

GLENS FALLS HOSPITAL

A YEAR IN REVIEW 2017



Glens Falls
Hospital



Glens Falls Hospital

A **REGIONAL** HEALTHCARE SYSTEM



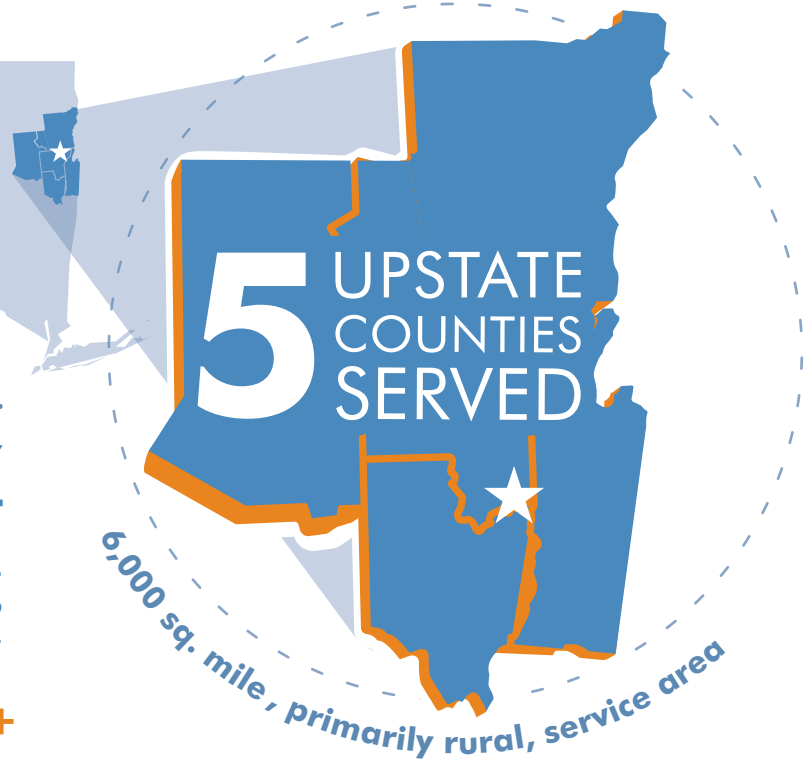
24 **REGIONAL**
LOCATIONS

10 *medical*
CENTERS



410
BEDS

LARGEST
HOSPITAL
BETWEEN
ALBANY
& MONTREAL



9 **SPECIALTY**
PRACTICES

4 **SPECIALTY**
OUTPATIENT
BEHAVIORAL
HEALTH CENTERS



2,700
EMPLOYEES

575+
MEDICAL
STAFF

175+ EMPLOYED PHYSICIANS,
PHYSICIAN ASSISTANTS
& NURSE PRACTITIONERS

C.R. WOOD
CANCER
CENTER

925+
PATIENTS DIAGNOSED
& TREATED ANNUALLY

Annually*

1,150
BABIES BORN

IN THE
JOYCE STOCK
SNUGGERY

50,000
E.D. VISITS

14,000
IN-PATIENT
DISCHARGES

SURGERIES
PERFORMED

11K+

*NUMBERS BASED ON 2017 CALENDAR YEAR

In my 10 years with the Glens Falls Hospital healthcare network, two things have never ceased to amaze me: the incredible quality of care that is provided here every day, and the extraordinary generosity of local people whose support make that care possible. In the pages that follow, you will learn about some of the many noteworthy investments your hospital made for the health of our community over the past year, and some that are still to come. These include new facilities and advanced technologies, as well as new services and the recruitment of new doctors and other healthcare professionals to our region.

Glens Falls Hospital experienced many triumphs in 2017. We were honored to receive \$19.95 million in state funding to create an integrated, patient-centered Medical Village on the main hospital campus. In addition, we completed a \$5 million renovation of The Joyce Stock Snuggery, construction of two brand new surgical suites, expansions to some of our primary care locations, and introduced new cardiac services to our community. We are continuously developing exciting plans to improve accessibility and quality of care through the growth of specialty services on and off campus.

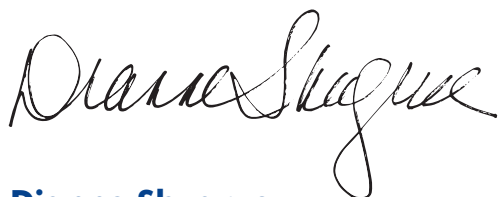
I would also like to take this opportunity to thank and publicly recognize the many people who made gifts to Glens Falls Hospital in 2017. Each and every donation made a meaningful difference in the lives of local people on our main hospital campus and our 23 regional healthcare facilities. It is your charitable gifts that enable us to continually bring the latest advancements in care and expertise to our community.

In the year ahead, more than 1,000 families will welcome new additions at the contemporary Joyce Stock Snuggery. People with heart rhythm conditions will find life-changing care here at home, rather than having to travel to Albany. Individuals experiencing a crisis will find important new services in our Emergency Department. Those in need of surgery will benefit from our new state-of-the-art operating rooms.

These wonderful resources, and so many others, are here for our community for one reason: **because our community is here for Glens Falls Hospital.**

On behalf of everyone at Glens Falls Hospital, thank you for your continued support.

