Mission Statement

John T. Mather Memorial Hospital is an accredited 248-bed, non-profit community teaching 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.

President’s Message

Each year, John T. Mather Memorial Hospital creates a Report to the Community, a document that essentially serves as an annual report for Mather Hospital. I am pleased to provide you with this copy of our 2015 Report to the Community.

In this report you’ll find a review of our new and innovative healthcare services and achievements of the past year – most notably our growing Graduate Medical Education program, the opening of our 3 North patient care unit and the continuing recognition of our patient safety and care.

The Report includes information about our services and programs, a review of our operational and financial performance for 2015, our community outreach and fundraising events, and the Hospital’s policies regarding access to care – regardless of the ability to pay.

This Report also contains a summary of our public health priorities under our Community Service Plan for 2014-2016 — reducing obesity in children and adults, increasing access to quality preventive programs and chronic disease management programs in clinical and community settings, and addressing mental health and substance abuse. Those priorities were selected after a Community Needs Health Assessment conducted in collaboration with the Long Island Health Collaborative, composed of Long Island hospitals, local health departments, social service organizations, public health specialists from colleges, and others who form the core of health and human services for Long Islanders.

At the heart of everything we do is our firm commitment to uphold our Mission Statement. This is measured by our commitment to people, service, quality and safety, and innovation and growth. In short, our top priority remains, as it has for 86 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
The Year in Review

Mather opened the Arthur & Linda Calace Foundation Pavilion with a ribbon-cutting ceremony on Sept. 24. The expansion represented a major commitment by the Hospital to address the current and future medical needs of the communities it serves. The new pavilion increases the number of single-bedded rooms at Mather, provides space for a growing number of medical residencies and includes a new conference center. The pavilion, completed in just under two years, is the sixth expansion at Mather since the Hospital opened in 1929 and the first in more than a decade. The new facility adds more than 28,400 square feet of space to the existing hospital. A Capital Campaign raised $5.1 million in philanthropic support for the new facility.

The project created 70 single-bedded rooms in the hospital by converting 35 semiprivate rooms to private rooms and building 35 new rooms in the new 3 North patient care unit. The new pavilion also houses offices and conference rooms for the growing Graduate Medical Education Program and The Long Island Anesthesia Physicians Conference Center.

Mather welcomed its second class of Internal Medicine residents – 15 three-year residents and 4 one-year residents in a preliminary program - and its first class of 13 Transitional Year residents. The residency program will help address the projected growing shortage of doctors and increased demand for primary care physicians. New residency programs have since been approved for Diagnostic Radiology and Psychiatry, which will begin in July 2016.

Mather in 2015 was again recognized for its excellent patient care and patient safety. In the fall, Mather became the only hospital in New York State and one of only 133 hospitals nationwide to receive eight consecutive top A ratings for patient safety from The Leapfrog Group, an independent health industry watchdog group. The Hospital Safety Score rates how well hospitals protect patients from errors, injuries and infections.

In October, Mather launched Paint Port Pink, a breast cancer awareness community outreach involving the Hospital, Village of Port Jefferson, local businesses, Port Jefferson School District, North Shore Art Guild, Greater Port Jefferson Chamber of Commerce and other local organizations. The kick-off was a lighting of the Port Jefferson Village Hall tree. Village Hall, Theatre Three, the Port Jefferson Ferry Terminal and more than 60 local businesses were lit up with pink lights. All three Port Jefferson schools raised funds for the Fortunato Breast Health Center, including a “flamingo flocking” campaign. The North Shore Art Guild presented a month-long juried art show, Artists United Against Breast Cancer, featuring art inspired by the personal transformation, hope, love, fear, loss and victory associated with breast cancer.

The Families Walk & Run for Hope added a five-mile run to its offerings. The event brought out 675 people and raised $120,801 for the Breast Center.
Mather also received the Get With The Guidelines®-Stroke Gold-Plus Quality Achievement Award for implementing quality improvement measures outlined by the American Heart Association/American Stroke Association for the treatment of stroke patients.

In November, Mather presented the second annual HealthyU seminar series and health fair, moving the event to the new Long Island Anesthesia Physicians Conference Center. The event featured nine panels over three sessions designed to address the physical, emotional, and financial well-being of our communities. Due to the success of HealthyU, it was expanded to a twice-yearly event starting in 2016.

Precision CyberKnife of New York, a program of Mather Hospital at North Shore Hematology Oncology Associates in East Setauket, treated 110 patients in its first year of operation. The program held a seminar at the Hospital focused on treating prostate cancer and hosted by the Us TOO Prostate Cancer Support Group. CyberKnife can treat cancerous and non-cancerous tumors anywhere in the body, including the prostate, lung, brain, spine, liver, pancreas and kidney with sub-millimeter accuracy.

The Total Joint Replacement Program began offering the Navio™ high-precision, robotic-assisted partial knee replacement procedure as an alternative to total knee replacement for patients with early to mid-stage osteoarthritis that is generally limited to one portion of the knee. The partial knee procedure removes the damaged portion of the knee and replaces it with an implant, sparing ligaments that are vital for knee stability and preserving healthy bone and cartilage.

Mather Hospital created the Back& Neck Pain Center in 2015 to offer patients comprehensive care that includes chiropractic, physical therapy, pain management, orthopedics, neurology and neurosurgery. Patients are evaluated by the BNPC’s nurse practitioner to determine the best care plan.

Mather launched a Comprehensive Medical Weight Management Program, which utilizes simple, sound principles to help individuals achieve optimal health and maintain their best personal body weight. Supervised by a physician who specializes in weight loss, the program resulted in an average weight loss of 9.59% after 3 months, and most patients who continued in our maintenance program experienced further weight loss. After one year, 28 patients in the program achieved an average weight loss of 35.6 pounds for an average weight loss of 14.25%.

The Transitional Care Unit (TCU) was ranked among the nation’s best nursing homes by U.S. News & World Report’s annual Best Nursing Homes rankings. The 16-bed TCU at Mather Hospital is a short-term healthcare facility where Mather patients receive the focused care they require before being discharged home or to another facility for those requiring extended therapies. Mather’s TCU, which fosters independence among patients, was one of the first such units in New York State.

Mather’s Lung Cancer Screening Program was offered free in 2015 to high risk individuals. A total of 508 individuals were screened with 12 cancer diagnoses. Our advanced 320-slice CT scanner performs the test at the lowest possible radiation dose. The program features a nurse navigator who serves as liaison between the patient, community physicians and radiologists and helps facilitate additional testing and appointments, if necessary.
Regional Planning/Community Service Plan 2014-2016

In the final year of the 2014-2016 Community Service Plan, Mather continued to address health issues in our communities. Mather in 2013 worked with the Long Island Health Collaborative (LIHC) to conduct a Community Health Needs Assessment to determine unmet health needs on Long Island. Based on the survey, the LIHC selected as its priorities:

1) Reducing obesity in children and adults,
2) Increasing access to quality preventive programs and chronic disease management programs in clinical and community settings,
3) Substance abuse/mental health prevention and treatment.

