

2020 Annual Report



Friends of
Bassett Healthcare
Network

Message from the President

of the Friends of Bassett Healthcare Network Board



What a year this has been!

The pandemic is testing us all, through social isolation, job loss, illness, the loss of loved ones, the loss of favorite pastimes, and so many other ways. It's been months of disruption such as we've never known.

What has remained constant, however, is the reach and reliability of Bassett Healthcare Network and the commitment of our practitioners and caregivers to providing you and your loved ones with safe, compassionate care.

Many rural communities lack the breadth of services that Bassett Healthcare Network offers, and these difficult months have shown us clearly how important Bassett is to our personal and community health and wellbeing.

I am so impressed that this organization, which I enthusiastically support, was among the first in the region to set up a COVID triage line and offer testing services. When the State of New York ordered hospitals to increase capacity, Bassett ably did so. We were prepared and ready to treat COVID patients and, of course, to attend to the non-COVID emergencies and patient needs that crop up every day. Our nascent telehealth program was quickly ramped up to reach thousands of patients. More than 40,000 telehealth visits took place

between March and June of 2020 alone. This remarkable response has cemented the foundation of ongoing innovation in the ways we deliver care.

Bassett is here for us in this challenging time because you have been, and continue to be, here for Bassett. You have invested in our people and our facilities and, as a result, Bassett has been able to meet the challenges of this unimagined and unanticipated pandemic.

While it seems as if the pandemic—the headline of 2020—is the only story, other work continues, fueled by the generosity of our community and the commitment and skill of our practitioners. Your gifts provide support for cancer patients; for those for whom mental-health services via their mobile phones are a lifeline; for farmers, school-children, and residents of the Network's nursing homes; and for community members who cannot travel for care, so we take the care to them.

So much good is done and so many lives are saved because you care.

Thank you for your support! I look forward to the amazing work we will accomplish together in the year ahead.

Kathleen M. Johnson
President, Friends of Bassett Healthcare Network

A Year Like No Other

We made it through—thanks to you

Your Gifts Helped us to Quickly Respond

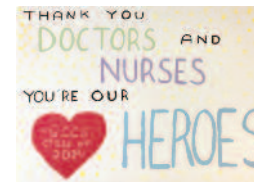
In early March, even before the pandemic was officially declared a national emergency in the United States, Bassett Healthcare Network preparations to care for our community were already underway.

A full-time incident command response team was stood up, and network-wide standards for personal protective equipment (PPE) were quickly rolled out.

A telephone triage line for worried community members and those who might have COVID was made live. The line would eventually handle an average of just under 1,000 calls per week. Testing sites were erected outside the hospitals to evaluate patients while keeping all safe. Throughout the year, nearly 130,000 tests would be performed.

The pandemic required a tremendous amount of PPE. Approximately 10,000,000 gloves, 500,000 gowns, 500,000 procedure masks, 100,000 N95 respirators, 10,000 tubs of disinfecting wipes, and 20,000 face shields were needed for front-line staff.

It took a remarkable effort to rapidly respond to the pandemic—an effort fueled by the support and generosity of you and your neighbors. The pandemic created extraordinary expenses for Bassett Healthcare Network, and your gifts helped to defray these costs. Without your help, we would not have been able to do so much so quickly. Thank you!



Your Generosity Showed Our Caregivers Just How Much Our Community Cares

When the pandemic hit, our practitioners faced unprecedented challenges, long hours, and difficult work. Your generosity helped them to know just how much our community cares.

Margherita pizzas, roast beef entrées, angel food cupcakes, lasagna, egg-and-cheese breakfast sandwiches, gummy bears, chocolate-chip cookies, hot coffee, iced tea, cranberry juice, assorted muffins, vegetarian wraps... the list of donated meals and treats is long.

From the start of the pandemic, our region's restaurants, businesses, and individual donors were making sure our health-care teams were fed while they worked so hard.

