Glens Falls Hospital

SERVING THE COMMUNITY FOR 120+ YEARS
Within the pages of this report you will find the Glens Falls Hospital mission come to life through the work and dedication of our more than 2,500 physicians, nurses and other caregivers and team members. Every day, our team is hard at work to ensure our friends and neighbors have access to high-quality, local healthcare today and for generations to come.

Throughout our 120+ year history, we have strived to make a positive impact in the lives of the people we serve: whether by caring for people when they’re sick or partnering with community organizations to help keep people well. Our patients and community are at the center of everything we do and every decision we make. Although I am proud of all that we have accomplished in 2019, I am particularly proud of what we’ve achieved together to improve the delivery of local healthcare.

Together we’ve:
Streamlined operations in our emergency department to ensure patients can access care when and where they need it;
Continued to make great progress toward achieving Magnet® status: a prestigious distinction that recognizes exceptional nursing care;
Welcomed new leaders, providers and other team members to the Glens Falls Hospital family, including Dr. Howard Fritz as Chief Medical Officer and Vice President of Medical Affairs and welcoming back Raymond Agnew, CFRE as Vice President of Hospital and Community Engagement;
Opened new locations, including the Surgical Specialists of Glens Falls Hospital and Orthopedic Specialists of Glens Falls Hospital at 14 Hudson Ave in Glens Falls and our new location in Moreau for medical imaging and lab services, both designed with patient convenience and experience in mind;
Continued to give back to the community through donations and sponsorships, department volunteer efforts and fundraisers and countless volunteer efforts and fundraisers and countless community activities to benefit our region outside the walls of our hospital building.

We have also made great progress towards affiliating with Albany Med by signing a definitive agreement in 2019 and receiving regulatory approval in early 2020. We expect to finalize our affiliation this year and officially become part of the capital region’s most comprehensive health network. These are just a few of the many ways we’ve worked to raise the bar for how care is delivered in our region and I invite you to flip through these pages to learn even more.

Our successes are made possible by patients, employees, physicians, nurses, community partners and foundation donors who supported Glens Falls Hospital in 2019. We are deeply grateful for your support this year and every year, and we look forward to all that’s ahead in 2020.

Best of Health,
Dianne Shugrue
President & CEO

SAFER SURGERY THROUGH OPIOID-FREE PAIN CONTROL
Benjamin Rieff, MD • Chairman, Department of Anesthesia

The regional anesthesia program has increased the number of nerve blocks over 40% in 2019 from the total in 2018. Glens Falls Hospital anesthesia providers look beyond the operating room to deliver the best pain control to patients. Most excitingly, patients now have the option to return home with perineural infusions so that the pain control from nerve blocks can last days instead of hours. In fact, many of our shoulder surgery patients will leave the hospital and take no opioid pain medication post-operatively. The decreased need for opioids allows Glens Falls Hospital patients to better avoid unwanted side effects of opioid pain medications including nausea, vomiting, constipation, decreased breathing, itching and addiction. Glens Falls Hospital places the greatest number of ON-Q perineural catheter infusions in the capital region placing Glens Falls Hospital firmly on the forefront of opioid sparing surgery. Glens Falls Hospital added two full-time nurses in 2019 that are dedicated to the regional anesthesia program, Charlene Knight and Kimberly Smith.

The Glens Falls Hospital Department of Anesthesiology has made great strides improving patient recovery from anesthesia and surgery. Coupled with the great number of nerve blocks, these measures help reduce patient’s pain, nausea, recovery times and overall response to the stress of surgery. In fact, Glens Falls Hospital opioid usage in the surgical recovery areas has dropped by over 50% in the past two years.

Patient safety is always top of mind at Glens Falls Hospital. At the end of 2019, the Department of Anesthesiology rolled out the post-operative capnography initiative. Capnography allows Glens Falls Hospital nursing staff to remotely monitor patient breathing while patients recover from general anesthesia. Capnography is another layer of patient safety in reducing breathing complications from anesthesia.

