

A close-up photograph of a woman with dark hair and skin, wearing a light blue t-shirt, holding a newborn baby. The woman is looking down at the baby with a gentle expression. The baby is wrapped in a white cloth and has its eyes closed. The background is a soft, out-of-focus light blue and white.

Burdett Birth Center 2024 Community Report



Samaritan Hospital

ST PETER'S HEALTH PARTNERS

A Member of Trinity Health

To Our Community Members

We are excited to share with you this overview highlighting the many wonderful services we provide for expectant and postpartum individuals and their partners/families in the Capital Region, but most especially in communities of need.

Our Mission has always been to serve together in the spirit of the gospel as a compassionate and transforming healing presence within our communities, and this applies to every person, regardless of race, gender, or financial status. We stand with and serve those who are experiencing poverty, especially those most vulnerable.

Many of these vulnerable populations are pregnant individuals and their family members who need help navigating complex situations that may include poverty, lack of transportation, domestic abuse, lack of personal support and parenting education, and other difficulties.

The Burdett Birth Center, located within Samaritan Hospital in Troy, is the only maternity ward in Rensselaer County and has served as the primary birthing center for the residents of Troy since 2011. In 2023, St. Peter's Health Partners (SPHP) was faced with the difficult decision to transition maternity services from Burdett to nearby St. Peter's Hospital, which was our best option at the time to preserve our ability to care for the community. The announcement was met with great concern from the Troy community; they spoke, and we listened. Thanks to a generous grant from New York state to support maternity services in Rensselaer County, SPHP announced the continuation of delivery services at Burdett in March 2024.

The five-year grant was made possible by the tireless efforts of Assemblyman John McDonald in the spirit of cooperation with other legislators and hospital officials. We are, indeed, grateful for his leadership and tremendous efforts to help SPHP and our community maintain Burdett as a resource for Rensselaer County.

The grant is designed to improve prenatal and postnatal care at Burdett and to improve equitable access to that high quality care; and to raise awareness of and reduce racial disparities in maternal health, focusing specifically on pregnant people living in poverty. The funding will also support initiatives to address fear of childbirth, reduce avoidable complications of childbirth, expand doula services, and train staff on poverty awareness, racial equity, implicit bias, and trauma-informed care.

In this overview, we will highlight our maternity care, doulas and midwives, the MOMS and Healthy Families of Rensselaer County programs, Baby Cafés, community partnerships, and other ways SPHP fosters a culturally competent and compassionate care environment.

As our conversations continue over the next five years, we want to reinforce our commitment to Troy and Rensselaer County is strong. We welcome the continued dialogue and insight we know our communities will provide.

We sincerely thank you all for your support,



Steven Hanks, MD



Kenneth Baker, MD



Steven Hanks, MD
President & CEO
St. Peter's Health Partners
and St. Joseph's Health



Kenneth Baker, MD
Chair of Department of
Obstetrics and Gynecology
St. Peter's Health Partners

Troy Community Welcomes Free Transportation Services for Pregnant Individuals and New Families

To help reduce barriers some pregnant individuals in the Capital Region face when accessing the medical care they need, SPHP introduced a new service under its Maternal Obstetrical Mentoring Services (MOMS) program. MOMS is designed to help pregnant individuals plan and prepare for parenthood. In March 2024, **Jill Sharp** became the first transportation specialist/community health worker to serve pregnant patients in Troy and Albany.

All SPHP patients in our Troy, Latham, and Clifton Park obstetrical offices and the Capital Region Midwifery office are referred to the MOMS program regardless of age, income, health insurance, county of residence, or immigration status.

Jill is the first person to reach out to these patients to assess each individual need for transportation to medical appointments. If a need is identified, Jill will assist with setting up transportation through the NYS Medical Answering Service, Ride Health, or Lyft. She sets up the first ride herself and then coaches the patients on how to continue the services to get free transportation not only to all pregnancy-related appointments through delivery, but also to pediatric appointments post-delivery.

Out of 768 pregnant individuals who delivered at Burdett Birth Center in 2024, only 35 arrived at Samaritan Hospital via ambulance.



The goal of the program is to ensure patients are able to get to their and their children's medical appointments, and to help patients be independent in accessing transportation services when needed. Most patients who use the service deliver their babies at Burdett Birth Center in Troy or St. Peter's Hospital in Albany.

