

JOHN T. MATHER  
MEMORIAL  
HOSPITAL

**2012**

*Report to the Community*



## Mission Statement

John T. Mather Memorial Hospital is an accredited 248-bed, non-profit community hospital dedicated to providing a wide spectrum of healthcare services of the highest quality to the residents of Suffolk County in a cost effective manner.

As members of the Mather Hospital Family - trustees, medical staff, hospital staff, volunteers and benefactors - we are committed to providing care to the best of our ability showing compassion and respect and treating each patient in the manner we would wish for our loved ones. We will meet or exceed each patient's expectations through the continued collaborative efforts of each and every member of the Mather Hospital Family.

## Our Vision

Mather Hospital will become the best community hospital in New York State.

## The Mather Pledge

We pledge to provide your healthcare in an atmosphere of understanding and compassion.

We pledge to provide you with technologically advanced state-of-the-art healthcare, as cost effectively as possible.

We pledge to respond quickly to your needs and concerns, to answer your questions and to respect your dignity and privacy.

We pledge to serve you nutritious and tastefully prepared meals in a timely manner and following your specific medical needs.

We pledge to provide your care in an environment that is safe, clean and pleasant.

*On the cover:*

*These nautical flags spell out the name John T. Mather, the Port Jefferson shipbuilder who left money in his will for the creation and endowment of the Hospital.*

## President's Message

At the end of each year, John T. Mather Memorial Hospital creates a Report to the Community, formally known as the "Community Service Plan," a document that essentially serves as an annual report for Mather Hospital. I am pleased to provide you with this copy of our 2012 Report to the Community.



On the following pages, you'll find a review of our new and innovative healthcare services designed to improve and promote the health of the members of our community. You'll also find information about the complete scope of our services along with a review of our operational and financial performance for 2012. The Report also includes the Hospital's policies regarding access to care – regardless of the ability to pay – as well as an overview of the many charitable and community services Mather Hospital provides.

At the heart of everything included in the Report is our firm commitment to uphold the Mission Statement, Our Vision and Pledge prominently displayed on the inside front cover. In short, our top priority remains, as it has for more than 80 years, caring for our patients in the manner we would wish for our loved ones.

Naturally, we are greatly interested in receiving your comments and suggestions regarding our performance and our priorities in meeting your health needs. Your input will be used to reassess the Hospital's strategic direction in meeting the community's needs for the future.

On behalf of everyone in the Mather Hospital Family, I thank you for your past and continuing support of John T. Mather Memorial Hospital.

Sincerely,

Kenneth Roberts  
President

## JOHN T. MATHER MEMORIAL HOSPITAL

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**2012 Year in Review**

John T. Mather Memorial Hospital in Port Jefferson, New York has for more than 83 years provided compassionate care to its patients, treating each patient in the manner we would wish for our loved ones.

Mather Hospital is a not-for-profit community hospital with a Certified Operative Capacity of 248 beds. It is fully accredited by the Joint Commission of Accreditation of Healthcare Organizations and is licensed by the New York State Department of Health-Office of Health Systems Management. Mather provides a wide range of inpatient and outpatient health services.

In 2012, *U.S. News & World Report* again listed Mather as among the best hospitals in New York State and the New York metro area and specifically cited orthopedics, gastroenterology and geriatrics as high performing areas. Mather also was one of four Long Island hospitals to be given an “A” rating for patient safety by The Leapfrog Group, an independent, national not-for-profit organization.

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In January 2012, Mather began using an electronic health records system to improve patient safety and care through enhanced communication among all of a patient’s caregivers. The Sunrise Clinical Manager system reduces medication errors, allows easy access to patients’ medical histories and allows physicians to easily review the medical issues being addressed by members of the healthcare team. Patient healthcare information is retained electronically and available the next time the patient visits the hospital.



In July, Mather began a cardiac computed tomography angiography (cardiac CTA) program, which uses digital imaging to diagnose heart disease. The procedure uses our state-of-the-art 320-slice CT scanner to create 3-D images of the whole heart in significantly less time than other scanners and with less radiation. Mather also launched a Palliative Medicine program, specialized medical care for patients diagnosed with a serious or chronic illness. The goal of Palliative Medicine is to prevent and relieve suffering and provide the best quality of life for people living with pain, complex symptoms and the stresses of chronic illness.



**Regional Planning**

The Hospital works in collaboration with the Suffolk County Department of Health and the Nassau Suffolk Hospital Council on a regional community needs assessment and regional health planning initiative. Two initiatives were identified for residents of Suffolk County:

- ☞ Reduce obesity in children and adults.
- ☞ Increase access to high quality chronic disease preventive care and management.

Due to the growing problem of obesity in our communities and resulting illnesses such as diabetes and high blood pressure, Mather offered programs designed to promote healthier eating, including two funded by NYS grants. The Perfect Plates Restaurant Program partnered with 35 local eateries to offer smaller portion meals at reduced prices to stress the importance of portion control. Another program highlighted the health impact of sugary drinks. Internally, Mather’s cafeteria offered healthier food and beverage options, including vending machines selections.

Mather helped patients manage chronic diseases through our Congestive Heart Failure and Anticoagulation programs, stroke care and chronic wound treatment as well as distribution of educational materials on chronic diseases. Mather also held a Diabetes Foot Seminar & Screening in 2012.

**Strategic Plan**

Mather Hospital will continue to serve as a community hospital providing inpatient and outpatient medical, surgical and behavioral health services to our patients in a safe environment, as cost

effectively as possible. The Hospital will continue its commitment to be responsive to the community’s health needs by continually assessing and fulfilling its role in treatment, education and prevention. In brief, the Hospital prioritized the following areas over the past three years:

- ☞ Assess and respond to the needs of the community.
- ☞ Maintain and develop excellent patient care delivery.
- ☞ Maintain and develop effective financial management.
- ☞ Maintain and develop strategic partnerships and relationships.
- ☞ Maintain and develop strong technological management.
- ☞ Maintain and develop physical plant to serve community needs.
- ☞ Maintain and develop excellent relationships with members of the Mather Hospital Family.
- ☞ Maintain and develop strategies to address workforce issues.

**Our Communities**

Mather Hospital serves the residents of Suffolk County, drawing primarily from the north and central portions of the Town of Brookhaven. Our secondary service areas include the southern portion of Brookhaven. Nearly 80 percent of the patients discharged from Mather Hospital reside in 20 zip codes located no more than 10 miles from the Hospital. A full listing of our service area is contained on page 4. Mather Hospital shares its service area with two acute care hospitals – St. Charles Hospital in Port Jefferson and Stony Brook University Hospital in Stony Brook.

**Responding to Community Needs**

Finding ways to best meet the changing healthcare needs of those we serve has been a priority for Mather Hospital since its first patient was admitted on December 30, 1929. Today, the healthcare needs of the community are changing faster than ever, and we’re proud to say that Mather Hospital is up to the challenge.

Mather Hospital works collaboratively with the Suffolk County Department of Health (SCDOH) to assess the health needs of the region. The Commissioner of Health is regularly invited to Mather’s Long Range Planning Committee where senior administration and members of the Board of Directors meet to discuss the community’s future needs. The SCDOH is also consulted for letters of support when chronic disease grants are made available to the Hospital to upgrade the health of our community members.

**Needs Assessment**

The following meetings, reports and documents play a major role in shaping Mather Hospital’s community needs assessment:

- ☞ Reports from community, local, state and federal government agencies.
- ☞ Meetings and communication with Suffolk County Department of Health.
- ☞ Current industry journals, periodicals, newsletters and other literature.
- ☞ General health-related news reports.
- ☞ Hospital-generated statistical reports.
- ☞ Monthly Board of Directors’ meetings.
- ☞ Board of Directors’ Long Range Planning Committee.
- ☞ Reports generated by internal committees and task forces.
- ☞ Regular weekly administrative staff planning sessions.
- ☞ Patient questionnaires mailed to medical/surgical patients.
- ☞ Questionnaires distributed to Emergency Department, Ambulatory Surgery & Wound Treatment patients.
- ☞ Patient representative program.
- ☞ Suffolk County Department of Health Needs Assessment Survey.

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2012 Statistics on Primary and Secondary Service Areas

	Inpatients	Emergency Department	Ambulatory Surgery	All Patients
<b>Primary Service Area</b>				
Port Jefferson Station 11776	10.8%	11.4%	7.3%	9.5%
Coram 11727	9.1%	11.3%	6.8%	8.2%
Centereach 11720	5.5%	4.7%	5.8%	6.1%
Selden 11784	5.2%	7.0%	5.2%	5.4%
Ridge 11961	8.0%	4.9%	4.8%	4.9%
Mount Sinai 11766	4.0%	4.8%	3.8%	4.8%
Miller Place 11764	3.7%	4.5%	3.7%	4.5%
East Setauket 11733	3.5%	3.6%	3.9%	4.2%
Port Jefferson 11777	3.7%	3.8%	2.7%	4.1%
Middle Island 11953	5.6%	5.1%	3.1%	4.1%
Rocky Point 11778	4.1%	5.7%	2.7%	4.1%
Medford 11763	3.5%	3.8%	3.4%	3.0%
Sound Beach 11789	2.2%	3.2%	2.0%	2.5%
Ronkonkoma 11779	2.2%	2.0%	3.3%	2.4%
Holtsville 11742	1.8%	1.0%	1.5%	2.3%
Stony Brook 11790	1.5%	1.2%	2.6%	2.3%
Farmingville 11738	2.0%	2.4%	2.4%	2.1%
Patchogue 11772	1.9%	1.6%	2.6%	1.8%
Shoreham 11786	1.6%	1.9%	1.7%	1.7%
Wading River 11792	1.6%	1.5%	1.9%	1.6%
<b>Total: Primary Service Area</b>	<b>81.4%</b>	<b>85.3%</b>	<b>71.2%</b>	<b>79.7%</b>
<b>Secondary Service Area</b>				
Holbrook 11741	1.4%	1.1%	2.2%	1.5%
Shirley 11967	1.5%	1.5%	1.8%	1.3%
Lake Grove 11755	0.8%	0.9%	1.5%	1.3%
Smithtown 11787	0.7%	0.4%	1.6%	1.2%
Saint James 11780	1.4%	0.4%	1.5%	1.1%
Manorville 11949	0.6%	0.5%	1.6%	0.8%
Nesconset 11767	0.6%	0.5%	0.9%	0.7%
Mastic 11950	0.7%	0.6%	1.1%	0.7%
Riverhead 11901	0.6%	0.3%	1.0%	0.6%
Yaphank 11980	0.5%	0.5%	0.6%	0.5%
<b>Running Total:</b>				
<b>Secondary Service Area</b>	<b>90.1%</b>	<b>91.9%</b>	<b>85.0%</b>	<b>89.5%</b>
<b>All Others Remaining</b>	<b>9.9%</b>	<b>8.1%</b>	<b>15.0%</b>	<b>10.5%</b>

Signature Programs

BARIATRIC SURGERY CENTER OF EXCELLENCE

The Bariatric Surgery Center of Excellence at Mather Hospital uses a multidisciplinary approach to the treatment of morbid obesity employing the latest laparoscopic surgery techniques. In 2012, Mather Hospital, along with Arif Ahmad, MD, Director of the Bariatric Surgery Program, were recognized as a Bariatric Surgery Center of Excellence by the American Society for Metabolic and Bariatric Surgery (ASMBS). The Center offers a wide range of laparoscopic procedures using safe and minimally invasive procedures.



CLAUDIA: BEFORE & AFTER BARIATRIC SURGERY

BEHAVIORAL HEALTH SERVICES



Mather Hospital's Behavioral Health Services offer programs that address specific psychiatric conditions and addictions, with inpatient, outpatient and partial hospitalization (return home daily after treatment/session) options. Mather's Eating Disorders Program offers the only partial hospitalization program for adolescents with eating disorders in Suffolk County and the only program of its kind for adults on Long Island. Our Behavioral Health programs include an inpatient adult psychiatric unit, an inpatient adolescent psychiatric unit, an Adult Partial Hospitalization Program, an Adolescent Partial Hospitalization Program and a Mental Health Clinic. In addition,

Mather provides an Outpatient Alcohol and Substance Abuse Program licensed by the New York State Office of Alcoholism and Substance Abuse Services to provide outpatient services for individuals who are addicted to alcohol and other substances.

