





Message from the President

of the Friends of Bassett Healthcare Network Board

Usually, an annual report reflects on the last 12 months, but to truly understand where our health system has been, is today, and will be in the future, I'd like to take a much longer view of our history.

In 1922 Little Falls Hospital, the

oldest hospital in our network, had been open for nearly 30 years. A.O. Fox Hospital had been operating in Oneonta for over 20 years, and the Franklin Street Hospital Association, later O'Connor Hospital, was newly formed and had just elected their first board of directors. Later that year, in June, Mary Imogene Bassett Hospital in Cooperstown, now known as Bassett Medical Center, opened its doors to the public.

A century ago, doctors, nurses, and private citizens committed to improving the health of our rural communities invested their time and resources, sowing the seeds of what would become Bassett Healthcare Network. Today, our mission is unchanged. Bassett Healthcare Network exists to improve the health of our patients and the well-being of our community.

That is the simple version of the story.

The more complex truth is that, along with many successes, our history also includes difficult times when we faced closures, financial trouble, and tragedy. These, however, are not what have defined us. Over and over again, we approached these challenges as opportunities, innovated, and transformed with the support of caregivers, practitioners, and friends who shared an unwavering commitment to our mission.

In 2021, we have found ourselves, once again, at a pivotal moment for our organization. To provide exceptional care to our patients and improve the health of the rural communities we serve, we must remain a thriving, independent health system. For Bassett Healthcare Network that means being on the forefront of innovation in care delivery, transforming our network into a truly integrated health delivery system, and continuing to keep our mission at the center of everything we do.

For the last century, we have relied on the generosity and support of our friends and community members who share our vision of creating healthy rural communities. That is as true today as it has ever been. I truly believe our future is bright. Thank you for your continued support of Bassett Healthcare Network, our patients, and our community.

Tommy Ibrahim, MD, MHA

President & CEO, Bassett Healthcare Network

Message from the Chair

of the Friends of Bassett Healthcare Network Board



I would like to express my sincere gratitude for the opportunity to serve as chair of the Friends of Bassett board. 2021 has been an exciting year not only for Bassett Healthcare Network but for the Friends of Bassett as well. We experienced a successful expansion of the Friends of Bassett team to a full complement prepared to

launch a major campaign for the future. Friends of Bassett has integrated its funds and finances into one effective system for an improved monitoring process. Although the past few years have come with many challenges, I have personally met with each member of the Friends of Bassett board and I am happy to report a strong level of enthusiasm and commitment that is already serving us well as we look into Bassett's future.

Being able to provide health and medical care for communities is a challenge for all healthcare organizations, especially in traditionally under-served rural areas. Here at Bassett, we have the right leadership, vision, compassion, attitude and the highest level of professionalism to not only address these challenges

locally but also to serve as a role model for other rural health care organizations nationwide. As we look to the future, you will be hearing about Bassett Healthcare Network sponsoring a national symposium for healthcare professionals as Bassett will take the lead on how to face challenges in healthcare going forward.

This year, I have had the honor to take the reins from Kathleen Johnson's exemplary leadership. I am equally honored to help move our efforts forward. I encourage you to review the Friends of Bassett 2021 Annual Report. I think you will find the details in the annual report to be inspirational as Bassett continues to be an innovator in the healthcare community. Your philanthropy supports projects critical to the well-being of all of our patients and the communities we serve. I remain incredibly confident in the dedication and efforts of our caregivers, practitioners, community, and you, our donors. Thank you for your support.

With gratitude,

John Zogby

Chair, Friends of Bassett

Dr. Sorensen Honored with Prestigious National Researcher Award

Dr. Julie Sorensen, director of Bassett's New York Center for Agricultural Medicine and Health (NYCAMH) and Northeast Center for Occupational Health and Medicine (NEC), was recently honored with the Safety & Health Researcher Award at the North American Agricultural Safety Summit in Las Vegas. The award was established by the Agricultural Safety and Health Council of America (ASHCA) to "acknowledge leaders who have made significant contributions to the advancement of worker health and safety," said ASHCA Board Chair Jess McCluer in a news release announcing the award March 29.

Sorensen, who has been with NYCAMH since 2001 and took over leadership of NYCAMH and the Northeast Center in 2014, has dedicated her career to investigating agricultural health and safety issues, understanding the root causes, and identifying solutions in partnership with the communities she is trying to help. Her research focuses on behavior change strategies that encourage the use of risk-reduction technologies.

