

# Building a Healthy Future Together

Bassett Healthcare Network  
2023 Annual Report



# WELCOME TO Bassett Healthcare Network

## Mission

Improving the health of our patients and the wellbeing of our communities.

## Vision

Through advanced integrated clinical services, education, and research, we aspire to be a model of excellence for health, creating remarkable patient experiences and better living.

## Values

### **COURAGE**

- We embrace challenges and quickly develop innovative approaches to change.
- We speak up and are heard when we have concerns or suggestions.
- We display the highest levels of professionalism, integrity, respect, and personal responsibility.

### **UNITY**

- We are role models of equity and inclusion in our organization and in our communities.
- We embrace our diversity and are better because we are “different together.”
- We are One Bassett. We work across departments and locations as one team.
- We are strongly committed to the wellbeing of every caregiver and practitioner.

### **EXCELLENCE**

- We provide every patient with an exceptionally safe, high quality and positive experience.
- We offer outstanding educational experiences for future healthcare professionals.
- We conduct innovative research that leads to better care and health in our rural communities.

# A MESSAGE FROM

## Staci Thompson, MHA, FACMPE, President and CEO, and Doug Hastings, Board Chair

### Bassett Healthcare Network

Bassett Healthcare Network is in a period of profound opportunity and reinvigoration.

Healthcare is rapidly changing – especially in rural areas – as health systems around the country grapple with a convergence of global and industry factors in a post-COVID-19 environment. Bassett Healthcare Network, like many other healthcare organizations, is working to rapidly address significant operational challenges.

Our intense focus is on stability and operational efficiency. Top priorities include recruitment and retention of caregivers, providing exceptional patient care and experiences, improving access by embracing virtual health and innovation, continued system integration, and financial viability.

Everything we do around these initiatives is directly related to what matters most – providing excellent and safe patient care, and maintaining a deep commitment to remaining an independent, community-based organization.

Bassett is laying the foundation for a healthy future by bolstering infrastructure, building sustainable care models, expanding technology and treatments, and embracing mission-driven partnerships to best serve our patients and communities.

We invite you to turn the pages of our 2023 annual report and learn how our health system is constantly adapting to meet the changing needs of the people and the region we serve. Bringing advanced care to our rural communities is central to our mission. From breakthrough cancer treatments and clinical trials to robotic surgical technology, virtual care, a new school-based health center, local educational partnerships, and farm injury prevention programs, we're connecting people in some of New York State's most rural communities to needed medical resources and careers – and changing lives every day.

The headwinds in rural healthcare may be strong, but Bassett Healthcare Network remains devoted to our mission of improving the health of our patients and the wellbeing of our communities.

Bassett's future is bright because of our outstanding caregivers and the support of our communities. We are honored to serve you.