CONTESSA NADIA FARBER EMERGENCY PAVILION



The highly trained Emergency Department staff is always ready to handle a variety of unexpected medical crises that require immediate attention. Each patient who comes to the Emergency Department is triaged to assess the level and urgency of care they need. This allows the staff to identify and treat the most critically ill and injured patients first. Since cardiac disease and related disorders are the leading cause of death in our community, Mather is one of a few community hospitals with both a Chest Pain ER and a certified Stroke Center. These services are designed to quickly diagnose and ensure timely treatment of patients suffering heart attacks, strokes and related disorders. The

Stroke Center received the Stroke Gold Plus Quality Achievement Award from the American Heart Association in 2012.

THE HIGHLY TRAINED EMERGENCY DEPARTMENT STAFF IS *always ready* TO HANDLE A VARIETY OF UNEXPECTED MEDICAL CRISES.

FORTUNATO BREAST HEALTH CENTER

The Fortunato Breast Health Center at Mather Hospital provides state-of-the-art breast healthcare in surroundings that offer a sense of comfort, privacy and the assurance that each patient's individual needs will be met. In 2012 the Center earned a three-year, full accreditation designation by the National Accreditation Program for Breast Centers. The Center also acquired new ultrasound machines in 2012. The Center advocates that anyone with high risk – or with dense breasts – couple the annual mammogram with a sonogram. Mather's trained healthcare professionals offer regular digital mammograms, expert follow-up care, education for patients, families and the community, breast cancer support groups, nurse navigators and dedicated radiologists. Michelle Price, MD, and Joseph Carrucciu, MD, Co-Medical Directors of the Center, are breast imaging specialists who read more than 14,000 breast studies in 2012.



TOTAL REPLACEMENT  
OF THE KNEE OR HIP  
ALLOWS PEOPLE  
TO MOVE PAST  
THE PAIN THAT  
PLAGUES THEM AND

*reclaim  
their lives.*

**JOINT REPLACEMENT PROGRAM**

Total replacement of the knee or hip allows people who cannot get relief from non-operative treatments to move past the pain that plagues them and reclaim their lives. Mather Hospital's Total Joint Replacement Program is known for its quality of service, clinical expertise, compassionate treatment and exceptional patient care. The goal is to improve quality of life by reducing pain and increasing motion and function, removing any assistive devices and allowing patients to return to work, sports and the activities of daily living. The program holds five, free joint replacement seminars each year at Mather Hospital and in the communities it serves. In 2012, Mather Hospital was recognized by *U.S. News & World Report* as High Performing in orthopedics.



**LYMPHEDEMA PROGRAM**

An adjunct of the Physical Therapy Department, the Lymphedema Treatment Center at Mather is one of the largest hospital-based programs on Long Island. In 2012, Mather's nine certified lymphedema therapists provided more than 10,000 lymphedema treatments. Lymphedema is a swelling of the body's soft tissue, usually in an extremity, caused by an accumulation of proteins, cells and water. Usually, these proteins, along with excess cells and water, are carried away by the circulatory or lymph systems. Lymphedema occurs when these systems are damaged. Although lymphedema is a chronic condition, it can be managed with proper care and treatment. The program also conducts community lymphedema screenings.

**PAIN MANAGEMENT PROGRAM**

The Weiss Center for Pain Management at Mather Hospital helps patients manage their chronic pain so they may return to a more normal lifestyle and improve their quality of life. The Weiss Center treats many types of pain, including that resulting from cancers, non-malignant pain syndromes, arthritis, fibromyalgia, headaches and scars, as well as lower back, neck, oral facial and spinal pain. In 2012, the Center provided more than 1,000 outpatient pain management treatments.

**SLEEP DISORDERS CENTER**

Physicians certified in sleep medicine can help patients identify causes of their sleep disruption in an effort to minimize the impact that a lack of quality sleep can have on their quality of life and overall health. The Sleep Disorders Center is accredited by the American Academy of Sleep Medicine for meeting nationally recognized standards of excellence in healthcare, education and research. After a thorough medical examination, some patients may undergo an overnight polysomnogram, or sleep study. Patients who stay at the Center overnight (or during the day for night workers) enjoy a private room, complete with a comfortable queen-sized bed, flat screen television and private bath.

The Center can diagnose sleep disorders in children as young as 2 years old and has a physician on its staff who specializes in pediatric sleep medicine. In 2012, the Center performed 1,165 sleep studies.

**SURGICAL SERVICES**

The state-of-the art Cody Ambulatory and Inpatient Surgery Pavilion is home to 11 operating rooms



designed for a wide range of surgeries from minimally invasive and laparoscopic procedures to complex surgeries in most surgical areas. In addition to general surgery, the surgical center offers several specialty programs including weight loss, eye, joint replacement and vascular surgeries. Mather's surgical suites are suited for the performance of all types of major surgery. To enhance quality and efficiency, technologies include a high definition video platform that brings an unprecedented level of resolution and visual accuracy to the operating room; an innovatively designed surgical table that enhances patient comfort and procedure efficiency; and computer navigation technology that supports optimal alignment of orthopedic implants (knee replacement). Mather's Robotically Assisted Surgery Program features the da Vinci Surgical System, which may result in smaller incisions, fewer infections and faster recovery, allowing patients to return home sooner. In 2012, the da Vinci robotic system was used for gynecologic, gynecologic oncology, urologic and bariatric procedures.



**WOUND TREATMENT PROGRAM**

Since 1991, the Wound Treatment Center at Mather Hospital has been providing comprehensive treatment for chronic or non-healing wounds, allowing patients to enjoy a better quality of life. At our state-of-the-art facilities in Port Jefferson and Melville, a team of qualified healthcare professionals provides patients with a complete case management program, which begins at assessment, flows through extended treatment and includes support with insurance

coverage for care and products. The results are high patient satisfaction rates, exceptional healing results and outstanding clinical outcomes.

**Services**

**CANCER CARE/REGISTRY**

Mather Hospital's Cancer Program in 2012 received another three-year accreditation from the National Accreditation Program for Breast Centers (NAPBC) and has maintained accreditation by the American College of Surgeon's Commission on Cancer (COC). Approval by the COC and the NAPBC is given only to those facilities that have voluntarily committed to provide the best in diagnosis and treatment of cancers. This means that the community receives quality of care, ensuring that patients have access to the full scope of services required to diagnose, treat, rehabilitate and support patients with cancer and their families.

Mather's Tumor Registry collects data on type and stage of cancers and treatment results, and offers lifelong patient follow-up. In 2012, approximately 1,000 new patients were seen at Mather Hospital for diagnosis, treatment, or supportive care.

**CRITICAL CARE**

Mather Hospital has three critical care units: Intensive Care Unit (ICU), for the most critically ill patients who require intensive monitoring and care; Coronary Care Unit (CCU) for those patients requiring intensive care and monitoring for cardiac-related conditions; and the Surgical Step-Down Unit, an intermediary care unit designed for patients who require greater attention, but whose conditions are not so severe as to require intensive care. All three units are staffed 24 hours a day, seven days a week by intensivists, physicians who care for the most critically ill patients in the Hospital.



THE WOUND  
TREATMENT CENTER  
AT MATHER HOSPITAL  
ALLOWS PATIENTS TO

ENJOY A  
*better quality  
of life.*

**HEMODIALYSIS UNIT**

Healthy kidneys clean blood by removing excess fluid, minerals and wastes and produce hormones that keep bones strong and blood healthy. When kidneys fail, harmful wastes build up, blood pressure rises and the body may retain excess fluid and not make enough red blood cells. Hemodialysis replaces the work of failed kidneys, using a machine to clean and filter the blood, temporarily ridding the body of harmful wastes, extra salt and extra water. Hemodialysis also helps control blood pressure and the proper balance of important chemicals in the body such as potassium, sodium, calcium, and bicarbonate. In 2012, 1,635 inpatient hemodialysis treatments were performed at Mather Hospital.

HOSPITALISTS ARE  
*solely dedicated*  
TO PROVIDING  
MEDICAL CARE  
TO ACUTELY ILL  
HOSPITALIZED  
PATIENTS.

**HOSPITALIST PROGRAM**

A hospitalist is an Internal Medicine or Family Medicine physician. Hospitalists are solely dedicated to providing medical care to acutely ill hospitalized patients. They do not maintain community-based practices. The hospitalist coordinates care with all specialists involved and with the overall healthcare team, including physician assistants and nurse practitioners. The hospitalist provides the patient with regular updates regarding their progress and is in contact with the primary care physician throughout the patient's hospital stay. At discharge, the patient's personal physician resumes his or her medical care.



**HYPERBARIC OXYGEN THERAPY UNIT**

Mather Hospital's Hyperbaric Oxygen Therapy Unit treats a wide range of conditions that respond to intense oxygenation, saving sight, limbs and lives. The Mather unit, the first of its kind on Long Island, is also the only one in Suffolk County available for emergencies 24 hours a day, seven days a week. Staffed by critical care nurses, the unit has six physicians representing family practice, internal medicine, emergency medicine, pulmonology and cardiology. Three physicians are board certified in hyperbaric medicine, a distinction held by only 300 physicians nationwide.



**IMAGING SERVICES/RADIOLOGY**

Mather Hospital's Outpatient Imaging Services Department offers an extensive array of radiological procedures performed by highly qualified physicians, registered nurses, radiologists and technologists. Radiology Certified Registered Nurses are specially trained in assessing patients prior to studies where contrast is administered as well as immediately responding to any potential reactions. In 2012, Mather began cardiac computed tomography angiography (cardiac CTA), a procedure that uses digital imaging to diagnose heart disease. Mather's Emergency Department physicians are specially trained to identify patients who would benefit from the test. Mather's state-of-the-art 320-slice CT scanner creates 3-D images of the whole heart in significantly less time than other scanners and reduces the amount of radiation used. Cardiologist Michael Poon, MD, who is an ancillary staff member of Mather's Department of Radiology, set up the cardiac CTA procedure with Mather's Imaging team, headed by William Moore, MD. They also set up a unique remote diagnostic system that allows Poon and his team to supervise the scanning process and view scan results live from wherever they are



located and quickly give a diagnosis, usually within an hour of the scan. This process significantly cuts the time needed to determine whether there is some type of coronary artery blockage or a less serious problem.

Imaging services include MRI, Ultrasound, CT Scan, Mammography, Bone Densitometry, Interventional Radiology, Brachytherapy, Digital X-Ray, Digital Fluoroscopy, Nuclear Medicine, Stress Testing, Echocardiogram, EKG, EEG and Holter Monitoring.

**INFUSION CENTER**

Mather Hospital's Infusion Center is focused on providing lifesaving care in a serene, comfortable environment within a hospital setting. The Center is equipped so that patients enjoy reclining chairs, flat screen TVs, WiFi internet access and meals and snacks served during their treatments, which can take several hours. Conveniently located on the first floor of the Frey Family Foundation Medical Arts Building on the Hospital campus, the Infusion Center is staffed by specially trained nurses and nurse practitioners and features a spacious reception area and 13 individual treatment areas. The Center serves patients who require chemotherapy, transfusions or other intravenous therapies for cancer, lupus, multiple sclerosis, Crohn's disease and other autoimmune diseases or IV antibiotics for infections. Outpatient infusion therapy is also a treatment option for hematological, rheumatologic, gynecological and kidney disorders.



**INTENSIVIST PROGRAM**



Studies have shown that critically ill patients whose care is managed by intensivists recover more quickly and achieve greater clinical outcomes overall. Intensivists, usually pulmonologists with advanced training in critical care medicine, are at the hospital 24 hours a day, seven days a week. Intensivists care for patients in the Intensive Care Unit, Critical Care Unit, Step-Down Unit and Emergency Department. Intensivists are the primary caregivers for these critically ill patients in the Hospital, coordinating round-the-clock care and monitoring and communicating with the patient's primary care physician, other specialists and family members. Because of their unstable conditions, these patients must be monitored much more closely than patients in regular patient care units.

**LABORATORY**

Caring, qualified and experienced phlebotomists supported by state-of-the-art robotic equipment make Mather Hospital's Laboratory precise, efficient and the first choice of more and more patients every day. In 2012 The Joint Commission, the nation's oldest and largest standards-setting and accrediting body in healthcare, awarded Mather's Laboratory the Gold Seal of Approval for healthcare quality and safety. The Commission's standards focus on the provision of high quality, safe laboratory services that contribute to and support the overall healthcare delivery system. The Laboratory offers comprehensive diagnostic testing, performing more than 500 different diagnostic procedures, and specializes in difficult draws and comforting anxious patients. Mather Hospital also operates a community-based blood drawing center located in the Stony Brook Medical Park.



CRITICALLY ILL  
PATIENTS WHOSE  
CARE IS MANAGED BY  
INTENSIVISTS  
*recover  
more quickly*  
AND ACHIEVE GREATER  
CLINICAL OUTCOMES  
OVERALL.