Best of Health,



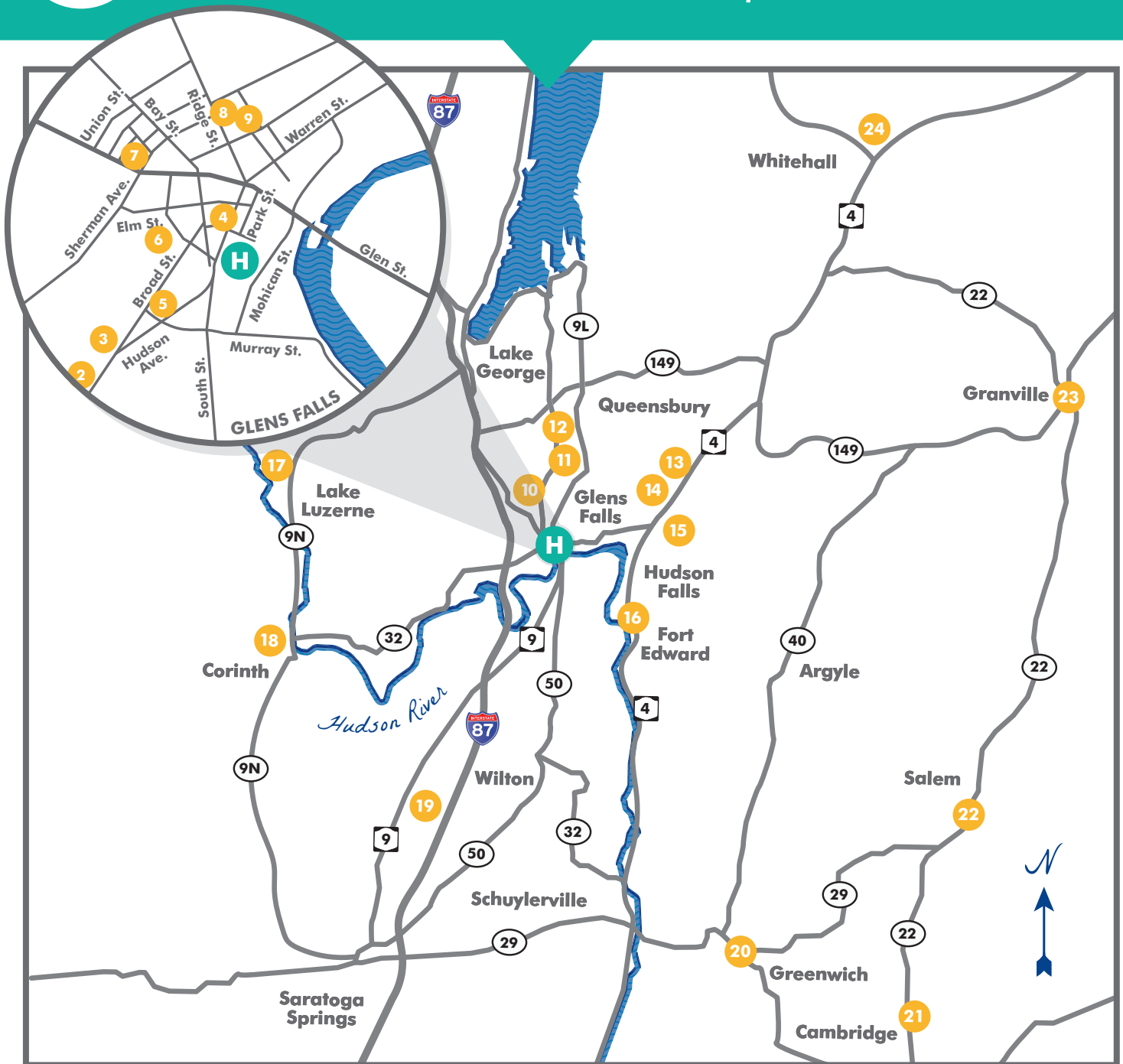
Dianne Shugrue
President & CEO





Glens Falls Hospital

24 REGIONAL LOCATIONS



H Glens Falls Hospital

2. Physical Therapy at Main Street
3. Glens Falls-Broad Street Medical Center: ENT, Internal Medicine, Nephrology
4. Surgical Specialists of Glens Falls Hospital Coming Soon
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. School-Based Health Center at Stuart M. Townsend Middle School
18. Evergreen Medical Center
19. Wilton Medical Center
20. Greenwich Medical Center
21. Cambridge Medical Center and Urgent Care
22. Salem Medical Center
23. Granville Medical Center
24. Whitehall Medical Center

HISTORIC AWARD & FUTURE EXPANSION

Glens Falls Hospital received a historic award in July 2017 to create an integrated, patient-centered Medical Village on the main hospital campus. This \$19.95 million in funding from the New York State Department of Health is believed to be the largest public or private grant in the hospital's history, which will support a portion of a strategic campus expansion project.

The "Medical Village" refers to bringing a wide range of outpatient medical services into one location, improving accessibility and coordination of care for patients, and communication and coordination between healthcare providers. At Glens Falls Hospital, the "Village" will be housed in a new medical pavilion offering primary care, with integrated behavioral health services; urgent care; advanced diagnostics; specialty ambulatory detoxification services to support individuals through the provision of treatment, prevention, and linkages with community resources; and advanced telemedicine capabilities. The hospital

also plans to relocate its Emergency Department to the new pavilion to ensure coordinated care and access to all outpatient services.

