



## Gratitude and Thanks

It's been another significant—and busy—summer at Glens Falls Hospital. From welcoming new providers and team members who care for our patients, to taking the next step in our strategic affiliation with Albany Med, we're continuing to evolve to better reflect the changing needs of healthcare and the community we serve. All of this work is being done to ensure Glens Falls Hospital can continue to provide exceptional care to our region for generations to come.

During times of change, it's also important to recognize what remains constant – our team's mission of providing our friends and neighbors with quality, local care. Our team members bring our purpose and mission to life each and every day – and they are hard at work continuing to provide high-quality, compassionate care to our patients.

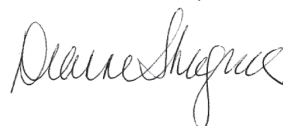
We are deeply committed to keeping you up to date on our latest news, updates and changes. Throughout this newsletter, you will read more about the exceptional work

of our physicians, nurses and other team members and get updates on the work we're undertaking to ensure Glens Falls Hospital remains strong for the future.

As we head into a season of gratitude and thanks, I'd like to take the opportunity to thank all of you for trusting Glens Falls Hospital with your care. We look forward for what's to come in 2020 and appreciate the confidence you have placed in our team.

As always, please continue to reach out to us with your thoughts, questions, and feedback. You can contact us through our website or Facebook, and we are always just a phone call or letter away.

Best of Health,



Dianne Shugrue  
President and CEO



*Pictured above, left to right: Donna Kirker, Dianne Shugrue, Mary Shannon, and Patti Hammond*

## CYCLING FOR STROKE AWARENESS

In September, our dynamic team of leaders, including **Dianne Shugrue, President and CEO, Patti Hammond, VP of Physician Practice Management, Donna Kirker, MS, RN, NEA-BC, Chief Nursing Officer and VP Patient Services, and Mary Shannon, RN, Associate Chief Nursing Officer**, supported the American Stroke Association and the American Heart Association by riding in CycleNation. Stroke and heart disease are the No. 5 and No. 1 killers in America and through their team effort, GFH Heart and Sole Mates, they raised \$2,610!

# Glens Falls Hospital, Albany Med Reach Milestone Toward Strategic Affiliation

In September, Glens Falls Hospital and Albany Med announced that we have taken the next step toward a strategic affiliation, approving the Definitive Agreement for Glens Falls Hospital to become an affiliate of Albany Med. The agreement was approved by both Boards following a nearly year-long due diligence process undertaken by both organizations. "Glens Falls Hospital is evolving to ensure we are strong not just today, but for generations to come, and we are excited to have reached another significant milestone toward becoming an affiliate of Albany Med," said **Dianne Shugrue, Glens Falls Hospital President and CEO**. Both organizations will now begin working through the necessary regulatory approvals needed to finalize the affiliation, which is expected to be complete in 2020.

"Glens Falls Hospital has long been a partner in care with us. We look forward to working closely with them to help provide our communities with the best care options possible, just as we have in our affiliations with Saratoga Hospital and Columbia Memorial Health," said **Steven Frisch, MD, Albany Medical Center Senior Executive Vice President**.

Through a strategic affiliation with Albany Med, Glens Falls Hospital will:

- Continue to strengthen and advance the quality of care available in the Glens Falls region;
- Maintain and enhance the long-term financial viability of Glens Falls Hospital;
- Recruit and retain highly skilled physicians; and
- Ensure our friends and neighbors have access to compassionate, high-quality healthcare for years to come.





