**Mission:**
St. Luke’s Cornwall Hospital, a member of the Montefiore Health System, is dedicated to providing exceptional health care to improve the lives and well-being of the people in the communities we serve.

**Vision:**
To continue as a leader in exceptional health care delivery by collaborating with our patients, providers, employees and regional partners to improve the health of our community for life. We will excel as a highly efficient organization driven by quality and service excellence.

**Core Values:**
We commit to holding ourselves, each other and our organization to the following core values —
- Patient Centered
- Safety
- Compassion
- Collaboration
- Quality
Dear Friends,

2017 was an exciting year for St. Luke’s Cornwall Hospital (SLCH). We’ve undergone a great deal of transition these last several months; transition that is bringing SLCH to the forefront of healthcare transformation and delivery at its finest!

We kicked off the year by receiving formal verification as a Level III Trauma Center by the American College of Surgeons Committee on Trauma. This is a tribute to the high intensity and quality of care provided to the communities we serve during some of life’s most critical moments. As we continue to expand our emergency medicine footprint, SLCH is in the midst of an $8 million expansion of emergency services on the Newburgh campus, utilizing funding we received from the NYS Healthcare Facility Transformation Program Grant. These expansions include the addition of an MRI suite and a 10-bed observation unit. These funds will also be used to enhance patient treatment areas.

Continued integration into the Montefiore Health System (MHS) has allowed SLCH to develop a comprehensive regional strategy that will not only increase our scope within the walls of our current campuses but also across the region. In 2017, we partnered with Burke Rehabilitation Hospital, a leader in the nation for physical medicine and also a member of MHS. Working hand in hand with Burke has provided both a physical and programmatic expansion of our rehabilitation services. With construction currently underway on the Cornwall campus to house all outpatient Physical, Occupational and Speech Therapy, as well as Cardiopulmonary Rehabilitation and our Balance Center in one convenient location; we are truly transforming.

Continued growth of the SLCH Oncology Program was another major occurrence in 2017. We welcomed Dr. Shana Coplowitz, who joined us from within the Montefiore System, as Medical Director of Radiation Oncology, Dr. Veronica Ferencz, a Newburgh native and highly trained Breast Surgeon, and Dr. Diana Linetskaya, who specializes in Plastic Surgery, important additions to our growing team. These three physicians are addressing gaps in care that previously existed and are helping to round out Cancer Services at SLCH. Additionally, we are continuing to grow our Cardiology, Thoracic and Urology service lines, and our Total Joint Center and Orthopedics programs are thriving more and more with each month that passes. Our growth is not limited to our historic sites on the Newburgh and Cornwall campuses, as we also cut the ribbon on a new Center for Sleep Medicine in Fishkill last year.

Much like any other year, 2017 was filled with a great deal of recognition of the high-quality care that SLCH is privileged to provide to our community. We achieved the General Surgery Excellence Award from Healthgrades, naming SLCH amongst the top 10% nationally; the SLCH Institute for Metabolic and Bariatric Surgery was accredited as a comprehensive center under the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP®); SLCH was yet again the recipient of the American Stroke Association’s Get with The Guidelines® Stroke Gold Plus Achievement Award for the ninth consecutive year; and the Joint Commission recognized SLCH as a 2017 Pioneers in Quality™ Expert Contributor for the hospital’s Proven Practice in electronic clinical quality measure (eCQM) adoption and utilization for quality improvement. SLCH was also named in the Joint Commission’s 2017 Annual Report on America’s Hospitals: Improvement Quality and Safety. To round out the year, on Thanksgiving Day, our community hospital was certified as a Great Place to Work®, a tribute to the truly special team we have here at SLCH, placing our small community hospital in the same ranks as the Cleveland Clinic, Mayo Clinic, and St. Jude’s Children’s Research Hospital.