What does all this mean to you as a patient? Increased comfort and safer surgery.
A new partnership promises to strengthen healthcare services in the Glens Falls region. In 2019, Glens Falls Hospital and Albany Med announced the first steps of an affiliate relationship between the two institutions. Beginning with a Definitive Agreement approved by both Boards in September 2019 and contingent approval from the New York State Department of Health in February 2020, Glens Falls Hospital will join the Albany Med Health System—the largest healthcare network in our region. The affiliation is expected to be finalized this summer.

“We are pleased to share that the affiliation process is near complete, and we look forward to sharing continued updates with our patients and community as we work with Albany Med to finalize the partnership,” shared Dianne Shugrue, President and CEO. “Our work as a system is just beginning, and we look forward to partnering with Albany Med and the other community affiliates to thoughtfully plan for regional healthcare into the future.”

“As a regionally-governed system, we exist and grow solely to meet the needs of our community,” said Steven Frisch, M.D., Albany Med Senior Executive Vice President for the Integrated Delivery System. “Along with our partners at Columbia Memorial Health and Saratoga Hospital, we are steadfastly committed to ensuring that residents throughout northeastern New York have access to consistently exceptional care close to home now and in the years to come.”

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.

Meeting our patients’ needs is an ongoing process and journey and we determined there were opportunities to better meet the needs of our TGNCNB community. As a healthcare system that strives to be inclusive, a multidisciplinary workgroup was formed to develop policies and procedures, assessing both environmental accommodations and responding to staffs’ educational needs.

Those identifying as transgender often face a unique set of challenges, such as lack of family support, social rejection and difficulty of access to trans-specific healthcare, that increase their risk of suicide. Thus, the goal of this workgroup is for GFH staff and providers to be inclusive, treat this community with dignity, and be knowledgeable regarding their unique healthcare and psychosocial needs.

Celeste Steele, VP of Quality and the senior leader spearheading this initiative shared, “Providing gender affirming care is an ongoing journey which we will continue to pursue.” A special thanks to members of the Transgender Support Group at True North who have shared their personal stories and have opened their hearts to us.

Did you know that the TGNCNB community has a 31 – 50% suicide attempt rate, depending on age and gender identity?
Our Emergency Department (ED) is the largest and most comprehensive in the North Country, with over 45,000 patient visits last year. Providing exceptional care to our patients remains our top priority. Over the past year, our dedicated team of over 150 physicians, physician assistants, nurse practitioners, nurses, administrators and support staff have focused on improving the efficiency and quality of care for all patients: from our newest additions to our seniors, who present to our Emergency Department with a medical emergency.

Our timeliness of care metrics and patient-experience scores place our department amongst the top performing in the state and nation. Our Emergency Department with a medical emergency.

When a life-threatening emergency happens, you can be confident our ED team is ready. Our Stroke Center of Excellence designation validates we are capable of recognizing and treating stroke patients as quickly as possible and in the right place. In fact, our ED outperforms other area stroke centers with delivery of “clot buster” medications within the recommended timeframes. And for those experiencing a heart attack, our well-established PCI program delivers life-saving interventions consistently, and substantially under the 90-minute goal. We work closely with the regional emergency squads to expedite critical interventions, and continually advance the care we provide.

Our entire team of professionals is dedicated to caring for you and your loved ones; it is our passion and privilege! Thank you for placing your trust in us.

One of the exciting new types of treatment offered at the C.R. Wood Cancer Center is called immune checkpoint immunotherapy. Immunotherapy is a novel type of treatment that utilizes the body’s immune system to fight off cancer. This is in contrast to traditional chemotherapy, which relies on “cytotoxic effects” of medications that directly damage cells and affect their ability to divide. Cancer is often able to overcome the toxic effects of chemotherapy leading to eventual resistance and progression of disease. This is why a cure remains elusive for patients with advanced cancer.

The human body possesses the ability to identify and destroy cancer cells for most types of cancer. However, in order for cancer to grow, it must find a way around this immune surveillance. James Allison, PhD at the MD Anderson Cancer Center discovered the cell surface protein CTLA-4, which functions as the “brakes” of the immune system. He discovered one way cancer can evade the immune system: Tasuku Honjo, MD, PhD from Kyoto University in Japan discovered the protein PDL-1 as another important checkpoint in immune regulation. Both of these proteins can be targeted by medications to allow the immune system to identify and destroy cancer cells. There are currently 6 medications approved which target this pathway. To date, these medications have improved the 5-year overall survival of some lung cancer patients by almost 20% and the long-term survival of advanced melanoma patients to over 50%. Clinical trials are currently underway with other types of cancer, including head and neck cancer, kidney cancer, liver cancer, bladder cancer and certain types of colon and breast cancer.