After the first ride has taken place, Jill contacts the patient to make sure the patient felt comfortable and safe with their professional transporter.

"They never have to see me, so sometimes I think that's easier for them because they can disclose something to me and they can feel heard," said Jill. "They are most appreciative about someone doing something for them and not asking for anything in return."

Between the program's launch in March 2024 and the end of the calendar year, 174 patients took advantage of the free transportation program through Jill, and that number continues to grow.

Jill also works with another case worker who helps patients get connected with health insurance or getting their policies up to date. In addition, she is a child passenger safety technician and meets with expecting or new parents to help them safely install their infant car seats.



"I remember when I was pregnant and how stressful that was for me ... and I had a lot of resources and support. When you hear someone on the phone who is beaten down by life – and by the end of the conversation, you get them to laugh – that's pretty rewarding."
- Jill Sharp, Transportation Specialist

Midwifery Care at Burdett Birth Center (Samaritan Hospital)

"Since my birthing experience, I have sung the praises of Capital Region Midwifery and Burdett Birth Center to all of my friends who are hoping to get pregnant and looking for a place to deliver. For me, it was the perfect choice. I feel that I had the best of both worlds; I was able to give birth in a hospital setting that was really comfortable, but the people guiding me through the experience allowed me to be the captain of my own ship. I feel so lucky to have had Maureen, Kari, and Laura on my team with me during the process."

- Jennifer V.

Capital Region Midwifery was established in 2011 in response to the local community having a need for more advanced practitioners and care that focuses on education and meeting the needs of underserved populations. It joined SPHP in 2018 and became part of Burdett Birth Center at Samaritan Hospital in 2020.

The midwifery model of care is based on pregnancy and birth being normal life processes. The model is designed to promote, protect, and support an individual's reproductive and birthing rights, while respecting cultural diversity and emphasizing personal care. It gives individuals with low- and medium-risk pregnancies more education to make their own decisions about their bodies.

Midwifery care also provides individualized education, counseling, prenatal care, continuous hands-on assistance during labor and delivery, and postpartum support. It has also been proven to reduce the incidence of birth injury, trauma, and cesarean section.

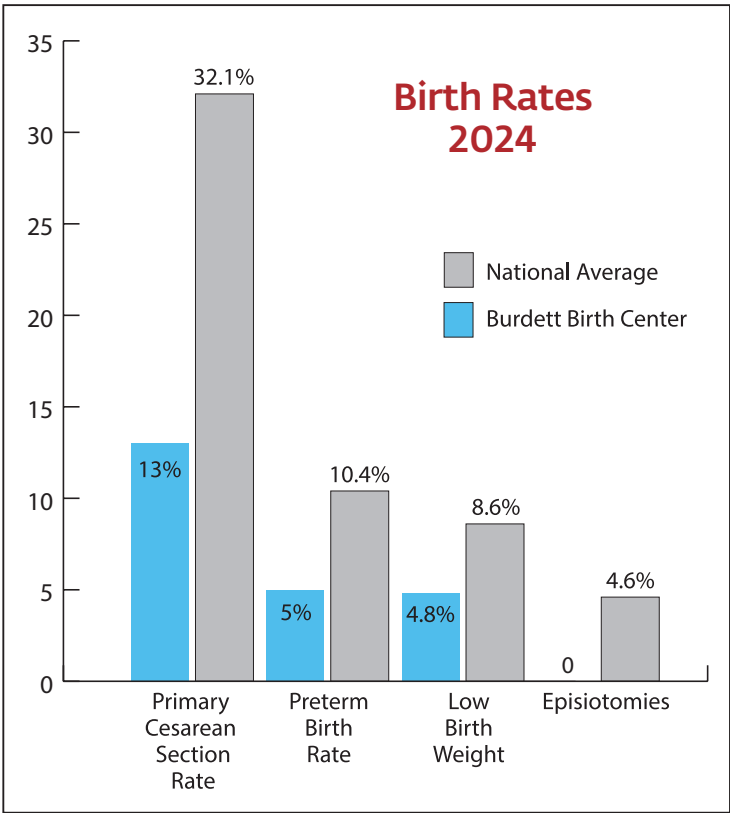


"The World Health Organization did a study in the 1980s and found that families who used midwives were living longer and healthier because midwives were teaching more preventative health care," said **Maureen Murphy**, chief of Midwifery,

Samaritan Hospital. "After learning

about preventative care, the woman in the family tends to become the health care planner for the entire family, leading to healthier statistics overall."