Local businesses, facing uncertain times, gave selflessly. Individuals and local companies stepped up to the plate, feeding our health-care teams while supporting local restaurants.

Not only were meals made and delivered, but face masks, lovingly hand-sewn, came from all corners of the network to support our staff. And when staff suffered drops in household income because of the economic fall-out of the pandemic, our generous donors supported them as well with gifts to our employee-assistance funds.

It takes a village—and our villages, cities, and towns stepped up in a big, heart-warming way. Thank you!



Thank you for your gifts

Medical Education: An Investment that Long Pays Dividends

Shortly before the pandemic hit our community, Friends of Bassett honored Dr. James Dalton, director of Bassett's resident-education program and much-loved—though now retired—practitioner, at the Valentine's Soiree. While the party lasted one night, the gifts you made to honor Dr. Dalton will have a lasting impact on those who receive and provide care.

Bassett's resident medical-education program has played a vital role in the training of the next generation of doctors for decades and serves as a cornerstone for the mission.

Your gifts to honor Dr. Dalton and support the Medical Education Humanities and Medicine Fund will enable us to develop projects and curriculum in areas that are critical to the education of physicians

but which are sometimes taken for granted. At the heart of this work is the development of tools for Bassett's students and residents to become more grounded as individuals and as human beings and to become more fully engaged with their patients. If the program achieves its goal, then you, your family, your friends, and your neighbors will be on the receiving end of a medical practitioner who is more compassionate, more insightful, and more understanding of your health-care needs. That practitioner's life also will gain depth and richness. Because you care, we will all benefit from practitioners trained with this approach. Thank you for investing in the next generation of caring physicians!



Dr. James Dalton and residents at the 2020 Valentine's Soiree

Your Gifts Helped Save Lives that May have been Lost to Opioid Overdose

While there is only anecdotal evidence to suggest COVID-19 might have contributed to greater substance abuse, overdoses and opioid-related deaths since the pandemic began have increased in 35 states, including New York.

However, a program to train clinicians in primary care, psychiatry, obstetrics and gynecology, emergency medicine, and inpatient medicine across Bassett Healthcare Network to identify and assist those with opioid-use disorder has led to more patients being treated and potentially more lives being saved.

Gifts from donors have helped to support this work, and more than 850 Bassett patients have been treated for opioid-use disorder since Bassett began its program to help

practitioners recognize and care for patients with opioid-use disorder and provide interventions that can lead to treatment and recovery.

Nearly 90 Bassett clinicians across the network have obtained what is known as a drug addiction treatment act waiver, or "X-license." In the past, medical professionals were barred from using one opioid to treat addiction from another opioid. Thanks to a federal law passed in 2002, clinicians may now obtain additional training and receive X-licenses to prescribe buprenorphine and methadone to help patients recover from opioid-use disorder.

Opioid-use disorder affects many members of our community. Your gifts help us to help them.