Dr. John May, founder and former director of NYCAMH and the Northeast Center, said Sorensen "listens to the workers carefully and then networks—recruiting just the right collaborators to assure a successful outcome. She is determined to translate the findings of research into meaningful and practical interventions that will have a direct impact on workers. As a result, work environments are safer and lives have been saved."

Sorensen's notable contributions to the safety of agricultural workers in this country include the development of a National ROPS Rebate Program. First launched in New York State in 2006, the program has succeeded in increasing the use of tractor rollover protective structures (ROPS) by addressing the financial, logistical, and perceptual barriers farmers face when considering retrofitting older tractors with ROPS.

Tractor rollovers are the leading cause of farm fatalities in the U.S. Since the ROPS program's inception in New York, it is estimated at least 10 lives and more than four million dollars were saved. A study co-authored by Sorensen and published in 2019 also found the program was responsible for preventing eight disabling injuries and six nondisabling injuries over a 10-year period. Further, this public health inter-



vention has become a model for the rest of the country with several other states adopting similar ROPS rebate programs, including Pennsylvania, Vermont, Massachusetts, New Hampshire, Wisconsin, and Minnesota.

Sorensen was also the principal investigator for Lifejackets for Lobstermen, a NEC project that sought to address the most frequent cause of death in the Northeast lobster industry—falls overboard. A team from the Northeast Center traveled the New England coast working with lobstermen to identify comfortable personal flotation devices (PFDs) and eliminate the challenges to using them. The outcome? More than 1,000 discounted PFDs were distributed to lobstermen at 58 New England ports in 2019 and in 2020, an international PFD work group was formed to continue addressing personal flotation use behavior in the commercial fishing industry.

Investing in Our Children by Increasing Access to Care



Several years ago, the superintendent of Cherry Valley-Springfield Central School (CVS) approached administrators of Bassett's School-Based Health program (SBH) to ask about establishing a school-based health center (SBHC) in the district's K-12 building. The school, located on County Road 54 in Cherry Valley,

has close to 500 students who could benefit from having comprehensive and preventative medical, mental, dietary, and dental care available where they spend most of their time, in school.

"This is such a powerful opportunity for our school," notes TheriJo Snyder, the school's superintendent. Snyder put a SBHC on the wishlist when she became superintendent at CVS six years ago because she had seen the benefits while principal in the Richfield Springs School District. "Those students who generally do not get health care have the opportunity, students do not miss school, and parents do not have to miss work. The mental health piece is a huge bonus. Then you add the dental piece. Overall, it makes the school a healthier place to be."

Recently, Doug and Ginny Hastings, who have a home in the Cherry Valley-Spring-field School District, learned of the desire to establish a SBH program there. Doug is the chair of the Bassett Healthcare Network Board of Directors and Ginny is a retired special education teacher. Knowing how impactful the availability of on-site medical care has been for hundreds of rural families served by Bassett's school-based health centers in other districts, the Hastings committed to jump starting the project for CVS with a generous leadership gift and pledged an equal amount towards completion of the SBHC once a matching gift is raised. Community fundraising is underway.

"The bottom line is a school-based health center for CVS could not happen without them," states Jane Hamilton, practice manager for Bassett's school-based health program. "They saw a need and stepped in to fill the gap. We are forever grateful."

"I cannot thank them enough for their generosity," says Snyder. "It means a lot to us and our families. A SBHC has been on the wishlist for a very long time."

Once fundraising is complete and the SBHC constructed, the New York State Department of Health must conduct a site visit and approve the facility. Snyder says the district's goal is to have the SBHC operational by the fall of 2023.

Bassett's SBH program, established in 1992, operates 21 school-based health centers in 17 school districts, and several more schools have expressed an interest in the program. During the 2018-2019 school year, Bassett's SBHCs handled a total of 37,639 student visits. In the 2020-2021 school year, despite schools going 100% remote due to the COVID-19 pandemic, the SBH program was still able to complete 30,751 visits. This was thanks to an incredibly committed team of office staff, nurses, practitioners, and mental health clinicians who were already comfortable using digital technology for virtual visits, having launched telehealth in their SBHCs four years earlier.

During the pandemic, the SBH program added telepulmonology so that children with rare or complex pulmonary conditions could be seen by a pediatric pulmonology specialist at the University of Rochester Medical Center through video conferencing. Most recently, Bassett added teledentristy to its SBH services. Using a portable x-ray unit and digital radiography, a student's dental issues can be assessed and a treatment plan developed remotely by Bassett's Chief of Dental Services Dr. Leah Carpenter.

School-based health care that offers comprehensive and preventative services, like those available in Bassett's program, is one way we can help assure the health of our children so they can be successful. High returns from your investments in our kids. Thank you!

