Hello!

Glens Falls Hospital is excited to introduce this community newsletter as a way to stay connected with our patients and community. Each day our team of caregivers fulfills our mission of improving the health of our region and we want you to have firsthand information about their incredible work. In this newsletter you will see information about our team members, the care we provide and the patients we are fortunate to serve.

As your community hospital, we are committed to improving the region’s health. While we take great pride in our 120-year legacy of service, we know that we must evolve to meet patients’ needs in the future. Healthcare is changing rapidly – both here in New York and nationally. Constant moves in state and federal policy and shifts in how care is delivered have made it difficult for stand-alone community hospitals like ours to keep pace. To ensure we are in the best position to care for patients in the future, we continue to work towards a strategic affiliation with Albany Med next year.

While much is changing at Glens Falls Hospital, what will never change is our dedication to being a hospital where people choose to come for care and where our team members want to work. We are always listening to our patients and our team members so we can strengthen the quality of care we provide to our friends and neighbors, and work to maintain access to healthcare services for years to come. We will also use this newsletter to keep you up to date on important changes, topics, and news about services and programs.

We deeply value you—our patients. Our 2,500 team members and more than 180 physicians, physician assistants, and nurse practitioners care about our patients because they are our friends and neighbors. We come to work each day passionate about making a difference. As our team moves forward, we do so with a sense of shared purpose and commitment to improving the health of our region.

Best of Health,

Dianne Shugrue
President and CEO
Nurses Achieve Trauma Nurse Instructor Training

Lori Carte, RN; Joe Combs, RN; Evie Lucia, RN; and Deb Osborne, RN, have spent countless hours over the past several months studying, training, and practicing their trauma nursing skills. After nearly a year of intensive work, they earned the distinction of becoming Trauma Nurse Core Course (TNCC) certified instructors.

The first few minutes of trauma care are critical to achieving better patient outcomes. The Emergency Nurses Association’s TNCC program is widely recognized as the premier course for hospitals worldwide, empowering nurses with the knowledge, critical thinking skills, and hands-on training to provide expert care for trauma patients. At Glens Falls Hospital, we are fortunate to have many TNCC certified nurses on staff. We are uniquely lucky, to now have six TNCC certified instructors as well.

Our newest TNCC instructors worked collaboratively with Albany Med to complete their instructor training. “Becoming a TNCC instructor is not easy,” said Deb Osborne, RN. “It’s huge for us and for Glens Falls Hospital. It can really impact our patients and their families. I’m so proud of us for accomplishing such an intensive instructor program.”

Welcome Dr. Howard Fritz!

Longtime area gastroenterologist Howard P. Fritz, MD, has been named Chief Medical Officer and Vice President of Medical Affairs at Glens Falls Hospital. Dr. Fritz retired as a partner in Gastroenterology Associates of Northern New York in September 2018 after 29 years with the practice.

In his new role, Dr. Fritz oversees all clinical operations at the hospital, including adherence to best practices and ensuring overall quality of care; serves as a liaison between the medical staff and administration; and assists in physician recruitment and strategic planning.

“Dr. Fritz is highly respected among the members of our medical community and cares very deeply about making Glens Falls Hospital the best it can possibly be,” said Dianne Shugrue, President and CEO.

“I believe in the mission,” said Dr. Fritz. “I look forward to working with everyone here to ensure that people get the highest quality care from the time they come in the door to the time they are discharged in better health.”
At Glens Falls Hospital, your story is our story. We love hearing from patients about their experiences at Glens Falls Hospital so that we can continuously strive to be the best we can be.

Erin Wright, Bennington, VT
Patient of Surgical Specialists of Glens Falls Hospital

Chiropractor Erin Wright had a sudden recurrence of a lung condition she had experienced 14 years ago called spontaneous pneumothorax. After being free of any issues with her lungs for more than 14 years, she was shocked that it was happening again. She knew that it was time to consult a thoracic surgeon and called Glens Falls Hospital for help.

