



20+ REGIONAL LOCATIONS

1 medical CENTERS





SPECIALTY
PRACTICES

SPECIALTY
OUTPATIENT
BEHAVIORAL
HEALTH CENTERS

2,700 EMPLOYEES

575+
MEDICAL
STAFF

EMPLOYED PHYSICIANS,
PHYSICIAN ASSISTANTS
NURSE PRACTITIONERS





Annually'

1,200 BABIES BORN

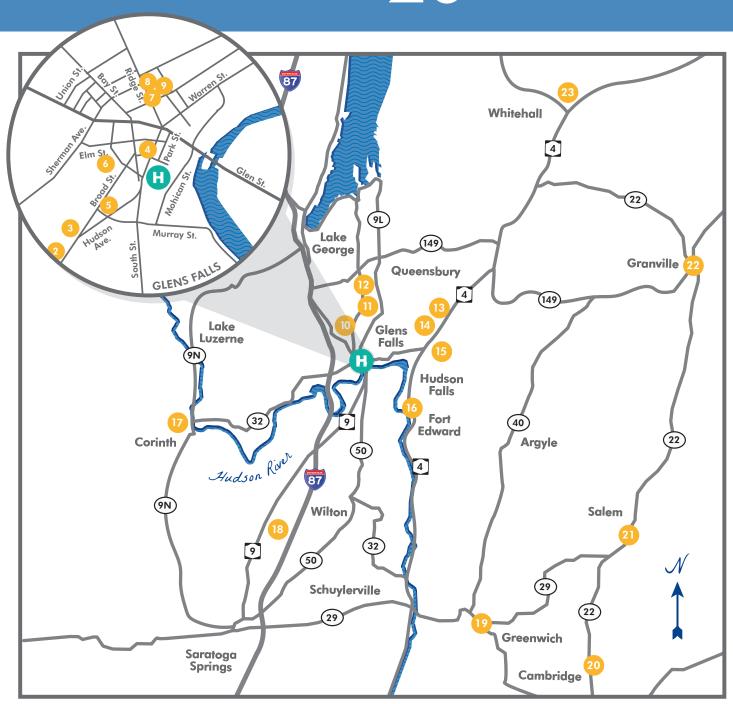
13,300
INPATIENT DISCHARGES

JOYCE STOCK SNUGGERY

46,000 E.D. VISITS SURGERIES PERFORMED 10,500

*NUMBERS BASED ON 2018 CALENDAR YEAR

SERVING THE AREA WITH 20+ LOCATIONS



H Glens Falls Hospital

- 2. Physical Therapy at Main Street
- **3.** Glens Falls-Broad Street Medical Center: ENT, Internal Medicine, Nephrology
- Surgical Specialists of Glens Falls Hospital
- 5. Sleep Disorders Center
- 6. Physical Therapy at Irongate
- 7. Center for Recovery-Glens Falls
- 8. Center for Children & Families

- 9. Community Care Coordination
- **10.** Rehabilitation & Wellness Center Hearing Center
- 11. Adirondack Cardiology
- **12.** Advanced Imaging at Baybrook Medical Alert Service
- 13. Hudson Falls Lab Collection
- 14. Hudson Falls Medical Center
- 15. Center for Recovery-Hudson Falls
- 16. Fort Edward Medical Center

- 17. Evergreen Medical Center
- 18. Wilton Medical Center
- 19. Greenwich Medical Center
- **20.** Cambridge Medical Center and Urgent Care
- 21. Salem Medical Center
- 22. Granville Medical Center
- 23. Whitehall Medical Center



Welcome to the Glens Falls Hospital 2018 Annual Report.

As you flip through these pages, I hope one thing stands out:

We are working extremely hard to ensure that you have long-term and continued access to as many high-quality healthcare services as close to home as possible.

Since I joined the hospital in 2007, I have seen an incredible transformation of our healthcare network. In particular, over the past year, we have been able to expand our breadth of services to include two new surgical practices as well as work towards additional innovations and the recruitment of new providers for our region.

We are thrilled to continue to be a part of and invest in not only our organization, but in our community. Our planned affiliation with Albany Med, announced last October, is the cornerstone of our long-term goal to preserve and protect high-quality healthcare services. You'll learn more about this great opportunity inside, as well as our exciting plans for growth including the future opening of our Surgical Specialists of Glens Falls Hospital office next door at 14 Hudson and community projects with Hudson Headwaters Health Network in Moreau and Glens Falls.

Please also be sure to note the many individual and team honors and organizational accreditations Glens Falls Hospital has earned in 2018. These are the result of our employees' hard work. They are the backbone, heart, and soul of Glens Falls Hospital and we are incredibly fortunate to have them here and in our communities.