There is a diverse patient mix using midwifery services at Burdett, though the vast majority are Medicaid



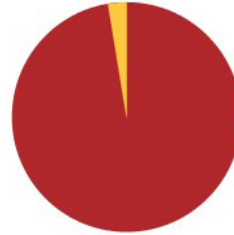
patients. Murphy hopes to see the midwifery program grow beyond Rensselaer County as other hospitals in other communities have closed, leaving individuals in need of these types of services.

In 2024, nearly 45% of all birthing individuals (333 patients) were under the care of a midwife.



Centering Pregnancy

In 2024, Capital Region Midwifery partnered with the Centering® Healthcare Institute and began the first cohort of the Centering model of empowering prenatal care. The model combines expert health care with group support. Participants experience 10 interactive and fun group appointments with other pregnant individuals at similar gestational ages. Centering has clinically proven better health outcomes, such as reduced risk of preterm birth, and includes more hours of prenatal education so participants feel ready and confident to birth and care for their babies. The first two cohorts had a total of eleven patients. All participants will graduate the program at a baby shower in the spring of 2025 where they will receive donated baby supplies to give them a kickstart in providing the best care for their babies.



97%
of patients are
“highly satisfied”
by their Centering
experience

MOMS Program

Individuals who receive good prenatal care have healthier pregnancies and stronger babies. The Maternal Obstetrical Mentoring Services (MOMS) program is a support program established in the early 1990s to help pregnant individuals and their families plan and prepare for parenthood. **Sheilah McCart**, manager of Community Engagement at SPHP Community Health and Well-Being, manages the MOMS program and has been an integral leader of the program from its inception.

The ONLY requirement to participate in the program is pregnancy. Participants meet with a registered nurse and case worker to help them connect with services beyond what they may receive from their obstetrician, including

supportive counseling, referrals to community programs (e.g., transportation, Baby Cafés, and Healthy Families of Rensselaer County), help getting baby supplies, family planning and infant care education, and help enrolling in the NY State of Health marketplace or addressing other health insurance needs.

“Services are available up to three months postpartum, but if they call after that for help, we’ll never turn them away,” said McCart.

In 2024, 391 individuals participated in the MOMS program in Troy and 298 in Albany.

MOMS Success Story

A pregnant mother with past childhood trauma and multiple pregnancy losses accepted the program at 22 weeks pregnant. She was an experienced parent but had recently lost her own mother who was her main support while the baby’s father was incarcerated. There was a 10-year gap since her last pregnancy, so she was interested in learning about new resources and was excited to welcome her new baby. She accepted a Healthy Families of Rensselaer County referral, was connected with WIC (a special supplemental nutrition program for Women, Infants, and Children), child care resources, baby supplies, and mental health support with outpatient therapy and medication management. The patient experienced postpartum depression and met with a case worker multiple times for support. She appreciated those appointments and felt people cared about her even though they weren’t family.

Baby Cafés

A Baby Café is a place lactating individuals can go to receive free help with breastfeeding from certified lactation specialists and peer supporters who can answer questions and offer help with latching and other issues that arise.

Baby Café staff also coordinate with work sites to help put breastfeeding/chestfeeding policies into place, and to establish lactation rooms and support. The goal is to normalize breastfeeding/chestfeeding.

Funded through a Breastfeeding, Chestfeeding, and Lactation Friendly New York grant from the New York State Department of Health, SPHP Community Health Programs currently facilitates a Baby Café in Albany County; three Baby Cafés in Rensselaer County; and partners with Schenectady County Public Health Services to run two in Schenectady County. All locations are walkable or accessible by public transportation. Drop-in hours and virtual options are available.

Baby Cafés are inviting spaces resembling a comfortable living room with tables, couches, and hot coffee.

"We offer a service that was never really offered before. You can get lactation and breast-feeding help after you leave the hospital without having to go back or worry about paying for help," said **Erin Sinisgalli**, director of Community Health Programs. "We have free support and the ability to connect with other parents. New parents can bond in a safe space where they can get professional support no matter where they come from."

In 2024, 160 unique parent/infant pairs attended Baby Cafés. Additionally, there were 62 one-on-one visits through a variety of community settings.



