



## Mission

To support the improvement of the health of Bassett Healthcare Network patients and the well-being of the communities we serve.

## Vision

To provide philanthropic support for advanced integrated services, education, and research, and to uphold Bassett Healthcare Network as a model of excellence for health. We aim to foster remarkable patient experiences and promote better living.

## Values

Courage, Unity, Excellence

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## A Message from the President & CEO

Dear Friends.

Bassett Healthcare Network marked 2024 as a year of significant change. As our health system continues vital work on the path to financial stability, the care and services we provide are evolving to meet the needs of the rural communities who depend on us.

Despite the hardships Bassett has faced over the last year, we are progressing in more ways than ever before - as a healthcare provider, as an employer, and as a community partner. We have entered a season of profound growth, and I am excited for the opportunities and future in front of us.

Our donors are a special part of the Bassett community. Your faith, vision, and trust in us make amazing things possible, and you play a critical role in the care we provide across Central New York. Because of your generosity and dedication, our patients, caregivers, and communities benefit from new and expanding services and programs, upgraded technology and treatments, facility improvements, continuing education, and so much more.

Clinicians love numbers - and I do, too. As you read this annual report, I invite you to immerse yourself in the impactful data within these pages. Here are just a few examples:

- During the 2023-2024 school year, our school-based health centers provided more than 38,119 clinic visits to children in pre-kindergarten through twelfth grade across 17 school districts.
- In 2024, 92 new practitioners started working across our network, including 29 physicians and 63 advanced practice clinicians.
- In 2024, Bassett's K-9 security units responded to 672 requests for safety assistance from our caregivers.
- · Bassett's Medical Education Endowment Fund supported six projects in 2024 that provided clinical and academic advancements to 88 residents, fellows, and medical students.

Your support is improving the lives of our patients, caregivers, and communities every day.

I am so grateful for your ongoing support of Bassett Healthcare Network and your critical role in the services we provide to patients in some of the most rural corners of New York State.

Let us continue our journey forward together – with many exciting things ahead.

Sincerely,

Stau 1. Thompson

Staci Thompson, MHA, FACMPE President & CEO Bassett Healthcare Network

## Message from the Friends of Bassett Healthcare Network Leadership

First, we want to take a moment to express our most sincere gratitude for your support in 2024. Your compassion and generosity are the foundation of everything we do, enabling us to continually improve patient care and reach new heights in our mission to serve our communities. Thanks to you, we embrace 2025 with optimism, hope, and the promise of even greater achievements.

2024, as with every year, brought both celebrations and challenges. Yet, it is with confidence that we look at the many accomplishments. We are thrilled to be nearing completion of transformative initiatives like the acquisition and installation of a new state-of-the-art CT scanner at O'Connor Hospital and the expansion of the Bassett Cancer Institute at FoxCare Center, which will provide even greater access to life-saving care. It is our hope to reach our fundraising goals for these projects in 2025 so that patients can begin benefiting from these efforts as soon as possible. Additionally, we are excited to embark on potential plans for new projects designed to address access barriers and enhance emergency room availability.

As you read through this Annual Report, we hope you feel a sense of ownership in all that we have accomplished together. Every step forward – and every advancement in care – has been made possible because of YOU. Your support directly impacts countless lives, and for that, we are profoundly grateful.

Thank you for being a part of the Friends of Bassett. Together, we are creating healthier rural communities and making a tangible difference in the lives of so many.

With Gratitude.

Sheila F. LeMaster

VP, Chief Development Officer

Hen a. Kell

Steven A. Kroll

Chair, Friends of Bassett Healthcare Network Board





2024 Friends of Bassett Accomplishments

#### BRINGING A CRITICAL TOOL TO A CRITICAL ACCESS HOSPITAL

O'Connor Hospital, part of Bassett Healthcare Network, has served the Delaware County community since 1921, and in 2000 became one of the first hospitals in New York State to be federally designated as a Critical Access Hospital (CAH).

A critical tool for emergency and routine care at any hospital is a computerized tomography (CT) scanner, which provides detailed imaging to diagnose and plan treatments for a range of conditions. The current CT scanner at O'Connor Hospital is nearing the end of its useful life, and the Friends of Bassett launched a fundraising campaign in summer 2024 to support the purchase of a new state-of-the-art replacement. Already, significant progress has been made in raising \$492,920 toward our \$750,000 goal for this vital project.

Dr. Matthew Kleinmaier, Chief of Emergency Services at Bassett Healthcare Network, stresses the importance of timely access to CT imaging for emergency care in rural areas. He explains, "Modern healthcare demands rapid diagnostic testing, especially in emergency situations involving trauma, stroke, cardiac, and abdominal conditions."

Upgrading the CT scanner requires extensive modifications to the existing CT suite, including adjustments to space, electrical systems, and lead shielding. In the interim, a mobile CT scanner is in place at O'Connor Hospital to ensure there is no disruption to patient care.

"O'Connor Hospital offers crucial services to Delaware County and its surrounding rural municipalities," says Peter J. Hamilton, Chair of O'Connor Hospital's Board of Trustees and Regional Vice President of Friends of Bassett Healthcare Network's Board of Trustees. "When our patients and communities need us – especially in an emergency - we are ready to provide expert care they can depend on. Upgrading our CT scanner will ensure this standard of excellence continues when every second counts."

We are so close to raising the necessary funds for this project. If you would like to help us reach our goal by supporting this essential initiative, visit give.bassett.org, call 607-547-3928, or use the enclosed gift form. Every donation will directly contribute to ensuring O'Connor Hospital continues providing high-quality care to Delaware County and beyond.



When our patients and communities need us - especially in an emergency – we are ready to provide expert care they can depend on. Upgrading our CT scanner will ensure this standard of excellence continues when every second counts.

Peter J. Hamilton

#### THE BASSETT CANCER INSTITUTE EXPANSION INITIATIVE

In 2023, the Friends of Bassett launched a vital fundraising initiative to expand access to cancer care for patients in Oneonta, NY, and the surrounding region. With a goal of raising \$3.5 million, this initiative aims to significantly enhance Bassett Cancer Institute at FoxCare Center in Oneonta. The planned expansion will enable the center to treat more than double its current patient load and offer specialized treatments previously available only in Cooperstown.

As cancer diagnoses continue to rise in the region, Bassett is committed to meeting the growing demand for comprehensive, cutting-edge care. Beyond Oneonta, Bassett provides cancer treatment in Herkimer, Cobleskill, and Cooperstown, bringing essential care to a broad rural area in Central New York.