Obesity: Mather launched a Comprehensive Medical Weight Management Program, which helps individuals achieve optimal health and maintain their best personal body weight. Each participant receives a full nutrition evaluation, individualized meal plan, weekly support, follow ups and metabolic testing. The program is supervised by a physician who specializes in weight loss. All classes are conducted by registered dietitian nutritionists.

As part of the Healthy Hospital Initiative, Mather continued its efforts to reduce the amount of meat purchased by 20% over three years. Its cafeteria featured Meatless Mondays, on which all meats are eliminated from the menu. The elimination of red meats and processed meats just one day a week can help improve heart health. In addition, the cafeteria increased its vegetarian options and continued to offer a daily “Healthy Plate” value meal that meets standards for total calories and saturated fat and includes fruit and vegetables. Mather also greatly reduced the amount of sugary drinks and candy in its vending machines, replacing them with healthy drinks and snacks displayed in prominent positions.

Mather concluded its Rethink Your Drink program under which a Registered Dietitian educated Suffolk County worksites on the link between sugary drinks and health. The program helped 45 worksites – exceeding our goal of 35 – implement a healthy beverage policy and has provided them water pitchers, coolers, filters and reusable water bottles. Rethink Your Drink had been funded by a grant from the New York State Department of Health - Healthy Heart Program.

Mather Hospital, together with Dr. Arif Ahmad, Director of the Bariatric Program at Mather, is designated a Center of Excellence in Metabolic and Bariatric Surgery™ by the Surgical Review Corporation (SRC). More than 700 weight loss surgery procedures were performed in 2015 with a proven record of patient safety.

Increase Access to High Quality Chronic Disease Preventive Care and Management in Both Clinical and Community Setting: Mather held community seminars on managing diabetes and congestive heart failure in communities such as Coram and Middle Island that have higher than expected CHF admissions and with populations affected by disparities. Mather’s CHF Support Group, a program for CHF patients and their caregivers in the community, met monthly. The program helps CHF patients better understand and successfully manage their chronic disease, improve compliance, improve follow-up with their doctors after hospitalization and improve their quality of life. The program is offered to all patients who have been hospitalized with a diagnosis of CHF through a direct mailing. Support group classes averaged about 10 individuals. Any patient admitted with CHF received a mailing about the support group. Because many CHF patients have comorbidities, topics for the support group also included COPD/respiratory issues, arthritis, osteoporosis, back and neck pain, and nutrition.
Mather also initiated a weekly CHF Caregiver Support Group for inpatients on its Telemetry and 2 South patient units to help caregivers prepare for CHF patients being discharged home. Patients connected to that program were not readmitted to the hospital within 30 days. At Mather’s HealthyU seminar series and health fair and at the Greater Port Jefferson Chamber of Commerce Health & Wellness Expo, for which Mather is a major sponsor, the hospital distributed free stool guaiac testing kits with colon cancer prevention and screening information to people 50 and over.

At those health fairs and at our Community Interactive Health Fair at Smith Haven Mall, a Fortunato Breast Health Center nurse discussed breast health and screening and demonstrated breast self-exam using breast prosthesis. Information on breast health also was distributed at the Families Walk & Run for Hope and at our Paint Port Pink breast cancer educational seminar. We offered free mammograms at the Fortunato Breast Health Center for the uninsured or underinsured, underwritten by the Fund for Uninsured that is funded through donations and events such as the Pink Rock Golf Classic.

Mather offered a bimonthly Stroke Support Group open to stroke survivors and their caregivers. Stroke education was provided on lifestyle changes and medication management and through blood pressure and risk assessment screenings at health fairs.

Mather provided free Lung Cancer Screenings for smokers and ex-smokers who met certain requirements. National studies have shown that screening with low-dose CT can detect lung cancer at its earliest and most treatable stage. In 2015 the program screened 503 patients, 12 of whom were diagnosed with lung cancer and 9 of whom underwent surgery as a result.

**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 through its Community Service Plan and by responding to the needs of the communities it serves.

**Our Communities**

Mather Hospital serves the residents of Suffolk County, drawing primarily from the Town of Brookhaven. Nearly 80 percent of the patients discharged from Mather 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 6. Mather shares its service area with St. Charles Hospital in Port Jefferson and Stony Brook University Hospital.

**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, healthcare delivery and healthcare needs are changing rapidly. Mather works collaboratively with the Suffolk County Department of Health and the Long Island Health Collaborative to assess the health needs of the region.

Mather also responds to community needs through information gathered from government agency reports, published research studies, health-related news stories, reports generated by Mather’s committees and task forces, administrative planning sessions, statistical data and patient feedback gathered through written or telephone surveys and through contact with Mather staff.
### 2015 Statistics on Primary and Secondary Service Areas

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Signature Programs

Center of Excellence in Metabolic and Bariatric Surgery™

The Center of Excellence in Metabolic and Bariatric Surgery at Mather Hospital features one of New York’s most experienced and successful bariatric surgeons and weight loss surgery teams as well as an encouraging support team. The team is led by Arif Ahmad, MD, Director of the Mather Hospital Center of Excellence in Metabolic and Bariatric Surgery, who has more than 30 years of surgical experience, with 15 years specializing in bariatric surgery, and is among the nation’s most respected and honored experts in this field. Procedures include sleeve gastrectomy, gastric bypass, banded gastric plication and gastric banding that employ the latest laparoscopic surgery techniques and robotic surgery for minimal scarring and improved recovery times.

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. The 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, Adult Partial Hospitalization Program, Adolescent Partial Hospitalization Program and 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

In 2015, Mather’s Emergency Department logged 40,680 patient visits. 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 needed. 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.

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. The Center has earned three-year, full accreditation designation by the National Accreditation Program for Breast Centers (NAPBC), which is given only to centers that have voluntarily committed to providing the highest level of quality breast care and undergo a rigorous review of their performance. The Center advocates that anyone with high risk – or with dense breasts – couple the annual mammogram with a sonogram. Mather offers free screenings for under and uninsured individuals that are underwritten by the Breast Center’s Fund for the Uninsured. 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.

**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 and allowing patients to return to work, sports and the activities of daily living. In 2015 the program added a high-precision, robotic-assisted partial knee replacement procedure as an alternative to total knee replacement for patients with early to mid-stage osteoarthritis that is generally limited to one portion of the knee. Mather uses the Navio™ system, which provides robotic assistance though an advanced computer program that relays precise information about the knee to a hand-held robotic tool that assists the surgeon during the procedure. The program held six free joint replacement seminars in 2015 at the Hospital and in Middle Island, Ronkonkoma, Riverhead and Wading River.

**LYMPHEDEMA PROGRAM**

The Lymphedema Treatment Center at Mather is one of the largest hospital-based programs on Long Island. Lymphedema is a swelling of the body’s soft tissue, usually in an extremity, caused by an accumulation of proteins, cells and water. 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 those resulting from cancers, non-malignant pain syndromes, arthritis, fibromyalgia, headaches and scars, as well as lower back, neck, oral facial and spinal pain.