**"The doctors and nurses recognized right away what our daughter needed. We knew that everyone was putting our daughter's care first. The nurses went above and beyond their roles to bring items such as holiday stickers and a cell phone charger so that we could video chat with the rest of the family at home."**

**Zack & Kristy Moore**  
Glens Falls, NY  
PARENTS OF ED PATIENT



**"The nurses and doctors were so knowledgeable, attentive, compassionate, professional, responsive, kind... I could go on and on with accolades, but they were also engaging, warm hearted, friendly, and fun. They're human angels working miracles and saving lives every day, right here in Glens Falls."**

**Kathie Duncan**  
Queensbury, NY  
PATIENT OF THE C.R. WOOD CANCER CENTER



**your  
story  
is our  
story**



**"The entire Snuggery staff acted promptly and professionally to keep us calm and safely deliver our daughter, a mere 37 minutes after we arrived at the hospital. The level of care and attention we received both during the surgery and afterwards was remarkable."**

**Carrie Zappone**  
Wilton, NY  
PATIENT OF THE JOYCE STOCK SNUGGERY



**"Dr. Varney and his expert staff guided me every step of the way. Thanks to my care team I am back to enjoying my favorite activities—yoga, walking, hiking, kayaking, and snowshoeing. Because they went the extra mile, now I can too!"**

**Camille Costa Nerney**  
Long Lake, NY  
PATIENT OF SURGICAL SPECIALISTS  
OF GLENS FALLS HOSPITAL

### What is the Total Joint Program at Glens Falls Hospital?

The Total Joint Program strives to give our patients in need of total joint replacement an exceptional patient experience through all phases of care, from the time surgery is scheduled until the patient returns home and is recuperating. Our goal is to provide patient-centered care where the patient is an active participant in their treatment plan and recovery.

Glens Falls Hospital's Total Joint Program is unique from other hospitals in the area. Our orthopedic nurse navigator, **Samanntha Murray, BSN, RN** coordinates the patient's care before, during and after surgery and acts as a point of contact for any questions or concerns patients or their families may have. Surgery can be an overwhelming process. Samanntha guides the patient through the total joint experience to make patients feel at ease. The orthopedic surgeons at Glens Falls Hospital have a combined total of **100+ years of experience** performing total joint

replacements. Our total joint team at the hospital works closely with the surgeons to optimize patients prior to surgery so they can achieve optimal outcomes and enjoy their new joint for years to come.

### Before and After Orthopedic Surgery

First, patients receive **pre-operative testing** and medical clearance to be certain they are a good surgical candidate for total joint replacement.

Patients attend a **total joint class** in which they meet members of the total joint team including our nurse navigator, an operating room nurse, floor nurse, physical & occupational therapists, and a member of our care management team who looks after your discharge needs. This class teaches patients what to expect throughout their surgical experience and beyond.

A **pre-surgical exercise program** is offered to our patients as research shows patients who participated in pre surgical exercise have less surgical complications, decreased length of hospital stay, and a faster rate of recovery. This program focuses on range of motion, strengthening, flexibility, and aerobic training. For those who are not able to attend this successful program, we offer exercises that can be completed in the home environment prior to surgery to assist in strengthening.

**Post-surgical physical therapy** is extremely important to our patient's recovery. Glens Falls Hospital offers outpatient physical therapy, both traditional land-based treatments and aquatic therapy once the incision is completely healed.

Patients who take an active role in their care leading up to, during, and after surgery continuously report having a very positive surgical experience and an earlier return to the active lifestyle. Samanntha, our nurse navigator, plays a large role in guiding our patients through the surgical process to ensure a positive experience throughout. Visit us today to learn more at **GlensFallsHospital.org/SurgicalSpecialists**.



Samanntha Murray,  
BSN, RN, Orthopedic  
Nurse Navigator

### Orthopedic Acute Care WALK-IN CLINIC HOURS

Injuries don't happen when it's convenient. Visit our Orthopedic Acute Care Walk-in Clinic. Walk-ins are accepted for acute orthopedic injuries with x-ray available on site.