Sincerely,



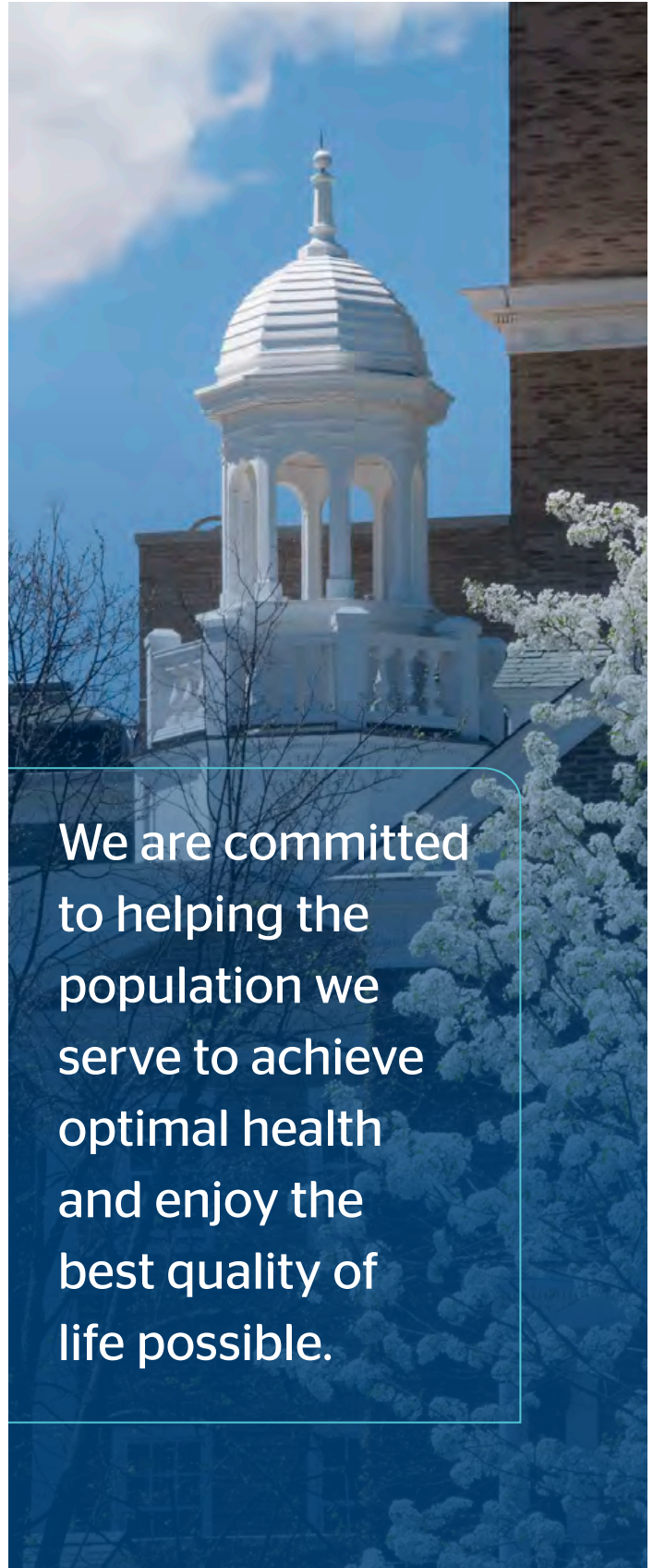
Staci and Doug



**Staci Thompson, MHA, FACMPE**  
President and CEO  
Bassett Healthcare Network



**Doug Hastings**  
Chair, Board of Directors  
Bassett Healthcare Network



We are committed to helping the population we serve to achieve optimal health and enjoy the best quality of life possible.



# A Place to Work and Thrive

For our caregivers, Bassett Healthcare Network is more than a place to earn a paycheck.

We are devoted to caring for our patients and communities every day – and our employees enjoy a professional home where they can build careers, flourish personally, and find satisfaction in their work. In 2023, Bassett began laying the groundwork for transformative efforts to improve recruitment and create sustainable strategies to bring new talent to our organization. Initiatives included offering generous sign-on bonuses for new employees and referral bonuses for current employees.



## Bassett Enhances Sign-On Bonuses for New Employees – Up to \$35,000 for Registered Nurses and Up to \$20,000 for Many Other Clinical Positions

Bassett has enhanced sign-on bonuses for nursing roles and other key clinical positions. “To provide our patients with the best possible care, one of our top priorities is finding exceptional professionals to join our team,” said Staci Thompson, MHA, FACMPE, President & CEO of Bassett Healthcare Network. “We are welcoming new employees weekly throughout our entire health system.”

## A New Nursing Degree Incentive Program

Bassett has long had a robust array of career development opportunities for our nurses and many other caregivers, from an in-house learning center to tuition assistance programs to on-the-job training. The newest addition to our academic programs, a joint endeavor with Hartwick College, provides 30% tuition discounts to Bassett employees pursuing degrees in nursing and nursing education.



## Bassett CARES

Bassett Healthcare Network has partnered with Hartwick College and SUNY Oneonta to inaugurate Bassett CARES (Career

Advancement and Retention Experience for Students). Aimed at retaining new graduates in the region while reducing workforce shortages, qualified graduates who pursue any type of career at Bassett can earn up to \$25,000 in student loan repayments on top of their normal salary.