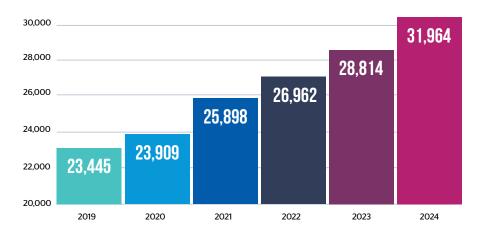
In October 2024, the Friends of Bassett held a "Friends for Life" breakfast at the Foothills Performing Arts Center in Oneonta. This special event was well-attended by donors and community members and featured an educational presentation by members of Bassett Cancer Institute's clinical team, including Dr. Alfred Tinger, Dr. Timothy Korytko, and Dr. Luis Ocequera.

The event raised a total of \$68,139 for the Bassett Cancer Institute Expansion Initiative, and highlighted the commitment to improving access to cancer care for Oneonta residents and the surrounding region.

To date, the Friends of Bassett have raised over \$2 million toward the \$3.5 million target, with optimism about reaching the full goal by the end of 2025. This expansion is just one example of Bassett's mission to provide sophisticated cancer care in rural Central New York

#### Cancer patient visits 2019-2024

Overall visits by year across Bassett Healthcare Network





\$1,088,000 2023 Total Raised

\$929,471

2024 Total Raised

#### **EARLY DETECTION: GIVING PATIENTS A FIGHTING CHANCE**

Additionally, the initiative includes support of the purchase of a new and modernized Mobile Cancer Screening Coach expanding access to care even further. This unit provides free life-saving screenings for breast, cervical, and colorectal cancers to underserved populations across Central New York. The original mobile unit was purchased in 2008 and provided screenings to over 14,000 individuals resulting in hundreds of patients being referred for follow-up care.

With strong individual and corporate support, Bassett Healthcare Network is transforming cancer care for our rural communities. To contribute to the Bassett Cancer Center Expansion Initiative, and to help us reach our goal to get these projects underway, please visit give.bassett.org, call 607-547-3928, or use the enclosed gift form. Every donation brings us closer to saving lives through early detection and the ability to provide cancer care to all who need it - wherever they are.





#### **POWERING ON**

Extreme weather events are occurring with increased frequency, prompting health care facilities everywhere to review the reliability of their backup power. Recently, Bassett's primary care center in Schoharie recognized the need to replace an aging generator with a new, higher capacity generator to ensure that more than just the lights stay on during a power outage.

Longtime family medicine doctor Joseph Luz and his wife Cathie made the decision to gift \$17,000 to Bassett specifically for the purchase of a 28kW generator. Luz recently retired after 40 years in medicine, and 35 of those years were spent caring for generations of families at Bassett's Schoharie Health Center

"It was a great partnership," says Luz, who also served 25 years in the U.S. Army Reserves and was deployed three times to the Middle East. "Bassett was excellent to me during all my time with them. Their coverage during my military deployments was particularly critical for my patients, and my coworkers were superb to work with. Cathie and I were more than happy to give back in this way."

The new generator has more than enough capacity to keep the health center fully operational during a power outage so that patient care can continue uninterrupted. It also assures the preservation of thousands of dollars' worth of vaccines and other medications that require refrigeration. We are deeply grateful for this generous and meaningful gift, which will positively impact the health center's staff and patients long beyond Dr. Luz's retirement.

Bassett was excellent to me during all my time with them. Their coverage during my military deployments was particularly critical for my patients, and my coworkers were superb to work with. Cathie and I were more than happy to give back in this way. Dr. Joseph Luz

#### SCHOOL-BASED HEALTH CENTERS: AEDS AT THE READY

Automatic external defibrillators (AEDs) are required in every instructional public-school facility by New York State law. The reason is simple. They save lives. AEDs are designed to analyze a person's heart rhythm and, when needed, deliver an electric shock to restart the heart of someone who has suffered sudden cardiac arrest

"We have long wished for all of our SBHCs to have their own AED," says Jane Hamilton, RN, manager of Bassett's School-Based Health Program. "Saving the life of someone whose heart has stopped is dependent on how quickly they receive treatment. We didn't want the location of the AED to be a barrier."

For that reason, an application was made to an anonymous donor for \$47,000 to purchase an AED for each of Bassett's 22 school-based health centers and today, these life-saving devices are on hand, ready to use. "Although we hope we never find ourselves facing such an emergency, being prepared gives us peace of mind," notes Hamilton.

#### SCHOOL-BASED HEALTH CENTER FUND

\$349,439 2024 Total Disbursed

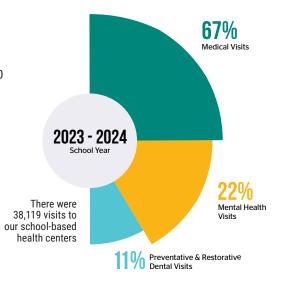


\$329,726 2024 Total Remaining Fund Balance

\$2 million in donations needed annually to sustain this fund

### **ENHANCING ACCESS TO CARE**

The same generous donor also gave \$100,000 for the installation of Wi-Fi in all of Bassett's school-based health centers to enhance telehealth services for students.





#### A.O. FOX HOSPITAL ENABLING FASTER **RESPONSE TO PATIENT NEEDS**

Inpatient care at A.O. Fox Hospital is benefiting from a new nurse communication system called Critical Alert. The system is designed to give patients an active voice in their care, improve alarm and event management, and provide advanced clinical analytics for nurses on the inpatient units. A generous \$160,000 donation by an anonymous donor allowed A.O. Fox Hospital to go live with Critical Alert in 2024

An important feature of the new communications platform is the remote monitoring of patients who have a high risk of falling. For instance, if a bed rail is dropped down, indicating the patient may be trying to move unassisted, a dome light outside the patient's room is activated. Simultaneously, a bed alarm sounds on the command center terminal at the nurse's station, and the nurse assigned to that room receives an alarm and can call directly into the patient's room from any location within the hospital.

"We decreased falls on our inpatient unit by half in 2024 and fully expect continued improvement," notes Joan R. MacDonald, DNP, MSN, RN, Chief Nursing Officer and Vice President of Operations at A.O. Fox Hospital. "We have also seen marked improvement in patient satisfaction scores, so less than a year after we went live with the Critical Alert nurse call system the investment is proving its worth."

The new communication system also provides real-time patient experience data enabling caregivers on the unit to understand how satisfied an individual is with their care, identify problem areas, and address them. Thank you for making this patient care improvement project a reality!