**PRECISION CYBERKNIFE OF NEW YORK**

In its first full year, Precision CyberKnife of New York, a joint effort of Mather Hospital and North Shore Hematology Oncology Associates (NSHOA) treated 110 patients. Precision CyberKnife offers patients with cancerous and non-cancerous tumors anywhere in the body – including the prostate, lung, brain, spine, liver, pancreas and kidney – a non-invasive treatment option that offers sub-millimeter accuracy. Precision CyberKnife focuses multiple beams of high dose radiation with extreme accuracy to the tumor while avoiding nearby healthy organs and tissue. The partnership combines the expertise of the radiation oncologists at NSHOA with that of Mather’s interventional radiologists, pulmonologists, neurologists and other medical experts.
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, in a private room. The Center can diagnose sleep disorders in children as young as 2 years old.

Surgical Services
The 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, neurosurgery cases 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 2015, the da Vinci robotic system was used for gynecologic, gynecologic oncology, urologic and bariatric procedures.

Wound Treatment Center
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 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 received another three-year accreditation from the Commission on Cancer (COC) in July 2014 and maintained accreditation by the National Accreditation Program for Breast Centers (NAPBC). 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 2015, 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.

Inpatient 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.

Hospitalist Program

A hospitalist is an Internal Medicine or Family Medicine physician 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. The Mather hyperbaric unit is staffed by physicians board certified in hyperbaric medicine and other specialties and our specially trained nursing staff.

Imaging Services/Radiology

Mather Hospital’s Outpatient Imaging Services Department features a highly advanced 3 Tesla (3T) GE MRI unit, a high field MRI that provides better detection of subtle lesions and clearer views of arteries and veins, often without the need for contrast injections. Typical procedures conducted with 3T MRI include neurological scans and musculoskeletal exams. It also has the ability to provide exceptional images of the prostate. Mather also operates a high field 1.5T MRI, still the preferred platform for breast imaging and also used for patients who require sedation by the anesthesia team. 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. Mather’s Emergency Department physicians are specially trained to identify patients who would benefit from cardiac computed tomography angiography (cardiac CTA), a procedure that uses digital imaging to diagnose heart disease. Cardiac CTA uses Mather’s 320-slice CT scanner and a unique remote diagnostic system that allows radiologists to supervise the scanning process and view scan results live from wherever they are located and quickly give a diagnosis. This significantly cuts the time needed to determine whether there is coronary artery blockage or a less serious problem.

Mather’s Interventional Radiology (IR) division includes an office practice called Mather Interventional Radiology Associates (MIRA), located in Mather’s Weiss Pain Center. The practice, under the direction of Mohammad Bilal, MD, offers consultative services, treatment options, community outreach and education. Patients may be referred directly by their physicians or self-referred. The expansion of the program allows IR to clinically practice alongside referring medical and surgical practices and provide long-term care for patients.

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 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. 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.

Rehabilitation Services

The department is located across the street from the main hospital at 125 Oakland Ave. The spacious facility, which opened in 2014, offers Physical Therapy, Occupational Therapy and Speech-Language Pathology in one location and includes private treatment areas. Equipment includes treadmills, elliptical machines, recumbent bicycles and upper body equipment and Microsoft Xbox One Kinect system. Mather’s experienced staff is dedicated to providing the best possible inpatient and outpatient rehabilitative care. Licensed physical therapists, occupational therapists and speech-language pathologists provide evaluations and therapy for a wide range of physical, speech, language, voice and swallowing disorders. Rehabilitation is provided in four areas: inpatient, outpatient ambulatory, Lymphedema Treatment Center and the Transitional Care Unit.

Respiratory Care Services

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

The Transitional Care Unit (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.
2015 Patient Programs and Services

Alcoholism - Outpatient Counseling
Allergy and Immunology
Ambulatory Surgery
Anesthesiology
Back & Neck Pain Center
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
Chiropractic Collaboration
Chronic Ambulatory Peritoneal Dialysis
Colon & Rectal Surgery
Community Education/Speakers Bureau
CyberKnife Radiosurgery
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
  CT Scan and Cardiac CTA
  Digital Imaging & Fluoroscopy
  Interventional Radiology
  MRI
  Nuclear Medicine
  Outpatient X-ray
  Ultrasound
  Infusion Center
Infectious Disease
Intensive Care
Internal Medicine
Joint Replacement Surgery
Laboratory
Laparoscopic Surgery
Lung Cancer Screening
Lymphedema Treatment
Nephrology
Neurology
Neurosurgery
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
  Adult
  Pediatric
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-Language Pathology
Stroke Center
Telemetry
Thoracic Surgery
Thrombolytic Therapy
Transfusion Services
Transitional Care Unit
Tumor Registry
Urology
Vascular Surgery
Wound Treatment Center
Patient Care Statistics 2013 Through 2015

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

<table>
<thead>
<tr>
<th>Service Description</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Patients Discharged</td>
<td>12,394</td>
<td>12,079</td>
<td>12,059</td>
</tr>
<tr>
<td>Number of Surgical Cases</td>
<td>14,416</td>
<td>14,367</td>
<td>15,028</td>
</tr>
<tr>
<td>Inpatient Surgical Cases</td>
<td>3,616</td>
<td>3,638</td>
<td>3,843</td>
</tr>
<tr>
<td>Outpatient Ambulatory Surgical Cases</td>
<td>10,800</td>
<td>10,729</td>
<td>11,185</td>
</tr>
<tr>
<td>Total Number of Emergency Room Visits</td>
<td>40,031</td>
<td>41,354</td>
<td>40,680</td>
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<tr>
<td>Blood Units Administered</td>
<td>5,578</td>
<td>6,916</td>
<td>5,944</td>
</tr>
<tr>
<td>Laboratory General Test</td>
<td>2,451,109</td>
<td>2,406,158</td>
<td>2,478,416</td>
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<tr>
<td>Diagnostic Imaging Services</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Radiology Exam</td>
<td>48,440</td>
<td>49,251</td>
<td>48,920</td>
</tr>
<tr>
<td>Special Procedures</td>
<td>4,807</td>
<td>4,402</td>
<td>5,660</td>
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<tr>
<td>Nuclear Medicine</td>
<td>2,405</td>
<td>2,173</td>
<td>1,882</td>
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<tr>
<td>Stress Testing</td>
<td>1,411</td>
<td>1,118</td>
<td>877</td>
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<tr>
<td>Ultrasound</td>
<td>23,034</td>
<td>22,962</td>
<td>21,839</td>
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<tr>
<td>CT scans</td>
<td>22,076</td>
<td>23,845</td>
<td>22,939</td>
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<tr>
<td>MRI scans</td>
<td>4,665</td>
<td>4,965</td>
<td>5,374</td>
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<tr>
<td>Bone Density scan</td>
<td>1,227</td>
<td>1,137</td>
<td>1,268</td>
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<tr>
<td>EKG</td>
<td>28,259</td>
<td>27,623</td>
<td>28,405</td>
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<tr>
<td>Holter Monitor</td>
<td>54</td>
<td>51</td>
<td>56</td>
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<tr>
<td>EEG</td>
<td>534</td>
<td>588</td>
<td>623</td>
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<tr>
<td>Hemodialysis (Inpatient) Treatments</td>
<td>1,428</td>
<td>1,412</td>
<td>1,373</td>
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<tr>
<td>Hyperbaric Oxygen Therapy Treatments</td>
<td>1,316</td>
<td>979</td>
<td>1,030</td>
</tr>
<tr>
<td>Pain Management (Outpatient)</td>
<td>979</td>
<td>1,098</td>
<td>1,316</td>
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<tr>
<td>Lymphedema Treatment</td>
<td>10,473</td>
<td>8,726</td>
<td>8,573</td>
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<tr>
<td>Sleep Disorders Testing</td>
<td>1,286</td>
<td>1,300</td>
<td>1,503</td>
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<tr>
<td>Partial Hospitalization Program</td>
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<td></td>
</tr>
<tr>
<td>Number of Visits - Adults</td>
<td>5,037</td>
<td>4,959</td>
<td>5,228</td>
</tr>
<tr>
<td>Number of Visits - Adolescents</td>
<td>3,109</td>
<td>3,078</td>
<td>3,065</td>
</tr>
<tr>
<td>Number of Visits - Eating Disorders</td>
<td>2,175</td>
<td>2,165</td>
<td>1,771</td>
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<tr>
<td>Mammography</td>
<td>10,868</td>
<td>10,423</td>
<td>10,383</td>
</tr>
<tr>
<td>Prostate Screening</td>
<td>113</td>
<td>54</td>
<td>52</td>
</tr>
<tr>
<td>Wound Treatment Center Visits</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Port Jefferson</td>
<td>4,719</td>
<td>4,943</td>
<td>4,652</td>
</tr>
<tr>
<td>Melville</td>
<td>1,619</td>
<td>1,531</td>
<td>1,413</td>
</tr>
</tbody>
</table>
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.