“WeFrom Cheri and Dr. DeCunzo to the teams of providers assigned to my surgeries and the incredibly kind and attentive nurses of the surgical floor, to say my time at Glens Falls Hospital was a “good experience” is quite the understatement. I feel so fortunate to have been in such fantastic care and can now report I am back to full duties as mom, wife and ‘Dr. Erin’. Not only that, I was lucky enough to be taken care of with such urgency, that my husband and I were still able to surprise our children with a trip to Disney World in January which we had planned months before my surgeries and had worried perhaps might not pan out given the status of my health.”

Michelle Mann-Saumier, Glens Falls, NY
Patient of the Joyce Stock Snuggery

As first-time parents, Michelle and Tommy were scared, unsure of themselves, and anxious when baby Fallon made her debut but the nurses in The Joyce Stock Snuggery were there for them.

“We cannot say enough positive things about our experience at The Joyce Stock Snuggery. All of the staff made us feel comfortable, encouraged, and exhibited patience with our questions. At the end of our stay, I found myself not wanting to leave!”

Michelle Mann-Saumier, Glens Falls, NY
Patient of the Joyce Stock Snuggery

Danielle Volks, Queensbury, NY
Patient of the C.R. Wood Cancer Center

At the age of 28, Danielle Volks discovered a lump in her breast upon doing a self-exam. She turned to Glens Falls Hospital for help.

“The moment my husband, mother, and I walked into the C.R. Wood Cancer Center, I knew this was the place I was meant to be. Vickie was a tremendous help to us in our darkest days. I then went on to meet with Dr. Stoutenburg. I knew the moment I met him that he was the one who was going to save my life.”

Derek Slayton, Queensbury, NY
Patient of Adirondack ENT

When Derek knew he’d need to see an ENT specialist, he felt anxious. And then he met Dr. Kennedy.

“I never pictured a staff so caring of my needs and concerns, but Dr. Sean Kennedy’s staff, GFH’s staff, and Dr. Kennedy answered all my questions, put my mind at ease, and helped me to breathe again. Thank you.”
Habitat for Humanity

The GFH team is more than just incredible caregivers, but also valuable members of the community who are always looking to make a difference. In March, some of our nurse leaders gathered to help out Habitat for Humanity of Northern Saratoga, Warren, and Washington Counties where they prepared their 29th home for occupancy. Keep up the great work!

ABRAHAM WING ART EXTRAVAGANZA

Amanda Murphy, art and character education teacher at Abraham Wing Elementary School, reached out to Glens Falls Hospital about their recent mural project at the school. The project was inspired by the artist James Rizzi. “James Rizzi painted colorful child-like cityscapes, including fun faces on many of his buildings. Each student in the school then drew their own James Rizzi-inspired cityscape including at least one local building they found important to our community,” stated Amanda. In May, the students unveiled the mural at the Art Extravaganza event. Emma, a 6th grader from the school, said she chose to draw the hospital because it was unique and an important building in our community – and she was born in the Joyce Stock Snuggery! Thank you Emma, Ms. Murphy, and the entire Abraham Wing Elementary School. The mural is a beautiful rendition of our community.

IMPROVING AT OUR FRONT DOOR

We’ve seen significant improvement in our Emergency Department over the last 12 months—from imaging to housekeeping and everyone in between, this is an entire hospital-wide achievement. What’s different? We’ve focused on getting our patients seen by a provider quicker and our patient satisfaction scores continue to increase. Carney Harper, RN, ED Nurse Manager stated, “Patients really appreciate and are happy with the quick admission. They want quick, efficient service and we are really pleased with our progress so far. We know our clinical care has always been good – the outcomes reported have always been positive...we are very pleased to be able to continue to focus on these process improvements.”
Top 5 Fast Facts about our Stroke Center

Earlier this year, we were proud to announce that Glens Falls Hospital had been designated as a New York State Stroke Center by the NYS Department of Health. Here are some fast facts about strokes and our stroke center that you may not know:

1. GFH is the only stroke center located between Albany, NY and Plattsburgh, NY.

2. Stroke patients lose 1.9 million brain cells a minute during a stroke. Getting patients to a stroke center quickly saves millions of brain cells reducing disability and mortality rates and improves survival rates.