**LITHOTRIPSY**

Lithotripsy, sometimes called extracorporeal shock wave lithotripsy (ESWL), is the process by which kidney stones are broken up using ultrasound waves. Lithotripsy is a noninvasive treatment that requires no incision. During lithotripsy, a machine called a lithotripter sends shock waves through the body directly toward the patient's kidney stone. The waves pass through the skin and muscles of the back, and the force of the repeated shock waves ultimately shatters the stone. The small, granular pieces then easily pass through the body in urine. Without surgery, complications, hospital stays, costs and recovery time are reduced.



**PHYSICAL, OCCUPATIONAL AND SPEECH THERAPIES**

The Department of Physical Therapy has provided rehabilitative services for patients at Mather Hospital for more than 30 years. Mather's experienced staff is dedicated to providing the best possible inpatient and outpatient rehabilitative care. The department includes inpatient and outpatient physical and occupational therapy, speech therapy, lymphedema and compression therapy, hydrotherapy and wound management, orthopedic and sports injuries, joint replacement rehabilitation, stroke and neurological rehabilitation, fall, balance & vestibular rehabilitation, and cancer rehabilitation. Rehabilitation is provided in four hospital service areas: inpatient, outpatient ambulatory, Lymphedema Treatment Center and the Transitional Care Unit.

**PROSTATE HEALTH PROGRAM**

Mather Hospital's Men's Prostate Health Center offers free hospital-based screenings as well as some prostate screenings in the workplace. The Center serves as a resource for information and education concerning prostate health and offers screenings and referrals for prostate care. Screenings are comprised of a prostate specific antigen (PSA) blood test as well as a digital rectal examination, which are conducted by a Mather lab technician and physician's assistant, respectively.

**RESPIRATORY THERAPY**

Respiratory Care Services at Mather Hospital treats individuals with asthma, bronchiolitis, obstructive sleep apnea, lung injury and chronic obstructive pulmonary disease, just to name a few. New York State licensed Respiratory Therapists/Technicians perform lung function tests and many types of respiratory therapy to maintain optimum health of the respiratory system.

**TRANSITIONAL CARE UNIT**

In 2007, Mather Hospital opened the first Transitional Care Unit (TCU) on Long Island and one of only five in New York State under a state pilot program. Due to its success, the TCU became a permanent service at Mather in 2010. The TCU ensures that patients receive the focused care they require before being discharged home or, in certain situations, to another facility. Fostering independence is the key to the TCU's mission. Patients considered for the TCU include those needing physical rehabilitation, recent stroke sufferers, post-surgical patients, patients undergoing therapy for systemic infections, patients newly diagnosed with diabetes and requiring patient/caregiver education, new ostomy patients, patients requiring IV therapy with frequent laboratory tests, IV anticoagulation therapy, and patients requiring high flow oxygen and close respiratory therapy monitoring. In 2012, the TCU was given a top 5-star rating in *U.S. News & World Report's* annual Best Nursing Homes.



**2012 Patient Programs and Services**

- Alcoholism - Outpatient Counseling
- Allergy and Immunology
- Ambulatory Surgery
- Anesthesiology
- Bariatric Surgery Center of Excellence
- Brachytherapy
- Breast Health Center
  - ☞ Digital Mammography
  - ☞ Breast Ultrasound
  - ☞ Stereotactic Breast Biopsy
- Cardiology
  - ☞ Coronary Care Unit
  - ☞ Cardiac Stress Testing
- Chest Pain Emergency Room
- Chronic Ambulatory Peritoneal Dialysis
- Colon & Rectal Surgery
- Community Education/Speakers Bureau
- Dentistry & Oral Surgery
- Dermatology
- Eating Disorders
- Emergency Services
- Endocrinology
- Endoscopy
- Enterostomal Therapy
  - ☞ Inpatient Consultation
  - ☞ Outpatient Consultation
- E.E.G.
- E.K.G.
- Family Medicine
- Gastroenterology
- General Surgery
- Gynecology
- Hematology (Adult)
- Hemodialysis (Acute)
- Hyperbaric Oxygen Therapy Unit
- Imaging Services
  - ☞ Cardiac CTA
  - ☞ CT Scan
  - ☞ Digital Imaging & Fluoroscopy
  - ☞ Interventional
  - ☞ MRI
  - ☞ Nuclear Medicine
  - ☞ Outpatient X-ray
  - ☞ Ultrasound
- Infusion Center
- Infectious Disease
- Intensive Care
- Internal Medicine
- Joint Replacement Surgery
- Laboratory
- Laparoscopic Surgery
- Lymphedema Treatment
- Men's Prostate Health Center
  - ☞ Screening
  - ☞ Education
  - ☞ Referrals
- Nephrology
- Neurology
- Occupational Medicine
- Occupational Therapy
- Oncology (Adult)
- Ophthalmology
- Orthopedics
- Otolaryngology
- Pain Management
- Palliative Medicine
- Pastoral Care Services
- Pathology
- Pediatric
  - ☞ Emergency
  - ☞ ENT
  - ☞ Outpatient
- ☞ Ophthalmology
- ☞ Otolaryngology
- Physical Therapy
- Plastic and Reconstructive Surgery
- Podiatry
- Proctology
- Psychiatry
  - ☞ Inpatient Adult
  - ☞ Inpatient Adolescent
  - ☞ Partial Hospitalization Program
- Pulmonary Medicine
- Recreation Therapy
- Reproductive Endocrinology
- Respiratory Therapy
- Rheumatology
- Sleep Disorders Center
- Social Services
  - ☞ Nursing Home Placement
  - ☞ Adult Home Placement
  - ☞ Supportive Home Care
  - ☞ Referrals to Rehabilitative Centers
  - ☞ Transportation Arrangements
  - ☞ Application for Medicaid
  - ☞ Crisis Counseling
  - ☞ Bereavement Counseling
- Speech Therapy
- Stroke Center
- Telemetry
- Thoracic Surgery
- Thrombolytic Therapy
- Transfusion Services
- Transitional Care Unit
- Tumor Registry
- Urology
- Valet Parking
- Vascular Surgery
- Wound Treatment Center

FOSTERING  
*independence*  
IS THE KEY TO THE  
TCU'S MISSION.

**Patient Care Statistics 2010 Through 2012**

Mather Hospital continues to invest in new equipment and technologies and to upgrade our facilities to provide our patients with the best possible care.

Service Description	2010	2011	2012
<b>Number of Patients Discharged</b>	12,520	13,056	12,565
<b>Number of Surgical Cases</b>	14,405	14,526	14,521
Inpatient Surgical Cases	3,684	3,758	3,524
Outpatient Ambulatory Surgical Cases	10,721	10,768	10,997
<b>Total Number of Emergency Room Visits</b>	42,898	42,527	43,018
<b>Blood Units Administered</b>	6,768	7,013	6,092
<b>Laboratory General Test</b>	2,164,924	2,241,460	2,313,767
<b>Diagnostic Imaging Services</b>			
Radiology Exam	53,946	52,097	49,402
Special Procedures	4,532	3,876	3,746
Nuclear Medicine	2,169	1,981	2,187
Stress Testing	1,164	1,058	1,118
Ultrasound	22,865	22,847	22,868
CT scans	24,834	20,480	21,053
MRI scans	4,394	4,642	4,492
Bone Density scan	1,171	1,175	1,117
EKG	33,848	32,855	29,978
Holter Monitor	57	38	54
EEG	428	489	520
<b>Hemodialysis (Inpatient) Treatments</b>	1,608	1,593	1,635
<b>Hyperbaric Oxygen Therapy Treatments</b>	1,232	1,269	1,130
<b>Pain Management (Outpatient)</b>	663	999	1,069
<b>Lymphedema Treatment</b>	8,783	8,719	10,569
<b>Sleep Disorders Testing</b>	900	1,119	1,165
<b>Partial Hospitalization Program</b>			
Number of Visits - Adults	4,771	4,808	4,871
Number of Visits - Adolescents	2,420	2,606	2,705
Number of Visits - Eating Disorders	1,877	2,118	2,063
<b>Mammography</b>	10,311	10,296	10,350
<b>Prostate Screening</b>	131	128	108
<b>Wound Treatment Center Visits</b>			
Port Jefferson	4,693	4,543	4,631
Melville	1,735	1,591	1,404

**Continued Commitment to Improvement**

Mather Hospital's excellent reputation in the community is based on the quality of its healthcare services. By adhering to our Mission Statement and Pledge, the members of the Mather Hospital Family – trustees, medical staff, hospital staff, volunteers and benefactors – all take responsibility to ensure patient satisfaction and to continually strive for service excellence.

In 2012, Mather Hospital furthered its cultural transformation known as the Voyage to Excellence as a means to fulfilling our Vision to become the best community hospital in New York State. This is an ongoing, hospital-wide effort to continuously improve patient satisfaction and enhance the hospital work environment. Mather's culture is based on four "pillars," using for inspiration the four pillars that grace the front of our 1929 hospital building. These pillars are People, Service, Quality and Safety, and Innovation and Growth. We try to relate every endeavor at Mather back to supporting these pillars. Building on the Voyage, Mather in October 2012 submitted an application for The Magnet Recognition Program® to the American Nurses Credentialing Center. The program recognizes healthcare organizations for quality patient care, nursing excellence and innovations in professional nursing practice. The application was accepted, and the Magnet Survey process continues in 2013.

A primary tool for measuring our success is our patient satisfaction survey. Press Ganey Associates is a consulting firm that assists us with benchmarking in the healthcare industry to help determine patient satisfaction measurements. The questionnaire, which is randomly sent to medical/surgical discharged inpatients, Emergency Department patients, wound treatment patients and ambulatory surgery patients, consists of questions covering all aspects of a patient's care. The surveys are compiled on a quarterly basis and analyzed for patient satisfaction. Press Ganey provides benchmarking information to Mather Hospital, comparing our results to those of hospitals of similar size throughout the country. They also provide a comparison for past performance as the program continues.

In 2012, Mather achieved its highest ever yearly Press Ganey mean score. The mean score for inpatients in 2012 was 86.6. The 2011 inpatient mean score was 85.6. Press Ganey inpatient satisfaction for nursing also improved from 2011 to 2012. In 2012, nursing achieved a mean score to 92.1 compared with a mean score of 90.5 in 2011.

Another measure of patient satisfaction is the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey, a national, standardized, publicly reported survey of patients' perspectives of their hospital experience. In 2012, Mather achieved the highest HCAHPS hospital scores in Suffolk County. Consumers can see how Mather and other hospitals scored on [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov).

**CONTINUING EDUCATION**

Mather Hospital offers a fully accredited continuing education resource for all employees called "Swank HealthCare," a free online continuing education program produced by Health.edu that is accessible 24/7. Courses are available in Administration, Dietetics, Health Information Management, Medical Technology, Nurse Aide / Nurse Assistant, Nursing, Patient Education, Pharmacy, Physical Therapy, Social Work, Hospital Support Staff and Wellness / Personal Enrichment. Programs offered include HIPPA regulations, EKG interpretation, and Microsoft Word, Excel and PowerPoint. In 2012, Mather further developed the entire staff with training on improving patient satisfaction and trained new hires on two-way dialogue with patients and their families. Our leaders were trained on Accountability: Refining Leadership to Sustain the Gain and Vital Conversations.

MATHER STRIVES  
TO CONTINUOUSLY  
*improve*  
*patient*  
*satisfaction*  
AND ENHANCE THE  
HOSPITAL WORK  
ENVIRONMENT.



**EMPLOYEE IN-SERVICE TRAINING**

Mather employees are required to take courses each year, to keep current with the latest health and safety protocols, best management practices, code of conduct and other topics.

**PATIENT ADVOCACY**

Patient advocates, who are members of the Nursing staff, operate within the Hospital to resolve patient concerns and focus on the needs of the patient and their families. Patient advocates are here to listen to and respond to patient concerns, review hospital policies and procedures, provide information on community services or insurance coverage, and help resolve any dispute or issue a patient may have with the healthcare team so that the patient can concentrate on his/her recovery. Patient advocates can help with concerns about discharge and assist in identifying home healthcare and community services. Patient advocates speak with patients to learn about their experience at Mather. Most of the comments given to the patient advocates are very positive towards the Hospital and staff.

**RAPID RESPONSE TEAM (RRT)**

Mather's Rapid Response Team is comprised of clinicians who bring critical care expertise to the patient. The team is called in response to a concern by a nurse or other staff member regarding a decline in a patient's medical condition. The RRT is charged with assessing a patient according to protocol, then discussing their findings with the attending physician to initiate basic interventions.