**Monday – Thursday:**

**5:00pm – 8:00pm**

**Saturday: 9:00am – 12:30pm**

### SURGICAL SPECIALISTS OF GLENS FALLS HOSPITAL

14 Hudson Avenue  
Glens Falls, NY 12801  
Phone: **518.926.5600**

# Financial and Billing Assistance

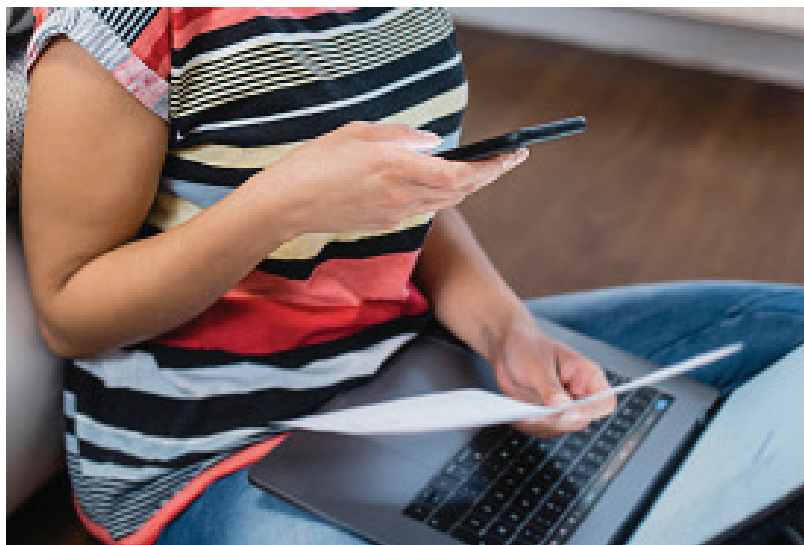
Glens Falls Hospital is committed to working with all patients to ensure they receive the care they need regardless of their ability to pay.

We know that medical bills can be confusing and overwhelming and patients face challenges managing deductibles, co-pays, the network status of their providers, and more. Our team of dedicated professionals is available to help patients understand their medical bill and identify the resources available to them, including:

- Reasonable payment plans
- Charity care
- Other forms of financial and billing assistance

Patients who qualify are awarded financial assistance, which can be up to a 100% discounted fee for those that are eligible.

Please call us at **518.926.5111** or visit our website for more information on our Patient Financial Assistance program: **GlensFallsHospital.org/PatientFinancialAssistance**.



**For questions about your Glens Falls Hospital bill please call our Billing Resource Center at 518.926.1320.**

## Patient and Family Advisory Council



The focus of the Patient and Family Advisory Council is to enhance delivery of patient-centered care at Glens Falls Hospital by capturing the voice of the patient. An additional and important focus is to strengthen our community relationships through patient participation in decision-making.

The Council was developed in 2016 and continues to meet monthly, composed of both patients and employees. The mission of the Council as developed by the patient members is "Patients First: To promote a partnership between patients, families, and staff to achieve compassionate care through education and communication."

Patient and Family Advisory Council members have been included in such initiatives as the development of educational programs and materials, feedback on the discharge planning guides, and an annual Patient-Centered Care Award ceremony recognizing staff that are nominated by their peers who provide outstanding Patient-Centered Care.

Learn more by visiting us at **GlensFallsHospital.org/PFAC**.





## Congratulations to Team GFH for all the exceptional accomplishments this summer!

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.



accomplishment for a community hospital and sets us apart from many others. There are only 7 hospitals systems in New York with this accreditation presently.



Our Nurse Residency Program achieved accreditation with distinction from the American Nurses Credentialing Center (ANCC)! ANCC **Practice Transition Accreditation with Distinction** validates hospital residency programs that transition registered nurses (RNs) into practice settings that meet rigorous, evidence-based standards for quality and excellence. To be accredited 'with distinction,' the program not only meets the standards, but it also demonstrates innovation or exemplary practice. **Katie Fowler, MS, RN** and **Jamie Aliperti, MS, RN** led the effort to elevate our existing nurse residency program to meet the ANCC Practice Transition Program (PTAP) standards. This accreditation is a significant

Congratulations to **Mary Sicard, Senior Accountant, Finance**, who won her third state amateur golf title at the 67th New York State Women's Senior Amateur Championship in August.