If you'd like to support the Cherry Valley-Springfield SBHC project, visit friendsofbassett.org or contact Sheila LeMaster, Director of Development, Impact Gifts, at Sheila.LeMaster@bassett.org.

Building Trust in Science. Lessons from the COVID-19 Pandemic

"Even the most brilliant health and safety solutions will do little good if people do not embrace them."

- Dr. Julie Sorensen, Director, Northeast Center

Year two of the coronavirus pandemic saw variants surge around the country. Hospitalization rates continued to challenge Bassett network caregivers, and the work to drive back covid by increasing vaccination rates was problematic across the state. Through it all, a major contributor to Bassett's pandemic response and that of the region's business and educational communities was the team at the New York Center for Agricultural Medicine and Health (NYCAMH), which also serves as headquarters for the Northeast Center for Occupational Health and Safety (NEC).

The NYCAMH/NEC team has decades of experience in health and safety research, education, and illness and injury prevention. In 2020 and again in 2021, as COVID-19 continued to reshape work environments, that expertise proved invaluable. The team at NYCAMH/NEC has also been a critical resource for nontraditional workers struggling to hold onto their livelihoods in the Northeast's farming, forestry and fishing industries.

Addressing a distrust of science

Widespread understanding and acceptance of proven pandemic solutions has been a challenge for a variety of reasons, but perhaps chief among them is communication. Dr. Julie Sorensen, director of NYCAMH/NEC, says the pandemic has "highlighted the need for scientists to understand public health and safety issues from the community's perspective, so that we can more effectively translate what we know into action. Even the most brilliant health and safety solutions will do little good if people do not embrace them," observes Sorensen (Read her full message regarding the work of the Northeast Center in 2021 at necenter.org).



NYCAMH and NEC staff worked doggedly throughout the pandemic to educate and help rural workers and employers implement proven strategies for protecting against covid, tailoring their innovative solutions to unique work settings on farms, fishing vessels and logging operations. But before they could get vaccine into the arms of workers or masks on faces, they had to first communicate the need for preventive measures.

"We were fighting what everyone in the medical community was fighting – misinformation and disinformation campaigns," says Sorensen. "It became quite obvious that just because we in the scientific world are talking about and living this work every day doesn't mean our language fits into the world of the communities we serve."

Building relationships and trust

The team's pandemic experience helped spur development of the Northeast Center Clear Communications

Campaign. The goal is to encourage the agriculture, forestry and fishing communities to embrace health and safety solutions, not just during covid but across problem areas, by improving research transparency and communication. The strategies include the following tactics in 2022:

- Scientific Dialogue Gatherings to "build scientific literacy and share research outcomes" in online, interactive sessions with members of the agriculture, farming and forestry communities.
- Alan Alda Center for Communicating Science Workshops – NEC/NYCAMH staff will participate in workshops designed to help researchers better understand the communities they serve and have "honest, productive conversations around science and health solutions."

"There appears to be a growing distrust of science globally," notes Sorensen. "We need to recognize that and work harder to regain the public's trust, expand the knowledge of what science can do and does for them so they will be more engaged."

The Northeast Center Clear Communications Campaign and the COVID-19 preventive efforts are just a fraction of the innovative and impactful work of the NEC and NYCAMH teams, who have been making a difference in the lives of rural workers for decades. Read more about the centers' current projects at necenter.org.

"Everyone here does an incredible job of understanding and identifying the needs of our communities and developing relevant solutions in a way that makes positive change possible. To them it's not just a job, it is their passion," Sorensen says.

NEC & NYCAMH 2021 Pandemic Successes

- Worked with the Centers for Disease Control and Prevention to develop COVID-19 guidance for the country's agriculture employers.
- Dr. Sorensen drafted a letter, cosigned by Agrisafe and Virginia's agriculture commissioner, to former Vice President Mike Pence explaining the critical need for a protected supply of N95 respirators and other personal protective equipment for the farm community, which handles hazardous chemicals as part of everyday operations.
- The NYCAMH team, which includes bilingual staff who translate for migrant workers, developed mobile, onsite vaccination clinics, immunizing more than 200 individuals on farms in New York before vaccine availability improved in rural communities.
- Implemented a STOP COVID on Your Farm program to help agriculture employers improve ventilation, add handwashing stations and implement other infection prevention strategies.
- Developed and distributed 23,000 copies of a children's coloring book and a COVID-19 informational booklet specifically for Anabaptist communities in the Northeast.
- Conducted a survey of farmers and loggers and interviews with commercial fishermen in the Northeast to understand how COVID-19 was affecting the populations served by NYCAMH/NEC.
- NYCAMH/NEC played a major role in respiratory fit testing of staff at Bassett as well as at area law enforcement agencies, nursing homes and other rural businesses to ensure workers were properly protected against covid and other aerosol transmissible diseases.
- Assisted with coronavirus testing in the region, conducting tests on approximately 2,100 individuals from area businesses and educational institutions.