Our Voyage to Excellence employee teams in 2015 each nominated an employee or physician for the Breakfast with Champions. We organized our Top of the WAVE Contest, quarterly Employee Communication Forums, Board Keepers Celebrations and completed the 2015 Employee/Volunteer Survey. We built our own Goal Performance System. We showcased our new Standard “Safety & Risk Identification” and promoted it by rewarding staff who submitted a Safety & Risk Identification Bright Idea. We held “Accident Investigation,” “Leadership Accountability Training,” “Leadership Lunch and Learn,” and “Webinar GPS Leadership,” leadership training courses. We continue to train all new hires on our Voyage at Hospital orientation and “RELATE” quarterly. We held our first “Mather Bowling Roll-Off” and our second annual “Dragon Boat Races.”

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, covers all aspects of a patient’s care. The surveys are compiled on a monthly and quarterly basis and analyzed for patient satisfaction.

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. Mather consistently ranks among the top three hospitals on Long Island for HCAHPS scores. Consumers can see how Mather and other hospitals scored on www.hospitalcompare.hhs.gov.

The Hospital offers free Mather Care TV in patient rooms, recovery areas and our Infusion Center. The system features health education videos, a real-time service request system, discharge planning and patient care information, and on demand entertainment choices.

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 2015, Mather further developed new employees by focusing on improving patient satisfaction through the RELATE module. Our leaders were trained on improving employee relations with quarterly webinars. In addition, all staff are educated daily with the use of our Daily Line-Up, which covers a different topic each week.

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.
PARTNERSHIP FOR PATIENTS

The New York State Partnership For Patients (NYSPFP) is a joint initiative of the Healthcare Association of New York State (HANYS) and the Greater New York Hospital Association (GNYHA). As a member hospital Mather is participating in several strategic initiatives including Culture of Safety, Glycemic Control, Readmission Prevention, Adverse Drug Events, SSI Colon Bundle and Ventilator Associated Events to improve the quality and safety to our patients.

PATIENT ADVOCACY

Patient Advocates are nursing staff members who 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 toward 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. Mather Hospital clinical and non-clinical departments participated in 27 key processes in 2015. They evaluated ways to streamline processes, improve systems and provide timely and safe patient care.

SMOKE-FREE/TOBACCO-FREE CAMPUSS

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 of any kind 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.
Request for Community Input

The Hospital solicits input from the residents of 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 86-year tradition of charitable service and quality healthcare for community residents.

This is Mather Hospital’s 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 community’s continued support of Mather Hospital 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 now and in the future and to strive to do so in a cost-effective manner.

A copy of both this Report to the Community and the Community Service Plan for 2014-2016 are posted on our website at www.matherhospital.org/publications.php. You may print a copy of either document or request a printed copy to be mailed to you by calling 631-476-2723.

Kenneth Roberts
President
John T. Mather Memorial Hospital

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

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

Christine Mac Entee, RN, a nurse on the 2 South oncology unit, and Joann Hughes, RN, a nurse on Telemetry, were named winners of the DAISY Award for outstanding dedication.

The DAISY Award was founded by the family of a patient who received extraordinary care from his nursing staff and is presented to acknowledge a nurse’s education, training, brainpower, and skill they put into their work, and especially for the caring with which they deliver their care. DAISY Award winners are nominated by patients.

Alice Kolasa, MD, won a Town of Brookhaven Women’s Recognition Award for medicine for her work heading the Palliative Medicine program. Kolasa joined Mather as the founding Palliative Medicine Physician in February, 2012. In 2012, Mather Hospital initiated the Palliative Medicine Program that focuses on maximizing the patient’s comfort and involving the patient’s family throughout the disease process.

Kenneth Roberts, Mather’s President, was honored by Long Island Business News with an Outstanding CEO Award. The award recognizes business and not-for-profit executives who have consistently demonstrated remarkable leadership, integrity, values, vision and a commitment to excellence, financial performance and community. The Port Jefferson Lions Club also honored Roberts for his years of service to Mather, the community and the Lions Club. Roberts in June 2016 will mark 30 years as President of Mather Hospital. Roberts has overseen the growth of the community teaching hospital into one of the most respected and highly ranked healthcare institutions on Long Island.

Adam Wos, MD, Interim Director of the Emergency Department, was voted Physician Champion of the Year by Mather employees. Physician Champions are selected based on respect, communication, patient care, compassion, leadership and collaboration.

Mather Auxiliary and Volunteers

The Auxiliary presented the Hospital with a $220,000 donation, the proceeds of its 2014 fundraising activities. The check, given at Mather’s annual Volunteer Appreciation Party, was used for the new Arthur & Linda Calace Family Pavilion, which opened in September 2015. The Auxiliary has raised almost $6 million for Mather since its founding.
Community Outreach

Paint Port Pink

In October, Mather launched Paint Port Pink, a new breast cancer awareness community outreach involving the Hospital, the Village of Port Jefferson, local businesses, the Port Jefferson School District, North Shore Art Guild, Greater Port Jefferson Chamber of Commerce and other local organizations. The month-long event replaced Breast Cancer Victory Day.