Mary Sicard, Senior Accountant - Finance



Cassandra Moore, MS, RN, CNE, CCRN, SCRN, Stroke Program Coordinator

**Cassandra Moore, MS, RN, CNE, CCRN, SCRN**, Stroke Program Coordinator, recently received two different awards—the Nancy Kostel-Donlon Stroke Coordinator Scholarship to recognize the stroke coordinator who best exemplifies commitment to quality improvement, patient education and mentorship AND she was chosen as a recipient of the Capital Region American Stroke Association's 2019 Paula Symanski Legacy Award.

# 1000+

**Robotics Surgical Procedures**

This summer marked our **1000th robotics case at Glens Falls Hospital**. Our surgical robotics program began in 2014 with increased robotics cases performed annually every year, including the specialties of GYN, Urology, and General Surgery. The surgical robot is a remarkable device that allows our surgeons to perform traditional operations through

smaller incisions and with more precision. Our patients are benefitting from having procedures that often result in less pain, less blood loss, and quicker recoveries. **Dr. Greg Scalia** shared, “1000 cases is a testament to the people who have worked so hard to make this program a reality. It is a milestone that should be celebrated, but more importantly, it is a reminder of the real story, which is about the individual patient who had a positive outcome as a result of these efforts.”



P. Gregory Scalia, MD

Glens Falls Hospital’s **Health Promotion Center** was proud to collaborate with the staff of **Stuart M. Townsend Elementary School** in Lake Luzerne-Hadley, NY to create playground spaces for students to hop, skip, and jump their way to 60 minutes of active play a day! The project was supported through the New York State Department of Health’s Creating Healthy Schools and Communities initiative.



Did you know? **The Grateful Heart Program** recognizes GFH

**GLENS FALLS HOSPITAL COMMUNITY NEWS**

employees when patients or their family members make a gift in honor of a caregiver who provided exceptional care during a time of need. The following caregivers were recently recognized by the Grateful Heart Program:

- **Dana Abbey, RN** – T5 Intensive Care Unit
- **Dr. Paul Alagna** – Emergency Department
- **Samantha David, RN** – T5 Intensive Care Unit
- **Patricia Higgins-Bollman** – T5 Intensive Care Unit
- **Christy Olden, RN** – T2 Oncology – Inpatient
- **Mary Camara Perry, RN** – T5 Intensive Care Unit
- **Wendy Peck** – Patient Access
- **Dr. John Stoutenburg** – C.R. Wood Cancer



**The DAISY Award®** is an international program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day.

DAISY Award® honorees personify Glens Falls Hospital’s remarkable patient experience. These nurses consistently demonstrate excellence through their clinical expertise and extraordinary compassionate care. They are recognized as outstanding role models in our nursing community. We recently celebrated the following honorees:



**Nicole Molinero, RN,  
Nurse Navigator –  
C.R. Wood Cancer Center**



**Richard Dieffenbach, RN –  
Oncology**



**Ron McMurry, RN –  
Cardiac Catheterization Lab**



**Lisa Davis, RN –  
The Joyce Stock Snuggery**



**Mary Doty, RN, Nurse  
Manager – 4 West**



# GFH Network Update

Over the past few months, we've seen a number of changes in our physician practices. Here's a quick snapshot.



## ENT at Greenwich

We are pleased to announce that Glens Falls Hospital now proudly offers Ear, Nose, and Throat (ENT) services at Greenwich Medical Center. Services include general office visits, pre- and post-operative care, and more. **Joanne Cooper, PA** from **Adirondack ENT** will be located at Greenwich Medical Center every Wednesday. We would like to thank The Mary McClellan Foundation for making this addition of services possible. To schedule an appointment at Greenwich, patients can call Adirondack ENT at **518.926.1380** and specify you'd like to be seen at our Greenwich location.

## Primary Care Updates



- We've consolidated our Fort Edward and Hudson Falls Medical Centers, and closed our Fort Edward location.

- In early August, Dr. Kandora also transitioned to our Hudson Falls Medical Center and we closed our Broad Street location.