**REGIONAL QUALITY ASSURANCE PROGRAM AND PIP**

Mather Hospital participates in a program comparing quality performance indicators among hospitals throughout the United States. In addition, the Hospital utilizes a hospital-wide quality improvement program, the Performance Improvement Plan (PIP). PIP teams on department, inter-department and hospital-wide levels convene when an opportunity for improvement is identified. PIP teams assess the project, define goals, draft action plans and follow up on improvements. During 2012, the hospital analyzed 36 key processes and showed improvement in 29, as compared to 2011, when the hospital analyzed 38 key processes and showed improvement in 24.

**SMOKE-FREE/TOBACCO-FREE CAMPUS**

As part of a Suffolk County Department of Health ongoing initiative to sustain a healthy environment, the Mather Hospital campus became smoke- and tobacco-free as of January 1, 2010. Smoking and tobacco use is prohibited anywhere on hospital property. This public health policy applies to all employees, volunteers, medical staff, patients, visitors, vendors and contractors. Mather also offers a Smoking Cessation class sponsored by the Suffolk County Department of Health that is open to the public and to employees, and also offers one-to-one smoking cessation counseling to its employees.

PATIENT ADVOCATES

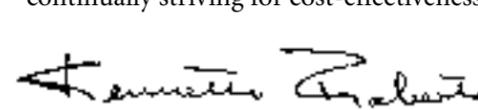
ARE HERE TO  
*listen*  
TO AND  
*respond*  
TO PATIENT  
CONCERNS.

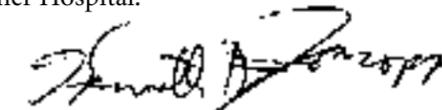
**Request for Community Input**

John T. Mather Memorial Hospital will distribute a complete copy of our Report to the Community to the Hospital Board of Directors and to an extensive list of community representatives (see page 34). In addition, the public may review a copy through the Hospital website [www.matherhospital.org](http://www.matherhospital.org) or request a copy by calling 631-476-2723.

The Hospital solicits the input of residents from the communities it serves, with respect to community health service needs and to John T. Mather Memorial Hospital's performance and service priorities. The Hospital is interested in comments and suggestions from the community so that it may continue its more than 80-year tradition of charitable service and quality healthcare for residents in the community.

This is Mather Hospital's 21st annual Report to the Community, and it will continue to be published yearly. All comments and suggestions will be reviewed, and the strategic direction of the Hospital will be reassessed on a regular basis. The continued support of the community to this institution is greatly appreciated, and we pledge to continue to offer new and innovative healthcare services that improve and promote the healthcare status of our community residents, while continually striving for cost-effectiveness at Mather Hospital.

  
Kenneth Roberts  
President  
John T. Mather Memorial Hospital

  
Kenneth A. Jacoppi, Esq.  
Chairman of the Board  
John T. Mather Memorial Hospital

April 30, 2013

**Please forward all correspondence to: Administration, John T. Mather Memorial Hospital, 75 North Country Road, Port Jefferson, NY 11777**





MICHELLE PRICE, MD  
JOSEPH CARRUCCI, MD

**Our People**

**Joseph Carrucciu, MD and Michelle Price, MD – 2012 Long Island Business News Health Care Heroes**  
The Co-Medical Directors of the Fortunato Breast Health Center at Mather Hospital are the faces of breast healthcare in our community to the thousands of women who have come through the Center’s doors. Whether for an annual mammogram or special tests or treatment following a diagnosis of breast cancer, Drs. Carrucciu and Price are known for their compassion and care. They are known particularly for their work on complex cases, women with a history of breast cancer and other mitigating factors.



JOAN FARO, MD

**Joan Faro, MD – Long Island Business News Top 50 Women in Business**

As Mather’s Chief Medical Officer and Vice President for Medical Affairs, her responsibilities include primary leadership for clinical quality and patient safety initiatives, including the role of Chief Quality Officer, leadership for physician collaboration and physician integration strategies, and significant participation in strategic planning and business development. Dr. Faro is responsible for the Hospitalist and Intensivist programs at Mather. Hospitalists are staff physicians who coordinate a patient’s care from the moment they are admitted until they are discharged. Intensivists care for the most critically ill patients.



JUDITH FORTUNATO

**Judith Fortunato – 2012 Long Island Business News Health Care Hero**

Judith Fortunato has made breast healthcare her personal cause at Mather Hospital. She led the campaign to establish the Breast Health Center, which was later named for her and her husband, Bernard Fortunato, Sr. in recognition of their efforts and contributions to the Center. Fortunato, who also serves on the Hospital’s Board of Directors, is involved in Center fundraisers including One Enchanted Evening gala, Families Walk for Hope, Pink Rock Golf Classic (Fund for Uninsured Women) and Sticky Finger Twilight (Motorcycle) Run. She also helps plan Mather’s Breast Cancer Victory Day.



WILLIAM MOORE, MD

**William Moore, MD – 2012 Long Island Business News Healthcare Hero**

Dr. Moore, Director of Imaging Services at Mather, developed processes to minimize radiation exposure to all imaging patients as well as provide documentation to patients about their exposure levels. While the benefits of computed tomography (CT) scan for someone who suffers a major head injury or develops a life-threatening illness may outweigh future cancer risks, Dr. Moore’s efforts have led to a reduction in radiation doses of up to 20 percent for most CT scan procedures.



SUE MORIN, MS RN,  
PMHCNS-BC, NPP

**Sue Morin, MS RN, PMHCNS-BC, NPP – Mather Hospital’s 2012 Nurse of the Year; 2012 Long Island Business News Health Care Hero**

As Director of Mather Hospital’s Adolescent and Eating Disorder Partial Hospitalization Program, Morin works with young adults suffering from a variety of psychiatric disorders. As the head of the only eating disorder partial hospitalization program for adults in Suffolk and Nassau Counties and the only eating disorder partial hospitalization program for adolescents in Suffolk, she has helped countless people deal with the devastating effects of anorexia nervosa, bulimia nervosa and binge eating disorder.



KERRY O’SULLIVAN, RN

**Kerry O’Sullivan, RN – Mather Hospital’s 2012 RN Community Service Award; 2012 Gail Cangro Award, Suffolk County Emergency Nurses Association**

An Emergency Department nurse, O’Sullivan has taken her dedication to caring for others beyond the Hospital. She has volunteered on several missions with Blanca’s House, which provides advanced medical care to children and families in regions where there is little or no access to such care. She has donated her time on medical missions to Ecuador, El Salvador and other nations. Last summer, she provided lodging and care in her own home for a child from Ecuador and her mother while the child underwent surgery for a cleft palate.



**MATHER AUXILIARY AND VOLUNTEERS**

Mather Hospital’s Auxiliary presented the Hospital with a check for \$221,000, which will be used toward future capital projects at the hospital. The funds were raised in 2012 through lobby sales, the Gift Shop and the Thrift Shop, all operated by the Auxiliary and staffed by Mather Volunteers.

The Auxiliary also presented three college awards to Junior Volunteers who completed a minimum of 300 hours of service and who demonstrated excellence in volunteering. The winners are Mattea Cai, Mount Sinai High School, 303 hours of service; Allison Ragozzino, Miller Place High School, more than 400 hours of service; and Ryan Nardin, Mount Sinai High School, 570 hours.

**Community Outreach**

Mather Hospital’s community outreach programs provide services and educational programs to members of the community. These programs help Mather achieve its goal of providing a continuum of care to those it serves.

**CARDIOWISE BREAKFAST BISTRO**

Mather’s annual free healthy heart expo is designed for individuals 45 years of age and older. Held annually in March, it focuses on cardiovascular health and features a program on heart health by members of Mather’s medical staff and a free sampling of heart healthy foods provided by local restaurants, food stores and distributors. The 2012 event, which featured heart healthy breakfast tastings, attracted 170 people to the event at Lombardi’s on the Sound in Port Jefferson. More than a dozen restaurants participated, along with exhibitors from Mather and other health organizations. The program featured an introduction by Peter Bruno, MD, Chief of Cardiology and presentations on Treatment of Advanced Heart Failure in the 21st Century by David Shenouda, DO, Cardiology; Acute Coronary Syndromes, Stents and Management Of by Jonathan Weinstein, DO, Cardiology; Everything You Need to Know about Stroke by Anna Leskiv, MD, Neurology; and Little Bites of Nutritional Wisdom by Gemma Saylor, RD, Director of Mather’s Perfect Plates Program.



**BREAST CANCER VICTORY DAY**

Breast Cancer survivors and activists Saranne Rothberg, founder of The ComedyCures Foundation, and Geri Barish, who created the Long Island-based 1 in 9 Breast Cancer Action Coalition, were the featured speakers for Mather Hospital’s 16th annual Breast Cancer Victory Day on Saturday, Sept. 29.

The annual gathering is a day of triumph and togetherness for anyone who has been touched by breast cancer. About 650 survivors, family members and supporters heard how Rothberg launched ComedyCures, a not-for-profit group, from her chemo chair in 1999 as an outgrowth of her personal experience with the healing power of a comic perspective. Rothberg was battling early stage IV cancer at the time. They also heard Barish’s account of being a three-time breast cancer survivor, and founding the first breast cancer grassroots advocacy group in New York and one of the first in the country. Participants, many of them dressed in pink, also received emotional support from others who had shared their experience. Many arrived via the Long Island Rail Road’s complimentary Victory Train, which picked up attendees from Penn Station to Port Jefferson. Victory Day is free, and lunch is provided.

WHAT WE ARE  
DOING HAS  
*made a difference*  
FOR THE PATIENTS  
IN THE ICU  
AND THEIR FAMILIES  
AT MATHER.



MATHER HOSPITAL  
HAS HELPED  
35 RESTAURANTS  
IN THE PAST YEAR

TO ADD  
*smaller portion  
options*  
TO THEIR  
MENUS.



### MATHER HOSPITAL'S PERFECT PLATES RESTAURANT PROGRAM

Through a Healthy Heart Grant from New York State Department of Health, Mather Hospital has helped 35 restaurants add smaller portion options to their menus to promote portion control and address the growing problem of obesity in our community. To highlight this work Mather organized "\$5 Perfect Plate" days where patrons could try a smaller portion entree for only \$5. In addition, the program also offered seven nutrition seminars at participating restaurants where participants ate perfectly portioned meals while learning about the benefits of portion control from a registered dietitian

### EMS QUALITY IMPROVEMENT COMMITTEE

Created and hosted by Mather Hospital, this program brings in representatives from the various volunteer ambulance companies serving the community to discuss cases of interest so that the companies may learn from each other. The Committee also discusses studies and general topics of interest that can help the ambulance companies better serve the community.

### CONTINUING MEDICAL EDUCATION

Mather Hospital offered continuing medical education programs. While geared toward physicians and clinicians, these programs are open to the public. Topics included: gout, radiation exposure, sleep apnea and metabolic syndrome, neurosurgery, and multiple myeloma.

### Grants

#### RECHARGE NY- NEW YORK POWER AUTHORITY

Through the ReCharge NY award, Mather Hospital will reduce its energy costs by \$2.5 million over the next seven years. ReCharge NY is a program designed to retain and create jobs through allocations of low-cost power, half of which is made up of hydropower.

#### SUGARY DRINKS GRANT- NYS DEPARTMENT OF HEALTH

Building on its grant-funded Perfect Plates restaurant program, Mather Hospital received a \$30,000 grant from the Department of Health to educate community members about the role of sugary drinks in obesity and to change policies and procedures at local businesses. The project educated more than 720 people and 17 businesses committed to changing their policy of offering sugary drinks to employees and/or customers.

#### ADOLESCENT PSYCHIATRIC UNIT HORTICULTURAL THERAPY PROJECT- STARLIGHT CHILDREN'S FOUNDATION

The Starlight Children's Foundation NY\*NJ\*CT awarded Mather Hospital a grant of \$3,000 for a horticultural therapy program for adolescents in crisis. After years of grassroots fundraising, Mather Hospital opened a rooftop garden, complete with a greenhouse, for patients on its psychiatric units. With this grant, Mather has launched a series of gardening classes for adolescent patients that are designed around the goals for patient healing. The Starlight Children's Foundation NY\*NJ\*CT is dedicated to improving the quality of life for children with chronic and life-threatening illnesses and life-altering injuries by providing entertainment, education and family activities that help them cope with the pain, fear and isolation of prolonged illness.

Other government, corporate and private foundation grants included those for music therapy, pet therapy, pain resource RN training, joint replacement seminars, emergency preparedness and disaster response.