Preliminary plans call for an additional investment into new inpatient surgical suites. This aligns with long-term strategic facility plans for the hospital to improve operational flow and efficiency, while significantly enhancing both patient and provider experience through the latest surgical technology. "Glens Falls Hospital is both thrilled and humbled to receive funding through the Statewide Health Care Facility Transformation Program," said Glens Falls Hospital President and CEO, Dianne Shugrue. "It is an incredible investment in our organization and, more importantly, in our regional community."

The new 120,000 square foot addition will be constructed adjacent to the hospital's West Lobby, with an anticipated start of construction in 2019.

Proposed rendering of the new Medical Village.





Snuggery Babies

Blake Jones welcomed
her twin daughters in
The Joyce Stock Snuggery.

THE *new* JOYCE STOCK SNUGGERY

Glens Falls Hospital is proud to have unveiled the all new Joyce Stock Snuggery in September of 2017. The unit has always delivered an incredibly attentive, professional, and personalized birthing experience. Now, moms and dads can continue to experience high-quality care with a new level of comfort, along with the latest in birthing technology and equipment.

The family-centered birthing unit underwent a 12-month, \$5 million renovation and now includes twenty completely remodeled Labor-Delivery-Recovery-Postpartum care rooms where families experience all phases of the birthing process in the warmest, most welcoming environment in the region. An expanded and enhanced Special Care Nursery was constructed for newborns requiring more advanced care, allowing families to receive this unique care within their community. This project also included a new, larger waiting area for family and friends, two new nurses' stations, and reconfigured hallways to improve traffic flow for staff and patients.

This project was made possible by the support of several donors, including The Bill and Joanne Stock Foundation, which donated \$1 million towards the renovation project. Other major donors to the capital campaign include Stewart's Shops and the Dake family, The David S. and Janet R. Sheridan Foundation, The Sandy Hill Foundation, The Charles R. Wood Foundation, Philip H. and Susan K. Morse, and Irving Tissue.



A Dedication

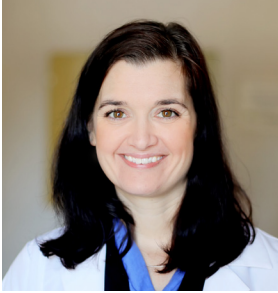
On November 8th, the Glens Falls Hospital Foundation was happy to host an exclusive donor event to reveal the new Joyce Stock Snuggery, attended by the Stock Family.

Pictured from left to right: Rick Stock, Randi Stock, Bill Stock, Tamsin Brown, Joanne Stock, Jessie Brown, and Stephen Brown.



WELCOME HOME

A Warm Welcome to Our Newest Providers



Jamie Bovair, ANP

Fort Edward
Medical Center



Jason Cossey, PA

Glens Falls Pulmonology



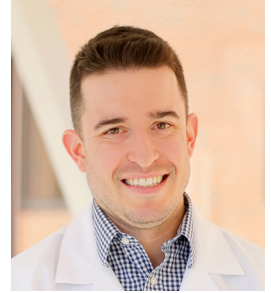
Ruth Fish, FNP

Glens Falls Neurology



Robert French, PA

Glens Falls - Broad Street
Medical Center



Kevin Grassi, MD

Pediatric Hospitalist
Program



Paul Haley, MD

Behavioral Health
Services



Jordan Haskins, PA

Orthopedic Specialists
of Glens Falls



Marcille Labban, MD

Hospitalist Program



Megan Rozell, PA

Granville Medical Center



Sheryl Salerno, FNP

Glens Falls Neurology



Melissa Seale, NP

Center for Children
& Families



Kari Sudfeld, FNP

Adirondack Urology



Henry Tan, MD

Adirondack Cardiology



Gregory Tillou, MD

Surgical Specialists of
Glens Falls Hospital

CARE BEYOND EXPECTATIONS

Accreditations, Awards, and Recognitions

- The Joint Commission
- American Academy of Sleep Medicine – Sleep Disorders Center
- American College of Radiation, Mammography Accreditation Program – The Breast Center
- American College of Surgeons, 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 of Ultrasound, CT Scanner and PET Scanner
- American Heart Association – Mission: Lifeline – STEMI Receiving Center BRONZE Achievement Award Hospital
- American Association of Diabetes Educators – Self-Management Education Classes
- Blue Cross Blue Shield - Blue Distinction Specialty Care 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/PET Accreditation
- Intersocietal Accreditation Commission (IAC), Extracranial Cerebrovascular Testing
- National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home Level 3, 2014 (10 Regional Medical Centers)

PICTURE PERFECT

Medical Imaging at Glens Falls Hospital

Glens Falls Hospital continues to invest significantly in state-of-the-art medical imaging equipment, most notably through the development of MRI services, as well as the addition of a new GE SPECT/CT unit installed in March 2017. SPECT/CT systems combine single photon emission computed tomography (SPECT) and computed tomography (CT) into a single image, and presents combined results to aid physicians in making treatment decisions all in one study. The new nuclear medicine camera provides unique information that often cannot be obtained by other imaging procedures and continues to position Glens Falls Hospital as a leader in medical imaging, while expanding specialized services for our cardiac and oncology patients.

Plans continue into 2018 for an expansion of our existing medical imaging department, to accommodate the addition of a new Siemens 1.5T wide-bore MRI machine. The new MRI will continue to support the hospital's patient-focused care and introduce a new service to the already existing modalities of X-Ray, Mammography, Ultrasound, CT, and Nuclear Medicine imaging services.