The following providers are now located at **Hudson Falls Medical Center**:

- Thomas Kandora, MD
- Philip Gara, MD
- Elaine Williams, ANP
- Jamie Bovair, ANP
- Jean Hanson, PA

The following providers are now located at **Wilton Medical Center**:

- Kyle Osborn, MD
- Robert French, PA



In September, **Dr. Rubenstein** transitioned his office hours from the **Cambridge Medical Center** to the **Greenwich Medical Center**. Dr. Rubenstein will see patients three days a week in Greenwich, and will continue to see patients two days a week at the **Salem Medical Center**.

In total, we have 8 primary care practices in Salem, Greenwich, Granville, Evergreen, Cambridge, Wilton, Whitehall, and Hudson Falls. We also offer a convenient Urgent Care with online check-in at Cambridge Medical Center.



## Diabetes Center

In addition to our new providers at Wilton, we are pleased to offer two new services at Wilton Medical Center. Our **Diabetes and Nutrition Center**, formerly located on the 3rd Floor of the Pruyn Pavilion, has relocated to Wilton Medical Center. The Center offers a wide range of medical nutrition therapies to meet patients' individual needs and our diabetes self-management education and training is accredited by the American Association of Diabetes Educators.

**THE DIABETES AND NUTRITION CENTER**  
**Monday – Friday**  
**8:00am – 4:30pm**

To schedule an appointment, please call **518.926.2615**.

## Hearing Center

We've also expanded to add a new location for **The Hearing Center at Wilton**, with the following services:

- Full diagnostic audiological assessment (age 3 and over)
- Hearing aid evaluation
- Hearing aid fittings and follow-up
- Hearing aid repairs
- Ear protection
- Tinnitus assessment and counseling

**THE HEARING CENTER AT WILTON**

**Wednesday: 8:15am – 3:00pm**  
**Friday: 8:15am – 4:00pm**

To schedule an appointment, please call **518.926.1900** and press **3** for Rehab.



# Behavioral Health Transition

For nearly 50 years, Glens Falls Hospital has been the contracted provider of outpatient behavioral health services in Warren and Washington counties. In that time, the community and the needs of the patients we serve have changed tremendously.

We are now partnering with the Office of Community Services for Warren and Washington Counties to conduct a thoughtful and deliberate partnership exploration process to ensure patients' needs continue to be met. Our end goal is to increase access to outpatient behavioral health and substance use services for our valued patients.

The need that exists today for outpatient behavioral health services is far greater than what we can meet on our own. Through this work, we are helping the counties look for a provider to manage:

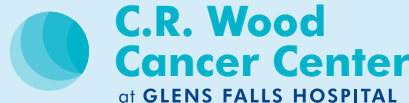
- Existing addiction services
- Child, adolescent, and adult behavioral health services,
- Services focused on serious and persistent mental illness (SPMI).

Our work with the county only impacts outpatient services. These changes will not impact the inpatient Behavioral Health Unit or the Crisis Care Unit in our Emergency Department, which will continue to serve our patients with mental health needs. Together, we've made great progress and continue to identify organizations who are able—and interested—in partnering with Warren and Washington counties to provide these important services. The hospital will continue providing outpatient services until a new provider is found.

As these conversations continue, Glens Falls Hospital is committed to communicating updates and working with the counties and potential partners in the best interest of our community and the patients we serve.

## YOUR LIFE IS OUR MISSION AT THE C.R. WOOD CANCER CENTER

The C.R. Wood Cancer Center at Glens Falls Hospital offers a comprehensive program of cancer care services that are unsurpassed in the Glens Falls and Saratoga regions of New York—from advanced treatments and innovative education and support programs to early detection and cancer prevention. Visit us at **YourLifelsOurMission.org** to learn more.



## OPIOID-FREE ANESTHESIA

Did you know that Glens Falls Hospital offers opioid-free anesthesia options for surgical procedures? These opioid-free alternatives still block pain and allow the patient to wake up from a procedure with minimal negative side effects, like nausea and vomiting, or respiratory and cognitive dysfunction. By decreasing the post-operative consequences from anesthesia, patients can recover faster and go home sooner.