## A Full K-9 Security Team Helps Keep Caregivers Safe

Thanks to the generous support of community donors, a fourth dog and handler unit joined the Bassett Security team in fall 2023. At a time when aggression and violence are common in healthcare settings, Bassett employees deserve a space where they can feel safe with skilled security teams by their side.



# Increasing Access to Best Treatments

Bassett strives to offer services and resources that are typically available only in urban areas, connecting our rural communities with advanced care close to home. 2023 marked a year with several major service and treatment expansions across the network.



## Robotic-Assisted Surgery at A.O. Fox Hospital

Options in Central New York for minimally invasive procedures have expanded with the installation of a new da Vinci Surgical System at Bassett's A.O. Fox Hospital in Oneonta. Newly available options include procedures for hernias, gallbladder removal, appendectomies, gynecological procedures, and urological surgery.



## Bassett Medical Center Unveils New Hybrid Operating Room

Bassett Medical Center unveiled a new state-of-the-art hybrid operating room in late 2023. By combining a traditional operating room with a complete cardiac catheterization lab, patients can have heart conditions diagnosed and then immediately receive any needed surgical intervention.



## Bassett Medical Center the First Hospital in Upstate New York to Offer Radiofrequency Thyroid Ablation Treatment

Bassett Medical Center became the first hospital in upstate New York outside of New York City to offer radiofrequency thyroid ablation treatment. Patients can now have non-cancerous thyroid growths treated using minimally invasive outpatient treatment.

## Care from Anywhere: Bassett Expanding Virtual Care Options



We know our patients are busy with work, school, loved ones, and many other things – so we’re finding more ways to connect patients with the care they need anywhere. Whether someone is looking for an on-demand appointment when they’re feeling under the weather, needs quick advice from a practitioner, or wants the no-hassle, no travel of a video visit, we’ve got virtual health choices for patients and their families that are easy and convenient. Visit [bassett.org/get-care-now](https://bassett.org/get-care-now) for same-day needed care or ask your care team if a virtual appointment may be an option for routine or specialized care.

## Bassett Opens 22nd School-Based Health Center at Cherry Valley-Springfield Central School



Cherry Valley-Springfield Central School became the location of Bassett’s newest school-based pediatric clinic, celebrated with a ribbon-cutting in December 2023. Like Bassett’s other school-based health centers, the new facility provides safe, private, comfortable medical, dental, and mental healthcare to students from pre-kindergarten through 12th grade at no cost to families.



## Bassett Cancer Institute Named Alpha DaRT Cancer Treatment Clinical Trial Site

Bassett Cancer Institute was selected as a clinical trial site for Alpha DaRT™, an investigational treatment for recurrent skin cancers. Bassett is the only site in the state outside of New York City to receive the regulatory approval.



# Building Community Partnerships

Bassett is far from alone in its mission to improve the health of our patients and wellbeing of our communities. In a changing healthcare landscape (especially in rural areas), community partnerships are emerging more frequently for shared resources, innovation, and improved patient outcomes. We are grateful for all those we can partner with for the benefit of all.



## Samuel S. Dale Trust Donates New EKG Machine to Little Falls Hospital

The Samuel S. Dale Trust generously gave Little Falls Hospital over \$18,000 to purchase a new electrocardiogram (EKG) unit for its Emergency Department. The donation reflects Little Falls Hospital's essential place in the fabric of the Mohawk Valley. EKGs are performed on approximately 10,000 patients annually at Little Falls Hospital.



## Lotte Kreppein Bequeaths More Than \$600,000 to Cobleskill Regional Hospital

Lotte Kreppein, long a benefactor of Cobleskill Regional Hospital, emigrated to the United States after World War II, settling in New York City. She retired in Jefferson, NY, and soon established herself as an instrumental supporter of fundraising efforts for Cobleskill Regional Hospital. Her legacy gift, the single largest gift the hospital has ever received, will support the hospital's mission and continue to bring advanced healthcare services to a historically underserved population.