Healthy Families of Rensselaer County

Healthy Families of Rensselaer County is a home-visiting program designed to support expecting families with prenatal care and education, or help new families by offering developmental screenings, helping them meet milestones, and other types of parenting support until children are five years old.

Many participants have a personal history of trauma, mental health challenges, are at risk of becoming unhoused, or are first-time parents who are anxious about parenting.

The program is free and voluntary for participants and includes identifying resources to assist parents in better meeting the family's needs. It also offers certified lactation consultants for both English- and Spanish-speaking families. Referrals can come from any source; most are self-referrals or word-of-mouth from other families involved in the program.

Starting 25 years ago, and accredited with the Healthy Families of America, there are now programs in Albany, Schenectady, Saratoga, Columbia, and Montgomery counties.

Results show that the program improves birth outcomes with a 48% reduction in low birth weight deliveries among individuals enrolled before the 31st week of pregnancy; reduces child abuse and neglect with a drastic reduction in child protective services (CPS) reports for first-time parents as well as those with previous CPS reports; and improves success in school with fewer grade repeats and more children scoring above grade level, among other results.

"As an evidence-based program, we are able to see the positive impact the program has on families," said **Laurie McBain, LCSW-R**, program manager. "It is very satisfying to work with a program that you know makes an impact."

McBain says families remark on how much the support has meant to them and feel they are better parents as a result. Many parents noted how their cultural beliefs are respected and evident in their home visits.

During the program's contract period of July 1, 2023, to June 30, 2024, 117 participants were helped in Rensselaer County.

Doula Care at Burdett Birth Center

Doula care is a birthing support option at Burdett Birth Center or St. Peter's Hospital. A doula is a professional who receives specialized training and certification in the physiological, emotional, and spiritual needs of birthing individuals.

Doula care most often begins during the first few months of pregnancy. A doula works with a birthing individual to help them make informed choices about what kind of birth experience they want to have and then advocates for that birthing plan with the clinical team. The individual is empowered to trust their body as being naturally equipped to birth, learning skills of relaxation, feeling safe, and being affirmed in their strength, all the while being nurtured and feeling loved.

The doula also collaborates with the birthing individual and clinical staff to provide alternative pain management methods, breathing techniques, and physical comfort measures, including ice, heat, music, low lighting, candles, massage, water therapy, and essential oils – creating a relaxing, safe and positive birth experience.

In addition, doulas work with birthing individuals and their partners on techniques to help naturally facilitate an effective labor contraction pattern by walking, squatting, rocking, swaying, slow dancing, and frequently changing position as they cooperate with natural gravity and motion that comes instinctually for a birthing individual.

"It feels natural to me, and instinctual to be responsive to women during one of the most vulnerable, intensive, powerful, and memorable experiences of their life," said **Terry Messina, RN, FCN, CEAS, SANE-A, FCN, CD,** Certified Birth Doula. "The birthing process can be very

scary and for some they may feel alone, unequipped with lack of control. I am always humbled to witness fear dispelled and see the metamorphosis of a courageous, fearless, strong birthing woman, bringing into the world her own miracle of new life."

Messina says it is well-documented that birthing individuals who feel safe and loved do better with their labor and delivery and have better health outcomes for themselves and their babies, including fewer unplanned C-sections and complications of birth. It should be noted that birthing individuals who have had a poor or traumatic birth experience in the past often find healing in the new birth experience of beauty, bliss, and empowerment victory.

According to Globe Newswire, the doula and birth coaching services market is expected to grow by 7.2% by 2030. SPHP started a doula program in 2024 at St. Peter's Hospital and has expanded those services to Burdett in 2025.

It is common for birth doulas to have lifelong connections with their birthing client and the babies that grow into children and beyond.

"We truly think of you all the time and can promise you are forever etched in our hearts. I am early pregnant, and you are our first doula choice. Will you be our doula, again?"

- previous client of Terry Messina



Community Partnerships

The health care sector continues to be confronted with many post-pandemic realities, including a global nursing shortage and declining birth rates, that have greatly impacted maternity services across the entire country. These challenges are why we sought to transition deliveries from Burdett to St. Peter's Hospital.

But, in the months following the initial announcement, we had extensive conversations with our community partners, local coalitions, and legislative leaders on how we could collaborate moving forward, to overcome those challenges. While many of those conversations were difficult, they fostered new partnerships and sparked thoughtful dialogue that led to an even deeper connection to the community's needs.

