rhythms, and 1,870 defibrillator and pacemaker implants.
**Cardiac Research**

The St. Francis Cardiac Research Institute is a recognized national leader in cardiac non-invasive imaging, including cardiac magnetic resonance imaging (cardiac MRI), nuclear imaging and three-dimensional echocardiography. This technology aids in detection of disease so that preventive measures can be taken years before symptoms appear. To continue this innovative research, St. Francis Hospital provides approximately $4.3 million annually to subsidize this program, which is extremely capital and labor intensive.

**Outpatient Surgery Center**

St. Francis Hospital has a first-class non-cardiac surgery program for orthopedic, abdominal, ophthalmic, ear-nose-throat, breast, urological, vascular, and plastic surgery. Building upon these strengths, the Hospital recently made a major investment in the future of minimally-invasive surgery by acquiring a robotic surgical system, which offers a less invasive approach to prostate surgery and certain types of cardiac surgery. Potential benefits to patients include a faster and more comfortable recovery with fewer complications as compared to conventional surgery. With the completion of the Hospital’s expansion project, additional investments in technology for less invasive surgical procedures will be possible.

**Community Health**

St. Francis Hospital offers a wide range of free or low-cost programs focused on improving health awareness and disease prevention. Based at The DeMatteis Center, a satellite campus just a few miles from the Hospital, the community health and education department coordinates on-site and outreach programs throughout the year.

In 2007, St. Francis Hospital community programs included:
- **Healthy Sundays**, a program that bridges cultural and language barriers to provide health education and screenings following religious services at local parishes
- Cardiac outreach programs provide screening services and cardiac care to the uninsured or Medicaid recipients, free of charge. All program participants receive a complete physical examination, electrocardiogram (ECG) and blood analysis to assess their cardiac condition. Cardiac disease prevention and nutritional counseling, as well as a referral to a primary care physician, is provided to every participant. Should further cardiac evaluation, diagnostic testing or surgery be indicated, it is performed at St. Francis Hospital, gratis.
- In addition to its formal outreach program, the Hospital regularly identifies and provides care for patients without medical insurance referred through the Nassau County Department
of Health, The Coalition for Community Well-Being, and Rotacare. Through a six-year partnership with Rotacare, St. Francis has helped facilitate free healthcare for those most in need and with limited access to healthcare. Several St. Francis physicians donate their services to care for patients in the RotaCare clinic and in their private offices.

- International outreach to children in need of cardiac care is an ongoing collaboration between St. Francis and the International Gift of Life Program. In 2007, 11 children from 6 countries received catheter-based treatment for congenital heart defects at St. Francis Hospital.
- More than 1,850 individual free blood pressure and cholesterol screenings were performed at local libraries, parishes, senior centers, companies, and community centers on Long Island.
- Nutritional counseling at the Rotacare clinic in Uniondale was provided to 296 individuals.
- The Annual Health Fair featured a variety of health and wellness programs.
- Community health sessions covered topics such as stroke, hypertension, osteoporosis, weight loss, and nutrition.
- Free flu immunizations for 180 individuals
- Free prostate cancer screenings for 78 men
- Growing Healthy program for 631 school-age children in 2007
- Free CPR training courses for the community
- Free training for the community on the Automated External Defibrillator (AED), a device which can prevent sudden death following a cardiac event, and which is now widely available in public settings.

**Cardiac Fitness & Rehabilitation**

St. Francis Hospital's Cardiac Fitness & Rehabilitation Center offers a medically-supervised rehabilitation program for individuals who are recovering from heart surgery or heart attack, or for those with a high risk for cardiac disease. The program provides a safe and supportive environment for improving overall health. In 2007, the center had more than 61,000 patient visits.

**Women’s Center**

The Women’s Center of St. Francis Hospital is a state-of-the-art imaging center dedicated to women's health and education. A wide range of diagnostic services is offered, with same-day results for breast exams and mammography. Services include digital mammography with computer-aided detection, breast MRI and MRI-guided biopsy, stereotactic biopsy, bone densitometry, ultrasound biopsy, and other ultrasound including breast, pelvic, abdominal, thyroid and sonohysterograms. Overall, the Women’s Center was the site of 10,773 procedures in 2007.

**Diabetes Care Center**

Through its Diabetes Care Center, St. Francis Hospital provides a comprehensive disease management program to diabetics and their families. The educational program emphasizes knowledge of the disease, treatment, self-management and awareness of possible compli-
cations and their prevention. Participants meet individually with a certified diabetes nurse and nutritionist educators, as well as in small groups for learning activities. In 2007, the Diabetes Care Center enrolled 166 participants who are working toward managing diabetes in their daily lives.

**Congestive Heart Failure Program**

St. Francis Hospital is active in research on congestive heart failure (CHF), the number one cause of hospitalization in patients over age 65. Through its CHF program, St. Francis Hospital offers state-of-the-art diagnostics and therapies, including treatments such as external enhanced counterpulsation for chest discomfort.

**Emergency Care**

More than half of St. Francis Hospital’s total admissions originate in its emergency department. Here, a staff specially trained in cardiac care has access to the entire range of St. Francis Hospital’s diagnostic and therapeutic services around-the-clock. The department recently upgraded to wireless telemetry monitoring and has a dedicated 64-slice CT scanner that can detect major cardiac conditions, including heart attack, in less than 15 seconds with a non-invasive scan. An expansion of this area will create a larger patient care unit and include a fast-track area for non-cardiac cases.

**Personalized Patient Services**

St. Francis Hospital aims to make its Hospital experience positive and productive for all patients and visitors. To this end, language services are provided to help non-English speaking patients communicate with their health care providers. Patients with hearing deficits have access to a TDD (Telecommunications Device for the Deaf) and pocket talkers on the Hospital campus. The Hospital also arranges for sign language interpreters.