### IF YOU SEE SOMETHING, SAY SOMETHING

Glens Falls Hospital was involved in a homeland security drill this summer. Without prior notice, a car with NY plates arrived at GFH and parked in the Pruyn Pavilion parking lot. Two men emerged, went in different directions, and began taking pictures of the facility, generators, oxygen tanks, entrances, etc. Within **one minute**, an employee called Security. Security responded and began tracking the men. Meanwhile, four other employees also called to alert Security of the presence and odd behavior of the two men. At seven minutes, Security called the Glens Falls Police Department for support. Homeland Security measured how long it took for us to recognize the threat and call for support and considered **seven minutes** as an outstanding response time. Congratulations to all our team members!

# With Gratitude

Thank you to **Team Hearts of Hope** who recently held a community fundraiser and donated \$4,113 to support both the Randy's Patient Assistance Program and the Carol Cares Fund in the C.R. Wood Cancer Center at Glens Falls Hospital.

Randy's Patient Assistance Program provides support for treatment related expenses for patients in the C.R. Wood Cancer Center including copays for treatment and medications related to a diagnosis of cancer, gas cards, lodging, and cell phone minutes for patients in need.

Carol Cares Fund provides nutrition support for patients in need undergoing treatment in the form of meal gift certificates for treatment days, nutritional supplement coverage, and courtesy carts for families on the inpatient oncology unit.

Thank you again for your generosity and for making a difference in the lives our patients and their families!



Left to Right: Lois Melito, Ric Melito, Vickie Yattaw, RN, Manager–Oncology Education and Support, Donna Winchell, RN, Service Line Administrator–C.R. Wood Cancer Center, Cristina Britton, Events and Prospects Specialist–Glens Falls Hospital Foundation, and Michelle Waters, Annual Giving and Donor Relations Coordinator–Glens Falls Hospital Foundation

Thank you to the **Adirondack Trust Company Community Fund** for their continued support of 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.

The Adirondack Trust Company Community Fund's Lend-a-Hand Grant sponsored the annual cable and Internet expenses at Amanda's House, allowing its guests to easily stay in touch with friends and loved ones, work remotely, and relax during down time. We are so grateful to have such incredible community partners!



Amanda's House of Glens Falls Hospital

We would like to thank **North Country Subaru and the Leukemia & Lymphoma Society's Upstate New York/Vermont Chapter** for their

generous donation and continued support! They recently donated blankets, craft supplies, and messages of hope to patients of the C.R. Wood Cancer Center at Glens Falls Hospital. Their generosity is helping to spread positive thoughts, love, and warmth to those fighting cancer.



Left to Right: Denise DeLorme, Laura LaPlanche, Eric Landrum, Jeremy DeLorme, Zach Haas, Paul Scimeca, SVP and Chief Operating Officer, Maureen O'Brien Thornton, Jon Pine, VP, Clinical Services, Vickie Yattaw, RN, Manager–Oncology Education and Support and Michelle Waters, Annual Giving and Donor Relations Coordinator, Glens Falls Hospital Foundation

**Yankee Boating Center on Lake George** and the Brodie Families held their fourth **Boating for Babies** fundraiser on a beautiful weekend on the lake this past September. The annual event raised \$11,778 for Glens Falls Hospital from the proceeds of all their boat rentals on **September 21<sup>st</sup> and 22<sup>nd</sup>** this year.



Left to Right: Staff at Yankee Boating Center – Craig Lujbli, Andrew Brodie, Christina Brodie, Pete VanGarderen, Kate Alexander, Travis DeRusha, Kristen Burke, Marcus Ramirez, Laura Earls, Brock Petrosso



# Events

## SEPSIS AWARENESS EDUCATION

### What you need to know to be a sepsis hero!

In September, Glens Falls Hospital hosted an expert panel presentation on sepsis. Panelists focused on early identification of sepsis, what it is, the continuum of care, as well as our clinical results. It was an extremely informative session that brought real insight to this topic – thank you to all that attended and participated!