2021 Non-COVID NEC/NYCAMH Health & Safety Projects

- Dairy Safety Nudging Project Pilot program using behavioral science methods to promote work safety on New York dairy operations. The idea is to adjust the work environment or processes in ways that naturally redirect people to do the safer thing.
- Fishing Forward Podcast A new way of sharing information that brings researchers and commercial fisherman together to understand how to address sleep deprivation, stress, exercise and similar issues in order to maximize health, productivity and profitability.
- Sleep Deprivation at Sea Study Collaborative effort with fishermen in Alaska, Oregon and the Northeast to understand effects of sleep deprivation on the health and safety of commercial fishermen. The project includes the trialing of wearable devices to track participants sleep with the eventual goal of identifying potential solutions for optimizing sleep while working at sea.
- John May Farm Safety Fund Has awarded over \$545,000 in grants to 141 farms to make safety improvements related to animal handling, electrical improvements and general farm safety.
- Maine Logger Health and Safety Study is an effort to work with the industry to identify practical solutions to improving the overall health of loggers in the Northeast.

Your support helps make the work described here possible and the lives of people residing and working in rural communities sustainable and safe. Thank you!

Technological Advances Keep Bassett at the Forefront

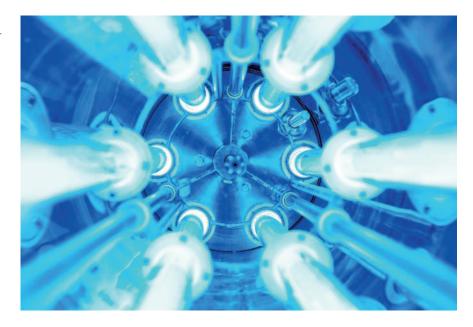
The technological advances in medicine and hospital care over the past few decades are astonishing and have been transformative, benefiting patients and caregivers in a number of ways. Keeping up with the rapid pace of change requires significant resources. Just last year, your philanthropy enabled Bassett to invest in cutting-edge technology to benefit patient safety, caregiver communication, and patient outcomes in the surgical suite. The investments help assure the population we serve continues to have access to the best possible care and maintain Bassett's position as a leader in rural medicine. In this section, we review a few of the advancements you made possible.

Investment in "No Touch" Disinfection Technology Boosts Patient Safety

Winning the war against healthcare-associated infections (HAIs) and COVID-19 requires a multi-faceted approach. In 2021, your gifts enabled Bassett to invest in high-energy ultraviolet light (UV-C) disinfection technology to make our hospital environments the safest possible for the network's patients and caregivers.

High-energy ultraviolet light (UV-C), used extensively for water, food and air purification, is newer to the medical environment, but research over the past several years shows it can be highly effective against a variety of disease-causing pathogens. Research during the pandemic suggests UV-C may have a significant role to play in mitigating the spread of COVID-19 in clinical settings. For these reasons, Bassett Healthcare Network launched a campaign that raised \$250,000 to provide every hospital in the network with the latest generation UV-C technology.

A.O. Fox Hospital was the first hospital in the network to implement ultraviolet light disinfection processes in 2017. A subsequent study found that terminal cleaning using UV-C on 14 private rooms and 5 operating rooms in the hospital reduced the microorganism burden on tested surfaces as much as 14%. UV-C technology does not replace, but rather enhances, the traditional manual cleaning processes used in clinical spaces.



All Bassett Healthcare Network hospitals now have UV-C light disinfection systems as part of a comprehensive environmental disinfection strategy to eliminate pathogens that can survive on hospital surfaces for days.

Among the philanthropic contributions that made this possible were those from Stewart's Shops/The Dake Family, Fenimore Asset Management, New York Central Mutual, and the Samuel S. Dale Trust, as well as many other generous donors across the Network. Thank you for supporting enhancements to patient safety!

A New Telemetry System at Fox Hospital & the Potential for Scalability



Thanks to your generous support, the campaign to raise funds for a major upgrade to the telemetry system at Fox Hospital achieved its \$375,766 goal in early 2022.

Telemetry systems collect patient vital signs, such as blood pressure, oxygen saturation, respiration, and heart rhythms. That data is transmitted to a central information center for remote patient monitoring.