Speaking of fortunate, I must take this opportunity to thank everyone whose financial gifts to Glens Falls Hospital play such an important role in our continued ability to re-invest in our facilities, technologies, and people. You will see your names in the following pages and I hope you know what a difference your support makes in the lives of people who need our care.

Best of Health,

Dianne Shugrue President & CEO



A Promising Partnership

Glens Falls Hospital Announces Steps Toward Strategic Affiliation



In October 2018, Glens Falls
Hospital and Albany Med took
the first steps toward a strategic
affiliation. The affiliation is designed
to provide local patients with
coordinated access to specialists,
sub-specialists, technology, and
advanced care to enhance services
provided in our local community that
are otherwise challenging to support
as an independent community hospital.

Glens Falls Hospital has long been a partner in care with Albany Med, and will join Saratoga Hospital and Columbia Memorial Hospital in a system that will now total 1,507 beds, almost 60,000 surgical cases, and nearly 2.5 million outpatient visits annually. "Albany Med has built an outstanding healthcare system—based on a model of regional integration and local governance—with Saratoga Hospital and Columbia Memorial

Hospital as affiliates. We look forward to joining and enhancing that system," said Dianne Shugrue, President and CEO of Glens Falls Hospital.

Over the coming year, both organizations will undertake a due diligence process with a goal of reaching a final agreement, and obtaining the necessary regulatory approvals.

Improved Crisis Service

In June 2018, Glens Falls Hospital opened the new Crisis Center to better serve the urgent behavioral health needs of the community. The Crisis Center is located in the Emergency Department and offers immediate, 24-hour access to behavioral health crisis services for adults and children. It provides support for the rapid de-escalation of a crisis as well as a connection to community-based behavioral health services. Patients

have immediate access to a care team of trained behavioral health professionals who provide appropriate treatment, consultation, care coordination, and discharge plans. By creating linkages with community partners such as homeless shelters, adult respite services, mobile crisis, and peer support programs, patients will be supported in their transition back to their community. The Crisis Center at Glens Falls Hospital is

partially funded through a \$1.15 million New York State Department of Health Capital Restructuring Financing Program (CRFP) grant that funds critical capital and infrastructure improvements for hospitals and health systems. In addition, a \$500,000 grant from the Adirondack Health Institute Performing Provider System (PPS) supports ongoing operations and expansion of services.



Welcome Home

A Warm Welcome to Our Newest Providers



Bernadette Abrams, PMHNPOutpatient Behavioral
Health Services



Jameel Ali, PANorth Country Orthopedics



Matthew Anderson, MD Baywood Surgical



Heather Baribault, PNP Granville Medical Center



Amanda Bernard, PMHNP Inpatient Behavioral Health Unit



Jonathan Braiman, MD Glens Falls Neurology



Adam Brod, MD North Country Orthopedics



Matthew Brown, FNP Whitehall Medical Center



William Cleaver, MD Hospitalist Program



Joanne Cooper, PA Adirondack ENT



Joseph D'Agostino, MDBaywood Surgical



Anthony Donaldson, MD Adirondack Urology



Kasandra Fraiser, PA Hospitalist Program



Laura Gosnell, PANorth Country Orthopedics



Courtney Hafner, PMHNP
Outpatient Behavioral
Health Services



Cecilia Hayes, PMHNPCambridge Medical Center



Aaron Heckler, PA Hospitalist Program



Amelia Johnson, PMHNP Wilton Medical Center



Andre Johnson, MD
North Country Orthopedics



Mark Kircher, MD North Country Orthopedics



Doug Kirkpatrick, MDNorth Country Orthopedics



Michael Lieberth, MD Baywood Surgical



Melody Long, PA Hospitalist Program



Tara Manny, PANorth Country Orthopedics



Patrick McDermott, PA North Country Orthopedics



Adria Newberry, PA
North Country Orthopedics



Janet Oliver, FNP Cambridge Medical Center



Kyle Osborn, MDGlens Falls Broad Street Medical Center



Richard Robertson, PANorth Country Orthopedics



Elizabeth Rogan, PA Surgical PA Program



Michael Rozell, MDNorth Country Orthopedics



Umbreen Rozell, MD C.R. Wood Cancer Center



Gregory Scalia, MDBaywood Surgical



Steven Scalia, MDBaywood Surgical



Sonya Sidhu-Izzo, MD Hospitalist Program



Christopher Stephens, PANorth Country Orthopedics



James Todt, PA
North Country Orthopedics



Brandy Wadsworth, PMHNPGranville Medical Center



Kristin Williford, PAHospitalist Program

Accreditation, Awards, & Recognition

- DNV GL—Healthcare
- American Academy of Sleep Medicine—Sleep Disorders Center
- American Association of Diabetes Educators— Self-Management Education Classes
- American College of Radiology, Mammography Accreditation Program—The Breast Center
- American College of Radiology—
 Breast Imaging Center of Excellence
- American College of Surgeons, Commission on Cancer, Community Hospital Comprehensive Cancer Program— C.R. Wood Cancer Center
- American College of Radiation Oncology— C.R. Wood Cancer Center
- American College of Radiology Accreditation— Ultrasound, CT Scanner, PET Scanner, and MRI
- American Heart Association—Mission: Lifeline— STEMI Receiving Center BRONZE Achievement Award Hospital
- Blue Cross Blue Shield—Blue Distinction Center for Maternity Care—The Joyce Stock Snuggery
- Centers for Medicare and Medicaid Services (CMS)— Carotid Artery Stenting Facility