YOUR LIFE, OUR MISSION

The C.R. Wood Cancer Center



In 2017, the C.R. Wood Cancer Center debuted a new, state-of-the-art pharmacy. Made possible by the support of generous donors, including the Charles R. Wood Foundation, the new pharmacy features a clean room work area that keeps employees safe while producing the chemicals and drugs necessary for patient treatments. Previously, chemotherapy drugs had been prepared in a small space, about the size of a kitchenette, originally built in 1993. "It is truly an honor to have a pharmacy where every patient in our community can entrust their lives and receive an exceptional experience with the best quality care," said Nancy Huntington, Director, Pharmacy at Glens Falls Hospital.

The C.R. Wood Cancer Center provides interdisciplinary care on an outpatient basis, serving the young adult to geriatric population diagnosed with cancer and blood disorders. Services include screening, diagnosis, hematology and oncology treatment, genetic counseling, clinical research, education, psychosocial support, rehabilitation, and survivorship care.

“

This past year was a difficult one for me, being diagnosed with breast cancer. I therefore feel the need to **commend the staff of the Cancer Center for their care and compassion during my journey.** The [breast center] techs and nurses that did my mammograms, ultrasounds, or took part in my biopsies were wonderful. They held my hand, explained exactly what was happening, what they were seeing. At no time did I feel like a number to them. After each biopsy someone called a day or two later to make sure I was recovering okay.

*An excerpt from a letter sent to Donna Winchell, BSN, RN, OCN,
Oncology Service Line Administrator, from Karen Emmons*

EXPANDING ACCESS

Investing in Essential Healthcare Services

Over the past two years, Glens Falls Hospital has continued to invest in enhancements to our medical centers, in addition to the establishment of a crisis care center in our Emergency Department. These renovations are partially supported through New York State's Capital Restructuring Financing Program (CRFP), to support the development of coordinated ambulatory care services, leading to an integrated delivery system that strengthens and protects continued access to essential healthcare services.

Nearly \$1.15 million has been invested in a new crisis care center to provide readily accessible behavioral health emergency services to adults and adolescents, supporting a rapid de-escalation

of the crisis. The specially trained staff will link complex patients to appropriate care resources and supportive services available throughout the Glens Falls Hospital health system and surrounding community.

An additional \$2.1 million has been invested in four of our regional medical centers to support primary care expansion and integration of behavioral health services. As a result, patients in Wilton, Cambridge, Granville, and Greenwich will see expanded access, while facility changes will improve communication among healthcare providers and assure that care is well coordinated and patient-centered.

For More Information
GlensFallsHospital.org/PhysicianPractices

Investing in Care

Expansions to Granville Medical Center are one of the many ways we are expanding access to quality care.



THE HEART *of* OUR COMMUNITY

Cardiac Care at Glens Falls Hospital

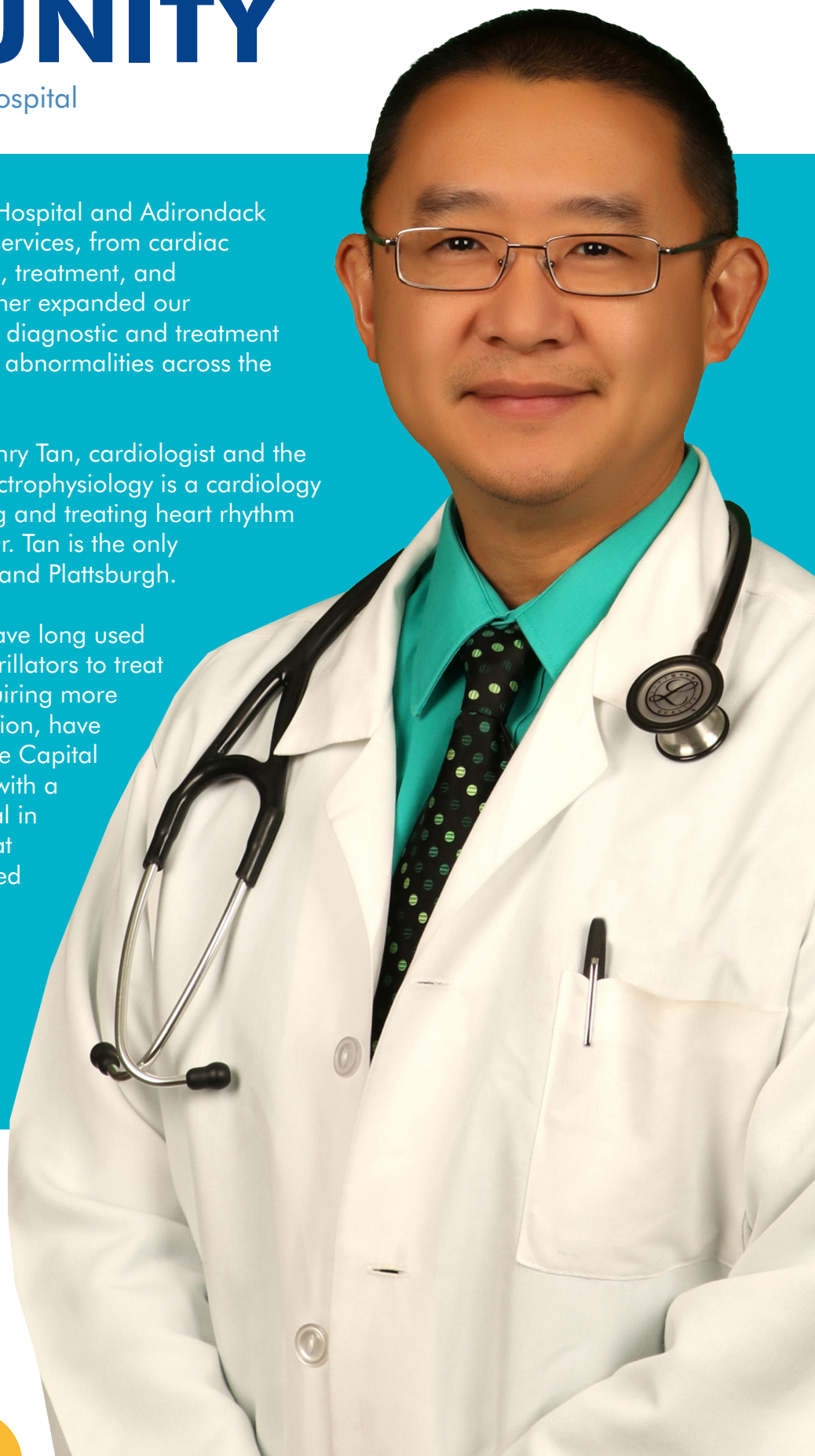
The integrated team of Glens Falls Hospital and Adirondack Cardiology provide a full range of services, from cardiac screening and wellness to diagnosis, treatment, and rehabilitative care. In 2017, we further expanded our cardiology services by bringing new diagnostic and treatment options to people with heart rhythm abnormalities across the hospital's five-county service area.