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Currently, research is focused on who benefits from these medications and in what sequence they should be delivered. Combining these treatments with cytotoxic chemotherapy has shown to improve response rates and overall survival in many types of cancer. The C.R. Wood Cancer Center participates in these types of clinical trials through our affiliation with the University of Vermont and the Alliance for Clinical Trials in Oncology. Participation in research allows our patients to get the most up to date care.

When patients come to the C.R. Wood Cancer Center, they can be sure they are receiving state of the art cancer care. Our oncologists work closely with radiation oncologists, interventional radiologists, pathologists and all the other medical specialties to ensure the best outcomes for our patients. Receiving cutting-edge cancer care close to home is the main benefit of our community Cancer Center, and we look forward to continuing to advance the science of cancer treatment.

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At Glens Falls Hospital, we are 2,500-team members who are proud to care for our friends and neighbors. We eat, play, work and live in this community and our team loves to give back and care for our region outside the walls of 100 Park Street. See what we’ve been up to this year!

12 Months of Caring
Through ‘12 Months of Caring,’ the Wound Healing Center at Glens Falls Hospital chooses a local organization every month to donate to or volunteer their time. In December, the Wound Healing Center participated in the North Country Festival of Trees and was ultimately awarded “Most Creative” and “Best in Festival”.

T3 Hits the Trails Congratulations to our team on Tower 3, who reached out to lend a hand on The Perimeter Trail around Dynamite Hill in Chestertown, NY.

Habitat for Humanity
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!

The Health Promotion Center goes GoGa!
This school year Stuart M. Townsend Elementary (Hadley-Luzerne) and Whitehall Elementary received a GoGa Ball Pit, thanks to the work of our Health Promotion Center staff.

Adopt-a-Family
In December 2019, 52 departments at Glens Falls Hospital participated in our holiday adopt-a-family program, helping to bring gifts and cheer to 28 families in our local community.

Food Drive for Open Door Mission
Our Laboratory team came together to donate 6 turkeys and 50 loaves of bread to the Open Door Mission, which assisted with holiday dinners and the Backpack Program.

American Red Cross Blood Drives
In 2019, Glens Falls Hospital hosted 6 American Red Cross Blood Drives and was able to collect 303 units of blood.

Cycling for Stroke Awareness
Our dynamic team of leaders supported the American Stroke Association and the American Heart Association by riding in CycleNation and raising $2,610!

GFH Volunteer Breakfast
We held our Celebration of Champions Volunteer Recognition Breakfast at the Fort William Henry in Lake George where 82 guests were honored with a total of 25,760 hours of service the previous year, assisting in over 36 departments and locations.

Annual United Way Campaign
A very big THANK YOU to all of the generous donors who participated in this year’s United Way Campaign, which raised nearly $35,000 for our local community and the organizations that provide essential services to our patients and their families.

Adopt-a-Family was awarded “Most Creative” and “Best in Festival”.

We hosted a wide variety of free community education and screening events, including skin cancer screening, sepsis awareness education, High School to Healthcare, and orthopedic education programs on topics like opioid-free anesthesia options, hip and knee arthritis, and shoulder arthritis.

The Healing Center participated in 12 Months of Caring, which is a program where patients and communities within the region. The latest plans for 2019 – 2021 are here:

- Provided Health Home care coordination services to ensure Medicaid members get the care and services they need to stay healthy, through over 11,000 encounters with adults and children.
- Continued to conduct smoking cessation programs for community members that resulted in approximately 20% of individuals successfully reducing consumption of nicotine products.
- Offered support to nearly 70 individuals through Cindy’s Retreat, a weekend getaway for individuals living with and beyond cancer, in partnership with the Silver Bay YMCA Resort and Conference Center.
- Conducted 5 Comfort Camps for a total of 100 individuals, a weekend/overnight camp for children and teens who have experienced the death of a family member, in partnership with the Double H Ranch.
- Conducted skin cancer screening for nearly 430 individuals, which are free and open to the community.

