

# Rome Memorial Hospital Outperforms Most New York Hospitals

(Feb. 2004) -Finishing 2003 with a positive operating margin to reinvest back into new services, advanced technology and a well-trained work force, Rome Memorial Hospital continues to outperform most hospitals in the state.

Nearly two-thirds of New York hospitals were expected to lose money in 2003, continuing last year's trend. Rome Memorial Hospital's surplus from operations was \$863,234 in 2003, according to Basil J. Ariglio, senior vice president/chief financial officer.

"Our directors and managers are very proficient in matching essential resources to our patient volume, which helps us to manage our expenses," Ariglio said. "We know that as a healthcare organization, we have to be responsive to changes in the industry in order to protect the financial stability of the hospital."

"It's not easy," Ariglio admits. "Like other hospitals, we face the same challenges of higher labor and supply costs. We will likely be facing another round of Medicare and Medicaid cuts that could erase our margin given the challenges of our state and federal budgets."

"Our model of success continues to be based upon diversifying services, maintaining high levels of patient satisfaction, and controlling non-salary expenses without sacrificing patient care," Ariglio said.

Following are some of the hospital's highlights from 2003:

- The hospital earned a score of 96 out of 100 on its Joint Commission on Accreditation of Healthcare Organizations (JCAHO) survey with no Type I recommendations for improvement. Only 16% of hospitals nationwide score a 96 or better.
- The North James Street entrance was renovated to enhance handicapped accessibility and parking. Front entrance walkways were redesigned with ramps and doors that open automatically for easier access.
- The hospital's Laboratory Department earned high marks on its JCAHO survey with a score of 96 out of 100.
- The hospital's Laboratory and Medical Imaging Departments passed their New York State Department of Health inspection with no citations.
- The American Association of Cardiovascular and Pulmonary Rehabilitation awarded the hospital's Cardiac Rehabilitation Department with program certification.
- Working together, the Maternity Department and physicians reduced the primary C-section rate to 9%, one of the lowest rates in the region.
- The hospital welcomed its fourth midwife and several new physicians to its medical staff.

- ❑ A new computer-aided detection system was purchased to help increase breast cancer detection rates by up to 20%. Combined with the expertise of the hospital's radiologists, the R2 Technology ImageChecker system will help identify some of the smallest cancers earlier.
- ❑ Hospital employees raised over \$9,000 for the American Cancer Society, over \$3,000 for the American Heart Association, and over \$14,000 for the United Way.
- ❑ Mohawk Valley Radiation Medicine brought the "Look Good, Feel Better" program to Rome for cancer treatment patients.
- ❑ The hospital's staff earned a bonus for meeting patient satisfaction and operational goals. In 2002, the hospital met or exceeded the expectations of 96% of its patients.