The rapid transformation of St. Luke’s Cornwall Hospital would not be possible without the continued support of our donors. The Kaplan Family Foundation’s generosity to SLCH has been a pillar of our hospital, and 2017 was no different. In June 2017, The Kaplan Family Foundation fulfilled their more than $1.3 million grant to the Birthing Center and Neonatal Intensive Care Unit (NICU), allowing for both physical enhancements and advanced technologies. Additionally, the Kaplan Family provided the funds necessary to decrease the rate of multiple drug resistant infections and hospital acquired infections by awarding the hospital a $245,000 grant which is enhancing our ability to educate the community on infection prevention measures, as well as provided for the purchase of Surfacide, a state-of-the-art ultraviolet disinfection system, to more effectively clean our patient care and public areas. The purchase of this equipment was made possible through a personal gift from the Kaplan Family in honor of Dr. Christine Jelalian.

2017 was truly a banner year. As we are already halfway through 2018, this year is shaping up to be equally as exciting and transformative. Thanks to our partnership with MHS, St. Luke’s Cornwall Hospital has become part of something bigger, to serve you better. I look forward to the path ahead, we truly are making history right here in the Hudson Valley!

Joan Cusack-McGuirk
SLCH President & CEO
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*current administration
Expansion of Services

A Level III Trauma Center and Leader In Emergency Medicine in the Hudson Valley

As a vital access provider, St. Luke’s Cornwall Hospital, in partnership with the Montefiore Health System is dedicated to meeting the healthcare needs of our community. As the Cornwall campus has shifted to an entirely outpatient model, the care provided on the Newburgh campus, specifically the Emergency Department and verified Level III Trauma Center, is undergoing significant transformation.

In 2017, SLCH announced its securement of an $8 million commitment from the New York State Department of Health under the Statewide Health Care Facility Transformation Program. This funding will allow SLCH to expand its Emergency Department including the following enhancements:

- A dedicated Observation Unit will provide a centralized space to serve patients who require additional care but not necessarily an inpatient admission;
- An MRI Suite will allow patients to receive all diagnostic testing without the added burden of a transfer;
- A triage space and expansion of Fast Track will enhance patient flow and allow for faster patient assessment;
- Expanded parking for EMS providers will improve the patients’ transitions of care.

This is an exciting step for St. Luke’s Cornwall Hospital as we leap into a regional health strategy with the Montefiore Health System. The expansion of emergency and trauma services will make the often-difficult experience of being in an emergency room much easier and more efficient for our patients.
The Littman Cancer Center: Big City Care Close To Home

Throughout 2017, the SLCH Oncology program grew by leaps and bounds as a result of our affiliation with the Montefiore Health System. Dr. Shana Coplowitz from the Montefiore Health System joined our team as the new Medical Director of Radiation Oncology. We also welcomed a new Breast Surgeon, Dr. Veronica Ferencz, further expanding the scope of our care. Dr. Ferencz joined us from Crystal Run Healthcare, and is a native resident of the community we serve. Additionally, Dr. Diana Linetskaya, a plastic and reconstructive surgeon, joined our team last year. SLCH has also expanded our Palliative Care and Support Services team to include Dr. Kirti Joseph, who works with both inpatient and outpatient cases, to assist your comfort and care.

A focus for 2018 will be continued enhancements to our program including increased education and prevention efforts as well as cancer screenings.
On Thanksgiving Day 2017, St. Luke's Cornwall Hospital received incredible news. The hospital had been officially recognized as a Great Place to Work®. SLCH has earned this credential based on extensive ratings provided by our employees in anonymous surveys.

Survey results highlighted the manner in which SLCH employees take pride in their jobs, the communication that exists amongst coworkers, and the organization’s overall contribution to the community. SLCH is the first and only hospital in the Hudson Valley to be certified as a Great Place to Work® and is one of only 23 hospitals in the United States to receive this recognition. Other members in this select group include The Mayo Clinic, Cleveland Clinic and St. Jude’s Children’s Research Hospital.

This recognition is a tribute to the amazing culture and spirit that exists within the four walls of the SLCH campuses and beyond. Key areas of success for this survey included 94% of participants indicating that they take great pride in their jobs, 90% of respondents feeling that there is great communication that exists throughout the organization, and 91% feeling that SLCH provides a great work atmosphere.