We were thrilled to welcome Dr. Henry Tan, cardiologist and the region's first electrophysiologist. Electrophysiology is a cardiology sub-specialty focused on diagnosing and treating heart rhythm conditions known as arrhythmias. Dr. Tan is the only electrophysiologist between Albany and Plattsburgh.

Glens Falls Hospital cardiologists have long used medication, pacemakers, and defibrillators to treat some arrhythmias, but patients requiring more significant treatments, such as ablation, have had to travel to other hospitals in the Capital Region. Dr. Tan's training, coupled with a \$500,000 investment by the hospital in ablation technology, now means that many of those patients can be treated right here in our local community. Additional services offered by our team of cardiologists include angioplasty, cardiac rehabilitation, stenting, pacemakers, cardiac catheterization and ICD implants.

Schedule a Consultation

with Adirondack Cardiology at 518.792.1233.



SPOTLIGHT *on* INNOVATION

Investments in equipment and information technology continue to drive significant advancements for the Glens Falls Hospital network, with a focus in 2017 on lab automation, medication dispensing, and enhancements to our Electronic Medical Record (EMR) system, Cerner.

Lab Automation

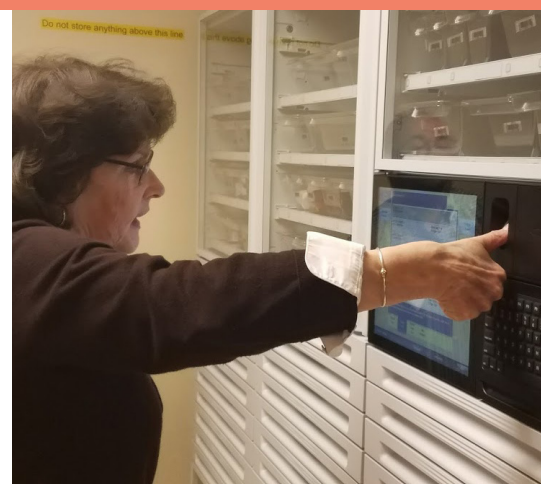
The Roche 8100 Automation Line, an innovative state-of-the-art system, went live in April 2017, after a year of planning. The system completes pre-analytic processing before samples are tested, transports the samples to the appropriate instruments for tests, and delivers the results right to the computer. This system leads to greater consistency of results and faster turnaround times.

Medication Dispensing Cabinets

Simultaneously, we implemented the Omnicell XT Series Automated Dispensing Cabinets for the safe and efficient dispensing of medications to all hospital departments. Omnicell's solutions for medication management has helped improve workflows for the pharmacy and nursing units as well as decrease user error. The cabinet system features seamless interoperability with the hospital's EMR system, creating greater efficiency for nursing by removing redundant tasks during medication administration.

Enterprise-wide Enhancements

In late 2016, Glens Falls Hospital began an enterprise-wide IT transformation to establish an integrated platform for billing, revenue cycle, patient registration, inpatient and outpatient medical records, and population health management. This transformation to Cerner allows us to aggregate data to better track and improve clinical outcomes for patients. This transformation continued throughout 2017 with upgrades to address security vulnerabilities, maximize efficiencies, and ensure compatibility with other technologies used at the hospital. A total of 15 new applications were also added in 2017, and extensive and ongoing investments were made to ensure continued security of all data and protect against ransomware and other cyber threats. The patient and clinician experience has also been significantly improved due to robust wireless enhancements at our main campus. In total, over \$5 million of information technology upgrades were completed in 2017, with a focus on additional optimizations, upgrades, reporting, and innovations in 2018.



BY *the* NUMBERS



\$37 million
in benefits for
low-income,
under-served
communities.