The new campaign involved more than 60 local businesses, community groups and the Port Jefferson School District. Cheerleaders and the Leadership Club from Earl L. Vandermeulen High School conducted a “flamingo flocking” campaign. The Middle School sold pink shoelaces and Frisbees, and elementary school students brought the Fortunato Breast Health Center giant hourglass to various events. Altogether the schools raised $6,586 for the Breast Center’s Fund for Uninsured. The North Shore Art Guild held a month-long juried art show - Artists United Against Breast Cancer - which raised more than $10,000 for the Breast Center. Paint Port Pink was presented by Astoria Bank with the support of North Shore Hematology Oncology Associates, Long Island Physician Associates, LI Anesthesia Physicians, People’s United Bank, Suffolk Plastic Surgeons and Gordon L. Seaman.

Community Health Fairs

Mather Health and Wellness Fair, Smith Haven Mall, Feb. 7-8

Mather’s Robotic Surgery Program demonstrated the da Vinci surgical system and invited shoppers to “test drove” the sophisticated robotic platform. High school robotics teams competed in a friendly test of skill using a da Vinci robot simulator. The health Fair offered demonstrations and free screenings by signature programs and services.

Health & Wellness Expo, Earl L. Vandermeulen High School, Port Jefferson, May 9

Mather was a major sponsor of and participant in the annual Greater Port Jefferson Chamber of Commerce Health & Wellness Expo. Signature services and programs presented free screenings and offered information to about 300 visitors.

HealthyU, Nov. 7

Mather’s second HealthyU seminar series and health fair was held at the new Long Island Anesthesia Physicians conference Center and featured nine panels on healthcare topics including Food as Medicine, Your Aging Eyes, Know Your Numbers and Financial Health After 50. HealthyU is designed to educate our communities on a wide range of physical, emotional and financial health issues.
Mather concluded up its Rethink Your Drink program under which a Registered Dietitian educated Suffolk County worksites on the link between sugary drinks and health. The program helped 45 worksites – exceeding our goal of 35 – implement a healthy beverage policy and has provided them water pitchers, coolers, filters and reusable water bottles. Rethink Your Drink had been funded by a grant from the New York State Department of Health - Healthy Heart Program.

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.

Mather hosted its annual EMS dinner in May with guest speakers on Weapons of Mass Destruction Awareness, National Disaster Medical System, and Tactical Combat Casualty Care.

CONTINUING MEDICAL EDUCATION
In 2015, we had four regularly scheduled CME series: Bi-weekly Breast Cancer Conferences, Bi-weekly Lung Cancer Conferences, Weekly Surgical Journal Clubs, and Weekly Grand Rounds that included topics such as ovarian cancer, rheumatoid arthritis, preventing avoidable readmissions, breast cancer, brain tumors, hyperbaric medicine and treatments for opioid use disorder.

Grants
ENCOURAGE KIDS FOUNDATION
Mather was awarded a $7,570 grant to bring yoga to adolescents who are receiving treatment on our Adolescent Psychiatric Unit. In a train the trainer model, staff will become certified instructors in yoga practices specially designed to meet the needs of youth with mental illness. They will then conduct ongoing classes for the teens, while also incorporating techniques into unit activities such as group sessions, bedtime routines, comfort room visits, and individual staff/patient interactions focused on empowering adolescents in the Collaborative Problem Solving model.

HEALTH WORKFORCE RETRAINING INITIATIVE- NYS DEPARTMENT OF HEALTH
Mather Hospital was awarded an additional $49,731 to continue three of its training projects into the first half of 2016. The extended projects focus on nonviolent crisis intervention, training nurses to work in critical care areas, and RN certification in multiple areas of nursing. The hospital also continued its Electronic Medical Records, precepting and RN to BSN training projects.

RICHARD & MARY MORRISON FOUNDATION
Mather was awarded a $500 grant for Paint Port Pink, an event highlighting the importance of screening, early detection and education about breast cancer while raising funds for the Breast Cancer Fund for Uninsured/Underinsured.

Other government, corporate and private foundation grants included those for the hospital’s capital campaign, Breast Cancer Fund for Uninsured, patient education and relaxation programming, pet therapy, a worksite healthy beverage initiative, joint replacement seminars, and emergency preparedness.
Support Groups and Community Health Programs

All groups meet at Mather Hospital unless otherwise indicated.

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 Room 1. For more information, call 631-669-2827.

ALCOHOLICS ANONYMOUS
Support group for men and women with drinking problems. Registration not required. Meets:
• Every Sunday, 9:30-11 am, Conference Rooms 4 & 5.
• First, third and fifth Tuesday of every month, 7:30-9 pm, Conference Rooms 4 & 5.
• Every Thursday “Big Book” 7:30-9:00 pm, Conference Room 1.
• Every Saturday, 11 am-1 pm, Conference Rooms 4 & 5.

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

BEREAVEMENT
Please contact the following community locations for information on bereavement support groups: Good Shepherd Hospice at 631-465-6300 and St. Louis de Montfort Church at 631-744-8566.

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 Room 4. 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. For more information call Phyllis Macchio, ANP, at 631-473-1320, ext. 5420.

EATING DISORDERS
Support group for people with eating disorders. Family and friends welcome. Registration not required. Meets first Monday of every month, 7-8:30 pm, Conference Room 3. For information, call Sue Morin, RN, at 631-473-3877 ext. 7956.

EMOTIONS ANONYMOUS
A 12-step program for people with emotional problems. Registration not required. Meets every Sunday, 3-5 pm, Conference Room 1. For information, call Helen at 631-474-2090.
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 Room 1. For information, call Marian at 631-219-4838.

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 first Tuesday of every month, 7-9 pm, Conference Room 2. 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, OR Classroom. For dates and appointments, call the American Cancer Society at 1-800-227-2345.

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 required. Dates vary. For more information, call Jomar Dimanlig at 631-686-7648.

MULTIPLE SCLEROSIS
Support group for those with MS, their families and care partners. Registration required. Dates vary. Meets in the OR Classroom. For information and class dates, contact 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. For information, call Deb at 631-675-6831. Registration not required.
Schedule:
• Educational Information Meeting: First Wednesday of every month, 7:30–9:30 pm, Conference Rooms 1 & 2.
• Peer Support Group Meeting: Second Wednesday of every month, 6:30-8 pm, Conference Rooms 1 & 2.
• General Support Group Meeting: Third Wednesday of every month, for patients, family and friends, 7:30-9 pm, Conference Rooms 1 & 2.

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, Conference Room 1. 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. For information, call David at 757-814-3592.
PROSTATE CANCER “US TOO” INTERNATIONAL
Support group for men who have or had prostate cancer. Family and friends welcome. Registration required. Meets first Tuesday of every month, 7:30-9:30 pm, Conference Room 1. 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.