## Bassett Resident Physicians & Hartwick College Nursing Students Partner to Build Joint Simulation Lab

Bassett first-year residents joined nursing students from Hartwick College and three other nursing schools in the region to complete two simulation labs. Forming a larger, interdisciplinary, multiple-institution group allowed for more complex and realistic scenarios.

# Advancing Medicine and Research, Honoring Our Academic Roots

Healthcare is constantly changing and advancing. Bassett's commitment to our patients and communities drives us to contribute to this advancement through academics and research. We strive to bring best practices to rural settings, discover new opportunities for care and treatments, and mentor the next generation of caregivers.



## Columbia-Bassett Program Graduates 28 Students and Welcomes Class of 2025

Columbia University's Vagelos College of Physicians and Surgeons has partnered with Bassett since 1947 to give students a unique clinical education showcasing the challenges and joys of rural healthcare.



## Bassett's Nurse Practitioner Residency Program Graduates Its Third Class

In its third year, Bassett's post-graduate family nurse practitioner residency program has become the largest program of its kind on the East coast. It offers residents a rural-based, 12-month, full-time employment opportunity that serves as an integrative training platform preparing them for a career in rural health.



## Bassett Hosts Symposium with Sweden's Umeå University to Address Health Issues in Agriculture

In the summer of 2023, Bassett Research Institute hosted a week-long symposium with Sweden's Umeå University—the latest development in a three-decade long relationship with the school. Over those 30+ years, the Bassett-Umeå team has addressed rural health issues including rural cardiac disease prevention, farm tractor rollover risks, and rural obesity in at-risk populations within Bassett's service area.



## Bassett's School-Based Health Program Hosts Major Conference

Health professionals from around New York State gathered in Cooperstown in March 2023 for a conference addressing the healthcare needs of school-aged children and best practices for school-based health treatment and prevention.

# Caregiver Accolades



**Dr. Chris Manley: Albany College of Pharmacy and Health Sciences**  
**"Distinguished Preceptor Award"**

"I am incredibly honored to be one of the recipients of this award and know that I am having a positive effect on the future of pharmacy."

- Chris Manley, PharmD  
Pharmacy Supervisor,  
Cobleskill Regional Hospital



**Erika Scott: Journal of Agromedicine**  
**"Peer Reviewer of the Year 2023"**

This honor recognizes Scott's reviews of over 30 journal articles over the last three years.

*"I have benefitted from many reviews of my work over the years," says Scott. "I know firsthand how thoughtful, constructive reviews benefit both the research and the researcher. Reviewing others' work is my way of 'paying-it-forward.' This award is humbling, but it is gratifying to know my reviews seem to be helping my fellow researchers."*

- Erika Scott, PhD  
Deputy Director,  
New York Center for Agricultural  
Medicine & Health and the Northeast  
Center for Occupational Health  
and Safety



**Anush Patel, MD, FACP, Division Chief of Hematology and Medical Oncology, Bassett Cancer Institute: New York Chapter of American College of Physicians' "Laureate Award"**

The award honors Fellows and Masters of the College who have demonstrated, by their example and conduct, an abiding commitment to excellence in medical care, education, research, and service to their community, their chapter, and the ACP.



**Curtis Mills, MD, Senior Attending Physician: American College of Physicians' Ralph O. Claypoole Sr. Memorial Award**

The award is given annually to an outstanding practitioner of internal medicine whose career has been devoted to the care of patients and is highly respected by peers and colleagues for their clinical skills.



**W. Thomas Huntsman, MD, Division Chief of Plastic and Reconstructive Surgery, Receives Bassett's Walter A. Franck Physician Excellence Award**

The Franck award is among the most prestigious recognitions awarded by Bassett Healthcare Network to its caregivers. It recognizes a physician, nominated by peers, who exemplifies excellence in the areas of clinical care, scholarship and citizenship.

# Network Accomplishments



## Bassett Healthcare Network Recognized as Age-Friendly Health System

Age-Friendly Health Systems is an initiative of the John A. Hartford Foundation and the Institute for Healthcare Improvement in partnership with the American Hospital Association and the Catholic Health Association of the United States. Hospitals and health systems designated as age-friendly follow rigorous standards and evidence-based interventions specifically designed to improve care for older adults.