Provided free accommodations through over 2,000-guest nights at Amanda’s House, a home away from home for Glens Falls Hospital patients and their families who have traveled a distance for healthcare.

Established new services, including a NYS designated Stroke Center, a new Week of Champions Volunteer Recognition Break at the Fort William Henry in Lake George.

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**OUR COMMUNITY IMPACT AND PLANS**

**2019 – 2021**

Every three years, Glens Falls Hospital conducts an assessment to identify and prioritize the community health needs of the patients and communities within the region. The latest plans for 2019 – 2021 can be found on our website under ‘About Us’.

We have made great strides in improving the health of community members. Here are a few that we are most proud of from our most recent 3-year plan:

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**COMMUNITY EDUCATION**

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**American Red Cross Blood Drives**
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Served nearly 900 patients and provided over 375 wigs and head coverings free of charge to patients undergoing chemotherapy at the C.R. Wood Cancer Center, through the Uniquely You Boutique and Salon.
THE WONERS OF 1000+ ROBOTICS CASES

Greg Scalia, MD • General Surgeon • Surgical Specialists of Glens Falls Hospital

Last summer the robotics team at Glens Falls Hospital logged its 1000th procedure, an important milestone not just for the hospital but by extension for the Glens Falls community as well. This achievement is a testament to the hard work of our OR staff, the dedication of our surgeons and the vision of our hospital administration. Performing robotics procedures keeps us at the forefront of medical technological progress, and surpassing 1000 cases means robotics is here to stay as an important service line at Glens Falls Hospital. And we are just getting started.

Minimally invasive surgery, which became firmly established in the 1990’s, is surgery in which the operations are performed with instruments inserted via narrow cannulas and with the aid of a video camera. The incisions are smaller and recoveries quicker. Robotic surgery takes the concept further in that the camera image is better, and the tiny instruments function more like a human hand with a wrist joint. It allows certain movements and techniques that are very difficult with standard laparoscopic surgery. Once mastered, it can be used in any number of different operations, so the field will continue to grow as experience grows, both across specialties and within each specialty. Accordingly, robotics is now a part of most surgical training programs. Any hospital that does not include robotic surgery will have an increasingly difficult time attracting quality young surgeons.

Fortunately, in Glens Falls we have built a good foundation in robotic surgery.

The surgical robot is currently used by surgeons at our hospital in multiple specialties, including Gynecology, Urology and General Surgery. It has allowed our surgeons to offer certain operations that are becoming increasingly rare when not done robotically. Our patients can choose Glens Falls Hospital for their elective surgery confident that they are being treated by surgeons who, after every case, would exclaim to his OR team “Wonders never cease...”.

Most of us who have lived or worked in Glens Falls understand the role of the hospital to the region. The hospital is not only important to our patients, but as the area’s largest employer it is vital to the community as well. To remain relevant we must continue to offer our patients both quality and innovation, and robotic surgery is an important part of how the hospital is meeting this challenge. Several years ago I became acquainted with a robotics surgeon who, after every case, would exclaim to his OR team “Wonders never cease...”.

Our Sleep Disorders Center moved to the main hospital campus, providing improved patient comfort and new accommodations.

Ear, Nose and Throat (ENT) services are now available at Greenwich Medical Center; thanks to The Mary McClérian Foundation for making this addition of services possible.

We’ve consolidated our Fort Edward, Broad St. and Hudson Falls Medical Centers, and closed our Fort Edward and Broad Street locations. We are expanding access at Salem Medical Center to three days a week, up from the current two days of service we have been providing.

GLENS FALLS HOSPITAL SYSTEM UPDATE

Each year, we continue to evolve to ensure we achieve our mission and stay strong for years to come. This year, our regional system saw many changes, including new services and programs.

We added a second MRI system to the main campus, located in the lower level of the Pruyn Pavilion.

We look forward to caring for you at our new location!