SARCOIDOSIS
Support group for people who have sarcoidosis. Family and friends welcome. Registration not required. Meets third Sunday of every month, 6-8 pm, Conference Room 5. For information, call Frank Rivera at 631-522-8824.

SMOKING CESSATION
Mather Hospital participates in the Suffolk County Department of Health Learn to be…Tobacco Free program. For information on smoking cessation classes and locations, contact the Suffolk County Department of Health at 631-853-2928.

STRENGTH FOR LIFE
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. Meets in Conference Room 4. For class dates and information, call Jacqui at 631-675-6513 or email jerrico1234@gmail.com.

STROKE
A support group for people who have had a stroke/TIA. Family and friends welcome. Meets the first Thursday of every month, 6-7 pm, Conference Room 2. Registration not required. For more information, contact Joanne Lauten, RN at 631-686-7660.
Community Support

Families Walk & Run for Hope

The 21st Annual Families Walk & Run for Hope brought out 675 people to the five-mile course from Mather Hospital through the streets of Port Jefferson and Belle Terre. The new name reflects the fact that a run was added to the event for the first time. The event is designed to raise awareness about breast cancer and to raise funds for the Fortunato Breast Health Center. The 2015 event raised almost $120,801. More than $2 million has been raised since the first walk in 1995.

One Enchanted Evening

The 50th annual One Enchanted Evening gala to benefit the Fortunato Breast Health Center and breast cancer treatment at Mather Hospital was held at the Hyatt Regency Long Island in Islandia. The evening celebrated the golden anniversary of the event. The Hospital’s largest fundraising event raised a total of $223,985. Jeffrey P. Rust, Esq., Farrell Fritz was the special 2015 Community Honoree. Joanne Lauten, RN, Richard Savino, MD and Dinesh Shukla, MD received the 2015 Theodore Roosevelt Awards, which honors service to the Hospital and to the community.

Mather Golf Classic

Held at the Port Jefferson Country Club at Harbor Hills, the 30th annual Mather Golf Classic Raised $207,000 for Nursing Education. The 2015 first place foursome received the Vincent Bove Memorial golf award in Memory of Mather hospital’s longtime chairman. The John T. Mather Founder’s Award went to James Danowski of Cullen & Danowski, LLP, for his exemplary record of leadership, dedication and excellence to the provision of healthcare in our community. The event has raised more than $1 million for the hospital.
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.

Pink Rock Golf Classic

The 2015 Pink Rock Golf Classic raised $53,000 for the Fortunato Breast Health Center Fund for the Uninsured. The money raised at the annual event provides access to the state-of-the-art breast screenings and diagnostic procedures for those without health insurance. Created by Jean Larsen and Walter Hurney, the Pink Rock Golf Classic was held Oct. 5, 2015 at the Port Jefferson Country Club at Harbor Hills and attracted 80 golfers. The event has raised more than $500,000 over seven years.

Village Cup Regatta

Mather Hospital won its second Village Cup in 2015. Actor and local resident Ralph Macchio once again served as Regatta Ambassador and was joined by Port Jefferson native and CBS 2 News Anchor Maurice Dubois for the sixth annual Regatta on September 12. The annual friendly competition on Long Island Sound between crews representing Mather and the Village of Port Jefferson raised $34,000 for Mather’s Palliative Medicine Program and also for the Lustgarten Foundation, a private foundation that funds pancreatic cancer research.
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 Town 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 chemical dependency facility and two outpatient wound treatment facilities.

JTM Health Facilities Foundation, a 501(c)3 not-for-profit corporation, is a fundraising organization. The Foundation solicits and receives contributions and funds from various sources to coordinate and support the not-for-profit hospital. JTM Health Facilities Foundation is generally viewed as the fundraising vehicle for various hospital activities. The grant support for Mather Hospital flows through the hospital.

Mather Health System sponsors Island Nursing & Rehab Center, a 501(c)3 nursing home located in Holtsville, NY. The 120-bed facility offers 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 that 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 2013 through the year 2015 can be found on page 29.

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 shares a joint medical staff and 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.

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:

Accreditation Council for Graduate Medical Education
American Academy of Sleep Medicine
American College of Radiology
American College of Surgeons Commission on Cancer
American Nurses Credentialing Center (Magnet Recognition Program®)
The Joint Commission
National Accreditation Program for Breast Centers
Surgical Review Corporation

Member of:

American Hospital Association
Decision Women in Commerce
Greater Middle Country Chamber of Commerce
Greater New York Hospital Association
Greater Port Jefferson Chamber of Commerce
Hospital Association of New York State
Long Island Health Collaborative
Nassau-Suffolk Hospital Council
North Brookhaven Chamber of Commerce
Port Jefferson Lions Club
Port Jefferson Rotary
Three Village Chamber of Commerce
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. An 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 a Major Employer

With almost 2,600 employees, Mather Hospital is one of the largest employers in Brookhaven Town with a total payroll of $149,309,000 in 2015. Hospital payroll expenditures serve as an important economic stimulus, creating and supporting jobs throughout the local and state economies.

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, Mather Hospital has a $560,000,000 economic impact on our communities through jobs and the purchasing of goods and services it needs to provide healthcare, such as medical supplies, electricity and food for patients, according to the Health Care Association of New York State. Funds spent to buy goods and services flow from the hospital to vendors and businesses and then ripple throughout the economy. In addition, Mather Hospital generates $93,000,000 in tax dollars.

John T. Mather Memorial Hospital Capital Spending

In 2015, John T. Mather Memorial Hospital spent $21,207,000 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.

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FROM OUR PLANT FUND WE SPENT:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>FOR IMPROVEMENTS TO BUILDINGS AND EQUIPMENT</strong></td>
<td>13,942,596</td>
<td>22,110,315</td>
<td>21,207,263</td>
</tr>
<tr>
<td><strong>PROCEEDS FROM FINANCING TRANSACTIONS</strong></td>
<td>(23,000,000)</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>FOR REDUCTION OF BONDS AND PAYMENT OF LONG TERM DEBT</strong></td>
<td>1,800,269</td>
<td>2,285,221</td>
<td>3,126,137</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>7,257,135</td>
<td>24,395,536</td>
<td>24,333,400</td>
</tr>
</tbody>
</table>

**TO ASSIST US IN IMPROVING OUR BUILDINGS AND EQUIPMENT WE RECEIVED CONTRIBUTIONS OF**

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OPERATING FINANCIAL ALLOCATION:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>WE EARNED:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>FROM PATIENT SERVICES</strong></td>
<td>276,926,912</td>
<td>295,400,170</td>
<td>324,148,631</td>
</tr>
<tr>
<td><strong>FROM OTHER NONPATIENT CARE SERVICES</strong></td>
<td>8,291,161</td>
<td>5,959,363</td>
<td>6,206,665</td>
</tr>
<tr>
<td><strong>TOTAL SERVICES</strong></td>
<td>285,218,073</td>
<td>301,359,533</td>
<td>330,355,296</td>
</tr>
</tbody>
</table>