- Centers for Medicare and Medicaid Services (CMS)— Comprehensive Primary Care Plus Participant
- College of American Pathologists—Laboratory
- Intersocietal Accreditation Commission (IAC)— Adult Transthoracic
- Intersocietal Accreditation Commission (IAC)— Echocardiography
- Intersocietal Accreditation Commission (IAC)— Vascular Testing
- Intersocietal Accreditation Commission (IAC)— Nuclear Accreditation
- Intersocietal Accreditation Commission (IAC)— Extracranial Cerebrovascular Testing
- Intersocietal Accreditation Commission (IAC)— Peripheral Venous Testing
- National Committee for Quality Assurance (NCQA)
 Patient-Centered Medical Home Level 3, 2014—
 10 Regional Medical Centers
- NYS Department of Health Designation— Center of Excellence for Alzheimer's Disease
- NYS Department of Health License—Laboratory
- NYS Department of Health Designation—New York Stroke Center



Wound Healing Award

In 2018, the Wound Healing Center at Glens Falls Hospital was recognized as a Center of Distinction by HealogicsTM, the nation's largest provider of advanced wound care services. Just one of seven wound centers in the state to receive this award, the Wound Healing Center achieved this distinction by surpassing all clinical performance benchmarks set forth by Healogics, including heal rates, median days to heal, patient satisfaction, and outliers. Congratulations to the Wound Healing Center!



Center for Donation and Transplant Award

Congratulations to Barb McDermott, Director of Cardiac and Critical Care, who received the Lynn LaBarre Donate Life Champion Award from the Center for Donation and Transplant! This award goes to a healthcare practitioner that goes above and beyond in supporting, championing, and promoting organ and tissue donation and/or donor families in their hospitals and community.



IPRO Award

Glens Falls Hospital was honored to be selected as one of this year's recipients of the IPRO Quality Award for our commitment to quality improvement related to anticoagulation management as well as our team's sharing of evidence-based best practices through health informatics innovation. In particular, Nancy Huntington, Director of Pharmacy, and Dr. Kevin Gallagher, Chief Medical Information Officer, were instrumental in establishing protocols for this initiative. This award is presented annually to New York State healthcare stakeholders that have been working with IPRO on quality improvement initiatives and achieved quality-focused goals.



My partner Tommy and I gave birth to our daughter, Fallon, via C-section and we cannot say enough positive things about our experience at The Joyce Stock Snuggery.

"As first-time parents, we were scared, unsure of ourselves, and anxious, but all of the staff made us feel comfortable, encouraged our instincts, and exhibited patience with our questions. In particular, nurse Becky went above and beyond to make sure our birth plan was followed and that we felt

welcomed by everyone who assisted in our surgery.

She took special time to help me with latching and assist us in bonding with our newborn. We found ourselves truly saddened when her shift ended and can't thank her enough for the beginning hours of our stay. Luckily for us, she wasn't the only nurse who was beyond wonderful.

Thank you so much for making our daughter's birth a memorable one. At the end of our stay I found myself not wanting to leave!"

An excerpt from a letter sent to The Joyce Stock Snuggery from Michelle Mann-Saumier, Glens Falls, NY.



IN 2018, GLENS FALLS HOSPITAL
ANNOUNCED A MAJOR EXPANSION
IN SURGICAL AND ORTHOPEDIC
SERVICES FOR THE REGION, WELCOMING
BAYWOOD SURGICAL AS WELL AS
NORTH COUNTRY ORTHOPEDICS,
BOTH BASED IN QUEENSBURY, NY,
AS EMPLOYED PHYSICIAN PRACTICES
OF GLENS FALLS HOSPITAL.

The exceptional providers of Baywood Surgical, established in 1995, have had a long history in this community with more than 60 years of combined expertise performing all types of general surgical procedures including thyroid surgery, gastrointestinal and skin cancer surgery, robotic surgery, breast surgery, and more. The surgeons have joined Gregory Tillou, MD of Surgical Specialists of Glens Falls Hospital.