### Support Groups and Community Health Programs

#### ADULT-INFANT-CHILD CPR/BASIC LIFE SUPPORT

Mather is a designated training center for American Heart Association courses in Adult-Infant and Child CPR and BLS for healthcare providers and the community. Registration required. Dates vary. For information and registration, call Nursing Education at 631-476-2729.

#### AL ANON

Support group for families and friends of those with drinking problems. Registration not required. Meets every Saturday, 6:30-8:30 pm, Conference Rooms 1 & 2.

#### ALCOHOLICS ANONYMOUS

Support group for men and women with drinking problems. Registration not required. Meets:

- Every Sunday, 9:30-11 am, Conference Rooms 3,4 & 5
- First and third Tuesday of every month, 7:30-9 pm; first Tuesday in Conference Rooms 4 & 5, third Tuesday in Conference Room 1
- Every Thursday "Big Book" 8-9:30 pm; first Thursday of each month in Conference Room 1, remaining Thursdays in Conference Room 3
- Every Saturday, 11 am-1 pm, Conference Rooms 1 & 2

For more information, call the AA 24-hour hotline at 631-669-1124.

#### BEREAVEMENT

Mather Hospital does not have bereavement support groups. Contact the following locations for information: Good Shepherd Hospice at 631-465-6300; St. Louis de Montfort Church at 631-744-8116.

#### BLOOD PRESSURE SCREENING

Registration not required. Monday through Friday, 8 am-5 pm, Emergency Pavilion Triage. For information, call 631-476-2836.

#### CANCER SURVIVORS

Support group for men and women who have or had any type of cancer. Families welcome. Registration not required. Meets third Thursday of every month, 6-8 pm, Conference Rooms 4 & 5. For information, call Stacey Jolley at 631-689-1635.

#### CONGESTIVE HEART FAILURE

Support group to improve the quality of life for CHF patients and their caregivers by educating them to better manage the disease, improve compliance and address their concerns. Registration required. Meets second Wednesday of every month, 1-2 pm, Conference Rooms 1 & 2. To register, call 631-476-2888. For more information, call Phyllis Macchio, ANP, at 631-473-1320, Ext. 5420.

#### EATING DISORDERS

Support group for people with eating disorders. Parents, friends and spouses welcome. Registration not required. Meets first Monday every month, 7-8:30 pm, Conference Rooms 4 & 5. For information, call Sue Morin, RN, at 631-473-3877 ext. 27.

#### EMOTIONS ANONYMOUS

A 12-step program for people with emotional problems. Registration not required. Meets every Sunday, 3-5 pm, Conference Rooms 1 & 2. For information, call Janet Brokow at 631-584-5604.

**FAMILIES ANONYMOUS**

Support group for families dealing with problems relating to drugs, alcohol, behavioral problems and interpersonal relationships. Registration not required. Meets every Friday, 7:30-9:30 pm, Conference Rooms 1 & 2. For information, call Elyse at 631-332-2867.

**LIVE, LOVE AND LAUGH AGAIN**

Support group for women who have breast cancer. Family members are encouraged to attend. Students permitted. Registration not required. Meets fourth Tuesday of every month, 7-9 pm, O.R. Conference Room. For information, call Stephanie Crispino, RN, at 631-476-2776.

**LOOK GOOD, FEEL BETTER**

A complimentary two-hour makeover session for cancer patients undergoing radiation or chemotherapy. Appointment required. Dates vary. Classes are held, 6-8 pm, Conference Room 1. For dates and appointments, call Public Affairs at 631-476-2723.

**LYMPHEDEMA**

Support group for those who have been diagnosed with or are at high risk for lymphedema. Learn and share information about lymphedema and its management. Family members and caregivers welcome. Registration not required. For more information or for class dates, call Anne Babcock or Jomar Dimanlig at 631-686-7648.

**MULTIPLE SCLEROSIS**

Support group for those with MS, their families and care partners. Registration required. Dates vary. Meets Thursdays, 7-8:30 pm, O.R. Conference Room. For information and class dates, contact the National MS Society at 631-864-8337 or Karen Tuminello at 631-589-3901.

**NATIONAL ALLIANCE ON MENTAL ILLNESS (NAMI) OF CENTRAL SUFFOLK**

NAMI is the nation's largest grassroots mental health organization dedicated to improving the lives of individuals and families affected by mental illness. It is a self-help, not-for-profit organization run by volunteers. Registration not required. All classes meet in Conference Room 2.

- First Wednesday of every month, 7:30-9:30 pm
- Second Wednesday of every month, peer support, 6:30-8:30 pm
- Third Wednesday of every month, general support for patient, family and friends, 7:30-9:30 pm

For information, call Deb at 631-675-6831 or John at 631-608-3073.

**“NEWLY” DIAGNOSED WOMEN WITH BREAST CANCER**

Support group to help those newly diagnosed move on with their lives and make life more satisfying. Registration required. Eight-week sessions, dates vary. Classes are held on Thursdays, 5:15 – 6:45 pm, O.R. Conference Room. For dates and registration, contact Sonny Levinbook, CSW, at 631-689-1854.

**OVEREATERS ANONYMOUS**

Support group for people with overeating problems. Registration not required. Meets:

- Every Sunday, 7-9 pm, Conference Room 2 Contact (Sunday group only): David, 757-814-3592
- First, second and third Monday of every month, 7:30-9:30 pm, Conference Room 1.

**P.O.M.C. (PARENTS OF MURDERED CHILDREN)**

A national organization that is a support network dedicated to helping survivors of homicide victims (child, spouse, sibling, relative, friend). Registration not required. Meets second Sunday of every month, 2-4 pm, Conference Rooms 4 & 5. For information, call June at 631-384-5240.

**PROSTATE CANCER SCREENING**

The Men's Prostate Health Center at Mather Hospital offers free prostate cancer screening exams. Appointment necessary. Screenings are held on the third Tuesday in March, June, September and December from 4-6 pm. To make an appointment, call 631-474-6030.

Prostate Cancer "Us TOO" International

Support group for men who have or had prostate cancer. Family members, friends and spouses welcome. Registration required. Meets first Tuesday of every month, 7:30-9:30 pm, O.R. Conference Room. To register, call Craig Schmidt at 631-846-4377.

**REACH TO RECOVERY**

A program to help patients with breast cancer cope with their diagnosis, treatment and recovery, pairing a breast cancer survivor with a recently diagnosed patient. American Cancer Society volunteers are specially trained to help the patient express feelings and verbalize fears and concerns. Contact made through a personal visit, online or a phone call, based on location. Call the ACS 24-hour phone line at 800-227-2345.

**SLEEP DISORDERS**

Various sleep disorders presented and discussed. Registration required. Class dates and times vary. For information and registration, call the Sleep Disorders Center at 631-476-2721.

**SMOKING CESSATION**

Six-week class sessions held several times throughout the year. Dates vary. Registration required. For information and registration, call Public Affairs at 631-476-2723. For information on other locations, contact the Suffolk County Department of Health at 631-853-2928.

**STRENGTH FOR LIFE**

Provides free exercise classes for cancer patients utilizing resistance bands, stability balls and floor work. Modifications for all exercises will be adapted to your range of motion, ability and recovery process. Medical clearance and registration required. Eight-week class sessions, dates vary. Classes held on Wednesdays, 6:30-7:30 pm, Conference Room 3. For class dates and information, call Jacqui at 631-675-6513 or email jerrico1234@gmail.com. Visit the website at www.strengthforlifeNY.org

**STROKE**

A support group for people who have had a stroke/TIA. Spouse, friends and family welcome. Meets on the first Thursday in January, March, May, July, September and November, 3-4 pm, Conference Room 2. Registration not required. For more information, contact Joanne Lauten, RN, at 631-686-7660.

**Community Support**

Mather Hospital coordinates special community events designed to raise awareness about critical healthcare issues. Many of these events also serve a fundraising purpose that allows this not-for-profit hospital to continue improving the quality of healthcare provided to its patients.



**FAMILIES WALK FOR HOPE**

The 18th Annual Families Walk for Hope brought out 662 people to walk the five-mile course from Mather Hospital through the streets of Port Jefferson and Belle Terre. The event is designed to raise awareness about breast cancer and to raise funds for the Fortunato Breast Health Center at Mather Hospital. The 2012 event raised \$129,340. More than \$2 million has been raised since the first walk in 1995.



**MATHER HOSPITAL GOLF CLASSIC**

Held at the Great Rock Country Club in Wading River, the 27th Annual Mather Golf Classic benefiting Nurse Education raised \$147,773 for Nursing Education. The June 4 event attracted 118 golfers. The 2012 first place foursome received the Vincent Bove Memorial Golf Award in memory of Mather Hospital's longtime chairman.



**ONE ENCHANTED EVENING**

The 47th annual One Enchanted Evening gala to benefit the Fortunato Breast Health Center and breast cancer treatment at Mather Hospital was an evening of dinner and dancing at Villa Lombardi's in Holbrook. The theme of this year's event was a "Mad Hatter's Ball," with decorations reflecting a "Wonderland" look. The Hospital's largest fundraising event brought in a total of \$300,316. Honored that evening with the Theodore Roosevelt Awards for service to Mather



Hospital and the community were Board Member Fred Johs, Cynthia Michels & C.Tech Collections, and Arthur Klein, MD. The special Community Honoree was Henry Restoration of Nesconset.

**Community Partnerships**

Mather Hospital is fortunate to be the recipient of funds raised by outside community groups.

These events designate specific programs at Mather as the beneficiaries of funds raised.

**2012 PINK ROCK GOLF CLASSIC**

The 2012 Pink Rock Golf Classic raised \$52,501 for the Fortunato Breast Health Center Fund for Uninsured Women. The money from the October 11 event provides access to the state-of-the-art breast screenings and diagnostic procedures for women without health insurance. Created by Jean Larsen and Walter Hurney, the 18-hole Pink Rock Golf Classic last year attracted 80 golfers from across Long Island to the Great Rock Golf Club in Wading River.



**VILLAGE CUP REGATTA**

Despite high winds and rough seas that caused the cancellation of the Regatta, the annual friendly competition on Long Island Sound between crews representing Mather Hospital and the Village of Port Jefferson still raised \$37,000. The event is sponsored by the Setauket Yacht Club, which supplies and captains the boats. The funds were evenly divided between Mather

Hospital's Palliative Medicine Program and the Lustgarten Foundation, a private foundation that funds pancreatic cancer research.

**STICKY FINGER MOTORCYCLE TWILIGHT RUN**

About 300 motorcycle riders took part in the annual Sticky Finger Motorcycle Twilight Run to raise funds for the Fortunato Breast Health Center. The 30-mile ride from Farmingdale to Patchogue on July 15 was coordinated by WBAB-FM and emceed by WBAB on-air DJ and biker "Fingers." About \$15,000 was raised at the 2012 motorcycle run.



**Corporate Structure & Related Corporations**

Mather Health System is a 501(c)3, not-for-profit corporation which is the parent of John T. Mather Memorial Hospital, a 501(c)3 not-for-profit corporation, located at 75 North Country Road, in the village of Port Jefferson, NY, which is located in the Township of Brookhaven, Long Island. The Hospital operates as an acute care general hospital at its primary location and operates an outpatient mental facility, an outpatient alcohol counseling facility, an offsite MRI diagnostic center and two outpatient wound treatment facilities. **JTM Health Facilities Foundation**, a 501(c)3 not-for-profit corporation, is a fund raising organization. The Foundation solicits and receives contributions and funds from various sources to coordinate and support the activities of operating the not-for-profit hospital. The JTM Health Facilities Foundation is generally viewed as the fundraising vehicle for various Mather Hospital activities. The grant support for Mather Hospital flows through the hospital. The amount raised through contributions and grants in 2012 was approximately \$2,419,565.