Reinvested
\$19.3 million
back into facilities,
equipment, and
technology.



Allocated
nearly **52% of**
budget to
employees
through wages
and benefits.



\$91 million
in tax dollars
generated
to stimulate the
local economy
and New York
State, with **4,200**
jobs created by
Glens Falls
Hospital.

EXPENSES & GIVING

Hospital Expenses

Salaries, Wages, and	
Employee Benefits:	\$181.9 million
Supplies and Other:	\$147.4 million
Depreciation:	\$16.055 million
Interest/NYS Assessment:	\$4.05 million
Total Expenses:	\$349,405,000

Philanthropic Support (Foundation)

Snuggery Improvements:	\$1.156 million
Unrestricted Contributions:	\$636,500
Cancer Programs:	\$477,300
Surgical Services:	\$211,200
Equipment and Renovations:	\$83,800
Community Health Centers:	\$65,600
In-Kind Donations:	\$30,500
All Other:	\$222,100

Total Philanthropic Support: \$2.883 million

EXPANSION of SURGICAL SERVICES

Glens Falls Hospital announced a major expansion in surgical services for the region, including significant growth of Surgical Specialists of Glens Falls Hospital, as well as an additional physician practice location and 2 new surgical suites within the existing hospital.

Gregory Tillou, MD was the first surgeon to join Surgical Specialists of Glens Falls Hospital in September 2017, and is currently seeing patients on the lower level of the Pruyn Pavilion of Glens Falls Hospital. He will be joining together with five general surgeons from the privately-owned, Glens Falls-based practice, Baywood Surgical Associates, who will also become employed providers of Glens Falls Hospital. In addition to General Surgery, Glens Falls Hospital plans to further expand the Surgical Specialists team by integrating three existing Glens Falls Hospital physician practices to the group, including the Center for Lung and Chest Surgery, Adirondack Urology, and Orthopedic Specialists of Glens Falls.

We are currently creating an integrated and advanced physician practice office for the expanded Surgical Specialist group within

14 Hudson in Glens Falls. Glens Falls Hospital is leasing roughly 26,000 square feet of the newly constructed Bonacio building adjacent to the hospital's Emergency Department. Surgical Specialists of Glens Falls Hospital is expected to move into their new home in early 2019.

The providers will conduct patient consultations at the 14 Hudson location, with surgeries and major procedures being performed in two new state-of-the-art operating rooms at Glens Falls Hospital. In 2017, the hospital received a large private donation for the construction of these two innovative operating rooms (ORs). This project also included the construction of a new admission area, Post Anesthesia Care Unit (PACU), and nurses' station. These new ORs are equipped with interactive technology that meets the highest standards of patient safety and comfort, bringing the most advanced medical technology to the region.

Thanks to the local family foundation, more than half a million dollars was contributed to the \$1.6 million project, successfully allowing Glens Falls Hospital to enhance the surgical experience for patients, families, and providers.

A Warm Welcome

A newly constructed
Post Anesthesia
Care Unit.



EXCELLENCE *in* CARE

The Center of Excellence for Alzheimer's Disease

The Center of Excellence for Alzheimer's Disease at Glens Falls Hospital offers an interdisciplinary approach to diagnosing and managing Alzheimer's disease, and related dementias. Our team is comprised of specialists who are trained to assess patients affected by cognitive decline, and offers a care management component to support the patient and caregiver when a diagnosis is made. The Center promotes earlier diagnosis, supports patients and caregivers, acts as a conduit to community

resources, and serves as a leader in education for providers, patients, and families. Glens Falls Hospital received the designation as a Center of Excellence for Alzheimer's disease by the New York State Department of Health, and was awarded \$2.1 million in state funding over a five year period to serve the Northeastern region of NYS. It is one of ten such centers in the entire state. Patients, family members, caregivers, and medical providers can contact The Center to schedule an appointment.

Schedule an Appointment

518.926.2940 | GlensFallsHospital.org/AlzheimersCenter

PRIORITIZING PATIENTS

The Importance of 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. Many of our care coordinators have participated in rigorous new trainings to ensure appropriate care for our most vulnerable populations. Every month, our Care Coordination team is working with nearly 1,100 adults and youth to support improved health for individuals and families in our region.

More than 85% of our adolescent population receiving care coordination is considered high risk, needing the most intensive services and support from our team. Our team has almost

doubled the number of children served from 2016 to 2017, currently providing care for more than 60 adolescents in our region. During the same time period, our care coordinators have also increased the number of adults served by almost 40%. Much of this increase can be attributed to daily screenings in our Emergency Department for patients in need of additional services and support. Care coordinators are also providing longitudinal care coordination to support improved health outcomes for patients of our 10 regional Medical Centers, most notably completing risk stratification to prioritize our highest risk patients. In total, over 1,000 adults received care coordination services in 2017, reducing unnecessary trips to the emergency room and supporting fewer visits to the hospital for avoidable reasons.



Improving our Vitals

Glens Falls Hospital continues to advance and enhance the technology that our nurses use every day. One change that made a big impact on the workflow for nurses and patient care associates was the implementation of Welch Allyn Connex Vital Signs Monitors in our patient care areas. The new machines have the ability to provide accurate and automatic spot-check vitals and continuously monitor higher acuity patients. The monitors communicate directly with the hospital's electronic medical records, which has led to better-quality documentation, and provided a significant time savings for nurses and techs – ultimately supporting improved patient safety and clinical decision making. In the first six weeks of this being turned on, 170,000 results were seamlessly transitioned into the EMR, speeding up data entry and eliminating potential transcription errors.