3. GFH has 24/7 readiness to care for potential stroke patients. Patients are accepted by ambulance, as walk-ins, and via helicopter.

4. Our stroke center is comprised of a specialized team of nurses and doctors with unique training in the diagnosis, treatment, and care of strokes. We also have a specialized inpatient Neuroscience Unit to care for stroke patients located on Tower 6.

5. GFH offers stroke-specific rehab services for patients in the Hospital, prior to discharge. In-depth patient education is also available as well as community outreach programs including our Stroke Survivors Support Group.

In addition, Glens Falls Hospital has received the American Heart Association/American Stroke Association’s Get With The Guidelines®- Stroke Bronze Quality Achievement Award! The award recognizes the hospital’s commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence. Congratulations to the GFH Stroke Center!

For questions about the Stroke Center, contact Cassandra Moore, RN, Stroke Center Coordinator at 518.926.3413.

We had an amazing day at the Aloha Family 5K & 1 Mile Fun Walk! We would like to thank our generous sponsors, participants, and volunteers (nearly 50 of them!) who made this event such a success. With their help, we raised $9,800.00 to support Amanda’s House at Glens Falls Hospital. Amanda’s House is a home away from home for Glens Falls Hospital patients and families who have traveled a distance to seek healthcare.

[Top photo] Left to Right: Cindy Sherwood, VP Development; Mitch Amado, SVP and Chief Financial Officer; Paul Scimeca, SVP and Chief Operating Officer; Dianne Shugrue, President and CEO; ‘Polynesian Wayfinder’; Celeste Steel, VP Quality; Tracy Mills, VP Planning; Donna Kirker, VP Patient Services and Chief Nursing Officer. [Bottom photo] Glens Falls National Bank 5K team.
Awarding Excellence

Yankee Alliance Award –
The Yankee Alliance award for savings for acute care hospitals 300 beds and over was given to Glens Falls Hospital earlier this year. Congratulations to the Value Analysis Committee, Medical Staff and all the departments in the hospital who worked as a team to achieve this accomplishment!

Left to Right: Hillary Alycon, Manager, Infection Prevention and Control; Anne Harrington, Manager, Materials & Information - Periop Services; Gary Orcutt, Assistant Director, Supply Chain Management; Barb McDermott, Director, Cardiac and Critical Care Services; Nancy Huntington, Director of Pharmacy

SAIL Award – Southern Adirondack Independent Living (SAIL) recognized Glens Falls Hospital at their 14th annual benefit gala. This award is given to recognize the collaboration to continuously improve accessibility for our patients and visitors through signage, parking lots, lighting, entrances, and support equipment to promote independence. Congratulations to the entire GFH team, and we thank SAIL for their dedication and commitment to this region.

Left to Right: Hillary Alycon, Manager, Infection Prevention and Control; Anne Harrington, Manager, Materials & Information - Periop Services; Gary Orcutt, Assistant Director, Supply Chain Management; Barb McDermott, Director, Cardiac and Critical Care Services; Nancy Huntington, Director of Pharmacy

WWAMH Dorothea Dix Community Service Award –
The Health Promotion Center of Glens Falls Hospital was recognized for their contribution to the betterment of mental health in our community. They proudly partnered with the Warren-Washington Association for Mental Health (WWAMH) to implement Tobacco Use Disorder treatment policies across the agency and go completely tobacco free in 2018. Congratulations to the Health Promotion Center—keep up the great work!

Left to Right: Linda Eckstein, East Side Center Counselor; WWAMH; Cate Sarraino, Rep Payee Specialist; WWAMH; Kathleen Travers, Director, Research and Planning; Shannon Gaczol, Program Coordinator, Health Promotion Center; Brandi Bishop, Program Coordinator; Health Promotion Center; Jon Wood, Director of Development; WWAMH; Laura Lunt, Genesis Residence Counselor, WWAMH

Iroquois Healthcare Association’s Opioid Alternative Project –
The Emergency Department at Glens Falls Hospital is proud to participate in the Iroquois Healthcare Association’s Opioid Alternative Project. This program aims to reduce the administration of opioids in Emergency Departments across the state. In recognition of the 17 Core Hospitals who are participating in this project statewide, the Glens Falls Hospital Emergency Department was one of the organizations presented with an award at the Iroquois Healthcare Annual Meeting in May to recognize the progress they have made. Congratulations to the entire ED team!