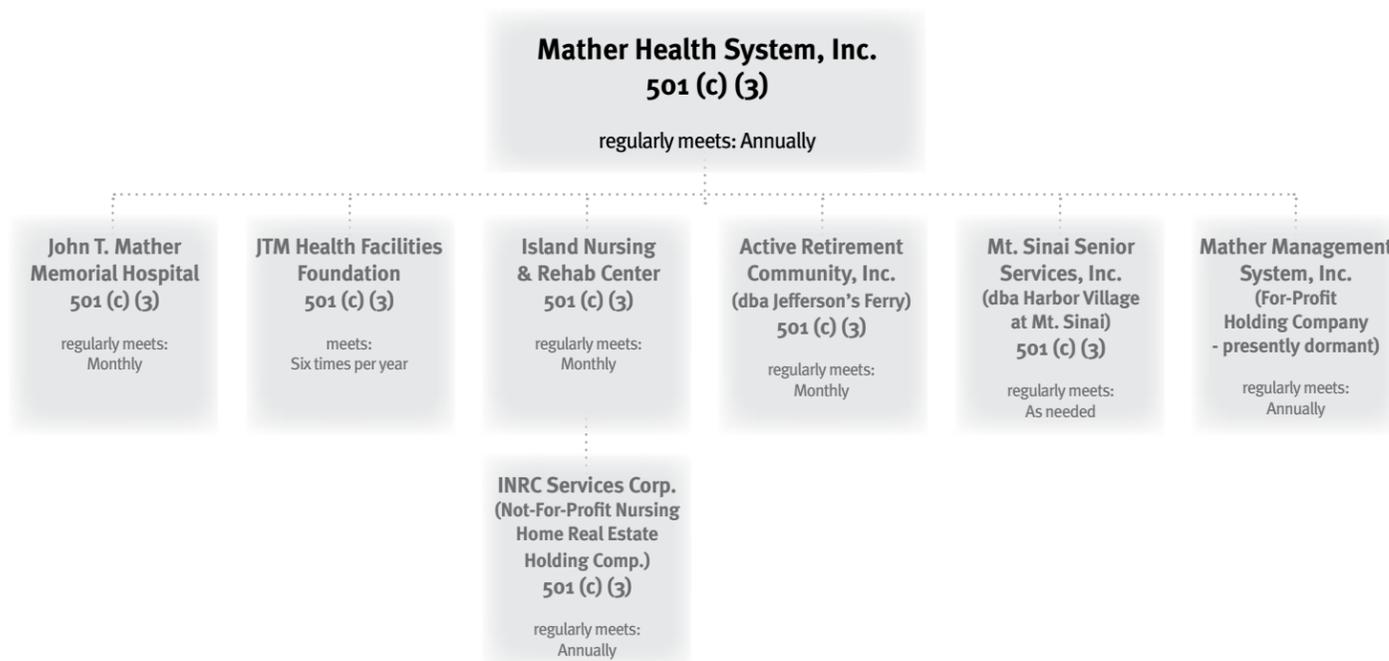
Mather Health System has sponsors **Island Nursing & Rehab Center**, a 501(c)3 nursing home located in Holtsville, NY. Island Nursing & Rehab Center is a 120-bed facility offering a comprehensive range of services including long term care, short term rehabilitation, and sub-acute, respite and hospice services for its residents. In addition, it has established **INRC Services Corp.**, 501(c)3 real estate holding company which holds the title of the property for the Nursing Home.

Mather Health System also sponsors **Jefferson's Ferry**, a retirement community that provides a retirement option to active seniors, over the age of 62, with independent residential living, an activity center and healthcare on its campus in South Setauket, NY.

A for-profit holding company, **Mather Management System, Inc.**, also exists for the purpose of operating for-profit ventures.

A summary of John T. Mather Memorial Hospital's allocation of Financial Resources from the year 2010 through the year 2012 can be found on page 27.

**JOHN T. MATHER MEMORIAL HOSPITAL CORPORATE STRUCTURE**



**Affiliations and Alliances**

The healthcare needs of those we serve are incredibly varied. That's why Mather Hospital partners with other regional healthcare providers to ensure quality healthcare for our communities.

**MATHER-ST. CHARLES HEALTH ALLIANCE**

Some of our services are provided in conjunction with or under the umbrella of the Mather-St. Charles Health Alliance. Historically, Mather Hospital had worked closely with St. Charles Hospital and Rehabilitation Center. In 1995, the Boards of Directors of Mather Hospital and St. Charles realized the healthcare needs of the community would be better served through a cooperative, joint planning process, allowing each hospital to maintain a separate identity while eliminating the costly duplication of some services.

The Mather-St. Charles Health Alliance centralizes certain services at each hospital, reducing unnecessary duplication and costs and allowing more resources to be invested in new programs to provide a continuum of health services for the community. The Alliance has allowed Mather Hospital to build on its success.

The Mather-St. Charles Health Alliance shares a joint medical staff. Community members can request a referral to any of the more than 600 physicians by calling the *Mather-St. Charles Physician Referral Service* at 631-474-6030, or by visiting [www.matherhospital.org](http://www.matherhospital.org)

**LONG ISLAND HEALTH NETWORK (LIHN)**

Mather is also a member of the Long Island Health Network, a consortium of 10 hospitals that joined together in 1998 to improve and standardize their clinical quality, enhance their operational efficiency, and expand access to care for all Long Islanders. Thanks to the efforts of thousands of employees at LIHN hospitals, more Long Islanders receive the highest level of evidence-based medical care, at a lower cost, than ever before.

**ACCREDITATIONS:**

- American Academy of Sleep Medicine
- American College of Radiology
- American College of Surgeons Commission on Cancer
- American Society for Metabolic and Bariatric Surgery
- The Joint Commission
- National Accreditation Program for Breast Centers

**MEMBER OF:**

- American Hospital Association
- Decision Women in Commerce
- Greater New York Hospital Association
- Greater Port Jefferson Chamber of Commerce
- Hospital Association of New York State
- Nassau-Suffolk Hospital Council
- North Brookhaven Chamber of Commerce
- Port Jefferson Lions Club
- Port Jefferson Rotary
- Three Village Chamber of Commerce

COMMUNITY MEMBERS CAN REQUEST A REFERRAL TO ANY OF *more than 600 physicians.*

**Economic Impact Summary**

Hospitals are major contributors to New York’s quality of life and help to keep communities healthy and vibrant. Mather Hospital is a major contributor to both the local and state economies.

This economic impact summary, prepared with assistance from the Healthcare Association of New York State (HANYs), highlights the significant role Mather Hospital plays within the local community. It identifies and measures the direct involvement of Mather Hospital on the local economy and demonstrates the ripple effect of the dollars the healthcare sector brings into the community and the jobs it helps create.

**JOHN T. MATHER MEMORIAL HOSPITAL IS AN ECONOMIC ANCHOR IN OUR COMMUNITY**

In addition to enhancing the health and well-being of the communities we serve, John T. Mather Memorial Hospital contributes significantly to the area’s economic health.

**JOHN T. MATHER MEMORIAL HOSPITAL IS A MAJOR EMPLOYER**

John T. Mather Memorial Hospital employs more than 2,462 people, with a total payroll of \$135,204,000. Hospital payroll expenditures serve as an important economic stimulus, creating and supporting jobs throughout the local and state economies.

**JOHN T. MATHER MEMORIAL HOSPITAL PURCHASING**

John T. Mather Memorial Hospital spends more than \$67,096,000 per year on the goods and services it needs to provide healthcare, such as medical supplies, electricity and food for patients. Funds spent to buy goods and services flow from the hospital to vendors and businesses and then ripple throughout the economy.

**JOHN T. MATHER MEMORIAL HOSPITAL CAPITAL SPENDING**

In 2012, John T. Mather Memorial Hospital spent \$13,817,000 on buildings and equipment.

**JOHN T. MATHER MEMORIAL HOSPITAL IS A ZONE OF SAFETY**

Communities can take comfort in knowing that their local hospital is preparing today for the challenges of tomorrow. In this new world, hospitals do more than provide medical care to the community. Hospitals are a place of refuge, food, shelter and information.

**Financial Resources: 2010-2012**

	<b>2010</b>	<b>2011</b>	<b>2012</b>
<b>FROM OUR PLANT FUND WE SPENT:</b>			
FOR IMPROVEMENTS TO BUILDINGS AND EQUIPMENT	\$11,439,297	13,804,620	13,817,037
FOR REDUCTION OF BONDS AND LONG TERM DEBTS	2,438,823	3,635,747	6,327,473
	<b>13,878,120</b>	<b>17,440,367</b>	<b>20,144,510</b>
TO ASSIST US IN IMPROVING OUR BUILDINGS AND EQUIPMENT WE RECEIVED CONTRIBUTIONS OF	<b>\$755,229</b>	<b>999,047</b>	<b>421,808</b>
<b>OPERATING FINANCIAL ALLOCATION:</b>			
WE EARNED:			
FROM PATIENT SERVICES	\$240,133,493	256,667,505	269,574,987
FROM OTHER NONPATIENT CARE SERVICES	6,679,225	6,297,889	8,882,957
TOTAL SERVICES	246,812,718	262,965,394	278,457,944
<b>UNCOMPENSATED CARE, AT COST:</b>			
PART OR ALL OF THEIR DEBTS, WE DID NOT RECEIVE	(3,289,703)	(2,244,253)	(2,310,800)
FREE CARE PROVIDED AMOUNTED TO	(2,741,237)	(4,894,182)	(5,039,305)
EMERGENCY ROOM AND CLINIC PATIENTS AMOUNTED TO	(2,100,000)	(2,875,000)	(3,689,000)
LESS: TOTAL UNCOMPENSATED CARE	(8,130,940)	(10,013,435)	(11,039,105)
THEREFORE, NET REVENUE FOR PATIENT CARE AND OTHER SERVICES AMOUNTED TO	238,681,778	252,951,959	267,418,839
<b>TO EARN THIS INCOME, WE PAID OUT:</b>			
FOR SALARIES AND BENEFITS	155,502,756	166,430,204	179,624,751
FOR SUPPLIES AND OTHER EXPENSES	69,840,458	73,144,871	75,883,590
FOR INTEREST	1,217,142	1,406,150	1,441,552
FOR DEPRECIATION	9,884,653	10,547,603	12,395,028
	236,445,009	251,528,828	269,344,921
<b>SURPLUS (DEFICIT) FROM OPERATIONS</b>	<b>\$2,236,769</b>	<b>1,423,131</b>	<b>(1,926,082)</b>

**Providing Charity Care**

**POLICY**

John T. Mather Memorial Hospital recognizes that many of the patients it serves may be unable to access quality health care services without financial assistance. The John T. Mather Memorial Hospital Charity Care Policy was developed to ensure that the Hospital continues to uphold its mission of providing quality health care to the community while carefully taking into consideration the ability of the patient to pay, as applied in a fair and consistent manner.

**PROCEDURE**

**A. Purpose:**

The purpose of Charity Care is to provide services free of charge, or at a reduced rate, for all or part of a patient's care.

**B. Application Process:**

The hospital's primary service areas for Charity Care purposes include all of Nassau and Suffolk Counties for emergency services. Charity Care will be utilized in those cases where the Director of Patient Accounts or his (her) designee (H.D.) determines that the patient, due to their financial position, or assets, is unable to pay for all or part of their care (including: deductibles, co-payments, coinsurance and/or services not covered by insurance or other third party payor). The Director of Patient Accounting or H.D., will make a final decision on charity care (on a case-by-case basis). In the event that a patient's bill is not eligible for Charity Care, either in part or in its entirety, the hospital can provide interest free flexible payment plans that coincide with the patient's income and assets, but will not exceed ten percent of the patient's gross monthly earnings (some elective cases may require an initial deposit). If a patient is cooperating with an agreed-upon extended payment plan to settle an outstanding bill with our facility, the hospital will not send the unpaid bill to a collection agency/attorney.

Each patient (with the exception of the "Charity Collectability" accounts) may need to submit income/assets documents in order to obtain financial assistance. Effective 2/1/98, a Trans Union credit report may be required on specific Charity Care requests. Consent for the credit report is located on the bottom of every Charity Care application and a blank hospital-wide consent is located on the bottom of the Payment Authorization Form.

**C. Time Requirements for Determination:**

Upon receipt of an application and after a complete review of the patient's application, one of the following letters explaining the result of the applicants review will be forwarded to the patient, via mail, within 30 days of the hospital receiving the Charity Care application:

- Letter #1: Confirms the patient is eligible for Charity Care
- Letter #2: Confirms the patient is eligible for partial Charity Care
- Letter #3: Informs the patient they are not eligible for Charity Care at this time
- Letter #4: Informs the patient that additional information is required in order to determine Charity Care eligibility
- Letter #5: Final reminder letter to inform patient to apply for Charity Care

Note: Patients have up to 90 days from the date of discharge or date of Medicaid denial to apply for charity care. If a patient inquires about applying for Charity Care after the 90 day timeframe the Director of Patient Accounts may grant certain exceptions to this rule if the patient can provide documentation proving they're indigent. Patient's that apply for Charity Care and have an open balance from a previous year, may have the previous year's account considered, if the patient provides their tax return for the year of the account in question. All applicants approved for any form of Charity Care must re-apply on a yearly basis.

**D. Application Criteria:**

John T. Mather Hospital will utilize a guideline up to the current Federal Poverty Level to determine eligibility under the Charity Care Program. If necessary, once the patient's financial information is received and charity care in part or whole is determined to be applicable, the Patient Accounting Department will use a special allowance code in order to make the necessary adjustment (this code will assist in accumulating data for reporting purposes).