## Bassett Medical Center Awarded Prestigious Primary Stroke Center Certification from The Joint Commission

Primary Stroke Center Certification recognizes hospitals that meet exacting standards to support critical elements to achieve long-term success in improving outcomes for stroke patients.



## Bassett Medical Center Earns Distinction for Surgical Quality from American College of Surgeons

Bassett Medical Center received the American College of Surgeons' Surgical Quality Partner Distinction, including the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program.

## Bassett's At Home Care, Inc. Receives Superior Award for Patient Satisfaction

The award acknowledges home health agencies that consistently provide high quality service to their patients.



## Bassett Medical Center Recognized for Superior Surgical Safety

The Association of periOperative Registered Nurses (AORN), representing more than 200,000 surgical nurses across the country, named Bassett Medical Center a Center of Excellence in surgical safety.



## Little Falls Hospital Celebrates 130 Years of Service

From its humble beginnings operating out of a rented house with four beds and one nurse to being a Critical Access Hospital and the only acute care hospital in Herkimer County, Little Falls Hospital celebrated its 130th year of service serving patients in the Mohawk Valley region.



### **Bassett's New York Center for Agricultural Medicine & Health Garner's Praise from New York State Department of Agriculture and Markets**



### **Bassett Medical Center Reaches Milestones with Interventional Cardiology**

In 2023, Bassett Medical Center completed its 100th Watchman heart procedure and its 300th transcatheter aortic valve replacement (TAVR). These milestones reflect two decades of concerted effort to bring these high-tech heart treatments to patients.

### **Bassett's Norwich Health Center Receives Statewide Recognition for Increase in Human Papillomavirus Vaccination Rates**

New York State's HPV Coalition recognized Norwich Health Center's efforts to reduce cancer risk and other HPV-related illnesses with increased vaccinations among adolescents.



### **Bassett Medical Center's Emergency Department Receives Prestigious Lantern Award for Outstanding Care**

Bassett is among only 52 other emergency departments nationwide and internationally to receive the outstanding recognition, distinguished alongside institutions like Mount Sinai Emergency Department in New York City and NYU Langone Hospital Emergency Departments in Brooklyn and Long Island, New York.



### **O'Connor Hospital Honored for 50 Years in the American Hospital Association**

# Financial Impact on Our Communities

## Economic and Community Benefits



**\$1,489,000,000**  
Economic activity



**7,000**  
Jobs generated



**\$467,000,000**  
Payroll expenditures



**\$181,000,000**  
Tax dollars generated



**\$98,000,000**  
Community benefits and investments

## Patients Served

**1,000,000**  
Outpatients provided care

**75,000**  
People treated in the emergency room

**11,000**  
People admitted to hospitals

**1,000**  
Babies delivered

## State and Federal Funding

### Patients covered by Medicare and Medicaid

In this system, Medicare and Medicaid patients make up:

- **76%** of all people admitted to hospitals
- **65%** of all outpatients provided care

**54%** of hospital patient service revenue in this system comes from Medicare and Medicaid. This is a result of the large volume of services being reimbursed by Medicare and Medicaid, which do not cover the cost of care, driving significant underpayment from these public insurance programs. <sup>[1]</sup>

[1] Data are mainly from 2022 New York state hospital cost reports.

The data listed above was last updated in January 2024. Source: Healthcare Association of New York State (HANYs).