Nursing Satisfaction

At a time when nursing shortages are making national news, we are proud to be a place nurses want to work! The most recent National Database of Nursing Quality Indicators (NDNQI) Nurse Satisfaction Survey measures areas such as perceived quality of care, interprofessional relationships, and resource adequacy. In 2017, Glens Falls Hospital registered nurses rated their work environments higher than the national average in six out of the eight categories that were measured.

Evidence shows the higher percentage of BSN (Bachelor of Science in Nursing) prepared and board certified nurses at the bedside is associated with better patient outcomes. We offer tuition assistance, flexible schedules, and educational stipends to support nurses seeking to advance their education and obtain certification.



career

ELEVATED

Glens Falls Hospital offers career advancement opportunities, tuition reimbursement, and other top benefits. Join our team of dedicated nurses and see your career elevated.

GlensFallsHospital.org/Careers

THE POWER of NURSING

“

I wanted to take a moment to acknowledge the great staff you have in your Infusion Center. After 5 weeks of daily visits, I left impressed by the friendly efficiency of all the nurses. Their ability to work so well together, despite frequently being filled to capacity and juggling for space, was amazing. The nurses' optimism, kindness, and smiles went a long way to soothe frayed nerves and make the experience as pleasant as possible.

Excerpt from an anonymous patient's letter of gratitude.

STATS & FACTS

The percentage of BSN-prepared RNs **increased 3% in 2017**

The percentage of Nationally Board Certified RNs **increased 3% in 2017**

COMMUNITY FIRST

Improving the Economy and Community

Our mission extends well beyond the walls of the hospital or any of our 23 regional locations, through activities to improve the health and well-being of the people and communities in our five-county service area.

Glens Falls Hospital also offers many free screenings and programs throughout the year to support healthy living. We provide programs in breast cancer awareness, cervical cancer awareness, ovarian cancer awareness, skin cancer awareness, and cancer risk reduction.

In 2017, our Cancer Services Program screened more than 150 high-need individuals for breast, cervical, and colorectal cancer. Our nurses also

volunteer at places like the Glens Falls Farmers' Market, Adirondack Thunder hockey games, West Mountain, and more! Whether it is handing out hot chocolate on a cold day at the mountain or checking blood pressures at the farmers market, the Glens Falls Hospital team is here for you.

Amanda's House provides a home away from home to patients and their families who have traveled a distance for healthcare.

Our Health Promotion Center focuses on strategies to make it easier for people to eat well, live tobacco-free, be physically active and, obtain quality preventative care.



STATS & FACTS

Partnered with 4 local communities to establish new policies that **reduce exposure** to secondhand smoke in outdoor areas

Created **more than 330** new smoke-free homes

Provided nearly **2,500 households** with over **17,000** pounds of fresh produce through a mobile fresh produce pantry

Worked with **4 local school districts** to improve local wellness policies and increase opportunities for physical activity and nutrition

VITAL SUPPORT

Our Glens Falls Hospital volunteer community donated over 27,000 hours of service in 2017, including pre-med college student volunteers, teens and adults. From greeters to lab runners, our volunteers are a vital part of our community and are often the unsung heroes of Glens Falls Hospital. Today, more than 275 volunteers of all ages support over 30 different departments of our network. In 2017, our volunteers delivered nearly 1,200 floral arrangements, made more than 440 walker bags for our rehabilitation unit, created nearly 2,000 hats and pillowcases, supported major patient mailings, and helped to provide pet therapy in our behavioral health unit, just to name a few.

Glens Falls Hospital is also forever thankful for the nearly **\$3 million** in total gifts and contributions in 2017, the largest annual amount raised since the early 2000's during the campaign for the new Northwest Tower.

Glens Falls Hospital is honored to have the support of local and state elected officials. In 2017, we were delighted to have a visit from our friends Senator Betty Little, NYS Commissioner of Health Dr. Howard A. Zucker, Senator Charles R. Schumer and NYS Governor Andrew M. Cuomo to talk about various healthcare initiatives.

Interested in Volunteering?
GlensFallsHospital.org/Volunteer



GLENS FALLS HOSPITAL BOARD OF GOVERNORS 2017

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Glenda Kelman, RN

Vice Chair

Joseph Raccuia

Secretary

Mark Behan

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Dianne Shugrue

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NEW FOR 2018

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William G. Powers, Jr.

President/Medical Staff

Sean Bain, MD

Carl Cedrone, AAMS

Gregory Champion, Esq.

Debra Meier *Chair/GFH Foundation*

GLENS FALLS HOSPITAL FOUNDATION BOARD OF TRUSTEES 2017

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NEW FOR 2018

Chair

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Vice Chair

Eric Cottrell, DDS

Secretary

Katherine Herlihy Schwenker, Esq.

President/Medical Staff

Sean Bain, MD

Immediate Past Chair

Carl Cedrone, AAMS

Marc Monahan

Andrew Brodie

*Term ended 2017

GRATITUDE & GIVING

The Glens Falls Hospital Foundation

It has been an honor and a privilege to serve as the Glens Falls Hospital Foundation Chair over the last two years. During this time, I have seen new and exciting advancements in medicine and technology brought to Glens Falls Hospital through your generous support. The elevated level of care provided at GFH is made possible by the dedicated staff, as well as the community that gives back to its hospital so generously.