Katherine DeRosa, vice-president of Community Health and Well-Being, and other SPHP representatives continue to meet with community organizations in Troy that were instrumental in advocating for Burdett to remain open. We are also forming an advisory group with the Save Burdett Birth Coalition to discuss marketing efforts to increase awareness of services at Burdett. Our efforts to attract and retain staff at Burdett since the announcement have been very successful under the leadership of **Benjamin Pinzer**, director of Maternity & Newborn Services at SPHP. Our senior vice president of operations, **Kim Baker**, is an active member of the Rensselaer County Chamber of Commerce. She is looking to foster partnerships within that group to ensure the needs of the community are being met.

Resources for Expecting and New Parents

SPHP PARENTING RESOURCES

Expecting Parents

- **MOMS Program** (Troy) 518-270-3035
(Albany) 518-525-3232
- **Healthy Families of Rensselaer County** 518-274-1279

New Parents

- **Baby Cafés** 518-459-2550
- **MOMS Program** (Troy) 518-270-3035
(Albany) 518-525-3232
- **Healthy Families of Rensselaer County** 518-274-1279

For additional resources through SPHP, visit:
www.sphp.com/services/maternity/patient-resources
www.sphp.com/services/maternity/support-services

SPHP Obstetrics Care

Capital Region Midwifery (and Centering program)

2231 Burdett Ave., Suite 160, Troy (518) 326-1620

St. Peter’s Family Health Center

(operated by St. Peter’s Hospital)
326 South Pearl St., Albany (518) 449-0100

Samaritan OB/GYN

855 Rte. 146, Suite 150, Clifton Park (518) 373-4555

713 Troy-Schenectady Rd., Suite 304 Latham (518) 786-6270

2231 Burdett Ave., Suite 110, Troy (518) 271-3900

St. Peter’s OB/GYN

(operated by St. Peter’s Hospital)
400 Patroon Creek Blvd. Suite 102, Albany (518) 445-4320

1301 River St., Suite 202, Valatie (518) 938-1980

See What Community Donations Can Do

The programs, staff, parents, and babies at Burdett Birth Center still rely on community donations for implementation of advanced technologies, and safety and comfort measures that not covered under the grant.

Thanks to the generous donations from the community using Burdett’s Amazon Wish List, the birth center was able to create a Labor Support Cart, filled with items to create a calming and safe space for birthing that leaves patients with a positive experience.

The items include a galaxy light and speaker, battery-operated candles/twinkle lights, a diffuser, massage and stress balls, a birthing stool, affirmation cards, fans, heat/ice packs, hair ties, combs, and Chapstick.



Financial Report for Burdett*	
Losses for CY24 (Jan. 1, 2024 - Dec. 31, 2024)	
Revenue	\$8,604,000
Costs	
Staff and Supplies	\$5,299,000
Fixed Operating Costs	\$2,402,000
On Call Anesthesia	\$1,200,000
Employed OBs/Midlevels	\$2,446,000
Total Costs	\$11,347,000
Loss	<\$2,743,000>

*Financial statements exclude NYS grant received to support Maternity Services.

The Hugs & Kisses Campaign

The Samaritan Hospital Foundation is fundraising for The Hugs & Kisses Campaign.

The HUGS infant security system is a hospital-wide infant protection system that uses tags and straps to prevent infant abduction and ensure the safety of infants and their parents. Babies wear a HUGS tag, while their mother wears a matching Kisses tag.

The technology, network capabilities, and tracking ranges are required to be upgraded in 2025. The Foundation is committed to raising the \$164,000 to support this critical project for our tiniest patients.



Burdett Featured in SPHP's Women's Health Campaign

In February 2025, we launched a multimedia campaign aimed at raising awareness of our comprehensive women's health services throughout the greater Capital Region. This initiative spotlights the experiences of real patients, sharing their stories of receiving exceptional, compassionate care at our facilities. Through these authentic patient stories, we showcase our dedication to providing top-tier care in various areas of women's health.

The campaign features over 25 dedicated

professionals, including doctors, surgeons, nurses, and support staff from several facilities, including Burdett Birth Center, Capital Region Midwifery, and Samaritan OB/GYN. Many of these health care providers played a direct role in the care of the patients featured, further highlighting the collaborative efforts of our team. [Visit sphp.com/women/maternity](https://www.sphp.com/women/maternity).