North Country Orthopedics is a well-established group of board certified orthopedic surgeons and allied health professionals that specialize in joint replacement, ACL reconstruction, carpal tunnel release, arthroscopic knee and shoulder surgery, and all aspects of fracture care. This elite team offers general orthopedics as well as sub-specialty trained care in hand, wrist, shoulder, elbow, and sports medicine, allowing for an elevated patient experience. The surgeons and physician assistants from North Country Orthopedics are collaborating with Glens Falls Hospital's Orthopedic Specialists of Glens Falls team including Thomas Varney, MD and Jordan Haskins, PA-C.

In spring 2019, Baywood Surgical and North Country Orthopedics will be relocating to Glens Falls Hospital's new 14 Hudson location in Glens Falls, and become part of the expanded Surgical Specialists of Glens Falls Hospital team. In addition, existing Glens Falls Hospital physician practices, the Center for Lung and Chest Surgery, Adirondack Urology, and Orthopedic Specialists of Glens Falls, will also integrate into the Surgical Specialists team.

Glens Falls Hospital is leasing roughly 26,000 square feet of the newly constructed Bonacio building adjacent to the hospital's Emergency Department. Split between the first and second floor, this new location will include modern, state-of-the-art, specialty physician practice space. Surgical Specialists of Glens Falls Hospital will conduct patient consultations at the 14 Hudson location, with surgeries and major procedures being performed at Glens Falls Hospital.



GLENS FALLS HOSPITAL IS NOW OFFERING **OPIOID-FREE ANESTHESIA OPTIONS FOR SURGICAL** PROCEDURES. THESE **OPIOID-FREE ALTERNATIVES** STILL ALLEVIATE OR BLOCK PAIN AND ALLOW THE PATIENT TO WAKE UP FROM A PROCEDURE WITH MINIMAL NEGATIVE SIDE **EFFECTS. PATIENTS CAN RECOVER FASTER AND GO** HOME SOONER.

IN 2018, GLENS FALLS **HOSPITAL PERFORMED OUR FIRST-EVER ROBOTIC PROSTATECTOMY!** THE PROCEDURE, A SURGICAL **OPERATION TO REMOVE ALL** OR PART OF THE PROSTATE GLAND, WAS PERFORMED BY DR. ANTHONY DONALDSON, OF ADIRONDACK UROLOGY, ALONG WITH SURGICAL PHYSICIAN ASSISTANT JIM MCGORK AND THE SURGICAL SERVICES TEAM. THE PATIENT WAS ABLE TO GO HOME THE NEXT DAY!



Thomas Varney, MD Specializes in hip and knee replacements

On the Cutting-Edge of Healthcare

Magnetic resonance imaging (MRI) is one of the most valuable tools available to doctors today for the diagnosis of neurological, orthopedic, and cancer conditions. Now, Glens Falls Hospital has taken that value to the next level with the addition of a new, enhanced MRI system that offers higher-quality images, faster exam times, and greater patient comfort and convenience.

In 2018, Glens Falls Hospital invested more than \$1.5 million to purchase and install the Siemens MAGNETOM Aera 1.5T MRI System in its newly renovated MRI suite located in the Hospital's Medical Imaging department. The addition of MRI to Glens Falls Hospital's medical imaging services has been so successful, plans are underway to add an additional MRI into the Pruyn Pavilion.

It's been a busy year for our Medical Imaging department; around the same time as the new MRI addition, Glens Falls Hospital announced the arrival of our brand-new CT simulator, featuring the latest technology, located in the C.R. Wood Cancer Center! The CT simulator allows for a more precise targeting of the exact location, shape, and size of the tumor to be treated for our Cancer Center patients. This machine was generously donated in part by the

Charles R. Wood Foundation and the Miles Hodsdon Vernon Foundation. To schedule an appointment for MRI, CT, or other medical imaging services at Glens Falls Hospital, please call Centralized Scheduling at **518.926.5333**.

Innovation continues throughout Glens Falls Hospital in many other areas, often driven by the latest advancements in information technology.

- The implementation of our new nursing staffing solution, Clairvia, has allowed caregivers and managers to quickly make more accurate staffing assignments based on the documented acuity levels of our patients. By doing so, we have focused on creating the right staffing levels in the right units ensuring our patients receive the quality care they need and deserve.
- In the beginning of 2018, Glens Falls Hospital started realizing the efficiencies of our integrated vital signs carts, CareAware VitalsLink®. These new devices are wirelessly connected into the electronic patient record, reducing direct computer documentation time, eliminating transcription errors, and most importantly, allowing staff more time with our patients.



The C.R. Wood Cancer Center

518.926.5333
to schedule an appointment with the Breast Center

Glens Falls Hospital's C.R. Wood Cancer Center is a nationally accredited comprehensive community cancer program by the American College of Surgeons (ACOS) Commission on Cancer (CoC) which, in 2018, saw more than 31,000 patient visits.