#### BASSETT'S K-9 SECURITY TEAMS: A MODEL FOR OTHERS

Bassett Healthcare Network's K-9 security program, which is entirely donor funded, is proving to be a model for other health systems in New York State. In May of 2024, Bassett's Director of Security was invited to share lessons from the K-9 program's success at the Respect and Heal Summit in Syracuse, New York. The annual conference promotes the sharing of best practices and new ideas for ensuring the safe and respectful treatment of healthcare workers. Nearly one in three public health workers experienced violence during the COVID-19 pandemic and according to the U.S. Bureau of Labor Statistics, that trend is continuing nearly two years after the pandemic ended.

Last year, Bassett's four K-9 teams received 672 requests for assistance across the network. More than half of those calls were because of aggressive behavior by a patient or visitor. "People unfamiliar with how K-9 units function are often surprised to learn how impactful just the mere presence of a K-9 team can be in defusing potentially violent situations," explained Andrew M. Zuk, Director of Security and Transportation at Bassett Healthcare Network.

The department welcomed its newest security dog in 2024. Dank, a 17-month-old German Shepherd and Belgian Malinois mix, is teamed with officer Lynda May, who previously worked with now retired canine Remi. Training for Bassett's four K-9 security teams and canine maintenance costs \$10,000 per dog and handler annually. Dank's purchase was made possible by David and Susan Theobald, who have witnessed the K-9 teams in action on the Cooperstown campus and believe the program is a "best practice" for other hospitals to adopt.



672 REQUESTS for K-9 team assistance

383 REQUESTS for K-9 team help with aggressive behavior

131 REQUESTS for security to help law enforcement

**K-9 SECURITY UNIT FUND** 

\$44,681 2024 Total

Disbursed

\$42,001 2024 Total Remaining Fund Balance

\$40,000 needed annually to sustain this fund



#### **BOB SIMON & LORETTA ANAGNOST PATIENT ASSISTANCE** FUND: HELPING PATIENTS THROUGH THE FIGHT FOR LIFE

A cancer diagnosis is unsettling enough without also having to struggle with the cost of medications, inadequate insurance coverage, and other costs associated with treating the disease. For the past two decades, the Bob Simon and Loretta Anagnost Patient Assistance Fund has helped thousands of Bassett cancer patients with transportation, lodging, medical supplies, and various other expenses. In 2024, this donor-funded program assisted more than 22 individuals receiving cancer treatment at Bassett Medical Center in Cooperstown and Bassett's cancer treatment center at FoxCare Center in Oneonta. Examples of the help provided to patients in 2024 include the following:

- Several patients received financial assistance so they could pay for necessary medications associated with their treatment plans.
- A patient was able to purchase life-extending medications when his insurance was suddenly cancelled due to complications with immigration paperwork from 30 years ago.
- An ambulance bill was covered by the fund for a patient who could not afford her copay.
- · A single mother faced going without food or her cancer medications until the cancer center stepped in with assistance from the Bob Simon and Loretta Anagnost Fund.

None of this could have happened without your support. Thank you!

#### **BOB SIMON & LORETTA ANAGNOST** PATIENT ASSISTANCE FUND

\$12,598 2024 Total Disbursed



\$67,180 2024 Total Remaining Fund Balance





### YOUR DOLLARS AT WORK IN SUPPORT OF BASSETT'S MEDICAL **EDUCATION ENDOWMENT FUND**

Bassett's Medical Education Endowment Fund supported six projects in 2024. Among those projects was the renovation of the inpatient surgery team room. Bassett's general surgery residents put the proposal together with the goal of moving away from computer workstations on wheels to permanent desktop computers. Each computer is outfitted with voice dictation software and a portable phone. The overall objective was to achieve a more efficient workflow. The project also included the addition of lockers for personal belongings, replacement of a refrigerator, and additional counter space.

Philanthropic support of the Medical Education Endowment Fund also allowed investments in a new point-of-care ultrasound system for training Medicine residents in Bassett Medical Center's Active Learning Center. Donations to the Endowment Fund also support program director discretionary funding in the amount of \$400 per resident/fellow each academic year. The monies are used for such things as dinner meetings, team-building activities in the community, and equipment and research expenses not captured in the operational budget.

#### 2024 FUND ASSISTANCE TOTALS & EXPENSES

6 number of projects funded

88 number of residents, fellows & medical students impacted

**\$4,609,604** 2024 Total Endowment Market Value



#### **NYCAMH - JOHN MAY FARM SAFETY FUND: HELPING NEW YORK'S FARMERS WORK SAFELY**

The John May Farm Safety Fund has proved to be one of the most impactful rural health initiatives launched by the New York Center for Agricultural Medicine and Health (NYCAMH), having provided nearly \$1.4 million in matching grants for 343 farm safety projects in New York State since its inception in 2015. The John May Farm Safety Fund receives support from generous individual donors as well as state and federal grants. Most recently, NYCAMH expanded its eligibility guidelines to allow more farmers to apply for up to \$5,000 toward projects that advance worker safety and health.

Among the farm workers benefiting from your philanthropic support of the Fund in 2024 are those on farms in Oswego, Chenango, Otsego, and Delaware counties.

- Harrington Valley Farm in Oswego County was awarded \$5,000 toward a new cattle handling system to make working with cows safer. Courtney Harrington explained in the farm's application that, "We are beef producers with children working around the cattle and while we want to instill a passion for agriculture in them, our priority is to keep them safe."
- Similarly, an award of \$3,538 to Woodchuck Knoll Farm in Chenango County helped owner Crawford McLintock purchase a new squeeze chute system, making it much safer and more efficient to administer herd health, like vaccinations, to his cattle.
- In Otsego County, the Derrick Groat farm received \$2,599 toward the installation of rubber mats in the dairy barn. The mats help reduce strain on farm workers' backs, legs, and feet, while also improving traction to minimize slips, trips, and falls.
- Jordan Brothers in Delaware County received \$892 toward the purchase of a canopy for the farm's International Harvester 1256 tractor. The canopy attaches directly to the tractor's rollover protective structure, providing the tractor operator protection from the sun's harmful UV rays.

In total, the John May Safety Fund awarded 80 projects \$353,949 in 2024 to help make the work environment safer for New York's farmers.