Additionally, we are working on creating another multimedia campaign with a focus on Burdett Birth Center, emphasizing our high quality, compassionate, patient-focused care.



Patient Satisfaction Rating for Burdett

The overall rating of a patient's experience of care is measured as the Net Promoter Score (NPS). It is cross-industry rating measuring a patient's loyalty, satisfaction, advocacy, and enthusiasm for the medical provider. This is calculated by asking patients how likely they are to recommend the medical provider to their friends or family.

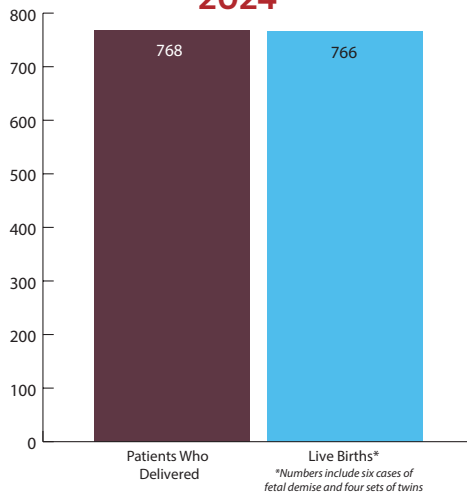
95*

Net Promoter Score (NPS)

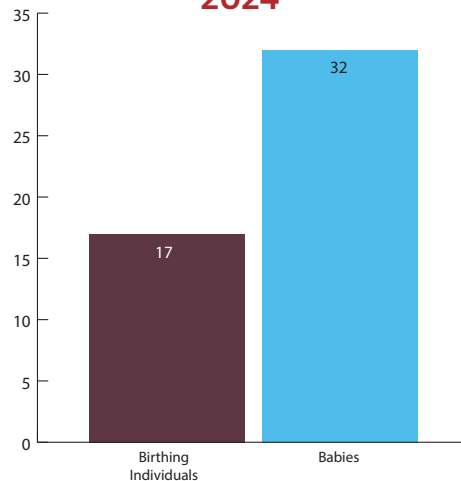
*Scores above 80 are considered "world class."

Scores range between -100 to 100. Surveys used are Qualtrics and Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS).

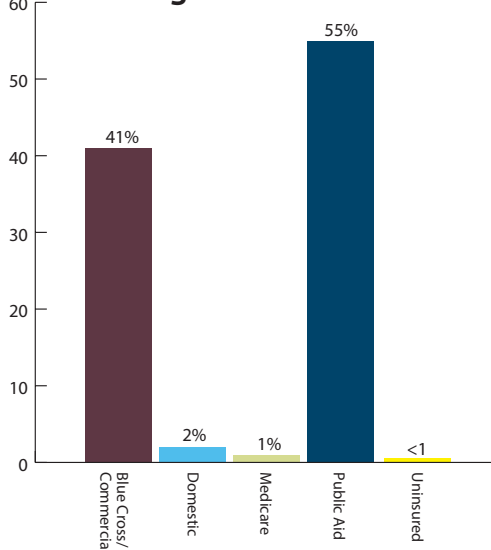
**Patients Served/
Deliveries at Burdett
2024**



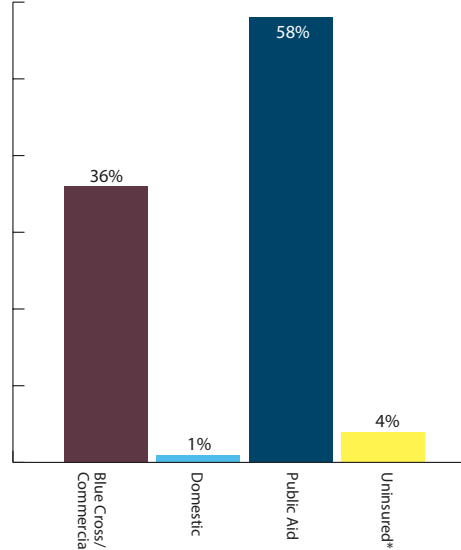
**Patients Transferred Out
to a Higher Level of Care
2024**