# Executive Leadership



**Staci Thompson, MHA, FACMPE**  
President & CEO



**Angela Belmont, DNP, RN, NEA-BC**  
Senior Vice President,  
Chief Nursing Executive



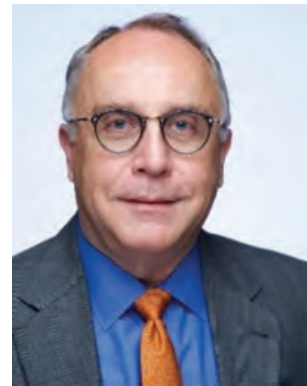
**Lisa M. Betrus, MBA, LNHA**  
Senior Vice President,  
Chief Strategy & Value Officer



**Deanna Charles, MHA**  
Senior Vice President,  
Chief Ambulatory &  
Transformation Officer



**Jeffrey H. Morgan, MBA, CPA, FACHE, FHFMA**  
Senior Vice President,  
Chief Financial Officer



**Paul Uhrig**  
Senior Vice President,  
Chief Legal & Digital  
Health Officer



**Brenda Laughlin, SPHR**  
Chief Human  
Resources Officer



**Henry F. Weil, MD**  
Senior Vice President,  
Chief Clinical & Academic Officer



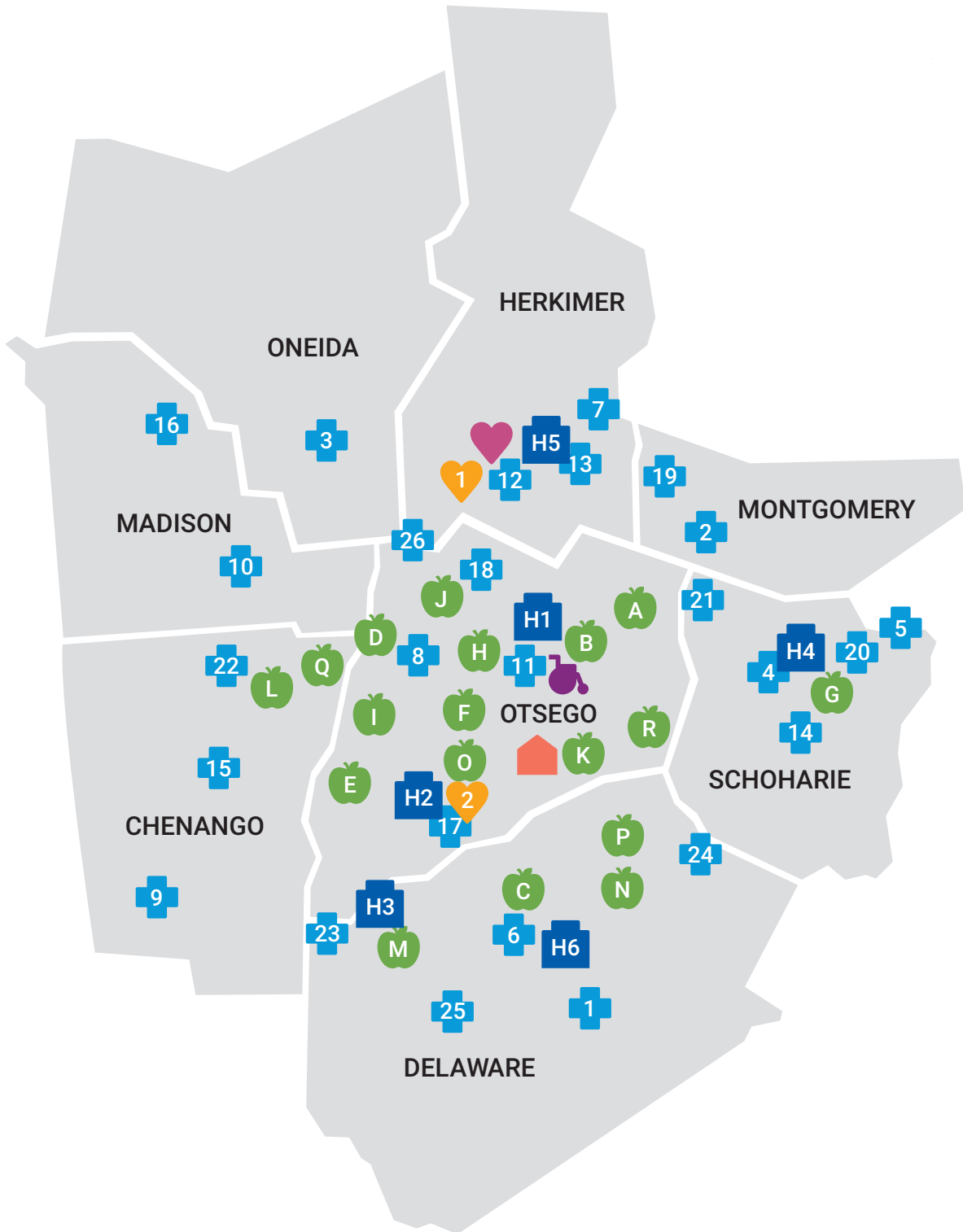
**Michael Thompson, MS, MBA**  
Chief of Staff & Vice President,  
Systems Improvement