The C.R. Wood Cancer Center offers a comprehensive array of support and education services, provided by professionally trained staff, which help patients and their families adapt and cope with the emotional and lifestyle changes that result from a cancer diagnosis. In 2018, our full-time genetics counselor met with nearly 200 individuals who were at high-risk for cancer based on personal and family histories. Our dedicated oncology psychologist and mental health counselor provided patients and their families with the support they needed on their cancer journeys. Our nurse navigators guided patients through complex treatment plans and our board certified specialist in oncology nutrition served as a resource to help patients stay strong and eat well throughout their cancer journey. Cancer screenings are an important part of the services provided to members of our community. Screening services include breast cancer, lung cancer, colon cancer, and skin cancer.

Additionally, we're proud to offer programs like our support groups, weekend long retreats and children's

camps, massage therapy, hair and wig care services, and survivor celebrations.

Clinical research is vital to the process of discovering the safest and most effective cancer therapies for patients. These studies provide the opportunity for patients to conveniently receive some of the most cutting edge therapies available, while also allowing them to directly contribute to the ongoing progress being made in the field of oncology.

Please call our research office at **518.926.6644** for more information about clinical trials available at Glens Falls Hospital.

The Breast Center— A Center of Excellence

The Breast Center at Glens Falls Hospital has been designated a Breast Imaging Center of Excellence by the American College of Radiology (ACR). This designation affirms that the Breast Center has earned ACR accreditation in mammography, stereotactic breast biopsy, breast ultrasound, ultrasound guided breast biopsy, and breast MRI. The Breast Center offers stateof-the-art technology such as tomography services for cancer screenings, which is 3D imaging that can see cancers at earlier stages. In 2018, the Breast Center provided more than 10,000 screening exams for individuals in our region.



WHAT IF I DON'T HAVE HEALTH INSURANCE?

The Cancer Services Program at Glens Falls Hospital offers free screening services for breast, colon, and cervical cancer to anyone who meets screening criteria. For more information on screening through the Glens Falls Hospital Cancer Services Program of Warren, Washington, and Hamilton Counties please call **518.926.6570.**

The Stroke Center

Every Minute Counts

In late 2018, Glens Falls Hospital became designated as a New York State Stroke Center by the NYS Department of Health to establish a center of excellence in delivering stroke care to our region.

The Stroke Center at Glens Falls Hospital, led by physicians and nurses with specialized training in diagnosis and treatment of stroke, has established protocols to ensure a rapid response to patients who could potentially be suffering from a stroke or stroke symptoms. We offer immediate, enhanced brain imaging and evaluation upon presentation to

the Emergency Department. Glens Falls Hospital can also accept inbound stroke patients via helicopter transport. Using the latest treatments, the stroke team has advanced assessments for stroke care up to 24 hours after the onset of symptoms ensuring that every patient gets the appropriate treatments.

Glens Falls Hospital's Stroke Center also offers a variety of interdisciplinary services to support the patient and their family including outpatient rehabilitation, smoking cessation programs, on-site neurology services, as well as support groups and community outreach.



Granville Medical Center

Bringing Quality
Care Directly to
Our Communities

After many months of planning and construction, Glens Falls Hospital completed a major expansion and renovation of Granville Medical Center, improving patient comfort and convenience, and leading the way for an expansion of primary care and

integrated behavioral health services. An approximately 2,000 square foot addition on the north side of the building now serves as the main entrance and houses a new, more spacious waiting room and patient registration area, and an expanded laboratory

for diagnostic testing.
The project was funded
through a grant from
the New York State
Capital Restructuring
Financing Program (CRFP),
in coordination with the
Delivery System Reform
Incentive Payment
(DSRIP) program.





Quality Achievement Award Mission: Lifeline® from the American Heart Association

Glens Falls Hospital continues to participate in the American Heart Association's Mission: Lifeline initiative for the treatment of patients who suffer severe heart attacks. Each year, more than 250,000 people experience an ST elevation myocardial infarction (STEMI), the deadliest type of heart attack that requires timely treatment. To prevent death, it's critical that blood flow is restored as quickly as possible.

As a recipient of the Mission: Lifeline Award, Glens Falls Hospital patients benefit from our focus on acute, high-risk, and time sensitive treatment as it relates to cardiac diseases. We are honored to be recognized for our dedication and achievements in cardiac care.

Did You Know?

The average door to intervention time for a patient experiencing a cardiac event at Glens Falls Hospital is 57.8 minutes—well under the national standard of 90 minutes!

Expansion in Cardiac Care

In 2017, we were thrilled to welcome Dr. Henry Tan to Glens Falls Hospital, and in doing so, we became the only hospital between Albany, NY and Plattsburgh, NY with an electrophysiologist on staff. Electrophysiology is a cardiology sub-specialty focused on diagnosing and treating heart rhythm conditions known as arrhythmias. The implementation of electrophysiology procedures has rounded out the full complement of cardiac services we provide to our community and has contributed to our cardiology program's sustained success in 2018.