St. Francis places great significance on the specific dietary needs of its patients and visitors, and was the first hospital on Long Island to introduce room service. The program, known as “Dining at Your Request,” provides made-to-order meals from an extensive menu within 45 minutes. Trained dietary technicians take telephone orders and work with patients to tailor food preferences with dietary needs or restrictions. This service is provided to patients as part of their hospital stay at no additional cost.

**Investments in the Community**

While several of its programs are not profitable for the hospital, St. Francis continues to offer services such as the heart failure program and mammography for the value they provide in relation to the community’s health.
In 2007, St. Francis Hospital disbursed $4 million in cash subsidies to Mercy Medical Center in Rockville Centre and Catholic Home Care to help these organizations meet needs in their communities.

Without St. Francis Hospital's support, Mercy Medical Center, St. Catherine of Siena Medical Center (Smithtown), and St. Charles Hospital (Port Jefferson) might have closed years ago. These hospitals have lost more than $117 million over the past 8 years and subsidies from St. Francis Hospital have enabled them to maintain operations.

Public Notice and Participation
St. Francis Hospital assesses community health needs on a regular basis via patient surveys conducted by Press Ganey, meetings with members of the hospital's Board of Trustees, physician meetings with hospital executives, feedback from support group and health fair participants, and strategic planning initiatives in collaboration with Catholic Health Services of Long Island.

The St. Francis Hospital community service plan is available on our web site at www.stfrancisheartcenter.com or by calling (516) 705-6655.

Corporate Structure
St. Francis Hospital, a 501(c)(3) not-for-profit acute care hospital, is a member of Catholic Health Services (CHS) of Long Island, which was organized in October 1997 to serve as the coordinating body of Mercy Medical Center, Good Samaritan Hospital Medical Center, St. Charles Hospital and Rehabilitation Center, St. Catherine of Siena Medical Center, and St. Francis Hospital. CHS and each of the CHS Hospitals are separate New York not-for-profit corporations and are each governed by a Board of Directors/Trustees.

The St. Francis Hospital Foundation, Inc. was organized in 1986 for the purpose of raising funds and holding such funds on behalf of the Hospital. The St. Francis Research and Educational Corporation was founded in 1991 to engage in charitable, educational, and scientific activities that support the Hospital. During 1999, the Hospital became the sole member of the Foundation and Research and Educational Corporation.

Financial Statement
For many individuals and families, the expense of healthcare is an obstacle to good health. A challenging economy and the high cost of living in our region makes it even more difficult to access quality healthcare.
The staff of St. Francis takes responsibility for identifying and helping patients who lack adequate health insurance or need more time to pay their hospital bills. Information about charity care eligibility and the availability of financial assistance is explained by staff during the Hospital admitting process and is also made available in multiple languages on signs throughout the Hospital and on all billing statements mailed to patients. We also address transportation issues by bringing screening programs into the community via mobile outreach sites.

St. Francis Hospital's charity care policy continues to be more generous in terms of eligibility standards than is required by the New York State Department of Health. According to law, a patient with an annual income at or below 100 percent of the federal poverty guideline is eligible for 100 percent charity care. St. Francis Hospital’s policy qualifies patients for 100 percent charity care at 300 percent of the federal poverty guideline. In addition, the Hospital offers a sliding scale for income levels between 301 percent and 400 percent of the federal poverty levels, which is also not required by law.

Financial counselors at St. Francis Hospital guide patients through the financial assistance process and offer support during and after a hospital stay.

It is the goal of everyone at St. Francis Hospital to ensure that all members of our community have the most valuable resource of all – their health.

For more information or additional copies of this report, please call St. Francis Hospital's Office of Development & Public Affairs at (516) 705-6655.

St. Francis Hospital, The Heart Center®
100 Port Washington Boulevard, Roslyn, NY 11576
www.stfrancisheartcenter.com
A Member of Catholic Health Services of Long Island
## Community Service Plan Financial Statement

St. Francis Hospital Financial Statement for the year ended December 31, 2007

### I. Revenue

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Patient Service Revenue - Total All Services</td>
<td>$339,366,775</td>
</tr>
<tr>
<td>Other Revenue (e.g., investments)</td>
<td>$47,898,280</td>
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<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$387,265,055</strong></td>
</tr>
</tbody>
</table>

### II. Expenses

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depreciation &amp; Interest (Old/New Capital-Bldg &amp; Fix/MME)</td>
<td>$25,834,720</td>
</tr>
<tr>
<td>Salaries</td>
<td>$151,684,431</td>
</tr>
<tr>
<td>Employee/Fringe Benefits</td>
<td>$39,031,250</td>
</tr>
<tr>
<td>Supplies and All Other Expenses</td>
<td>$107,651,248</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$324,201,649</strong></td>
</tr>
</tbody>
</table>

### III. Details of Specific Revenue / Expense Items

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Grants Revenue</td>
<td>$0</td>
</tr>
<tr>
<td>Research &amp; Medical Education Revenue</td>
<td>$1,727,732</td>
</tr>
<tr>
<td>Research &amp; Medical Education Expense</td>
<td>$1,724,026</td>
</tr>
<tr>
<td>Bad Debt / Uncompensated Care</td>
<td>$3,510,921</td>
</tr>
<tr>
<td>Free Care (Charity Care, Hill Burton)</td>
<td>$3,471,824</td>
</tr>
<tr>
<td>Courtesy Care</td>
<td>$45,373</td>
</tr>
<tr>
<td>Community Benefits Revenue/Expense</td>
<td>$9,933,000</td>
</tr>
</tbody>
</table>