**E. Presumptive Eligibility:**

Charity Care may not require extensive documentation based on account balance criteria. Accounts below a certain dollar amount may not require extensive documentation to administer a charity care allowance.

Our facility will consider significant assets owned by a patient and or a legally responsible individual for all cases including patients at or below 150% of the Federal Poverty Level. A decision may be made by the Director of Patient Accounts or H.D. to grant charity care based on account balances, information received via phone calls, face to face interviews, admitting information and or medical record information. An example of these types of cases might include homeless patients, foreign patients, drug rehabilitation, Medicaid coverage (or non-retro active coverage), Medicaid co-payments, etc.

If agency/attorney representing our facility returns an account as uncollectable due to a bankruptcy the account will be written off to Charity Care as presumptive eligibility.

Our facility will also run an estate search on all deceased patients with an open balance. If the estate search deems the patient is without an estate, all open balances will be written-off as Charity Care under presumptive eligibility.

**F. Publication/Public Access:**

It is the hospital's policy to have bilingual signs in both English (primary language) and Spanish (secondary language) informing patients about our charity care program posted in selected patient registration areas. Also bilingual business cards in both English and Spanish with the Charity Care Representatives contact information will be provided to patients who express a need for Charity Care. Each admission packet will contain an insert informing patients about our Charity Care program.

All of our patient statement mailers include a Charity Care statement informing patients of our program and contact information. Our hospital web-site has a dedicated section that includes our charity summary, frequently asked questions and overall information regarding our Charity Care program.

**G. Outpatient Clinic Nominal Payment Guidelines:**

The outpatient clinics are the only patient access points in the hospital that will determine a patient's ability to pay from the Clinic Nominal Payment Guidelines below. At 300% (or below) of the Federal Poverty Guidelines (FPG) the patient will be required to make a nominal payment of \$15.00. Between 400% and 500% of the FPG, patient's payment, will be updated annually, but will never exceed our lowest clinic payer rate (2012 Rate \$77). The P08 rate will be the median between P07 and P09. Over 500% of the FPG, the patient will be responsible for Full Charges.

**Patient Financial Responsibility**

Under 300% FPL	\$15.00 per visit	Nominal Fee
301%-400% FPL	\$39.00 per visit	
401%-500% FPL	\$ 77.00 per visit	
501% Above FPL	Full charges (\$161.00)	

The Patient Access Manager or H.D. will determine each patient's eligibility of outpatient clinic patients that inquire about our Charity Care program. Our facility will consider assets in determining eligibility for patients that fall between 151% and 300% (or above) of the FPG with the exclusion of the following:

- The patient's primary residence
- Tax-deferred or comparable retirement savings accounts
- College savings accounts
- Cars used by the patient or the patient's immediate family

#### H. Billing/Collections

A patient is allowed to apply for Charity Care at any point from admission to final payment of the bill. Our facility does recognize that a patient's ability to pay over an extended period may be substantially altered due to illness or financial hardship, resulting in a need for charity services.

Our collection agencies and collection attorney's are advised to adhere to the same high standards incorporated in the hospital's Charity Care policy. Our collection agencies and attorney's will not begin their collection process on an open account if a patient has submitted a completed Charity Care application and is in the process of being reviewed to determine eligibility.

Legal action, including the garnishing of wages, may be taken by the hospital only when there is sufficient evidence that the patient or responsible party has the income and/or assets to meet his/her obligation. Our facility will not force the sale or foreclosure of a patient's primary residence to pay an outstanding medical bill. Liens are permitted only when there is evidence that the patient or responsible party has income and or assets to meet his/her obligation.

#### I. Recordkeeping/Reporting:

The Business Office will maintain a detailed log of all Charity Care applicants and recipients in accordance with the necessary criteria required for annual reporting to various governmental agencies. Effective, January 1, 2008 our facility purchased the MAPS Bluemark system in order to streamline, store and report on all charity care patient intake information and documentation. However in March 2011 we replaced MAPS with a new software program entitled Trans Union Revenue Manager. On a monthly basis, the Systems Analyst sends Trans Union our Bad Debt Financial Class X-file. When returned from Trans Union, the accounts will be divided into four tiers which are Charity Care, Low Collectability, Medium Collectability and High Collectability:

- **Charity Collectability:** Are automatically written off to Charity Care after cross referenced with our open collection accounts.
- **Low Collectability:** Require a full Charity Care application in order to be considered for financial assistance unless cross matched with an open account that is already with a collection agency.
- **Medium Collectability/High Collectability:** The accounts are reviewed by our credit and collection unit in an effort to affect a patient payment plan or payment in full.

#### J. Appeal Process:

In the event a Charity Care applicant is denied free care or does not agree with the determination, they may appeal the decision by contacting the Charity Care Representative at extension 4037 for a charity care Appeal Form.

Each year the hospital will include in the Annual Operating Budget an amount which is approved by the Board of Directors for the purpose of providing Charity Care.

Any questions or interpretation of this policy should be directed to the Director of Patient Accounts.

#### Charity Care Policy Summary

John T. Mather Memorial Hospital recognizes that many of the patients it serves may be unable to access quality health care services without financial assistance. The John T. Mather Memorial Hospital Charity Care Policy was developed to ensure that the Hospital continues to uphold its mission of providing quality health care to the community while carefully taking into consideration the ability of the patient to pay, as applied in a fair and consistent manner.

If you would like further information regarding Charity Care please contact the Charity Care Representative at (631) 473-1320 extension 4037.

#### Who qualifies for a discount?

Charity Care is available for patients with limited incomes and no health insurance. Consideration will be given on a case-by-case basis to those patients who have exhausted their insurance benefits and/or who have exceeded their financial eligibility criteria but face extraordinary medical costs.

Everyone in New York State who needs emergency services can receive care and get a discount if they meet the income limits.

Everyone who lives in Suffolk and Nassau County can get a discount on emergent, medically necessary services at John T. Mather Memorial Hospital if they meet the income limits. You cannot be denied medically necessary care because you need financial assistance.

You may apply for a discount regardless of immigration status.

If you would like further information regarding Charity Care please contact the Charity Care Representative at (631) 473-1320 extension 4037. All English documents are available in Spanish and can be furnished upon request.

**2012 Charity Care Guidelines**

The following represents the John T. Mather Memorial Hospital Charity Care guidelines that are based on the 2012 Poverty Guidelines for all States issued by the Department of Health and Human Services. The scale represents the percentage applicable to patient responsibility as follows:

Size of Family Unit	Federal Poverty Level				
	100%	200%	300%	400%	500%
1	\$11,170	\$22,340	\$33,510	\$44,680	\$55,850
2	\$15,130	\$30,260	\$45,390	\$60,520	\$75,650
3	\$19,090	\$38,180	\$57,270	\$76,360	\$95,450
4	\$23,050	\$46,100	\$69,150	\$92,200	\$115,250
5	\$27,010	\$54,020	\$81,030	\$108,040	\$135,050
6	\$30,970	\$61,940	\$92,910	\$123,880	\$154,850
7	\$34,930	\$69,860	\$104,790	\$139,720	\$174,650
8	\$38,890	\$77,780	\$116,670	\$155,560	\$194,450
<b>For families with more than 8 persons</b>	<b>add \$3,960 for each additional person</b>				

Source: Calculated using data from the Federal Register, January 2012  
U.S. Department of Health and Human Services (HHS)

- ⌘ 300% & Below: Patient's bill will be discounted 100%
- ⌘ 301-400%: Patient's bill will be discounted 75%
- ⌘ 401-500%: Patient's bill will be discounted 50%
- ⌘ 501% & Above: Patient will be responsible for full charges

In addition, the Hospital shall take into consideration the following conditions, as follows:

Discounts may be considered if medical expenses incurred, for the twelve month period (window) exceeds 50% of gross income.

Discount levels will be based on gross income as shown on filed copy of tax return or acceptable documentation showing proof of income.

If patient has little or no income and income tax return was not filed, patient may supply a copy of NYS IT 214 Form. If not filed, patient or responsible party needs to complete page 2 items 27-34 of IT 214 Form.

If patient has little or no income but has considerable savings and/or assets, discount may be reviewed, and prorated.

**John T. Mather Memorial Hospital Charity Care Application Form**

You are required to supply proof of statements made in this application, including identity, place of residence, income and resources.

Patient's Name: \_\_\_\_\_ SS#: \_\_\_\_\_

Person responsible for bill: \_\_\_\_\_ SS#: \_\_\_\_\_

Address: \_\_\_\_\_ Phone #: \_\_\_\_\_

Employer: \_\_\_\_\_ Address: \_\_\_\_\_

Phone #: \_\_\_\_\_ Position: \_\_\_\_\_ Salary: \$ \_\_\_\_\_

Union or Local Affiliation: \_\_\_\_\_

Number of Dependents in Household: \_\_\_\_\_

Do you have any Hospitalization insurance?  Yes  No

If yes, is it  Medicare  Medicaid  Blue Cross

Other (specify): \_\_\_\_\_ Insurance Policy or Certificate #: \_\_\_\_\_

Name of Bank: \_\_\_\_\_ Address: \_\_\_\_\_

Savings Account #: \_\_\_\_\_ Checking #: \_\_\_\_\_

**Credit Cards:**

Name: \_\_\_\_\_ Account #: \_\_\_\_\_ Balance: \$ \_\_\_\_\_

Name: \_\_\_\_\_ Account #: \_\_\_\_\_ Balance: \$ \_\_\_\_\_

Other income: \$ \_\_\_\_\_ Specify Source: \_\_\_\_\_

Have you applied for Medicaid medical assistance?  Yes  No

If yes, when: \_\_\_\_/\_\_\_\_/\_\_\_\_ Results: \_\_\_\_\_

*I understand that by signing this document I am applying for Charity Care at John T. Mather Memorial Hospital. I certify that the above information is true and accurate to the best of my knowledge. I also understand that John T. Mather Memorial Hospital may verify the information I am providing and that deliberate falsifications may disqualify my application from being considered or charity. I will cooperate with this verification and provide all needed evidence to support the information I have declared on this application.*

*Effective 2/1/98, a Trans Union credit report may be required on specific Charity Care requests.*

Signature of Patient or Responsible Party \_\_\_\_\_

Charity Care Representative \_\_\_\_\_ Date: \_\_\_\_\_

*All English documents are available in Spanish and can be furnished upon request at (631) 473-1320 X4037*

**Report to the Community Distribution List**

**BANKS AND CREDIT UNIONS**

Astoria Federal Savings 🌐 Bank of America  
 Bethpage Federal Credit Union 🌐 Capital One  
 Chase Bank 🌐 Citibank, N.A.  
 First National Bank of Long Island  
 HSBC 🌐 Long Island Community Federal Credit Union  
 People's United Bank 🌐 Roslyn Savings Bank  
 Suffolk County National Bank 🌐 TD Bank  
 Teachers Federal Credit Union

**HOUSES OF WORSHIP**

All Souls Episcopal Church  
 American Orthodox Catholic Church – Medford  
 Assembly of God – Wading River  
 Assumption of the Blessed Virgin Mary R.C. Church  
 Bethel AME – Setauket  
 Calvary Baptist Church – Port Jefferson Station  
 Caroline Church of Brookhaven Christ Church Episcopal – Port Jefferson  
 Christ Church United Methodist – Port Jefferson Station  
 Christ Community Church – Stony Brook  
 Church of the Sound  
 Congregational Church of Patchogue  
 Congregational United Church – Farmingville  
 First Baptist Church – Port Jefferson  
 First Presbyterian Church – Port Jefferson  
 First United Methodist Church – Port Jefferson  
 Full Gospel Tabernacle – Port Jefferson Station  
 Greek Orthodox Church of the Assumption  
 Holy Cross Lutheran Church – Lake Ronkonkoma  
 Hope Lutheran Church – Selden  
 Infant Jesus R.C. Church – Port Jefferson  
 Kehillat Chovevei Tzion  
 Lutheran Church of Our Savior – Patchogue  
 Messiah Lutheran Church - Setauket  
 Middle Island United Church of Christ – Middle Island  
 Mount Sinai Congregational Church  
 North Shore Jewish Center – Port Jefferson Station  
 North Shore United Methodist Church – Wading River  
 Setauket United Methodist Church  
 Sound Beach Community Church – Sound Beach  
 St. Anselm's Episcopal Church – Shoreham  
 St. Anthony's of Padua R.C. Church – Rocky Point  
 St. Francis Cabrini R.C. Church – Coram  
 St. Gerard Majella R.C. Church – Terryville  
 St. James R.C. Church  
 St. John the Baptist R.C. Church – Wading River  
 St. John's Episcopal Church  
 St. John's Evangelical Lutheran Church – Holbrook  
 St. Joseph's Church – Ronkonkoma  
 St. Louis de Monfort R.C. Church - Sound Beach  
 St. Margaret of Scotland R.C. Church  
 St. Mark's Episcopal Church – Medford  
 St. Mark's R.C. Church – Shoreham  
 St. Mary's Episcopal Church – Lake Ronkonkoma  
 St. Paul's Lutheran Church – Port Jefferson Station  
 St. Sylvester R.C. Church – Medford  
 Stony Brook Community Church