MEDICAL IMAGING AND LAB SERVICES AT HUDSON HEADWATERS

MOREAU FAMILY HEALTH

SERVICES INCLUDE:
- CAT Scan, Digital X-Ray, Ultrasound
- Low-Dose Lung Screenings
- Scheduled appointments
- & pre-registration available

HOURS:
- Medical Imaging: Monday – Friday 8:00am – 4:00pm
- Laboratory Services: Monday – Friday 6:00am – 6:00pm

GET IN TOUCH:
- 1299 Route 9, Gansevoort, NY 12831
- 518.926.1730

Located less than a mile north on Route 9, off Exit 17N of the Northway (I-87)

Easy access off the highway, with excellent parking & simple check-in.
OUR COMMUNITY PARTNERS

Glens Falls Hospital is proud to partner with many local organizations in our region. Last year, we provided nearly $100,000 through sponsorships that support our local businesses and communities:

- Adirondack Balloon Festival
- Adirondack Theatre Festival
- Adirondack Thunder
- Charles R. Wood Theater
- Crandall Public Library
- Glens Falls Living
- Glens Falls Rotary
- Hudson Headwaters Health Network
- NYS Federation Basketball
- Saratoga Performing Arts Center (SPAC)
- Special Olympics
- SUNY Adirondack
- Tri-County United Way
- Washington County Fair
- West Mountain
- Zonta
- And many, many more!

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.

WELCOME NEW PROVIDERS

Ingrid Bedinotti, PA
INTENSIVIST PROGRAM

Sarah Brennan, PA
SURGICAL PA PROGRAM

Vincent Capanelli, MD
GLENS FALLS NEUROLOGY

Abigail Charter, PA
HOSPITALIST PROGRAM

Amit Chopra, MD
INTENSIVIST PROGRAM

Kathleen Crotty, PA
GLENS FALLS NEUROLOGY

Rebecca Gillingham, PMHNP
CENTER FOR CHILDREN AND FAMILIES

Kristopher Grajny, MD
GLENS FALLS NEUROLOGY

Samantha Lucca, PMHNP
INPATIENT BEHAVIORAL HEALTH UNIT

Julian Marynczuk, PA
HOSPITALIST PROGRAM

Melissa Roff, PA
ADIRONDACK CARDIOLOGY

Katelyn Walker, FNP
GREENWICH MEDICAL CENTER
ACCREDITATIONS, AWARDS, AND RECOGNITION

ACCREDITATIONS
DNV GL: Healthcare
American Academy of Sleep Medicine: Sleep Disorders Center
American Association of Diabetes Educators: Self-Management Education Classes
American College of Radiology, Mammography Accreditation Program: The Breast Center
American College of Radiology: Breast Imaging Center of Excellence
American College of Surgeons, Commission on Cancer, Community Hospital Comprehensive Cancer Program: C.R. Wood Cancer Center
American College of Radiation Oncology, C.R. Wood Cancer Center
American College of Radiology Accreditation: Ultrasound, CT Scanner, PET Scanner and MRI
College of American Pathologists: Laboratory
Intersocietal Accreditation Commission (IAC): Adult Transesophageal
Intersocietal Accreditation Commission (IAC): Echocardiography
Intersocietal Accreditation Commission (IAC): Vascular Testing
Intersocietal Accreditation Commission (IAC): Nuclear Accreditation
Intersocietal Accreditation Commission (IAC): Extracranial Cerebrovascular Testing
Intersocietal Accreditation Commission (IAC): Peripheral Venous Testing
NYS Department of Health License: Laboratory
American Nurses Credentialing Center (ANCC): Practice Transition Program with Distinction

AWARDS AND RECOGNITION
American Heart Association - Mission: Lifeline: STEMI Receiving Center BRONZE Achievement Award Hospital
Blue Cross Blue Shield - Blue Distinction Center for Maternity Care: The Joyce Stock Snuggery
Centers for Medicare and Medicaid Services (CMS): Carotid Artery Stenting Facility
Centers for Medicare and Medicaid Services (CMS): Comprehensive Primary Care Plus Participant
National Committee for Quality Assurance (NCQA): Patient-Centered Medical Home Recognized (Eight regional medical centers)
NYS Department of Health Designation: Center of Excellence for Alzheimer’s Disease
NYS Department of Health Designation: New York Stroke Center
NYS Department of Health Designation: New York Stroke Center
HANYS Commitment to Excellence Award
American Heart Association/ American Stroke Association: Get with The Guidelines—Stroke Bronze Quality Achievement Award
The Health Promotion Center at Glens Falls Hospital was recognized for their contribution to the betterment of mental health in our community, receiving the Dorothea Dix Community Service Award through the Warren-Washington Association for Mental Health (WWAMH).