**AWARDED 80 PROJECTS** \$353,949 John May Safety Fund

\$275,152 State & Federal Grants \$78,797 Friends of Bassett

Hunter & Jessa Harrington next to the new cattle handling system

#### **VALLEY HEALTH SERVICES:** A HELPING HAND TO REGAIN INDEPENDENCE

Reaction training lights are a recent advancement in the field of physical therapy that can help optimize rehabilitation for patients who have suffered a stroke or other debilitating injury or illness. The lights engage the brain and body by providing visual cues that challenge patients to complete various tasks. The speed, sequence, and complexity of reaction tasks can be adjusted to fit each patient's recovery needs, from the regeneration of neural pathways to improved balance, gait, and physical strength.

Valley Health Services (VHS), part of Bassett Healthcare Network, was able to acquire reaction lights and other valuable rehabilitation tools thanks to a \$15,000 grant awarded to Friends of Bassett from the Community Foundation of Herkimer & Oneida Counties, Inc. and the Wesley and Marion Small Fund.

The grant, which was awarded in June of 2024, also allowed VHS to acquire robotic gloves to help speed the recovery of hand function for stroke patients, and a new standing lift was purchased to assist short-term rehabilitation patients and long-term residents working to regain their ability to walk.

In addition to its short-term rehabilitation program, VHS also provides skilled nursing care to 160 long-term residents. The facility's director of rehabilitation anticipates that the new equipment will assist at least 100 patients annually to reach their optimal level of function.





VHS patient using reaction training lights (left) and robotic glove (right)



### **NIGHTINGALE FUND FOR NURSING EXCELLENCE: ADVANCING NURSE EDUCATION & PROFESSIONAL DEVELOPMENT**

Healthcare delivery continues to rapidly evolve and with it the nursing profession. The demands on nurses today are quite different than a decade ago and will look quite different 10 years from now. To assist Bassett nurses with staying on top of best practices, and enhance their skills and professional development, the Nightingale Fund for Nursing Excellence was created in 2010 and expanded in 2023. The fund's original mission remains the same: to promote recognition and excellence in nursing practice, education, and research across Bassett Healthcare Network.

Any Bassett Healthcare Network nurse is eligible to apply to the fund for support of continuing education that builds on their patient care skills and furthers their professional development. In 2024, 32 nurses across Bassett Healthcare Network were able to participate in leadership training, fellowships, various nursing care conferences, and coursework to acquire new skills and certifications.

Angela Belmont, DNP, RN, NEA-BC, Senior Vice President and Chief Nursing Executive at Bassett Healthcare Network, says, "The Nightingale Fund for Nursing Excellence is a vital component to supporting our nurses' desire to continually improve and expand their skill sets and knowledge. Allowing them to perform at a higher level ultimately benefits patient care and promotes positive quality outcomes."

#### NIGHTINGALE FUND FOR NURSING EXCELLENCE



\$67,445 SUPPORTED 32 BASSETT NURSES' professional development & new skills training in 2024.

\$49,300 Total Remaining Fund Balance

### **LEAVING A LEGACY:** A LIFETIME OF GIVING TO IMPROVE RURAL HEALTHCARE

A legacy gift is a way of creating a lasting impact on a cause you care deeply about, and it is a decision Lotte Kreppein made before her death in 2023 as a way of giving back to Cobleskill Regional Hospital (CRH). In her will, she begueathed more than \$600,000 to CRH, the largest single gift ever received by the hospital.

A portion of those funds enabled CRH to begin upgrading its bulk medical oxygen storage capacity in 2024. The project involves replacing the exterior main and reserve tanks and is targeted for completion in the spring of 2025.

"The replacement of the oxygen storage equipment is necessary to meet national fire safety standards for medical cryogenic systems," explained Susan Oakes Ferrucci, DNP, MSN, RN, CNS, president and chief hospital executive of Bassett's critical access hospitals. "The upgrades will make our bulk oxygen supply more robust and ensure we can meet routine clinical needs, as well as unexpected surges in demand - like those experienced by many hospitals during the COVID-19 pandemic."

Lotte Kreppein's prior gifts to the hospital included \$20,000 in 2015 to support construction of a new emergency department. She was extremely appreciative of the care she received at CRH throughout her life, specifically citing Cobleskill Primary Care and the departments of Cardiology, Orthopedics, and Surgery.

Kreppein's longtime physician, John S. Novak, MD, described her as an "amazing advocate and benefactor for rural healthcare in the Cobleskill community." Novak, who is also division chief of Bassett's Cobleskill Health Center, said Kreppein's philanthropic support of CRH was aimed at "supporting and increasing hospital-based medical services to a historically underserved population." Through her bequest, Lotte Kreppein will continue to have a significant and positive impact on healthcare in the Cobleskill community.

Bassett Healthcare Network operates three critical access hospitals: Cobleskill Regional Hospital, O'Connor Hospital in Delaware County, and Little Falls Hospital in Herkimer County.

"The federal government created the CAH designation decades ago with the goal of assuring access to inpatient care, emergency care, and other essential services for people living in rural areas," explained Oakes Ferrucci. "CAH status allows for certain reimbursement and payment benefits, but margins are always thin, and so philanthropic support is crucial to helping us fulfill our patient care mission."



## SUPPORTING YOUR FAVORITE NON-PROFIT **ORGANIZATION THROUGH A BEQUEST**

A donor can leave a bequest to The Friends of Bassett in their will or trust by specifying a percentage or a specific amount of their estate. This can be directed to general support or a particular program within the organization. The bequest may be structured as a residual gift, where the remainder of the estate after expenses is given, or as a specific gift, where a fixed sum or asset is designated. Additionally, donors can designate The Friends of Bassett as a contingent beneficiary, ensuring the charity receives a portion of their estate if other beneficiaries predecease them. For retirement plans, a donor can name The Friends of Bassett as a beneficiary of their IRA or other qualified plans, providing significant tax savings. Donors should consult their tax advisors and provide the appropriate language for inclusion in their estate planning documents to ensure their wishes are carried out.



#### THE VITAL ROLE OF DONATIONS IN ADVANCING MEDICAL TECHNOLOGY

Advancements in medical technology have revolutionized patient care, enabling more accurate diagnoses and less invasive treatments that improve health outcomes. However, these innovations often come at a high cost, making it challenging for many healthcare facilities to maintain up-to-date equipment. This is where donor generosity becomes essential.

Donations help healthcare institutions bridge the gap between rapid technological advancements and financial constraints. According to Dr. Luis Oceguera, Chief of Surgery at Bassett Healthcare Network, "The new laparoscopic equipment we acquired through philanthropic dollars allows us to perform minimally invasive surgery across many disciplines." This equipment is vital for general, bariatric, gynecologic, and urological surgeries, enabling quicker recoveries and better outcomes for patients while also keeping our patients in-network, close to home.