# Bassett Healthcare Network

The Central New York counties shown on this map are home to the integrated family of Bassett Healthcare Network facilities and services.



## Hospitals & Emergency Services

### H1. Bassett Medical Center

One Atwell Road  
Cooperstown, NY 13326  
607-547-3456

**The Bassett Clinic**  
607-547-3456

### H2. A.O. Fox Hospital

One Norton Avenue  
Oneonta, NY 13820  
607-432-2000

### H3. A.O. Fox Tri-Town Campus\*\*

43 Pearl Street West  
Sidney, NY 13838  
607-563-7080

### H4. Cobleskill Regional Hospital

178 Grandview Drive  
Cobleskill, NY 12043  
518-254-3456

### H5. Little Falls Hospital

140 Burwell Street  
Little Falls, NY 13365  
315-823-1000

### H6. O'Connor Hospital

460 Andes Road  
Delhi, NY 13753  
607-746-0300

## School-Based Health Centers

### A. Cherry Valley Springfield

1597 Co. Hwy 54 Cherry  
Valley, NY 13320  
607-695-1450

### B. Cooperstown

39 Linden Avenue  
Cooperstown, NY 13326  
607-547-1105

### C. Delaware Academy

2 Sheldon Drive  
Delhi, NY 13753  
607-746-7454

### D. Edmeston

11 North Street  
Edmeston, NY 13335  
607-965-6930

### E. Gilbertsville-Mount Upton (GMU)

639 State Highway 51  
Gilbertsville, NY 13776  
607-783-2250

### F. Laurens

P.O. Box 301  
Laurens, NY 13796  
607-432-2050 ext. 1300

### G. Middleburgh

291 Main Street  
Middleburgh, NY 12122  
518-827-3793

### H. Milford

42 W Main St  
Milford, NY 13807  
607-286-7909

### I. Morris

West Main Street  
Morris, NY 13808  
607-263-2619

### J. Richfield Springs

93 Main Street  
Richfield Springs, NY 13439  
315-858-0160 ext. 1041

### K. Schenevus

159 Main St  
Schenevus, NY 12155  
607-638-5402

### L. Sherburne-Earlvile

13 School Street  
Sherburne, NY 13460  
607-674-8416

### M. Sidney

95 W Main St  
Sidney, NY 13838  
607-563-2135 ext. 4069

### N. South Kortright

P.O. Box 113  
South Kortright, NY 13842  
607-538-1932

### O. Springbrook

105 Campus Drive  
Oneonta, NY 13820  
607-286-7171

### P. Stamford

1 River St  
Stamford, NY 12167  
607-652-2065

### Q. Unadilla Valley

4238 State Highway 8  
New Berlin, NY 13411  
607-847-6050

### R. Worcester

195 Main Street  
Worcester, NY 12197  
607-397-1013  
844-255-7242

## Health Centers

### 1. Andes

P.O. Box 115  
245 Lower Main Street  
Andes, NY 13731  
845-676-3663

### 2. Canajoharie

56 Montgomery Street  
Canajoharie, NY 13317  
518-673-5555

### 3. Clinton

34 Chenango Ave.  
Clinton, NY 13323  
315-853-5550

### 4. Cobleskill Primary Care

136 Parkway Drive  
Cobleskill, NY 12043  
518-234-2555

### 5. Delanson

One Cooley Heights  
Delanson, NY 12053  
518-895-2000

### 6. Delhi

Orin Q. Flint  
Physician's Bldg.  
460 Andes Road  
Delhi, NY 13753  
- Medical 607-746-0550  
- Dental 607-746-0540