A summary of these ratings can be found at:  
http://reviews.greatplacetowork.com/st-luke-s-cornwall-hospital

“Being named a Great Place to Work® validates what we all know to be true. We are truly a family at St. Luke’s Cornwall Hospital, providing compassionate care to our friends and neighbors in the community. This is a terrific tribute to the culture that exists throughout our organization. I am incredibly proud.”

Joan Cusack-McGuirk  
President & CEO
St. Luke’s Cornwall Hospital has exceeded its DSRIP Performance Improvement Milestones since inception. The hospital has been recognized for both our work in decreasing Asthma presentations and working with community based organizations to provide better linkage to behavioral health.

In 2017, the American Hospital Association noted that asthma patients are breathing easier thanks to educational services and follow-up care provided through a partnership between the Hudson Valley Asthma Coalition and SLCH.

HANYS also highlighted SLCH for recognizing that emergency department (ED) psychiatric patients need alternatives to transfer. The transferring process leads to long waiting time, escalation of patients’ behavioral health issues and added costs.
The St. Luke’s Cornwall Medical Group was recognized by the National Committee for Quality Assurance with their highest distinction as a Level 3 Patient Centered Medical Home (PCMH) for its dedication to providing a commitment to quality improvement within the practice and a patient-centered approach to care that results in patients that are happier and healthier. The PCMH is a model of care that emphasizes care coordination and communication to transform primary care into “what patients want it to be.” There are six core concepts that must be demonstrated by a practice in order to earn recognition as a PCMH: team-based care, knowing and managing your patients, patient-centered access and continuity, care management and support, care coordination and transitions, and performance measurement/quality improvement.

Systemized Partnerships Enhancing Care Both Locally and Beyond...

St. Luke’s Cornwall Hospital’s partnership with the Montefiore Health System has connected our community hospital to national leaders in care. Care that allows us to enhance to our existing programs, expanding a scope of services that otherwise would not have been possible locally.

In 2017, SLCH partnered with Burke Rehabilitation Hospital, also a member of the Montefiore Health System, and a leader in the country for physical and rehabilitative medicine. Together, we have increased rehabilitative services at SLCH, now providing physical, occupational and speech therapies, as well as cardiac and pulmonary rehabilitation, cognitive medicine and a Balance Center. Currently underway, is the renovation and construction of SLCH’s Cornwall campus, which will soon house all rehabilitative and physical medicine therapies in one convenient location.

Renovations are underway to enhance the rehabilitation and physical medicine space on the Cornwall campus.
Awards and Recognition

**GENERAL SURGERY EXCELLENCE AWARD**

Every year, Healthgrades evaluates hospital performance at nearly 4,500 hospitals nationwide for 34 of the most common inpatient procedures and conditions. This achievement is part of findings released by Healthgrades and is featured in their 2018 Report to the Nation, which includes detailed study methodology and can be found at www.healthgrades.com/quality. The new report demonstrates how clinical performance continues to differ dramatically between hospitals regionally and nationally.

**HEALTHGRADES® FIVE STAR RECIPIENT**

Healthgrades® has recognized St. Luke’s Cornwall Hospital for its high quality patient care. We have received this recognition in Natural Childbirth for three consecutive years (2015-2017). This 5-star rating indicates that the hospital’s clinical outcomes are statistically significantly better than expected when treating the condition or performing the procedure being evaluated. Providing quality care to our patients is our number one priority.

**A GREAT PLACE TO WORK®**

St. Luke’s Cornwall Hospital (SLCH) has been certified as a great workplace by the independent analysts at Great Place to Work®. SLCH has earned this credential based on extensive ratings provided by its employees in anonymous surveys. SLCH is the first and only hospital in the Hudson Valley Region to be certified as a Great Place to Work® and is one of only 23 hospitals in the United States to receive this recognition.

**BARIATRIC ACCREDITATION**

St. Luke’s Cornwall Hospital’s Institute for Metabolic and Bariatric Surgery has been accredited as a Comprehensive Center under the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP®). With this accreditation, patients seeking surgical treatment for severe obesity and its related conditions have a high-quality choice for receiving care at a nationally accredited program that meets the highest standards for patient safety and quality of care in the greater Hudson Valley Region area.