**UNCOMPENSATED CARE, AT COST:**

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PART OR ALL OF THEIR DEBTS, WE DID NOT RECEIVE</strong></td>
<td>(1,137,593)</td>
<td>(1,142,291)</td>
<td>(1,076,976)</td>
</tr>
<tr>
<td><strong>FREE CARE PROVIDED AMOUNTED TO</strong></td>
<td>(4,162,471)</td>
<td>(4,162,334)</td>
<td>(4,067,404)</td>
</tr>
<tr>
<td><strong>EMERGENCY ROOM AND CLINIC PATIENTS AMOUNTED TO</strong></td>
<td>(3,218,000)</td>
<td>(3,715,000)</td>
<td>(4,176,976)</td>
</tr>
<tr>
<td><strong>LESS: TOTAL UNCOMPENSATED CARE</strong></td>
<td>(8,518,064)</td>
<td>(9,019,625)</td>
<td>(9,320,380)</td>
</tr>
</tbody>
</table>

**THEREFORE, NET REVENUE FOR PATIENT CARE AND OTHER SERVICES AMOUNTED TO**

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TO EARN THIS INCOME, WE PAID OUT:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>FOR SALARIES AND BENEFITS</strong></td>
<td>172,663,274</td>
<td>183,787,025</td>
<td>196,758,753</td>
</tr>
<tr>
<td><strong>FOR SUPPLIES AND OTHER EXPENSES</strong></td>
<td>83,626,551</td>
<td>92,257,469</td>
<td>108,336,672</td>
</tr>
<tr>
<td><strong>FOR INTEREST</strong></td>
<td>702,250</td>
<td>786,894</td>
<td>1,622,797</td>
</tr>
<tr>
<td><strong>FOR DEPRECIATION</strong></td>
<td>14,057,308</td>
<td>15,129,456</td>
<td>15,963,418</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>271,049,383</td>
<td>291,960,844</td>
<td>322,681,640</td>
</tr>
</tbody>
</table>

**SURPLUS (DEFICIT) FROM OPERATIONS**

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SURPLUS (DEFICIT) FROM OPERATIONS</strong></td>
<td>$(5,650,626)</td>
<td>$379,064</td>
<td>$(1,646,724)</td>
</tr>
</tbody>
</table>
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.

For the purpose of determining which services may be offered Charity Care, services will be defined by all of Nassau and Suffolk County’s primary service areas for emergency services. Charity Care will be utilized in those cases where the Senior Director of Patient Financial Services, or other authorized personnel, 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 payer).

The Senior Director of Patient Financial Services, or authorized personnel, makes 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 payment plans that correlates 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 the facility, the hospital will not send the unpaid bill to a collection agency/attorney.

B. 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.

Postcards with the Charity Care Representatives contact information are provided to patients who express a need for Charity Care. Each admission packet contains an insert informing patients about the Charity Care program.

All of the patient statement mailers include a Charity Care statement informing patients of the program and contact information. The hospital’s website also has a dedicated Charity Care section which includes frequently asked questions and the Charity Care program summary.

C. Application Process
In accordance with the Affordable HealthCare 501R regulations, all self-pay patients are no longer billed for total charges. At the time of bill, the account is reduced to the AGB (Accounts Generally Billed) rate of 35% of charges. (For further details of the AGB, and how it is calculated, please see the Amounts Generally Billed Policy and Procedure). The Patient is then offered to either pay in full or enter into an appropriate payment arrangement. If the patient believes they are still unable to afford the bill, they may then complete a Charity Care Application. Any discount the patient is eligible for under the Charity Care guidelines is applied to the balance after the AGB reduction.

Patients who inquire about Charity Care to help satisfy their balance after insurance, for example allocated copays, coinsurances, and deductibles, are first to be offered to settle their account using the Amounts Generally Billed discount (AGB). Using the AGB, the patients’ responsibility is reduced to 35% of the current balance. (For further details of the AGB, and how it was calculated, please see the Amounts Generally Billed Policy and Procedure.) The Patient is then offered to either pay in full or enter into an appropriate payment arrangement. If the patient believes they are still unable to afford the bill, they may then complete a Charity Care Application. Any discount the patient is eligible for under the Charity Care guidelines is applied to the balance after the AGB reduction.
D. Application Criteria
A Charity Care Application is provided to all patients who inquire about the program. Each application includes a checklist of all required documentation and a self-addressed return envelope.

Once the application and all required documentation have been returned, John T. Mather Hospital utilizes guidelines for the current Federal Poverty Level to determine eligibility under the Charity Care Program. If Charity Care in part or whole is determined to be applicable, the designated Charity Care Representative uses the Charity Care Allowance code to make all necessary adjustments.

E. Determining Applicable Discounts
The discount a patient receives is based on the family income, the size of the family, and how it aligns with the Federal Poverty Guidelines. Patients who fall below 150% of the Federal Poverty guidelines are eligible for a 100% discount, with the exception of a nominal fee when applicable. Patients who fall 451% and above the federal poverty guidelines are responsible for the Amounts Generally Billed. For a full breakdown of all discounts, please see table A below.

*All Patients eligible for a 100% discount are subject to a nominal fee as defined by New York State.

Table A

<table>
<thead>
<tr>
<th>Family Size</th>
<th>Family Income (Up to 150%)</th>
<th>Eligible for 100% Charity Care (Up to 150%)</th>
<th>Eligible for 75% Charity Care (Up to 250%)</th>
<th>Eligible for 50% Charity Care (Up to 350%)</th>
<th>Eligible for 25% Charity Care (Up to 450%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$11,880.00</td>
<td>$17,820.00</td>
<td>$29,700.00</td>
<td>$41,580.00</td>
<td>$53,460.00</td>
</tr>
<tr>
<td>2</td>
<td>$16,020.00</td>
<td>$24,030.00</td>
<td>$40,050.00</td>
<td>$56,070.00</td>
<td>$72,090.00</td>
</tr>
<tr>
<td>3</td>
<td>$20,160.00</td>
<td>$30,240.00</td>
<td>$50,400.00</td>
<td>$70,560.00</td>
<td>$90,720.00</td>
</tr>
<tr>
<td>4</td>
<td>$24,300.00</td>
<td>$36,450.00</td>
<td>$60,750.00</td>
<td>$85,050.00</td>
<td>$109,350.00</td>
</tr>
<tr>
<td>5</td>
<td>$28,440.00</td>
<td>$42,660.00</td>
<td>$71,100.00</td>
<td>$99,540.00</td>
<td>$127,890.00</td>
</tr>
<tr>
<td>6</td>
<td>$32,580.00</td>
<td>$48,750.00</td>
<td>$81,425.00</td>
<td>$114,030.00</td>
<td>$146,610.00</td>
</tr>
<tr>
<td>7</td>
<td>$36,730.00</td>
<td>$55,095.00</td>
<td>$91,825.00</td>
<td>$128,555.00</td>
<td>$165,285.00</td>
</tr>
<tr>
<td>8</td>
<td>$40,890.00</td>
<td>$61,335.00</td>
<td>$102,225.00</td>
<td>$143,115.00</td>
<td>$184,005.00</td>
</tr>
</tbody>
</table>