In rural areas like Central New York, access to advanced medical technology is crucial. Donor support ensures that healthcare providers can deliver top-tier care. For example, we are very close to purchasing a state-of-the-art CT scanner for O'Connor Hospital, thanks to donor contributions. This upgrade allows for faster, more accurate diagnoses, directly impacting patient treatment and outcomes. Similarly, A.O. Fox Hospital's nurse communication system, funded by donations, has enhanced patient comfort and care by improving communication between nurses and patients, enabling faster response times.

Without philanthropic support, acquiring such equipment might face significant delays due to limited funding. Dr. Ocequera emphasizes, "In rural communities like Bassett in Cooperstown, the amount of funding is decreasing. Without donors' willingness to contribute, we can sometimes face long delays in obtaining critical equipment."

Contributions from donors do more than purchase new tools—they accelerate the adoption of innovations that improve patient care.

From advanced diagnostic machines to cutting-edge surgical tools and efficient communication systems, donations have immediate and tangible effects on patient outcomes.

As healthcare technology evolves rapidly, continued donor support is more vital than ever. Every dollar contributes to shaping a future where healthcare is more effective, efficient, and compassionate.

Thank you to the generous individuals who support healthcare institutions like Bassett Healthcare Network. Your contributions ensure that communities have access to exceptional care, leaving no patient behind as medical technology progresses.

In rural communities like **Bassett in Cooperstown, the** amount of funding is decreasing. Without donors' willingness to contribute, we can sometimes face long delays in obtaining critical equipment.

Luis Oceguera, MD



### MILESTONE DONOR SPOTLIGHT: **CELEBRATING 30 YEARS OF GENEROSITY**

When Tom Morgan and Erna Morgan-McReynolds traveled from their home in Franklin, NY, to London, England, in 2024, they could never have imagined what was about to unfold. Erna would find herself fighting for a flight back home to save her husband's life.

It was September 21, and Tom and Erna were on their way to an outdoor play in London when Tom felt tremendous pain in his shoulders and neck. He told his wife he needed to get to a hospital. From there, Tom has no recollection of what happened. He spent the next three weeks in a medically-induced coma, on a ventilator to help him breathe, and on dialysis due to kidney failure. The eventual diagnosis was septic shock, caused by his body's extreme reaction to an unknown infection.

"I was in constant contact with our physicians at Bassett and with their help, I was able to connect Bassett Medical Center's intensive care doctors with the team handling Tom's care in the London hospital," recalls Erna. Simultaneously, she was investigating the possibility of chartering an air ambulance to fly her critically ill husband from the United Kingdom back home to Cooperstown, where their trusted doctors were.

#### Trusting in Bassett

With no improvement in her husband's condition, Erna was finally able to secure an emergency medical flight for Tom, who was still in a coma and on a ventilator. In mid-October, the air ambulance landed in Albany, NY, and an hour and a half later, Tom was admitted to Bassett Medical Center's intensive care unit (ICU).

"He was still very much fighting for his life and extremely weak, having been on a ventilator for so long," remembers Dr. Brian Frodey, who oversaw much of Tom's care while he was in the ICU. "Our goal was to get him off as many medications as possible, off the ventilator, breathing on his own, and able to tolerate much-needed nutrition."

I felt I would be a vegetable. I could barely move my limbs. Dr. Mebust looked at me dead in the eyes and assured me I would regain full function. His message was so timely reassurance when I needed it most.

**Tom Morgan** 



The task was complex given Tom's condition, but within just a few days of arriving in Cooperstown, he was off the ventilator and out of the coma. The feeding tube was removed so he could begin taking more substantial nourishment, and his kidney function returned. A week later, he was transferred from intensive care to a step-down unit where his recovery was overseen by Dr. Kai Mebust, Chief of Internal Medicine at Bassett Medical Center.

"Myopathy of critical illness is what we were dealing with at the time Tom entered my care," explains Dr. Mebust. "He was able to move only his fingers and toes due to extreme muscle weakness. But I saw nothing on imaging and other tests that showed he couldn't overcome this. He needed good physical therapy (PT), but PT when you are that sick is like boot camp, so I needed to make a connection, give him confidence and inspiration."

"I felt I would be a vegetable," says Tom. "I could barely move my limbs. Dr. Mebust looked at me dead in the eyes and assured me I would regain full function. His message was so timely - reassurance when I needed it most."

Tom continued to make good progress and was eventually transferred to the shortterm rehabilitation unit at O'Connor Hospital in Delhi, one of five hospitals in the Bassett Healthcare Network.

"You can't begin to address how great the rehab program and staff are at O'Connor Hospital," remarks Erna. "Tom was there for a month. They have three shifts, and each staff member was on top of his care."

"We love Bassett," says Tom.

"What would we do without it?" asks Erna, who herself has a heart condition. "Bassett has saved both our lives - Tom's multiple times."

#### Decades of Lifesaving Care

Tom Morgan's life was first saved by Bassett more than 20 years ago. "I flatlined in the cardiac catheterization laboratory three times," says Morgan. "I'm told there were four people working on me and the lead physician wouldn't give up, saying, 'God damn it, you're not going to die on me Morgan!' as he thumped on my chest."

The year was 2004 and the Bassett Heart Care Institute had just opened its doors to patients. In fact, Morgan was its very first patient. He has since had bypass surgery and has undergone numerous cardiac stent placements to open clogged arteries and improve blood flow to his heart.

In the 1990s, Tom and Erna established The Tom Morgan and Erna J. Morgan-McReynolds Charitable Foundation as a way of giving back. A variety of community programs and facilities have benefited from their generosity. In the Bassett network, these include the Bassett Heart Care Institute. Bassett's School-Based Health Program, A.O. Fox Hospital, and Hannah-Lee House.

"We have found Bassett to be big enough to attract quality doctors and caregivers, but small enough to keep the lines of communication open," observes Tom. "Our health, and that of so many other individuals and families, has benefited. I hope our Foundation is giving to various local causes and Bassett 100 years from now."

**Bassett has saved both our** lives - Tom's multiple times.

**Erna Morgan-McReynolds** 



#### **BUILDING A HEALTHY FUTURE**

Bassett Healthcare Network is accomplishing critical work to position our organization for future success. We're making tremendous progress. More people are choosing Bassett to grow their career.