**PIOENEERS IN QUALITY**

The Joint Commission has recognized St. Luke’s Cornwall Hospital as a 2017 Pioneers in Quality™ Expert Contributor for its contributions to electronic clinical quality measure (eCQM) data for quality improvement in health care. SLCH is one of just nine hospitals recognized by The Joint Commission in 2017 for contributing eCQM knowledge and utilization practices for sharing with other accredited hospitals.

**GET WITH THE GUIDELINES® — STROKE GOLD PLUS QUALITY ACHIEVEMENT AWARD**

St. Luke’s Cornwall Hospital (SLCH) has received the American Heart Association/American Stroke Association’s Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award for the 9th consecutive year. The award recognizes the hospital’s commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.

**HEALTH CARE’S MOST WIRED®**

For the fourth straight year, St. Luke’s Cornwall Hospital (SLCH) has been included on the list of Health Care’s Most Wired® hospitals, ranking among the nation’s best in using information technology to improve patient care. SLCH has worked diligently to enhance its information technology infrastructure throughout the last four years, making it easier for patients, as well as providers to access necessary data in timely and convenient fashion.
SLCH is extremely grateful for the Kaplan Family Foundation’s contribution of more than $1.3 million to the Kaplan Family Birthing Center, which was unveiled in 2017. The Kaplan Family Birthing Center is comprised of three departments: Labor & Delivery, Mother/ Baby, and the Elaine Kaplan Neo-Natal Intensive Care Unit. Over the past year, the beautification and upgrades to the units create a serene, home-like environment that supports the health and well-being of new families, and has provided clinicians with the state-of-the-art equipment and technology needed to give every child the best start in life.

Some of the patient and care-related improvements include:

- Family Lounge & Improved Waiting Area
- Patient Room Furniture Upgrades
- Bedside Infant Warmers
- Maternal EKG & Fetal Monitoring System
- Obstetrical Operating Room Upgrades
- Early Detection/Prevention Equipment

The Kaplan Family Foundation’s grants to SLCH have realized a birthing center that provides high-quality, patient-centered care in a compassionate, comfortable and close-to-home setting.
REACHING FOR THE STARS
WHILE STAYING TRUE TO OUR ROOTS

Firmly planted in the Hudson Valley for more than 140 years, St. Luke’s Cornwall Hospital is branching out to provide comprehensive, exceptional services that improve the lives of our community.

St. Luke’s Cornwall Hospital, a member of the Montefiore Health System, is committed to excellence and meeting the healthcare needs of the Hudson Valley. With comprehensive services such as Joint Replacement, The Littman Cancer Center, a Cardiac Catheterization Lab, Metabolic and Bariatric Surgery, and a newly verified Level III Trauma Center, we are here to help you face your health challenges head on when you need us most.

St. Luke’s Cornwall Hospital, with you for life.

With more to come …
NEWBURGH ARMORY SCHOLARS & SCRUBS
SLCH embarked on an important collaboration with the Kaplan Family, Newburgh Free Academy and the Unity Center at the Newburgh Armory. The “Scholars in Scrubs” program is designed to provide information and education to children who are, or may someday be, interested in a career in healthcare.

The idea evolved considerably since SLCH entered into the partnership with Mr. William Kaplan and NFA to provide healthcare education to elementary school children, and has become part of a larger vision that Mr. Kaplan has for children in elementary, middle, and high school. The goal is to incorporate healthcare information with the foundations of education: math, science and reading.

Volunteers go each week the program is in session to work with the NFA teachers and student volunteers. One lesson focused on different healthcare careers. Activities included reading a story to the younger group, and helping them make a stethoscope to listen to their heartbeat. The session concluded with a writing exercise about what they had learned. The older group also built and used their own stethoscope, but instead of a story they learned to find their pulse and count it before and after exercise.