Glens Falls Hospital's
Adirondack Cardiology
has now expanded
their service into
Warrensburg, NY.
To schedule an
appointment, call
518.792.1233.

David Judkins, MDAdirondack Cardiology

What is Magnet?

The Magnet Recognition Program® is a national program awarded to healthcare organizations for quality patient care, nursing excellence, and innovation in professional nursing practice. As of January 2019, only 482 of the approximately 5,500 hospitals in the United States have achieved the elite honor of Magnet status—and Glens Falls Hospital is currently on the journey toward Magnet designation.



Nursing Excellence

Shared Leadership Leads to Higher Nurse Engagement

In a 2018 nurse satisfaction survey, Glens Falls Hospital was proud to have outperformed other national hospitals in seven out of eight categories: RN to RN interaction, RN to MD interaction, autonomy, professional development access, nursing management, perceived quality of care, and adequacy of resources.

Glens Falls Hospital has seen a steady increase in our nursing satisfaction scores over the past few years. This improvement is credited to our Magnet® Journey and dedication to nursing shared leadership. We're proud to be a place nurses want to work!

Working Together to Get You Home

Every weekday morning, bedside nurses, physicians, care managers, and pharmacists meet on the inpatient units to discuss the progress of every patient. Input is also received from respiratory therapists, physical and occupational therapists, and dieticians to formulate an individualized plan of care and discharge plan for each patient. The goals of these multidisciplinary rounds are to decrease patients' length of stay and improve the coordination of care.

Disseminating New Knowledge

A hallmark of nursing excellence is a commitment to professional growth and development. Glens Falls Hospital nurses had several opportunities to produce new research, implement evidence-based practice, and make quality improvements on their units this year.

In May, the first annual "Posters on Parade" event showcased the groundbreaking work being done by clinical nurses throughout the organization. Glens Falls Hospital nurses also had the opportunity to present their work at regional and national conferences, including the Nursing Education and Research Conference in Washington, DC (Cassandra Moore, RN and Emily Coutts, RN) and the Wound Ostomy and Continence Nurses Society (Leigh Kenyon, RN).

This past year, our nurses completed research on topics such as nurses' readiness to adopt evidence-based practice, nurses' perception of a patient's risk for pressure injuries, and a patient's expectations related to their surgical experience.

On behalf of my entire family, I want to thank you and your team in the ICU for the incredible care they provided my Dad in recent days.



"We were so very impressed by the ICU nurses who cared for him with compassion and tremendous expertise in his final days, and showed such respect and courtesy to our family during an extremely difficult time. I also have to single out Dr. Masson. Our entire family was truly blown away by her professionalism and consideration. She listened, she answered thoughtfully and thoroughly, and as my wife pointed out to me, she never once looked at the clock or gave us any feeling that we were being rushed.

Finally, I want you to know how truly comforting it was to me to have you alongside us during that incredibly scary and stressful time. Thank you!"

An excerpt from a letter sent to Barb McDermott, Director, Cardiac and Critical Care Services, from John Brodt, Moreau, NY.

Commitment to Our Community

Partnering to Expand Access to Healthcare

In April 2018, Glens Falls Hospital and Hudson Headwaters Health Network announced plans to develop a new health center in Moreau. "This is a step forward towards improving the health of our community," said Dianne Shugrue, President and CEO of Glens Falls Hospital. "Working together with Hudson Headwaters to ensure that patients in our region have access to the healthcare they

need is a win-win for everyone."
The health center will offer
Hudson Headwaters' existing
services such as comprehensive
primary care, pediatrics, women's
health and selected specialties,
along with new services offered
by Glens Falls Hospital such as
on-site imaging, including CT
scan, X-ray and ultrasound, as
well as laboratory services. These
plans fit well into Glens Falls
Hospital's strategy of expanding
our access points in the community
and offering more convenient

services to patients. Across the street from the main hospital campus in Glens Falls, we are also working with Hudson Headwaters to plan additional services in the 90 South Street building – providing an additional lab collection center for both Hudson Headwaters and Glens Falls Hospital patients. It is expected that Glens Falls Hospital's services at 90 South Street will open in mid-2019, and the new Moreau Family Health will open in early 2020.



In Need of Urgent Care? Skip the Wait

Life is busy, and we know you don't have time to wait in line. You can now save your place online at Cambridge Urgent Care, allowing you to wait more comfortably at home—or wherever is most convenient—until your estimated visit time. Simply visit **GlensFallsHospital.org/CambridgeMedicalCenter** and click on the 'Skip the Wait!' button.



Community Outreach

Community First

While our mission is to serve the patients and families that come through our doors each day, so much of what we do is focused on improving the health and well-being of the people and communities in our region.

In 2018 we continued our High School to Healthcare program, inviting students from the region to meet and speak with Hospital employees and learn what it's like to work in healthcare.