## 1,476 TOTAL CAREGIVER POSITIONS FILLED IN 2024



**420** NURSING POSITIONS FILLED IN 2024 • 174 REGISTERED NURSES

- 76 LICENSED PRACTICAL NURSES
- 170 NURSING ASSISTANTS/CERTIFIED NURSING ASSISTANTS



## NEW PRACTITIONERS WHO BEGAN WORKING IN 2024

- 29 PHYSICIANS
- · 63 ADVANCED PRACTICE CLINICIANS (NURSE PRACTITIONERS, PHYSICIAN ASSISTANTS, CERTIFIED NURSE MIDWIVES, CERTIFIED NURSE ANESTHESIOLOGISTS)

As we grow our team, more patients are getting the extraordinary care Bassett has to offer – in the right place at the right time.

#### **TOTAL NETWORK DISCHARGES & OBSERVATIONS: 2023-2024**



NETWORK HOSPITALIZATIONS INCREASED 7.5% BETWEEN 2023 AND 2024.

## MORE PEOPLE ARE CHOOSING BASSETT FOR THEIR CARE

#### **NETWORK OUTPATIENT VISITS: 2023-2024**



NETWORK OUTPATIENT VISITS INCREASED 6% BETWEEN 2023 AND 2024.

The healthcare industry landscape may be changing, but one thing that will never change is Bassett's mission to improve the health of our patients and wellbeing of our communities.

We are making a difference every day in the communities we serve.



#### A.O. Fox Hospital Nationally Recognized for 100 Years of Membership in the American Hospital Association

The American Hospital Association (AHA) honored A.O. Fox Hospital in Oneonta in December 2024 for its 100 years of participation in the AHA. AHA Regional Executive Michael Draine presented the award to Joan R. MacDonald, DNP, MSN, RN, Chief Nursing Officer, Vice President of Patient Care Services, and Vice President of Operations at A.O. Fox Hospital.



#### Lesa Johnson and Sarah Gillette, NP of Little Falls Hospital Receive Bassett's Caregiver and Practitioner of the Year Awards

Bassett Healthcare Network presented two employees with Values in Practice (ViP) Annual Awards, naming Sarah Gillette, Nurse Practitioner as Practitioner of the Year, and Lesa Johnson, Nursing Assistant, Caregiver of the Year. Bassett's Values in Practice (ViP) award program recognizes Bassett employees who embody Bassett's core values of courage, unity, and excellence by presenting quarterly and annual awards.



#### Cobleskill Regional Hospital and O'Connor Hospital Earn 2024 Performance Leadership Awards

Bassett Healthcare Network's Cobleskill Regional Hospital and O'Connor Hospital earned 2024 Performance Leadership Awards for Excellence from The Chartis Center for Rural Health. These awards recognize top quartile performance among rural hospitals in quality, outcomes and/or patient perspective. Cobleskill Regional Hospital earned distinction in both quality and outcomes. O'Connor Hospital in Delhi earned distinction in quality.



#### Bassett Healthcare Network Unites with Colleges to Tackle Rural Nursing Shortage in Upstate New York

In October, Maria College, SUNY Cobleskill, and Bassett Healthcare Network formed a pioneering partnership to revolutionize nursing education and strengthen the nursing workforce in rural New York communities. The plan expands Maria College's 16-month weekend Practical Nurse Certificate Program, preparing students for the NCLEX exam to become Licensed Practical Nurses (LPNs). Future plans include broadening Maria programs to offer associate and bachelor's degrees in rural areas.



#### Bassett's Certified Nurse Midwives Nationally Recognized with **Outstanding Clinical Practice Award**

In November 2024, Bassett Healthcare Network's Certified Nurse Midwives received the Outstanding Clinical Practice Award from the American College of Nurse-Midwives. The Award weighs a range of criteria when evaluating clinical practice using measurable, outcomeoriented standards with special attention to evidence-based care, shared decision-making, individualized care, and judicious use of intervention. Although midwives are popularly associated with childbirth, they care for women throughout the lifecycle, including obstetrics, gynecology, and cancer screenings.



#### Valley Health Services Receives Slocum-Dickson Foundation Grant

Valley Health Services received a nearly \$11,000 grant from the Slocum-Dickson Foundation in October 2024 to support equipment and therapies in support of the long-term care and rehabilitation facility's residents and patients. VHS used the funds to purchase a new bladder scanner, Doppler, and ergometer. These devices will help staff identify and treat urinary tract, bladder, and blood flow concerns and help patients with muscular atrophy recover independence.



#### The New York Center for Agricultural Medicine and Health (NYCAMH) Honored For Providing Innovative, High-Quality Care

Excellus BlueCross BlueShield presented Bassett's NYCAMH with their 2024 Circle of Excellence Innovation Award, highlighting Heather Chauncey and the Farm Partners Program. Farm Partners connects members of the farming community with a wide array of resources. These include case management and therapeutic counseling occupational health issues and assistance with living, shelter, medical, and emergency expenses.



#### Friends for Life Event Supports Initiative to Expand Bassett's Cancer Services in Oneonta and Beyond

In October 2024, Friends of Bassett Healthcare Network's Friends for Life breakfast in Oneonta raised over \$68,000 towards the \$3.5 million goal of the Bassett Cancer Institute Initiative. This initiative will expand Bassett's cancer services through two major projects: a renovation and expansion of cancer treatment at FoxCare Center in Oneonta and the purchase of a new Mobile Cancer Coach.



#### Carolyn Lewis, Director of Legislative Affairs, Recognized with Prestigious Genesis Group Award

Bassett Healthcare Network's Director of Legislative Affairs Carolyn Lewis was among the 2024 class of seven distinguished local community members honored with The Genesis Group's Joseph R. Carucci Legacy Award. Lewis advocates for Bassett Healthcare Network with state and federal lawmakers in Albany and Washington, D.C., informing legislators about the needs of the patients and caregivers in our rural communities as they make policy and budgetary decisions.



#### Cobleskill Regional Hospital Receives a Five-Star Cleanliness Rating From Becker's Hospital Review

In September, Becker's Hospital Review announced that Cobleskill Regional Hospital was receiving their five-star cleanliness rating for 2024, placing the hospital on an elite list shared with only three other hospitals in New York State. This distinction is a significant accolade for both Bassett Healthcare Network and Compass One, which manages Cobleskill's environmental services.