However, like all technology, the equipment needed to be upgraded, and has been, with new monitors and sensors being deployed this past spring.

Replacing the equipment at Fox Hospital provided Bassett Healthcare Network with the opportunity to invest in a sophisticated telemetry system that has the potential for scalability – it is capable of monitoring anywhere from 4 to 1,920 patients.

The project had three main components: The physical patient monitors, which are compact wearable "wireless" monitors. A Windows-based information center capable of providing continuous, simultaneous monitoring of wired, wireless, and bed-based units, and a the third component- the facility and information technology upgrades that were necessary for the system to operate.

An additional feature of this particular telemetry system is that it can be integrated with the new Vocera communication system at Fox, enabling nurses to receive real-time telemetry updates directly to their Vocera device anywhere in the hospital.

New Communications Platform Enhances Patient Care & Satisfaction

Real-time communication, particularly at the point of care, has never been more important than during the COVID-19 pandemic. Thanks to the strong support of community members, local foundations and hospital boards, a new, state-of-the art communication platform, known as Vocera, was installed at A.O. Fox Hospital last year. The intent of the new platform is enhanced clinical communication and operational efficiency among care teams, leading to even better patient care and patient satisfaction.

Vocera is a wearable, hands-free communication system that enables nurses, doctors, and other team members to communicate in real-time. This allows caregivers to receive critical information at the patient's bedside rather

than having to leave the room or pick up the phone. The hands-free feature of the system is particularly beneficial to clinicians wearing layers of personal protective equipment (PPE) while caring for covid patients. The communication device can be worn under PPE, which means nurses no longer have to leave the patient's room to communicate with a member of the care team and then remove and reapply new PPE. This provides the additional benefit of significant cost savings due to the reduced consumption of PPE.

The new communication platform and its implementation cost slightly more than \$170,000, an investment that is yielding big dividends for caregivers and their patients. Thank you for your support!



Cutting-edge Technology in the Operating Room

Cutting-edge technology in the operating room is essential to the anesthesia and surgical teams' ability to achieve optimal results. Among the philanthropic gifts that have had a tangible impact in the operating suite at Bassett Medical Center are two advanced patient monitoring platforms known as Hemosphere units. The technology was gifted to the Department of Surgery by Bill and Lynn Moseley who now live in New Hampshire. Bill, who is also the Friends of Bassett Board of Directors' secretary, continues to drive four hours to Cooperstown for any major medical procedure.

"People ask why I don't go to a big name medical center in New England. In my experience, you feel like you are simply a number in such large institutions. At Bassett, you are treated as a true person and get superior care."

"It is absolutely huge that Mr. Moseley made this particular donation," explains Chief of General Surgery Dr. Raul Monzon. The technology gives Bassett a tremendous leg up. The hemosphere units are an amazing tool that enhance safety for complex patients and enable our surgical teams to provide a higher level of care."

The Hemosphere units provide a minimally invasive method to monitor a patient's blood circulation and heart function, which allows the perioperative team to evaluate whether the patient is receiving enough oxygen to their organs and tissues. This enables the team to make proactive, informed and potentially lifesaving decisions during surgery.



Thank you for making such an impactful difference in the lives of our patients!

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The Patron Society recognizes leadership donors who made annual gifts of \$25,000 or more during 2021 to the Friends of Bassett.

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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.

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You may also visit our website, www.friendsofbassett.org for more information and the tools to assist you with your estate and legacy planning.

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	2020	2021
EVENUE		
Contributions and grants	2,208,589	5,443,637
Program sevice revenue	0	O
Investment income	14,332	11,851
Other revenue	56,550	- 10,472
Total revenue	2,279,471	5,445,016
XPENSES		
Grants and similar amounts paid	3,044,521	5,093,020
Benefits paid to or for members	0	0
Salaries, other compensation, benefits	0	0
Professional fundraising fees	0	
Total fundraising expenses	0	
Other expenses	5,300	8,622
Total expenses	3,049,821	5,101,642
Revenue less expenses	- 770,350	343,374
ET ASSETS or FUND BALANCE	Beginning of Current Year	End of Year
Total assets	3,939,422	4,282,796
Total liabilities	0	0
Net assets or fund balance	3,939,422	4,282,796

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"In 2021, we have found ourselves, once again, at a pivotal moment for our organization. To provide exceptional care to our patients and improve the health of the rural communities we serve, we

must remain a thriving, independent health system. For Bassett Healthcare Network that means being on the forefront of innovation in care delivery, transforming our network into a truly integrated health delivery system, and continuing to keep our mission at the center of everything we do."

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