**Types of Health Insurance
Used by Burdett Patients
Birthing Individuals - 2024**

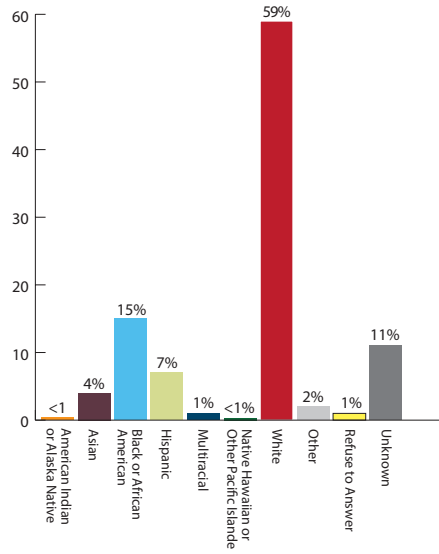


**Types of Health Insurance
Used by Burdett Patients
Babies - 2024**

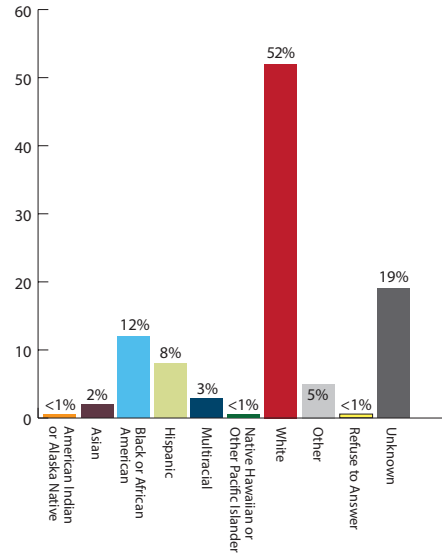


*Statistics were taken at birth. Parents have 30 days to insure babies.

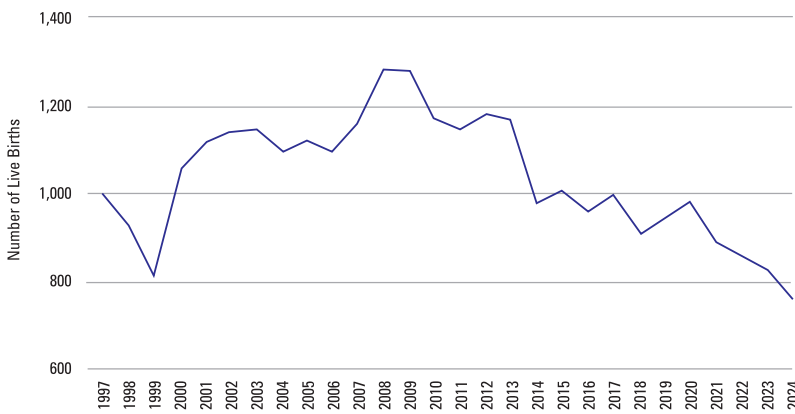
**Patient Populations at Burdett
Birthing Individuals - 2024**



**Patient Populations at Burdett
Babies - 2024**

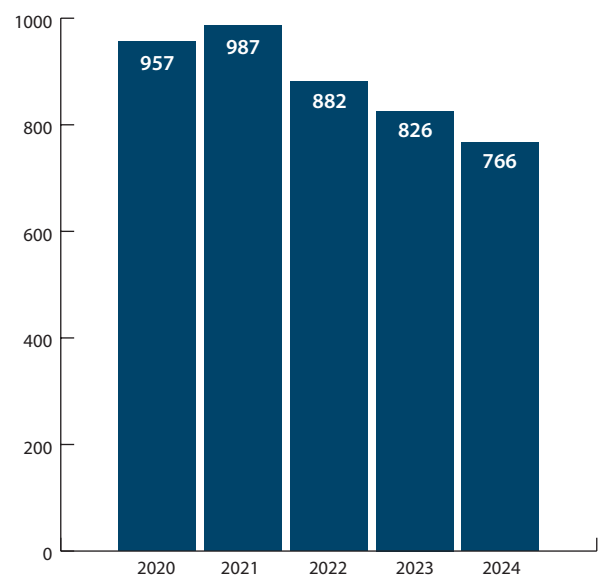


**Total Live Births
Rensselaer County Hospitals**



Data Source: NYS Statewide Perinatal Data System - Electronic Birth

**Live Births at
Burdett Birth Center**





Burdett Birth Center at Samaritan Hospital

2215 Burdett Avenue
Troy, NY 12180
518-271-3393



Samaritan Hospital

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