Temple Beth Emeth – Mount Sinai  
 Temple Beth Shalom – Coram  
 Temple Isaiah – Stony Brook  
 Three Village Church – Setauket  
 Trinity Evangelical Lutheran Church – Rocky Point  
 Unitarian Fellowship Universalist – Stony Brook  
 Wading River Baptist Church  
 Wading River Congregational Church

**CHAMBERS OF COMMERCE**

Holbrook Chamber of Commerce  
 Longwood Chamber of Commerce  
 Mastic Chamber of Commerce  
 Chamber of Commerce of the Moriches  
 North Brookhaven Chamber of Commerce  
 Patchogue Chamber of Commerce  
 Greater Port Jefferson Chamber of Commerce  
 Ronkonkoma Chamber of Commerce  
 St. James Chamber of Commerce  
 Three Village Chamber of Commerce

**CIVIC ASSOCIATIONS**

Centereach Civic Association  
 Rocky Point Civic Association  
 Mount Sinai Civic Association  
 Selden Civic Association  
 Port Jefferson Civic Association  
 Stony Brook Civic Association  
 Port Jefferson Station/Terryville Civic Association  
 Strong's Neck Civic Association  
 Sound Beach Civic Association  
 Three Village Civic Association  
 Wading River Civic Association

**LIONS CLUBS**

Holbrook 🌐 Patchogue 🌐 Central Brookhaven  
 Farmingville/Holtsville 🌐 Lake Grove  
 Medford-North Patchogue 🌐 Nesconset  
 Port Jefferson 🌐 Rocky Point 🌐 Ronkonkoma  
 🌐 Setauket 🌐 South Country

**KIWANIS**

Centereach-Selden 🌐 Patchogue  
 Three Village 🌐 Brookhaven Township

**ROTARY CLUBS**

Rocky Point 🌐 Middle Island 🌐 The Ronkonkomas  
 Port Jefferson 🌐 Patchogue 🌐 Rocky Point Nesconset/St. James 🌐 Smithtown

**INSURANCE COMPANIES AND MANAGED CARE ORGANIZATIONS**

AARP  
 ADMINISTRATIVE SVC ONLY  
 AETNA - HEALTHY NY, HMO, MEDICARE, PPO,  
 TRADITIONAL CHOICE

**Community Service Plan Distribution List**

AFFINITY MEDICAID, CHILD HEALTH PLUS, FAMILY HEALTH PLUS  
 AMA INSURANCE  
 AMERICAN GROUP ADMIN  
 APWU  
 BEACON HEALTH  
 BEECH STREET  
 BLUE CROSS OUT OF STATE  
 CHAMPVA  
 CHOICE CARE NETWORK  
 CIGNA BEHAVIORAL HEALTH  
 CIGNA HMO, OPEN ACCESS, PPO, POS  
 CORVEL WORK COMP  
 COVENTRY HEALTH  
 EMBLEM HEALTH - GHI FEDERAL EMPLOYEES, HEALTHY NY, HMO, MEDICARE, PPO, NY BRIDGE PLAN,  
 EMBLEM HEALTH - HIP CHILD HP, FAMILY HEALTH PLUS, HEALTHY NY, HMO, MEDICAID, MEDICARE, PPO  
 EMBLEM HEALTH - VYTRA VHLLI, VHMS, VHS  
 EMPIRE BLUE CROSS EPO, FEDERAL EMPLOYEE PLAN, HEALTHY NY, HMO, MEDICARE, PPO, POS  
 FIDELIS MEDICAID, CHILD HEALTH PLUS, FAMILY HEALTH PLUS  
 FIDELIS MEDICARE  
 FIRST HEALTH NETWORK  
 FIRST UNITED AMERICAN  
 GALAXY HEALTH NETWORK  
 GEHA  
 GHI NETWORK ACCESS  
 GREAT WEST OPEN ACCESS, PPO  
 GUARDIAN  
 HEALTH FIRST MEDICAID, CHILD HEALTH PLUS, FAMILY HEALTH PLUS, HEALTHY NY  
 HEALTHCARE PARTNERS CHILD HEALTH PLUS, FAMILY HEALTH PLUS, HMO, MEDICAID, MEDICARE  
 HEALTHNET  
 ISLAND GROUP ADMIN  
 MAGELLAN  
 MAGNACARE  
 MANAGED HEALTH NETWORK  
 MEDICAID  
 MEDICARE  
 MERITAIN HEALTH  
 MUTUAL OF OMAHA  
 MVP HEALTHCARE  
 NALC HEALTH  
 NEIGHBORHOOD HEALTH PROVIDERS MEDICAID, CHILD HEALTH PLUS, FAMILY HEALTH PLUS  
 NO FAULT  
 NPPN NETWORK  
 OPTUMHEALTH - NYSHIP  
 OXFORD FREEDOM, LIBERTY  
 PHCS MULTIPLAN  
 STATE FARM LIFE  
 TEAMSTAR FINANCIAL  
 TEAMSTERS

TRANSAMERICA FINANCIAL  
 TRICARE  
 UNICARE PPO  
 UNITED BEHAVIORAL HEALTH, OPTUMHEALTH  
 UNITED HEALTHCARE COMMUNITY PLAN MEDICAID, CHILD HEALTH PLUS, FAMILY HEALTH PLUS  
 UNITED HEALTHCARE HMO, MEDICARE HMO, MEDICARE PPO, POS, PPO  
 US FAMILY PLAN  
 VA NORTHPORT  
 VALUE OPTIONS  
 WELLCARE MEDICARE  
 WORKERS COMPENSATION

**MATHER HOSPITAL FAMILY**

Board of Directors  
 Hospital Foundation Board  
 Mather Hospital Auxiliary  
 Medical Staff

**LIBRARIES**

Comsewogue Public Library  
 Emma S. Clark Memorial Library  
 Longwood Public Library  
 Middle Country Public Library  
 North Shore Public Library  
 Port Jefferson Free Library

**SCHOOL DISTRICTS**

Comsewogue UFSD 🌐 Longwood CSD  
 Middle Country CSD 🌐 Miller Place CSD  
 Mount Sinai UFSD 🌐 Patchogue-Medford UFSD  
 Port Jefferson UFSD 🌐 Rocky Point UFSD 🌐 Sachem CSD  
 Shoreham-Wading River UFSD 🌐 South Country CSD  
 Three Village CSD

**OTHER**

Building and Construction Trades Council of Nassau and Suffolk Counties  
 Cablevision  
 Computer Associates  
 Hope House Ministries  
 King Kullen Grocery Company  
 Leisure Glen  
 Leisure Knoll Association  
 Long Island Association  
 Long Island Power Authority  
 Long Island Rail Road  
 Suffolk Community Council, Inc.  
 Suffolk County Sheriff  
 United Way of Long Island

**MEDIA**

Long Island Advance 🌐 Long Island Business News  
 News 12 Long Island 🌐 Newsday 🌐 NewsRadio 88  
 The New York Times 🌐 NY 55  
 Patch.com – Port Jefferson 🌐 Ronkonkoma Review

**Community Service Plan Distribution List**

The Port Times Record ✪ The Smithtown Messenger  
 ✪ Village Beacon Record ✪ WABC-TVWLIW  
 WPIX News ✪ WALK-FM ✪ WCBS-TV ✪ WINS-AM  
 WNET New York ✪ WSHU

**FOUNDATIONS**

Frey Family Foundation ✪ Island Outreach Foundation  
 Knapp Swezey Foundation  
 Richard and Mary Morrison Foundation  
 Richard E. Capri Foundation ✪ UNICO Foundation

**HEALTH RELATED ORGANIZATIONS**

Bellhaven Nursing Center  
 Brookhaven Memorial Hospital  
 Brookhaven Town Dept. of Parks, Recreation and  
 Human Resources  
 Catholic Health Services of Long Island  
 Cedar Lodge Nursing Home  
 CHP Medical Group  
 Eastern Long Island Hospital  
 East Neck Nursing Center  
 Franklin Hospital Medical Center  
 Good Samaritan Hospital Medical Center  
 Greater New York Hospital Association  
 Gurwin Jewish Geriatric Foundation  
 Health Care Support Services  
 Healthcare Association of New York State (HANYS)  
 Hospital Workers Union #1199  
 Huntington Hospital  
 Island Nursing and Rehab Center  
 Jefferson's Ferry  
 Long Beach Medical Center  
 Long Island Health Network  
 Mercy Medical Center  
 Nassau University Medical Center  
 Nassau/Suffolk Hospital Council  
 Nesconset Nursing Center  
 New York State Department of Health  
 New York State Office of Mental Health  
 North Shore Long Island Jewish Health System  
 North Shore University Hospital at Glen Cove  
 Peconic Bay Medical Center  
 Port Jefferson Nursing Home  
 South Nassau Communities Hospital  
 Southampton Hospital  
 Southside Hospital  
 St. Catherine of Siena  
 St. Charles Hospital  
 St. Francis Hospital  
 St. James Nursing Home  
 St. Johnsland Nursing Home  
 St. Joseph Hospital  
 Stony Brook University Medical Center  
 Suffolk County Department of Health  
 Suffolk County Department of the Aging  
 Suffolk County Medical Society  
 Suffolk County Women's Services

Veterans' Affairs Medical Center  
 Visiting Nurse Services, Inc.  
 Winthrop University Hospital  
 Woodhaven Manor Nursing Home

**ELECTED OFFICIALS**

Governor Andrew Cuomo  
 Senator Kirsten Gillibrand  
 Senator Charles Schumer  
 Congressman Timothy Bishop  
 Senator John Flanagan  
 Senator Kenneth LaValle  
 Assemblyman Steven Englebright  
 Suffolk County Executive Steven Bellone  
 Legislator Al Krupinski  
 Legislator Kate M. Browning  
 Legislator Tom Muratore  
 Legislator Kara Hahn  
 Legislator Sarah Anker  
 Legislator Rob Calarco  
 Legislator William Lindsey  
 Brookhaven Town Supervisor Edward P. Romaine  
 Councilwoman Jane Bonner  
 Councilman Steve Fiore-Rosenfeld  
 Councilwoman Connie Kepert  
 Councilman Timothy P. Mazzei  
 Councilman Daniel Panico  
 Councilwoman Kathleen Walsh  
 Village of Belle Terre, Mayor  
 Village of Old Field, Mayor  
 Village of Poquott, Mayor  
 Village of Port Jefferson, Mayor  
 Village of Shoreham, Mayor

**FIRE & AMBULANCE CORPS**

Centereach Fire Dept. and Ambulance Co.  
 CHS Ambulance  
 Coram Fire Dept. and Ambulance Co.  
 Farmingville Fire Dept. and Ambulance Co.  
 Gordon Heights Fire Dept. and Rescue Squad  
 Holtsville Fire Dept. and Ambulance Squad  
 Medford Volunteer Ambulance Corps.  
 Middle Island Fire Dept.  
 Miller Place Fire Dept./Rescue Squad  
 Mount Sinai Fire Dept.  
 Port Jefferson Fire Department  
 Port Jefferson Volunteer Ambulance  
 Ridge Fire Dept. and Rescue Squad  
 Rocky Point Fire Dept. and Rescue Squad  
 Ronkonkoma Fire Dept. and Rescue Squad  
 Selden Fire Dept. and Ambulance Co.  
 Setauket Fire Dept. and Rescue Squad  
 Sound Beach Fire Dept.  
 Stony Brook Fire Dept.  
 Suffolk County Dept. of Fire Rescue  
 Terryville Fire Dept. and Ambulance Corps  
 Wading River Fire Dept. & Rescue Co.

**JOHN T. MATHER MEMORIAL HOSPITAL**

*Board of Directors*

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75 NORTH COUNTRY ROAD  
PORT JEFFERSON, NY 11777  
631-473-1320  
[WWW.MATHERHOSPITAL.ORG](http://WWW.MATHERHOSPITAL.ORG)