Thank you for your gifts

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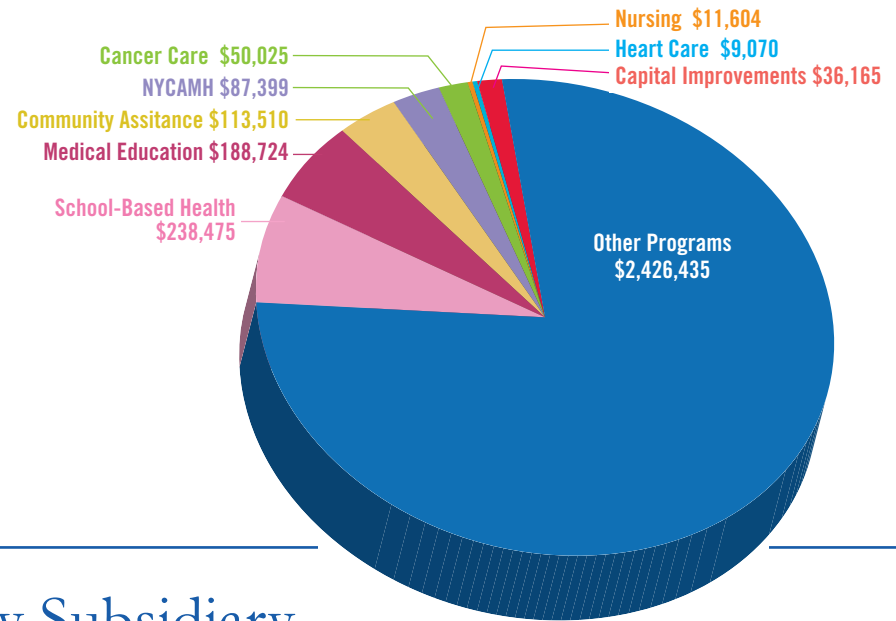
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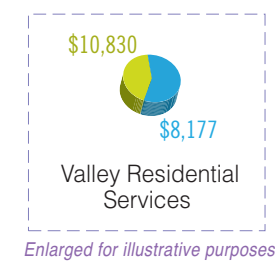
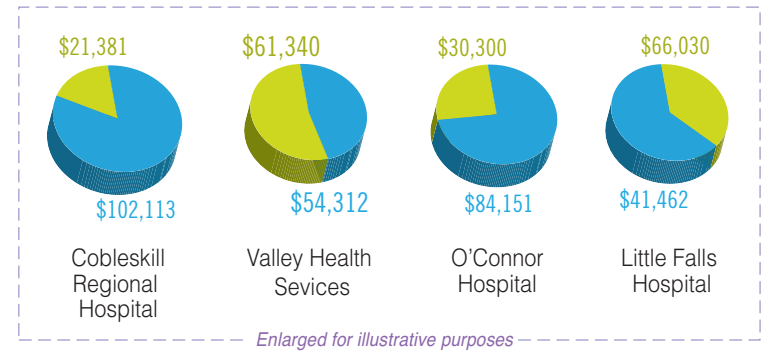
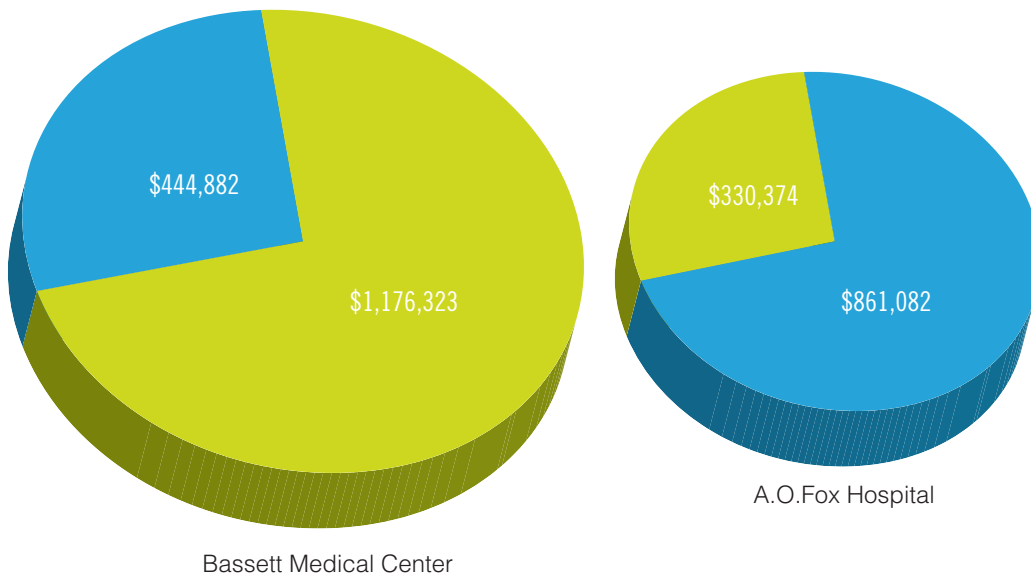
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