Source: Calculated using data from the Federal Register, January 2016 for families/households with more than 8 persons, add $4,160 for each additional person. U.S. Department of Health and Human Services (HHS)

- 150% & Below: Patient’s bill is discounted 100%
- 151-250%: Patient’s bill is discounted 75%
- 251-350%: Patient’s bill is discounted 50%
- 351-450%: Patient’s bill is discounted 25%
- 451% & Above: Patient is responsible for full charges

F. Nominal Payment Guidelines
In accordance with New York State regulations, a nominal fee is charged to patients who are eligible for 100% Charity Care. They are as follows:

- Inpatient Services - $150/Discharge
- Ambulatory Surgery - $150/Procedure
- MRI Testing - $150
  - This includes CAT Scans, Nuclear Medicine, & Ultrasounds
- Adult ER/Clinic Services - $15/Visit
  - This includes Speech Therapy, Physical Therapy & Lymphedema
  - Infusion center patients will also be subject to a $15 nominal fee, with a cap of $150 per month.
- Prenatal and Pediatric ER/Clinic Services – No Charge

G. Outpatient Clinic Nominal Payment Guidelines
The Senior Director of Patient Financial Services, or his/her designee, determines each patient’s eligibility for all patients who use our outpatient clinics, or affiliated physician offices, who inquire about the Charity Care program.
Once a patient inquires about Charity Care, they are required to complete a full application, omitting the items listed below. The items listed below are excluded from determining eligibility for the program:

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

The chart below represents the John T. Mather Memorial Hospital nominal payment charity care guidelines for the outpatient clinic patients. At 150% (or below) the Federal Poverty Guideline (FPG), the patient is required to make a nominal payment of $15.00. If a patient is over 451% of the FPG, the patient is responsible for the Amounts Generally Billed.

**Patient Financial Responsibility**

<table>
<thead>
<tr>
<th>Federal Poverty Level</th>
<th>Fee per visit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 151%</td>
<td>$15</td>
</tr>
<tr>
<td>151% - 250%</td>
<td>$35</td>
</tr>
<tr>
<td>251% - 350%</td>
<td>$77</td>
</tr>
<tr>
<td>351% - 450%</td>
<td>$153</td>
</tr>
<tr>
<td>451% &amp; Over</td>
<td>AGB discount *</td>
</tr>
</tbody>
</table>

*The AGB discount will never be lower than the $15 nominal fee, as referenced in New York State regulations.*

On a case by case basis, if a patient has multiple weekly visits and the per-visit rate becomes a financial burden; additional discounts can be applied by the Senior Director of Patient Financial Services or Director of Patient Access.

**H. Time Requirements for Determination:**

Once an application has been received and a comprehensive review has been conducted, one of the following letters is forwarded to the patient, via mail, explaining the result of the application. This letter is mailed within 30 days of the hospital receiving the Charity Care application. The letters are as follows:

- 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 the patient to apply for Charity Care

Please note that 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 Senior Director of Patient Financial Services may grant certain exceptions to this rule. The patient must still provide all required documentation proving they’re indigent. If a patient applies for Charity Care in regard to an open balance from a previous year, or to have the previous year’s account considered, the patient must provide their tax return for the year of the account in question.

All discounts received through the Charity Care program are effective for one year. Therefore, if a patient continues to require financial assistance, they must re-apply for Charity Care on an annual basis.

**I. Billing/Collections**

A patient is allowed to apply for Charity Care at any point from admission to final payment of the bill. The 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.

The collection agencies and collection attorneys we utilize are advised to adhere to the same high standards incorporated in the hospital’s Charity Care policy. Our collection agencies and attorneys do 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 pursued 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. The facility does 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 sufficient income and or assets to meet his/her obligation.

J. Presumptive Eligibility
Charity Care determination 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.

The facility considers 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 Senior Director of Patient Financial Services to grant charity care based on the following: 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, non-retroactive Medicaid coverage, Medicaid co-payments, etc.

The facility also runs 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 are written-off as Charity Care using the presumptive eligibility allowance.

K. Recordkeeping/Reporting
The Business Office maintains a detailed log of all Charity Care applicants and recipients in accordance with the necessary criteria required for annual reporting to various governmental agencies.

On a monthly basis, the Systems Analyst sends Transunion the Bad Debt qualified accounts. When returned from Transunion, the accounts are divided into four tiers which include the following: Presumptive Eligibility, Low Collectability, Medium Collectability and High Collectability:

- Presumptive Eligibility: Accounts are automatically written off using the Presumptive Eligibility allowance.
- Low Collectability/Medium Collectability: Accounts continue through the collections process and are assigned to an agency. If the patient contacts the agency inquiring about Charity Care, these cases require the Senior Director’s approval. A full and completed Charity Care application must be returned promptly within 90 days in order to be considered for financial assistance.
- High Collectability: These accounts are reviewed by our credit and collection unit and held from collections for 30 days. If after 30 days the patient has not created a payment arrangement or paid in full, the account is sent for further collection efforts.

L. Approval Authorizations Levels
Effective January 1, 2013 the facility has assigned specific members of the management team to oversee write-off approvals by specific dollar amount ranges. Below are the individuals assigned to the three approval tiers:

- $10,000 and Under - Manager of Patient Accounts
- $10,001-$25,000 - Assistant Director of Patient Financial Services
- $25,001 and Over - Senior Director of Patient Financial Services

M. Appeal Process
In the event a Charity Care applicant is denied 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 includes in the Annual Operating Budget an amount which is approved by the Board of Directors for the purpose of providing Charity Care.
2014 Charity Care Guidelines

The following represents the John T. Mather Memorial Hospital Charity Care guidelines that are based on the 2014 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:

<table>
<thead>
<tr>
<th>Size of Family Unit</th>
<th>Federal Poverty Level</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>100%</td>
</tr>
<tr>
<td>1</td>
<td>$11,670</td>
</tr>
<tr>
<td>2</td>
<td>$15,730</td>
</tr>
<tr>
<td>3</td>
<td>$19,790</td>
</tr>
<tr>
<td>4</td>
<td>$23,850</td>
</tr>
<tr>
<td>5</td>
<td>$27,910</td>
</tr>
<tr>
<td>6</td>
<td>$31,970</td>
</tr>
<tr>
<td>7</td>
<td>$36,030</td>
</tr>
<tr>
<td>8</td>
<td>$40,090</td>
</tr>
</tbody>
</table>

For families with more than 8 persons: add $4,060 for each additional person

Source: Calculated using data from the Federal Register, January 2014
U.S. Department of Health and Human Services (HHS)

- 200% & Below: Patient’s bill will be discounted 100%
- 201-300%: Patient’s bill will be discounted 75%
- 301-400%: Patient’s bill will be discounted 50%
- 401-500%: Patient’s bill will be discounted 25%
- 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 but has considerable savings and/or assets, discount may be reviewed, and prorated.

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.
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: $________________________ Specifying 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
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