## Bassett Medical Center's Interventional Cardiology Department Recognized Among Best in New York State for Patient Outcomes

According to New York State Department of Health data, patients receiving interventional procedures to open up blocked coronary arteries at Bassett Medical Center (BMC) see stellar outcomes. BMC's risk-adjusted mortality rate for percutaneous coronary intervention is lower than all regional hospitals within 200 miles of Cooperstown and significantly lower than the statewide average. Dhananjai Menzies, MD, FACC, FSCAI, Director of the Interventional Cardiology Program, sees patients traveling from other regions for this superb care.



#### Dr. Samuel Badalian Travels to Armenia to Help Establish Urogynecology as a Subspecialty in the Country

In an example of Bassett's global impact on medical care, Dr. Samuel Badalian, Bassett's Chief of Women's Health, traveled to Armenia to share his expertise with clinicians. The visit was Dr. Badalian's latest effort in developing urogynecology as a subspecialty in Armenia, during which he supervised 23 successful surgeries. In 2021, he received a prestigious Fulbright U.S. Scholar Award to establish this program, building on previous work he had done advancing women's health in Armenia.



#### Bassett Medical Center Unveils State of the Art MRI Equipment

Bassett Healthcare Network is now utilizing advanced MRI technology at Bassett Medical Center in Cooperstown. The Philips Ambition X MRI and Ambient Experience systems provide patient comfort, speed, high-quality scanning, and reliable performance and we are so proud that this new unit was built right within our own region.



#### Certified Nurse Anesthetist Lester Schmitt Honored with Advanced Practice Clinician Excellence Award

Certified Registered Nurse Anesthetist (CRNA) Lester Schmitt received Bassett's highest Advanced Practice Clinician (APC) award in 2024, recognizing the creativity, curiosity, and compassion that infuses his work. "My job is both high touch and high tech," he says. "I meet with people who are stressed right before a difficult surgery, and I get to help them calm down. I'm so glad to do this."



#### Six Graduate from Bassett's Post Graduate Family Nurse Practitioner (FNP) Residency Program – and Four Are Welcomed as New Clinicians

The goal of Bassett's Post Graduate Family Nurse Practitioner (FNP) Residency Program is two-fold. It aims to improve health outcomes and access for patients in rural areas as well as provide new clinicians with unique practicum experiences, so that they can confidently serve as primary care providers. In 2024, it also fulfilled a secondary goal welcoming its graduates to a new long-term home at Bassett. Four of the six graduates joined Bassett Healthcare Network as full-time clinicians after graduating in the summer.



#### Mitchell Miller Receives Ambulatory Care Preceptor of the Year Award from Binghamton University

Binghamton University's School of Pharmacy and Pharmaceutical Sciences named Bassett Healthcare Network's Mitchell Miller, PharmD, BCACP, their 2024 Advanced Pharmacy Practice Experiences (APPE) Ambulatory Care Preceptor of the Year. This prestigious, student-nominated distinction reflects the recipient's professionalism, teaching skills, coaching, and patient care.



#### Bassett's Nurse Residency Program Graduates its First Class

In July, Bassett's Nurse Residency Program saw its first cohort of nurses graduate from the program. Accredited through the ANCC Practice Transition Accreditation Program® (PTAP), Bassett's year-long program supports recently graduated registered nurses transitioning into their first professional roles. Over the course of 12 months, Nurse Residents in the program attend relevant seminars, participate in clinical simulations, and work on evidence-based clinical champion projects.



#### O'Connor Hospital Provides \$20,000 to Support Fresh Produce Deliveries to Older Adults

In 2024 O'Connor Hospital helped the Delaware County Office for the Aging pilot a program that assembled and delivered boxes of fresh fruits and vegetables to more than 200 local seniors in need. In addition to the funding, O'Connor Hospital caregivers and Bassett's Population Health Department, in cooperation with local and state organizations, provided the program with community needs assessment data and outreach support.



#### Bassett Cancer Institute Is on the Cutting Edge of Radiopharmaceutical Treatments

In summer 2024, Bassett became one of the first medical practices in America to deliver the cutting edge radiation treatment Pluvicto (lutetium Lu 177 vipivotide tetraxetan) via syringe injections. The radiopharmaceutical treats a type of prostate cancer that has spread to other parts of the body and is not responding to standard treatment. This pioneering work was only possible due to the hard work and dedication of the caregivers at Bassett Cancer Institute.



#### Jane Hamilton of Bassett's School-Based Health Program Honored with Lifetime Achievement Award

The National School-Based Health Alliance honored school-based health practice manager Jane Hamilton, RN, with their prestigious 2024 Lifetime Achievement Award. The award celebrates leaders who are innovative, dedicated, and collaborative advocates providing outstanding contributions in the field of school-based health. "I am fiercely committed to the school-based health center paradigm and the critical preventive care it provides to children," says Hamilton.



#### Remote Continuous EEG Monitoring Improving Care for Many of Bassett Medical Center's Intensive Care Unit Patients

Thanks to advances in TeleHealth and a massive coordinated effort, patients in Bassett Medical Center's Intensive Care Unit (ICU) are benefiting from an important new tool during critical care. Continuous electroencephalogram (EEG) monitoring offers caregivers a crucial glimpse into brain activity, enabling caregivers to detect and stop neurologically destructive seizures. In partnership with the University of Rochester Neurology and Epilepsy Center, our ICU caregivers and neurologists are monitoring patients with the technology.



#### O'Connor Hospital Receives the 2024 Women's Choice Award® as One of America's Best Hospitals for Emergency Timeliness

O'Connor Hospital was presented with a prestigious award recognizing that it has some of the shortest ER wait times and highest patient recommendations in the nation - in the top 13% of US hospitals. "This is an absolute honor and is a testament to O'Connor Hospital's daily commitment to our patients and communities," says Susan Oakes Ferrucci, DNP, MSN, RN, CNS, Chief Hospital Executive of Bassett Healthcare Network's Critical Access Hospitals.



## Friends of Bassett Annual Golf Tournament Raises More

Thanks to the generosity of sponsors, golfers, and guests, the annual Bassett Healthcare Network Invitational, held at The Otesaga Hotel's Leatherstocking Golf Course in Cooperstown, enabled the Friends of Bassett Healthcare Network to raise more than \$125,000. Proceeds will support the Friends' Annual Fund, which strengthens Bassett Healthcare Network's regional initiatives across its eight-county service area.



#### Eric Mooney, MD, Receives the 2024 Walter A. Franck Physician **Excellence Award**

The Walter A. Frank Award recognizes practitioners who provide exceptional clinical care, scholarship, and citizenship. For 27 years, Dr. Eric Mooney has been in Bassett Healthcare Network's Department of Plastics and Reconstructive Surgery, serving patients, teaching medical students, and regularly donating his time and talent to children abroad in need of surgical care.