PARTNERING WITH OUR LOCAL LIBRARIES
Known as places of learning, the local libraries played a key role in St. Luke’s Cornwall Hospital’s community education efforts in 2017. Our partners at the Cornwall Public Library and the Howland Public Library in Beacon were particularly eager to host healthcare related programs in 2017, partnering on nearly monthly presentations. The program has since expanded to the Newburgh Free Library and the Chester Public Library.
COMMUNITY HEALTH & WELLNESS DAY
SLCH played a leading role in a Community Health & Wellness Fair held on July 22 at SUNY Orange in Newburgh. The event was produced in partnership with SUNY Orange, Independent Living Inc., Inspire, Cornell University Cooperative Extension, Cornerstone Family Healthcare, ShopRite of Vails Gate, Orange County and Access: Supports for Living. In addition to many local health-related vendors, education topics included sexual health, stress reduction, Narcan training, mental health, nutrition/heart health, sun safety and HPV education.

GET YOUR WALKING SHOES ON
AMERICAN HEART ASSOCIATION TRI-COUNTY HEART WALK
2017 was yet another year of a terrific partnership with the American Heart Association. With Joe Surace, Vice President of Operations at SLCH serving as the incoming Chairman of the 2018 Tri-County Heart Walk, our organization was more involved than ever before, working closely with the AHA on stroke education and heart healthy initiatives.

AMERICAN CANCER SOCIETY MAKING STRIDES AGAINST BREAST CANCER WALK
St. Luke’s Cornwall Hospital has maintained continuous dialogue with the American Cancer Society to strategize the best possible partnership between the two organizations. We recently teamed up with our colleagues who work in conjunction with the Montefiore Health System team to further expand our efforts with the ACS. In 2017, we participated in the Making Strides Against Breast Cancer Walk as well as the Relay for Life in the Town of Newburgh.

MARCH OF DIMES MARCH FOR BABIES WALK
St. Luke’s Cornwall Hospital was once again proud to participate in the annual March of Dimes’ March for Babies Walk. The 2017 version was the 47th annual walk to raise money to fight birth defects. The mission of the March of Dimes is to improve the health of babies by preventing birth defects, premature birth and infant mortality. Money raised by the March of Dimes goes toward research grants, maternal and child health community grants, and lifesaving therapy for babies.
The Orthopedics team at SLCH is comprised of highly trained physicians who handle both the surgical and non-surgical treatment of foot and ankle, hand, spine and sports medicine injuries, in addition to joint replacement. Our team works with each individual patient throughout their entire journey. We are dedicated to providing for the comprehensive orthopedic needs of the Hudson Valley. To learn more about Orthopedics at St. Luke’s Cornwall Hospital, please visit www.stlukescornwallhospital.org or call (845) 568-2831.

Healthcare Advertising Awards

Healthcare Marketing Report announced the winners in the 35th Annual Healthcare Advertising Awards, and St. Luke’s Cornwall Hospital was honored with a Silver Award in the Newspaper Advertising Category for one of its orthopedics and sports medicine advertising concepts.

In 2017, more than 4,000 entries were received, making it the largest healthcare advertising awards competition and one of the ten largest of all advertising awards.

The Healthcare Advertising Awards is the oldest, largest and most widely respected healthcare advertising awards competition. The awards are sponsored by Healthcare Marketing Report, the leading publication covering all aspects of healthcare marketing, advertising and strategic business development.

A national panel of judges were engaged in reviewing all entries based on creativity, quality, message effectiveness, consumer appeal, graphic design and overall impact. Gold awards were given to 360 entries, Silver Awards to 317 entries and Bronze Awards to 280 entries.
When mom-to-be Brittney Lopez arrived at St. Luke’s Cornwall Hospital for the birth of her first child, she had a special request: have husband, Justin Fowler, a Military police officer deployed by the Army National Guard, be a part of the birth from Afghanistan.

The SLCH team quickly started planning to make this request a reality. With much coordination, the SLCH Birthing Center staff, Dr. Andrei Munzer, Dr. Stephen Cestari, Information Technology (IT) Supervisor Dan Bacher and IT Associate Jay-Ar Calderon were able to connect Brittney and Justin via FaceTime, allowing them to experience the birth of their son together.