### 7. Dolgeville\*

36 Slawson Street  
Dolgeville, NY 13329  
315-429-8714

### 8. Edmeston

P.O. Box 15, State Rt. 80  
Pathfinder Village  
Edmeston, NY 13335  
607-965-8900

### 9. Greene

29 N. Chenango St. Suite  
A Greene, NY 13778  
607-875-4334

### 10. Hamilton-Madison

1055 Madison Marketplace  
Hamilton, NY 13346  
- Medical 315-825-3111  
- Dental 315-825-3100  
- OB/GYN 315-824-265  
- Specialty Services  
315-824-0161

### 11. Hartwick Seminary Specialty Services

4580 State Rt. 28  
Milford, NY 13807  
607-547-7646  
Wound Center  
607-547-6900

### 12. Herkimer

321 E. Albany Street  
Herkimer, NY 13350  
315-867-2700

### 13a. Little Falls Primary Care

170 Burwell Street  
Little Falls, NY 13365  
315-823-4546

### 13b. Little Falls Specialty Services

140 Burwell Street  
2nd Floor East  
Little Falls, NY 13365  
315-823-4506

### 14. Middleburgh

109 Baker Ave.  
Middleburgh, NY 12122  
518-827-7730

### 15. Norwich

55 Calvary Drive  
Norwich, NY 13815  
607-336-6362

### 16. Bassett Oneida

2031 Dream Catcher  
Plaza Oneida, NY 13421  
315-231-5400

### 17a. Oneonta

125 Main Street  
Oneonta, NY 13820  
607-433-1790  
Pediatrics 607-433-1792

### 17b. Oneonta Specialty Services

One Associate Drive  
Oneonta, NY 13820  
607-433-6300

### 17c. Oneonta Surgical Associates

7 Associate Drive  
Oneonta, NY 13820  
607-432-5680

### 17d. Bassett Family Medicine - Oneonta

Hannaford Plaza,  
739 State Rt. 28, Suite 9  
Oneonta, NY 13820  
607-431-1015

### 17e. FoxCare Center\*\*

One FoxCare Drive  
Oneonta, NY 13820  
607-432-2000

### 18. Richfield Springs

8550 State Rt. 28  
Richfield Springs, NY  
13439  
315-858-0040

### 19. St. Johnsville

8 Park Place  
St. Johnsville, NY 13452  
518-568-3403

### 20. Schoharie

111 Barton Hill Road  
Schoharie, NY 12157  
518-295-8521

### 21. Sharon Springs

P.O. Box 275,  
State Rt. 20 Sharon  
Springs, NY 13459  
518-284-2223

### 22. Sherburne

20 Chapel Street  
Sherburne, NY 13460  
607-674-2445

### 23. Sidney

9 Pearl Street  
Sidney, NY 13838  
607-561-2021

### 24. Stamford\*\*

32-34 Main Street  
Stamford, NY 12167  
607-652-2000

### 25. Walton

130 North Street  
Walton, NY 13856  
607-865-6541

### 26. West Winfield

544 East Main Street  
West Winfield, NY 13491  
315-822-6348

## Long-Term Skilled Nursing & Rehabilitation

### 1. Valley Health Services

690 W. German Street  
Herkimer, NY 13350  
315-866-3330

### 2. A.O. Fox Nursing Home

One Norton Avenue  
Oneonta, NY 13820  
607-431-5980

## Home Health Services

### First Community Care of Bassett

12 Commons Drive  
Cooperstown, NY 13326  
607-547-2173

### At Home Care

25 Elm Street  
Oneonta, NY 13820  
1-800-783-0613

## Assisted Living

### Valley Residential Services

323 Pine Grove Road  
Herkimer, NY 13350  
315-219-5700

\* Part of Little Falls Hospital

\*\* Part of A.O. Fox Hospital



**Bassett Healthcare Network**

1-800-BASSETT (1-800-227-7388) | [Bassett.org](https://www.bassett.org)

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