#### Bassett Selected to Join Nationwide Group of Health Systems Collaborating on Age-Friendly Care for Older Adults

Bassett Healthcare Network has joined a group of 30 health systems nationwide in the Age-Friendly System-Wide Spread Collaborative. Led by the Institute for Healthcare Improvement, the group seeks to accelerate and spread adoption of evidence-based, high-quality care for older adults across all of their sites and care settings.



#### Bassett Cancer Institute Earns National Accreditation from the Commission on Cancer of the American College of Surgeons

For the 77th year in a row, the Bassett Cancer Institute earned its accreditation from the American College of Surgeons' Commission on Cancer, maintaining its position as one of the longest standing accredited programs in the country.



#### Bassett's New York Center for Agricultural Medicine and Health Reaches Major Milestone in Farm Safety

Bassett Healthcare Network's New York Center for Agricultural Medicine and Health's (NYCAMH) highly successful Rollover Protection System (ROPS) Program provided its 2,000th tractor rollbar to New York State farmers since the program's inception in 2007. In New York, tractor rollovers have historically been the most common cause of farm injuries and fatalities. Tractor roll bars dramatically reduce the risk, but require retrospective installation on older tractors not originally built with these safety devices.



#### Rose Lamphere, RN, at Valley Health Services, Receives Employee of Distinction Award

Rose Lamphere, RN, Medicare Coordinator at Valley Health Services (VHS), was honored with LeadingAge NY's Employee of Distinction Award - a recognition of her extraordinary commitment to VHS and her positive effect on the lives of its residents. Lamphere has served at Valley Health Services for more than 26 years.



#### NYCAMH Receives \$185,000 Grant from the Department of Labor

In an incredible show of confidence in their work, The New York Department of Labor awarded a \$185,000 grant to Bassett's New York Center for Agricultural Medicine and Health (NYCAMH) - the full amount they requested. Members of the Hazard Abatement Board also praised NYCAMH's "outstanding performance year after year," calling the organization "decidedly meritorious." NYCAMH uses its NYDOL hazard abatement funds every year to provide onsite safety training on farms across New York State.



#### Bassett Welcomes Columbia-Bassett Class of 2026

Bassett Medical Center welcomed 10 students as its Columbia-Bassett Medical School Program Class of 2026. The students will be based at Bassett Medical Center in Cooperstown for the clinical component of their education. Columbia University's Vagelos College of Physicians and Surgeons has partnered with Bassett since 1947 to give students a unique clinical education. In 2012 the two institutions expanded the experience, establishing the Columbia-Bassett Medical School Program.







## Bassett Healthcare Network Practices Sustain Prestigious Recognition as Patient-Centered Medical Homes

The National Committee for Quality Assurance (NCQA) certified the Patient-Centered Medical Home (NYS PCMH) recognition for 33 Bassett Healthcare Network practices. For patients, this translates to comprehensive, coordinated, accessible, quality care focused on the whole person. Using a patient-centered, culturally appropriate, and team-based approach, the PCMH model coordinates patient care across the health system and has been associated with effective chronic disease management, increased patient and provider satisfaction, cost savings, improved quality of care, and increased preventive care.



Bassett's Northeast Center for Occupational Health & Safety helped orchestrate the sixth International Fishing Industry Safety and Health Conference (IFISH 6) in Rome, Italy. The event brought together industry and government representatives, researchers, and advocates to discuss the sustainability and welfare of fishermen, seafood processors, and aquacultural workers across the globe.

## Cobleskill Regional Hospital Acclaimed as One of Top 20 Critical Access Hospitals in America

Cobleskill Regional Hospital was distinguished as a 2024 Top 20 Critical Access Hospital in the U.S. by the National Rural Health Association (NRHA). The National Rural Health Association's Top 20 critical access hospitals are selected from more than 1,300 critical access hospitals across the United States. Notably, Cobleskill Regional Hospital is the only hospital in New York State to be recognized as a 2024 Top 20 Critical Access Hospital.



## Bassett Expands Fluoride Varnish Dental Treatments to Pediatric Patients Across Outpatient Clinics

Bassett Healthcare Network expanded its approach to preventive dental treatment by offering fluoride varnish treatments across its pediatric clinics. Fluoride varnish, a protective substance painted on the teeth, significantly reduces risks of tooth decay and cavities. The process takes less than a minute and can be performed by a medical or dental provider. The treatment had been offered at Bassett's 22 school-based health centers to students with a moderate or high risk for dental decay. Now it is available to pediatric patients across the network.



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The Cupola Society was formed in 1992 to honor donors who make beguests and lifetime gifts to any entity within the Bassett Healthcare Network. These legacy gifts, whether made through provisions in estate plans or through such planned-giving vehicles as annuities and trusts, have a lasting impact on our community by supporting the Network's mission to provide quality care throughout our region.

We invite you to become a member of the Cupola Society, created exclusively to honor and recognize people who have helped to support the Bassett Healthcare Network through a planned gift in their wills, trusts, wealth-management, or estate plans.

For more information, contact Sheila LeMaster at sheila.lemaster@ bassett.org or call (607) 547-4799. You may also visit our web site, www.friendsofbassett.org, for more information and tools to assist you with your estate planning.

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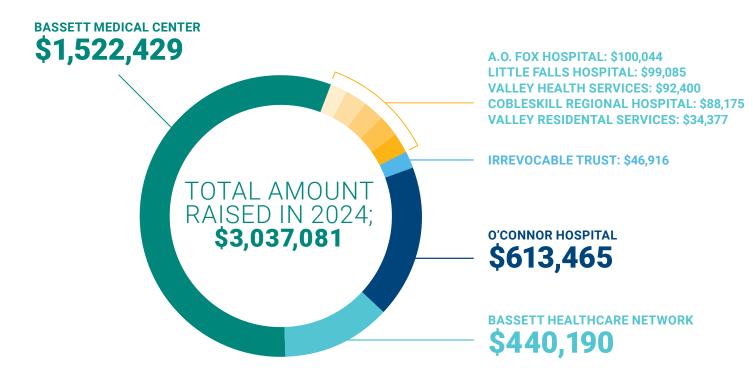
& William Tuttle

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## 2024 Friends of Bassett Healthcare Network Financials



TOTAL FUND INTEREST EARNED IN 2024: \$88,918









TOTAL EXPENSES IN 2024: \$1,160,490

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