“Justin was able to be with me before, during and after labor,” said Brittney. “I am so happy that we got to experience it together.”

St. Luke’s Cornwall Hospital was recently named a Most Wired Hospital for the fourth consecutive year, a tribute to its IT infrastructure.

Mr. Fowler was deployed in May 2017. The couple resides in the Town of Newburgh.

“Patient-centered care is our focus at St. Luke’s Cornwall Hospital. We are so proud to be able to provide our patients and their families with high quality care and advanced technologies.”

Joan Cusack-McGuirk
President & CEO
A Day To Remember ...

December 9, 2017, is a day that so many of us at St. Luke’s Cornwall Hospital will always remember. What started as a brief discussion with our community partners in a regularly scheduled meeting regarding how SLCH could help those in need during the 2017 holiday season, turned into “Holiday at SLCH,” a magical day that provided more than 100 families the opportunity to shop for their loved ones at no cost and offer an experience unlike any other.

Families were escorted from the main lobby to the Drake Conference Room picking out everything from jeans, shirts, socks, coats, gloves, shoes and other donations — enough for everyone and all donated by our SLCH family. Santa stopped by to see the children, and greeted each with a toy. The donations collected by SLCH employees, family members and friends were truly incredible. The overall willingness to participate in this initiative was overwhelming. Many Newburgh Free Academy students donated their time as well, providing haircuts and manicures to those attending. St. Luke’s Cornwall Hospital is proud to be a part of such a great community, one that comes together to help each other.
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$400,000 +
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Sheila Kaplan
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Amy Kaplan, in memoriam

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“I tell everybody that St. Luke’s Cornwall Hospital saved my life.”

“Although I didn’t want to believe it, on the night of March 10th I was having a heart attack. My wife brought me to St. Luke’s Cornwall Hospital. There isn’t a doubt in my mind that they saved my life.”
— LYNN WARREN, SLCH GRATITUDE PATIENT

While our verified Level III Trauma Center and a team of cardiologists stand ready when you need us, the Cardiovascular Institute at St. Luke’s Cornwall Hospital includes a staff of more than 35 professionals dedicated to helping you make choices that can lead to a healthier heart before an emergency.

One way to detect potential heart disease early is to take advantage of the many diagnostic procedures we offer, including coronary calcium scoring. Learning your score can aid in the detection of heart disease and allow for earlier intervention when preventative therapies have the largest impact.

*We truly are with you, for life.*

SLCH received a ninth “Get With The Guidelines Gold Plus Performance Achievement Award” from the American Stroke Association. Hospitals achieve this award for achieving specific quality improvement measures outlined by the American Heart Association/American Stroke Association for the treatment of stroke patients.
# 2017 Financials

## Operating Expenses

<table>
<thead>
<tr>
<th>Expense</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salary and Wages</td>
<td>$78.2 million</td>
</tr>
<tr>
<td>Employee benefits</td>
<td>$28.3 million</td>
</tr>
<tr>
<td>Supplies and Non salary Expense</td>
<td>$94.3 million</td>
</tr>
<tr>
<td>Corporate Overhead</td>
<td>$4.0 million</td>
</tr>
<tr>
<td>Provision for Bad Debt</td>
<td>$5.1 million</td>
</tr>
<tr>
<td>Depreciation</td>
<td>$5.0 million</td>
</tr>
<tr>
<td>Interest</td>
<td>$2.7 million</td>
</tr>
<tr>
<td><strong>Total Operating Expenses</strong></td>
<td><strong>$217.6 million</strong></td>
</tr>
</tbody>
</table>

| Charity Care                           | $4.0 million |
Operating Revenue

- Medicare: $84.7 million
- Commercial/HMO: $76.6 million
- Self Pay: $3.2 million
- Medicaid: $33.5 million
- Other Payers: $6.5 million
- Other Operating: $6.6 million

Total Operating Revenue: $211.1 million