Wiawaka Center for Women –
Mary Fuller Women Helping Women Award - The Sexual Assault Nurse Examiner (SANE) team of Glens Falls Hospital, made up of six registered nurses, has been providing expert care to sexual assault survivors across their entire lifespan since 2016. In keeping with the vision of founder Mary Fuller, the Wiawaka Center for Women recognized this team in 2019 as an organization that exemplifies direct service to and impact on local women. The SANE team embodies Mary Fuller’s vision of women helping women - we
are honored to receive this award from Wiawaka, the oldest and longest continuously operating retreat for women in America!

Photograph by Sandra Hutchinson, for The Chronicle Newspaper. Left to Right: Melissa LaTour, RN; Kristen Jarrett, RN; Nadia Giumarra, RN; Doreen Kelly, Executive Director, Wiawaka Center for Women; Carolyn Leeson, RN; Lori Carte, RN

### Glens Falls Hospital Lifetime Achievement Award – Earlier this spring, we recognized Jack Leary, MD, with the Glens Falls Hospital Lifetime Achievement Award. Dr. Leary has been a tremendous asset to Glens Falls Hospital and the entire region for more than 40 years, and was honored by his friends, colleagues and the Glens Falls Hospital medical staff for his unparalleled commitment to our patients and community. Thank you Dr. Leary for your dedication and commitment to providing elevated patient-centered care to this community.

### Donald Led Duke Heart Hero Award – Congratulations to Shawn Danahy, RN, ICU, who was recently honored at the 36th Annual Capital Region Heart Ball, hosted by the American Heart Association. Shawn was one of eight area nurses who received the Donald Led Duke Heart Hero Award. Congratulations Shawn. We’re lucky to have you caring for our patients!

### Salem Rotary Club Citizen of the Year – In May, Barney Rubenstein, MD, was honored by the Salem Rotary Club with the Citizen of the Year Award in honor of his commitment to patients and the community. Congratulations Dr. Rubenstein on this incredible achievement! We thank you for all that you do to provide elevated, patient-centered care at the Salem Medical Center and Cambridge Medical Center!

### SURGICAL SPECIALISTS OF GLENS FALLS HOSPITAL AT 14 HUDSON

The newest Glens Falls Hospital location, 14 Hudson, is now open! Six Glens Falls Hospital physician practices including Orthopedic Specialists of Glens Falls, North Country Orthopedics, Surgical Specialists of Glens Falls Hospital, Baywood Surgical, Adirondack Urology, and the Center for Lung and Chest Surgery have joined together to become an integrated team called the Surgical Specialists of Glens Falls Hospital. The new and expanded office is located at 14 Hudson Avenue in Glens Falls, adjacent to the GFH Emergency Department.

**14 Hudson Avenue**  
Glens Falls, NY 12801  
P: 518.926.5600  
F: 518.926.5605  
Office Hours  
Monday – Friday: 8am – 5pm  
**Orthopedic Acute Care Walk-in Hours**  
Monday – Thursday:  
5pm – 8pm  
Saturday:  9am – 12:30pm
Nursing Excellence

At the 4th Annual Nurses Week Awards Ceremony held in May, the following outstanding nurses were recognized:

- **Magnet Champion of the Year**: Stephanie Rollo, RN IV, GI Center
- **Nurse as Teacher of the Year**: Jamie Aliperti, RN & Katie Fowler, RN, Clinical Educators
- **Nurse Leaders of the Year**: Rebecca Sharrow, RN, Interim Nurse Manager, Operating Room & Amanda Wing, RN, Assistant Nurse Manager, Tower 3
- **Clinical Nurses of the Year**: Nicole Barber, RN IV, Glens Falls Medical Group; Nicole Breault, RN IV, Critical Care; Kimberley Smith, RN IV, Interventional Radiology
- **Nursing Teams of the Year**: 4 West & Surgical Specialists of GFH at 14 Hudson
- **The Glennie—Interdisciplinary Team of the Year**: Stroke Center of Excellence Team
- **Lois Wiegert Nursing Scholarships**: Natalie Pozzouli, RN II, AM Admits & Azia Sayers, RN II, Critical Care
- **Michelle Bavaro Memorial Scholarship**: Carolyn Maxam, RN III, Operating Room
- **Medical Staff Scholarship**: Evelyn Lucia, RN, Education Coordinator, Emergency Department
- **DAISY Awards from May 2018-May 2019** were recognized:
  - Kaylyn Bennett, RN II, Emergency Department
  - Elizabeth Bessey, RN II, Tower 6
  - Richard Dieffenbach, RN II, 3 West
  - Shera Hunt, RN, Lead Nurse Greenwich Medical Center
- **Times Union Salute to Nurses Top 10 Nurse of the Year**: Nadia Giurmarra, RN, SANE Coordinator, Emergency Department
- **2019 Post Star Celebrating Nurses Award**: Vickie Yattaw, RN, Manager, Oncology Education and Support

**TOWER 3 HITS THE TRAILS!**

Congratulations to our team on Tower 3, who recently reached out to lend a hand in Chestertown, New York. “There were only 8 of us all together but an AMAZING trail-cutting crew for sure. We were able to cut “The Perimeter Trail” around Dynamite Hill from parking lot to junction. THE COMPLETE TRAIL. We chain saw cut through barricading trees, cleared the path of debris and small timbers, then raked and established an obvious trail so that no herd paths could be established,” shared Belinda Spinner, RN. What a great way to get outdoors, give back, and enjoy our beautiful region!
Giving Back to Glens Falls Hospital

Grateful Heart Program
Glens Falls Hospital recently received a special donation through the Grateful Heart Program recognizing Dominick Carillo, MD and the Emergency Department staff for their commitment to providing quality care when our patients need it most. The donor shared that when her sister entered the ED, she was quickly assessed and diagnosed, and everyone she came in contact with was so kind and attentive.

The Grateful Heart program allows patients and their families to show appreciation by honoring a dedicated Glens Falls Hospital employee.

Stick It To Cancer
Thank you to the Adirondack Thunder and everyone in our community who helped to raise over $25,000 for the C.R. Wood Cancer Center at Glens Falls Hospital during the “Stick It To Cancer” weekend on March 8-9, 2019. The weekend allowed fans to ‘paint the ice’ and featured a limited edition jersey auction! All proceeds raised will benefit the Randy’s Patient Assistance Fund at the C.R. Wood Cancer Center. This fund is used to help cover the cost of copayments for treatments and medications as well as gas cards and other transportation costs patients may face. This fund is 100% supported by community donations and 100% goes back into the community.

TCT Federal Credit Union’s ‘Care for Kids’
The TCT Federal Credit Union presented Glens Falls Hospital with a $1,000 donation earlier this year. We are grateful for all donations as they help us to fulfill our mission of improving the health of people in our region by providing access to exceptional, affordable, and patient-centered care every day and in every setting.

This donation also included a generous supply of stuffed animals to help comfort children while at Glens Falls Hospital. We thank them for all their support!
COMMITMENT TO PATIENT-CENTERED CARE

Glens Falls Hospital hosted the Commitment to Patient-Centered Care Awards to recognize employees for their dedication to providing outstanding patient care. Although we were overwhelmed with nominations, we recognized the following team members for their outstanding work:

Jeanette Alvarado-Kenerson – Patient Care Associate, Oncology
Benjamin Sykes, RN – 4W Surgical
Monique Ross Sullivan – Patient Representative Assistant
Nadia Giumarra, BSN, RN, SAFE – SANE Coordinator
Kelly Crotty – Program Manager, Glens Falls Hospital Medical Alert Service
Jennifer Frigolette – Amanda’s House & Volunteer Services Coordinator
Dr. Harry Mahood – Psychiatrist, Center for Children and Families
Angela Cooper – Medical Secretary, Rehabilitation Services Administration
Casey Clark – Physical Therapist, Inpatient Physical Therapy