The Glens Falls Hospital Health Promotion Center partnered with communities, businesses, and schools, to support healthy lifestyles for those living in our region. Highlights from 2018 include:

- 200 new smoke-free homes
- A smoke and tobacco-free campus for Skidmore College
- · Celebration bins for local schools
- Safer streets for pedestrians and bicyclists in our local communities
- Guidance and tobacco cessation support for nearly 3,000 housing and urban development residences
- Wellness support for area worksites

Employees Give Back!

Glens Falls Hospital received the Campaign of Distinction Award from the United Way to recognize many years of employee giving, volunteerism, and corporate generosity. (As pictured above.)

In 2018, thanks to the overwhelming generosity of our employees, we raised more than \$33,000 for the Tri-County United Way. This donation benefits local social service agencies and impacts hundreds of families in our region.

Care Coordination

Our Community Care Coordination team continues to serve the highest need adults and children, providing everything from chronic disease management and behavioral health support, to linkages with community services, such as housing and transportation. Over 1,000 adults received care coordination services in 2018, reducing unnecessary trips to the emergency room and supporting fewer visits to the hospital for avoidable reasons.

99

"I would like to comment on **Amanda's House**. As we live 80 miles from GFH, I stayed there in January and again this past week. It was awesome. We are so fortunate to have such a magnificent facility for out-of-towners. We hope it continues for many years to come. Amanda's House is set up so efficiently. It feels like home...I was very comfortable there. Overall, GFH, we feel, is the best place to be if you need assistance. We have dealt with oncology and also the surgical unit. The best of the best."

An excerpt from an anonymous letter of gratitude.

Amanda's House provides complimentary accommodations for patients and families of patients of Glens Falls Hospital who have traveled a distance for healthcare.

\$60

million in tax dollars generated to stimulate the local economy and New York State, with 4,200 jobs created by Glens Falls Hospital⁺

Allocated nearly

O to the er

million in community benefits and investments⁺

> to the employees of the organization through wages and benefits

Reinvestment back into facilities, equipment, and technology, in millions

\$20.1

Expenses

Glens Falls Hospital Year Ended December 31, 2018

Salaries, Wages, and Employee Benefits: \$183.3 million

Supplies and Other: \$151.3 million Depreciation: \$17.2 million

Interest/NYS Assessment: \$4.2 million **Total Expenses: \$356,000,000**

These numbers represent unaudited figures †Figures come from 2018 HANYS Economic and Community Benefit Report

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I was honored to serve as the Glens Falls Hospital Foundation Chair in 2018. In this role I had the privilege of seeing firsthand the impact that your donations have on patient care.

In 2018 we launched the Grateful Heart Program, an initiative that allows patients and their families to publicly thank and recognize their caregivers with a gift of any size. It was incredible to see gifts, both small and large, arrive as a way of acknowledging our dedicated staff. It's a touching moment when our caregivers are publicly recognized, presented with their heart badge charm, and learn that they have been acknowledged by a donor for their work. It often comes as a surprise and lets them know that their care made a big impact on patients and families.

One particularly generous Grateful Heart donor made a major donation in honor of Dr. David M. Markowitz to support funding for a microwave ablation system for the Interventional Radiology Department. Microwave ablation precisely applies heat to tumors through the guidance of imaging technology and in some cases can be curative for certain liver, kidney, and lung cancers. Not only will this gift greatly impact patients, but the gift allowed our donor the opportunity to recognize and thank the physician.

As a community hospital we rely on your support each year to ensure that Glens Falls Hospital remains a leader for patient-centered care with state-of-the-art facilities and equipment, available to the community 24/7. The funds raised by the Glens Falls Hospital Foundation continue to stay local to support care in this region.

After serving five years on the Glens Falls Hospital Foundation Board with one year as Chair, I retired as of the end of 2018 to spend more time with my family. I would personally like to thank our donors and members of the community who support healthcare in this great region. I look forward to continuing to watch the progress being made through your generous donations.

There is so much good to come!

Lebu am Meur

Sincerely,

Debra Meier Glens Falls Hospital 2018 Foundation Chair

Dr. David M. Markowitz receives a Grateful Heart badge charm in recognition of his dedication to excellence in care.



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Grateful Heart Program

In 2018, a local family made a donation through the Grateful Heart Program to recognize rehabilitation staff at the Wilton Medical Center. Pictured here are Michelle Waters, T-J Ash-Nicholson, Gary Frasier II, and Gail Hawkins. This program allows patients and their families to show appreciation by honoring a Glens Falls Hospital employee who provides outstanding care.







Boating for Babies

Yankee Boating Center on Lake George and the Brodie Families held their third Boating for Babies fundraiser, raising \$15,000 for Glens Falls Hospital. The boating center donated all their boat rental proceeds from the weekend of September 15th, 2018. Pictured here are Andrew Brodie, General Manager and member of the Foundation Board, and some of the event's young participants.