## THE LONGEST DAY

### A national day of recognition to raise awareness for Alzheimer's disease

As we all know, the longest day of the year is June 21st. But what many may not know is that on June 21st communities across the nation come together to raise awareness for Alzheimer's disease. This year, staff from the **GFH Center of Excellence for Alzheimer's Disease** and the **Greenwich Medical Center** participated in The Longest Day event in Greenwich to paint the town purple for Alzheimer's awareness. The event featured resource tables, activities, as well as an educational seminar where **Heather O'Connor, Program Director** for the Center of Excellence for Alzheimer's Disease presented on the value of early dementia assessment. Our Greenwich Rehabilitation team also supported The Longest Day event by wearing purple. Keep up the great work!

## CINDY & SKEETS CANCER DAY GOLF TOURNAMENT

We would like to thank all of our sponsors and golfers for swinging into action this summer at the 11th Annual **Cindy & Skeets Cancer Day Golf Tournament**. With your help, we raised a total of \$103,229! You are making a meaningful difference to support patients and care at the C.R. Wood Cancer Center at Glens Falls Hospital.

## SAVOR

In October, our friends and donors enjoyed an evening of interactive cuisine, experienced tableside with 14 amazing chefs. This is the largest fundraiser to support the hospital each year and it was a beautiful evening on Lake George at the Inn at Erlowest. Thank you to all who came out to help us raise \$145,000 and joined us to sample the cuisine and enjoyed an evening of fun, laughter, and passion for Glens Falls Hospital.



Left to Right: Christina Denison, Physical Therapist, Shaina Curley, Site Coordinator, and Mike Watkins, Physical Therapist



Left to Right: Mary Madison, RN, Care Coordinator, Heather O'Connor, Program Director for CEAD, and Carol Byron, RN, Care Coordinator



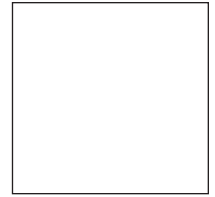
Left to Right: Sarah Wright, John Wright, Kevin Gallagher, MD, and Rebecca Gallagher





# Glens Falls Hospital

100 Park Street, Glens Falls, NY 12801  
518.926.1000 • [GlensFallsHospital.org](http://GlensFallsHospital.org)



## STAY CONNECTED ON FACEBOOK

Want a regular dose of Glens Falls Hospital news and updates? Be sure to 'like' us on Facebook where we share employee accomplishments, important updates, generous donations from our community, new initiatives and awards, and our patient stories.

## SUBSCRIBE TO THIS NEWSLETTER

Please email [newsletter@glensfallshosp.org](mailto:newsletter@glensfallshosp.org) with your preference for email or mailing address.

# Meet our Patient Transport Team!



Front Row, Left to Right: Connie Monrian, Walt Winchell, John Colvin, Katie Marshall, Georgianna Vance, Kelly Goodspeed.

Second Row, Left to Right: John Palmer, Chris Washburn—Supervisor, Michael Beckwith, Kody Brown, Matt Wilson, Joe Periard.

Missing from Photo: Mike Durant, Ron Zarczynski, Dheni Roemantz

On a daily basis, our Patient Transport team makes sure our patients feel safe, comfortable and at ease during their stay. This team transported over 50,000 patients last year, bringing them to more

than 20 different areas within the hospital. This is an average of over 4,300 patients per month!

"We may only spend a few minutes with these patients, but we talk to them and get to know them as they move throughout the hospital, and it helps to keep them positive and makes them feel like they are not alone," shared **Michael Beckwith, Patient Transport Aid**. "I've been here since January 2018 and have met so many people that I see out of the hospital and they remember who I am."

"Our transporters are a great group of men and women who have worked at Glens Falls Hospital from 7 months to 35 years (thank you John Palmer!)," said **Christine Washburn, Supervisor, Patient Transport**, who is about to hit her 20 year anniversary. Thank you to this incredibly dedicated group of team members that go above and beyond to demonstrate our values in action.