William Marvin Day, PA – Physician Assistant, Granville Medical Center
Tennille Sanders – Discharge Planner, Care Management
Carol Byron – Care Coordinator, Greenwich Medical Center
Mary Madison – Care Coordinator, Cambridge Medical Center
Sue McManus, LCSW – Program Director, Center for Recovery – Glens Falls
Dr. William Tedesco – Family Medicine, member of the Glens Falls Hospital Medical Staff
Blossom Palacater – Housekeeper, Environmental Services

Congratulations to everyone! Thank you for your hard work and devotion to providing elevated, patient-centered care!

FREE SKIN CANCER SCREENING

For more than 10 years, the C.R. Wood Cancer Center has provided a free skin cancer screening clinic every April. This year, the clinic was staffed with 9 providers, 15 nurses, registration staff, and local medical students. Over 150 people were screened! More than half of the attendees had never been screened for skin cancer before, although some had a family history of skin cancer. The C.R. Wood Cancer provides a full continuum of care from preventative screenings to treatment to survivorship. At Glens Falls Hospital, your life is our mission. We look forward to seeing you next spring at our Free Skin Cancer Screening!
“I am a nurse. My primary goal is to care for others. Usually, I care for an individual, but in this case, it is the whole region I want to protect. I am proud to work at Glens Falls Hospital… I want people in the community to know that Glens Falls Hospital is here for you, and when you walk through our doors we are going to give you excellent care because that is why we are here.”

–Jamie Aliperti, Clinical Nurse Educator, Education Services

“After working healthcare for 13 years, in three states, in three hospitals and a clinic; I had ample opportunity to compare quality, compassion, care, energy, passion, dedication, and tenacity: GFH has these and so much more. I am proud to be a patient, employee, and community member. Glens Falls Hospital is my Hospital. Glens Falls is my Home. I give it 5 Stars.”

–Hillary Alycon, MPH, CIC, Manager, Infection Prevention & Control

“Though there are happy moments and sad moments that take place at Glens Falls Hospital, there is no better solace than knowing this hospital has been a second home to so many of our community members. I am proud to be considered a part of the Glen Falls Hospital family and I know many of my colleagues feel the same way. I love being a part of this hospital and an organization that has changed and saved the lives of so many people.”

–Joe Kiefl, Director for the Wound Healing Center

New Sleep Disorders Center

Glens Falls Hospital has successfully relocated the Sleep Disorders Center to the main hospital campus. The Center, which is now located on 3 East, has six bedrooms available for patient testing as well as diagnostic and therapeutic procedures. “We are excited for the Sleep Disorders Center’s move to the main hospital campus as it provides larger patient rooms and enhanced privacy, as well as access to additional amenities,” said Kerry Sumner, Director, Respiratory, Sleep, and Neurodiagnostics.

GLENS FALLS HOSPITAL NOW HOME TO TWO MRIs

Glens Falls Hospital has added a second MRI system to the main campus, providing improved access to medical imaging and diagnostic services. This MRI system, located in the lower level of the Pruyn Pavilion, is primarily used for outpatient care and began operating at a full schedule in late April. Appointments are now available Monday through Friday from 8am – 4:30pm, with plans to expand later this year. To refer a patient to the new ‘MRI at Pruyn’, please call Centralized Scheduling at 518.926.5333. Scheduled patients will be called by the MRI team to coordinate details for the appointment.
SAVOR: A Culinary Benefit for Glens Falls Hospital

Join us on October 10th at 5:30pm at The Inn at Erlowest on Lake George for SAVOR! Participate in an evening of interactive cuisine, experience dining with amazing chefs as you sample their curated creations. Taste different wines from around the world, sample local microbrews and craft-made spirits! Come enjoy an evening of camaraderie with friends as we celebrate Glens Falls Hospital on the beautiful shores of Lake George.

For more information please visit: www.glensfallshospital.org/FoundationEvents