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Long-Distance Neighbors

In December 2018, the Glens Falls Hospital Foundation received an unexpected call from someone who was looking to use philanthropy to make a meaningful difference in the Southern Adirondack and Glens Falls region. The caller, Dr. Jay Grossman, had worked in private practice and served as Chief of the Allergy Division at Albany Medical Center before eventually relocating his family to Arizona in the early 1990s.

Despite the cross country move, Dr. Grossman, his wife Eudice, and their two sons visit the region often, spending summers in Bolton Landing and Queensbury. Although they receive much of their healthcare at home in Arizona, the couple frequently uses Glens Falls Hospital's Rehabilitation and Wellness Center as well as other services when they are in town. Fond memories of their summers here along with many positive experiences at Glens Falls Hospital have shaped the way the Grossmans hope to have an impact through their giving.

The Grossmans decided to make a major donation to a future initiative at Glens Falls Hospital with the belief that their gift will have a greater impact here in Glens Falls and the surrounding area. "Over the years, I've seen Glens Falls Hospital develop from a small institution to a large community-based hospital with services available to the community that would normally only be available

in a bigger city," said Dr. Grossman. Most recently, the Grossmans have learned more about Glens Falls Hospital through one of their sons, Andrew Genovese, who was born at Glens Falls Hospital, lives in Queensbury today, and works in patient access in the Hospital's Emergency Department.

In describing his experience as a member of the Glens Falls Hospital team, Andrew said, "In the Emergency Department I have seen the profound impact that our hospital has on this community. I am proud to be a part of an organization that is here 24/7, providing the highest quality of care whenever it is needed."

Dr. Jay Grossman and his wife Eudice Grossman along with their two sons Andrew Genovese and Matthew Grossman.



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The Hartford Ridge Riders presented a donation of nearly \$10,900 from the 2018 Purple Ribbon Cancer Ride. In the ten years they've been holding the fundraiser, they have raised more than \$107,000 for cancer care! The funds raised support the Randy's Patient Assistance Fund which helps with copays, out of pocket expenses related to care, and transportation including distribution of gas cards to cancer center patients in need.



In 2018, members of the Lake George Jr.-Sr. High School boys and girls soccer programs made a donation in the name of Mike McLaughlin, a long-time coach of the soccer teams who passed away last year from cancer. McLaughlin received treatment at the C.R. Wood Cancer Center, where the donation was directed to help patients in need. This is the second year the teams honored McLaughlin's legacy with a donation to the Cancer Center.







In 2018, Amanda's House at Glens Falls Hospital was honored to be a grant recipient of the Adirondack Trust Company Community Fund. The funds from this grant will cover the 2019 costs for cable and internet at the house, an important service which not only provides patients and their families with a welcome distraction from the treatments they're receiving but offers them a way to stay connected to the outside world. Amanda's House is a home away from home for Glens Falls Hospital patients and families who have traveled a distance to seek healthcare.



The 2018 Superhero 5K & 1 Mile Fun Run raised a total of \$12,016 for Amanda's House at Glens Falls Hospital! Thank you to Glens Falls National Bank and all other superhero sponsors and participants for making this event a success. We look forward to seeing you again next year! Pictured here are Colin Farrell, Rachael Rosati, Diane Madia, Frank Madia, and Michele Harding.



WE THE DATE

Join us for this year's event on June 8th, 2019 at Haviland Cove Park and the Feeder Canal.

Superhero 5K & 1 Mile Fun Run

Six Flags Great Escape and Splashwater Kingdom

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Chefs in the City raised \$107,000. The event was held at the historic Park Theater in Glens Falls. Over 200 guests enjoyed dishes made by our masterful chefs who served authentic, upscale street food. We'd like to thank The Queensbury Hotel and The Park Theater for their coordinated help with this successful event as well as our generous sponsors and attendees. Community support like yours helps ensure that our not-for-profit hospital is always there for your family with high-quality, patient-centered care. Pictured here are Joanne Bieniek, Jack Bieniek, Larry Kelly, and President and CEO Dianne Shugrue.

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Join us for this year's event on October 10th, 2019 at The Inn at Erlowest.

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The Cindy & Skeets Cancer Day Golf Tournament teed off on Friday, July 13 at the Glens Falls Country Club. Beautiful weather was enjoyed by 191 golfers who helped raise \$111,734. This was the 10th annual Cindy & Skeets tournament that supports the C.R. Wood Cancer Center and its patient support programs. Over the last 10 years, this tournament has raised \$1,067,000 with all money staying local to support our friends, family, and community members battling cancer. Pictured here are Debbie Meier, Leslie D'Angelico, Tina Marshall, and Joanne Bieniek.



Join us for this year's event on July 12th, 2019 at Glens Falls Country Club.