2017 was the Foundation's most successful year in recent history, with almost \$2.9 million raised! Some of the highlights of the year's community support include a \$1 million donation from the Bill and Joanne Stock Foundation and the completion of the fundraising project for the Joyce Stock Snuggery, major contributions from a local family for 2 new operating rooms in the Northwest Tower, and significant support from a local foundation for the new CT Simulator in the C.R. Wood Cancer Center.

Thank you, once again, for all you do for Glens Falls Hospital. We look forward to continuing to partner with you to ensure the highest quality of care available to our families, friends, and neighbors!

Sincerely,

Carl Cedrone

Carl Cedrone, AAMS
Glens Falls Hospital
Foundation Chair
2016-2017

On August 24th, 2017, donors who supported the new pharmacy in the C.R. Wood Cancer Center attended a celebration to view the newly completed project.

Pictured from left to right: Foundation Board members Carl Cedrone (Chair), Lisa Ostrander, and Board of Governors member Bill Hart. Ms. Ostrander and her husband were major donors to the project.



SAVE the DATES

**SUPERHERO 5K
& 1 MILE FUN RUN**
Saturday, June 16th, 2018
Six Flags Great Escape
and Splashwater Kingdom

**CINDY & SKEETS CANCER
DAY GOLF TOURNAMENT**
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(Left) A few of the members of the 2017 **South High Marathon Dance** pose in front of the patient room named in recognition of their \$25,000 contribution to The Joyce Stock Snuggery.

(Top) **President and CEO Dianne Shugrue** and **Greg Champion** (now member of the Board of Governors) attend a special reception on March 29th, 2017 that showcased the Nuclear Med Camera and the new The Joyce Stock Snuggery project.

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(Left) In September, **Yankee Boating Center** on Lake George and the **Brodie Family** held their second Boating for Babies fundraiser, raising over \$17,000 to benefit The Joyce Stock Snuggery.

(Top) The Adirondack Thunder hosted **Pink in the Rink** on February 4th, 2017. Players wore commemorative breast cancer awareness jerseys for the game. This year, \$11,712 was raised when the jerseys were auctioned post-game with proceeds going to the C.R. Wood Cancer Center at Glens Falls Hospital.

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(Left) **Randi Stock** accepts a certificate from President and CEO **Dianne Shugrue**, in recognition of the Bill and Joanne Stock Foundation's donation made in memory of her late grandmother, Joyce Stock, for whom the new Joyce Stock Snuggery has been named.

(Top) **Chad Richards** of Glens Falls National Bank and Board of Trustees member **Josh Koons** attend the Joyce Stock Snuggery donor event on November 8th, 2017.

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(Left) President of the Board of Governors of Glens Falls Hospital, **Glenda Kelman, RN** recognizes those present at The Joyce Stock Snuggery donor event on November 8th, 2017.

(Top) Glens Falls Hospital accepted a check from **Glens Falls City School District** through an annual community effort known as "**Pennies for Pink**." Sixth grader, Jack, coordinates the penny collection from families within the school district to support the C.R. Wood Cancer Center's Randy's Patient Assistance Fund.

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I see Karen Bruce every three months and I call her my Health Care Angel. I have the greatest trust in her, she has been my primary care provider since the beginning. [Karen] oversees my treatment and translates the indecipherable language of medicine to me. She not only monitors my health, but my medicine, suggesting new or different medications, explaining the tests that others have taken but cannot explain. She asks about my life and answers my questions. She is a fierce advocate for her patients. **Karen seems to remember that I am a human being, not a blood test.**

*An excerpt from "Saying Goodbye to My Health Care Angel"
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FALL INTO FITNESS 5K

Saturday September 9th, 2017 at the Six Flags Great Escape Splashwater Kingdom

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A NIGHT AT THE CHEF'S TABLE

Tuesday, October 10th, 2017 at the Lake George Club

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Get Involved!
See page 22 for 2018 events.



(Left) 212 golfers teed off in the 9th annual **Cindy and Skeets Cancer Day Golf Tournament**, where \$106,000 was raised to benefit the C.R. Wood Cancer Center. Since 2009, over \$956,000 has been raised for the patient support programs as well as countless improvements for the C.R. Wood Cancer Center.

(Right) \$126,000 was raised on a beautiful October evening at **A Night at the Chef's Table** held at the Lake George Club. Over 200 guests attended and experienced an evening of interactive culinary theatre along with superb wine tastings as 13 celebrated chefs prepared mouth-watering dishes. The evening featured Steven Brundage, runner-up on America's Got Talent, as our Master of Ceremonies along with world-class French pastry chef, Francois Payard.

(Above) 100 runners participated in the 1st **Fall Into Fitness 5k** on Saturday, September 9, 2017 at Six Flags Great Escape Splashwater Kingdom. Winners enjoyed great prizes including season passes and overnight lodge stays. \$8,600 was raised in support of Amanda's House at Glens Falls Hospital, a home away from home for patients and families who have traveled a distance to seek healthcare.



Glens Falls Hospital

100 Park St, Glens Falls, NY 12801

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Glens Falls Hospital



Our mission is to
improve the health
of people in our
region by providing
access to **exceptional,**
affordable, and
patient-centered
care every day and
in every setting.