TIME IS BRAIN! For every minute that passes during a stroke approximately 1.9 million brain cells die. Receiving stroke care at a designated stroke center reduces overall mortality by 2.5%.

Glens Falls Hospital is designated as a New York State Stroke Center by the NYS Department of Health. As a Stroke Center, Glens Falls Hospital is able to improve the standard of quality and access to care for patients with a presumptive diagnosis of stroke.

In 2019, we 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!

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.

Glens Falls Medical Group (GFMG) providers, Dr. Gara, Jamie Bovair, NP, Jean Hanson, PA, Dr. Spillane, Matthew Brown, FNP and Kerin Devlin, FNP were among an elite group of primary care physicians recognized through CDPHP Top Doctors.

Southern Adirondack Independent Living (SAIL) recognized Glens Falls Hospital for efforts to continuously improve accessibility for our patients and visitors through signage, parking lots, lighting, entrances and support equipment to promote independence.

Southern Adirondack Independent Living (SAIL)
 When a patient comes to our hospital for a total joint replacement, they are not simply having a procedure, they are part of a comprehensive program. At Glens Falls Hospital, we understand that patients face a difficult decision when they choose to have a joint replacement. Many delay having surgery until their daily activities are severely restricted due to pain...but they don’t have to wait any more.

We have found that patients who take an active role in their care leading up to, during and after surgery report having a very positive surgical outcome and earlier return to their active lifestyle. The orthopedic Total Joint Program is designed to guide our patients through the surgical process to ensure a positive experience throughout.

It was with great pride that we recognized the following individuals:

- Jamie Masson
- Colleen Dominy
- Peggy Limmer
- Cassandra Seymour
- Samantha Hurd
- Brenda Brown-Hayes
- Elizabeth Clark
- Michele Sidoriski
- Carolyn Leeson
- Patricia Godnick
- Marcille Labban
- Tarah Garvey
- Brandy Washburn
- Terry Celadon
- Elizabeth Clark
- Brenda Brown-Hayes
- Samantha Hurd
- Carolyn Leeson
- Michele Sidoriski
- Tarah Garvey
- Brandy Washburn

The Cancer Services Program to enroll in the NYS Medicaid Cancer Treatment Program to receive full Medicaid coverage for the entire time they are being treated for cancer.

For more information please call 518.926.6570 or email CSP@glensfallshosp.org.

The dedicated group of professionals at Orthopedic Specialists of Glens Falls Hospital treat patients at our new, spacious facility at 14 Hudson Avenue, conveniently located adjacent to Glens Falls Hospital. Six-specially trained surgeons provide comprehensive care with the support of ten physician assistants. The physicians specialize not only in joint replacements, but many have completed fellowships in areas such as sports medicine, wrist and hand surgery and shoulder and elbow surgery. This affords patients living locally with specialized care.

ORTHOPEDIC SPECIALISTS
GLENS FALLS HOSPITAL

ORTHOPEDIC ACUTE CARE WALK-IN HOURS
14 Hudson Ave., Glens Falls
Mon.–Thurs.: 5pm – 8pm
Sat.: 9am – 12:30pm

ORTHOPEDIC ACUTE CARE WALK-IN CLINIC
The Orthopedic Specialists understand that injuries don’t happen when it is convenient, so we have extended our hours for patients with an acute orthopedic injury. Patients can walk-in and be treated by a dedicated orthopedic provider with very little wait time. Patients can receive an x-ray, crutches, braces or even a cast if needed.

ORTHOPEDIC TOTAL JOINT PROGRAM
Lori Baldwin • Orthopedic Service Line Administrator

PATIENT-CENTERED
CARE AWARDS

In Fall 2019, the Glens Falls Hospital Quality Department and the Patient and Family Advisory Council hosted the annual Commitment to Patient-Centered Awards to recognize individuals who provide outstanding high-quality, safe and respectful care in collaboration with patients and their caregivers.

This is a peer award, as staff and providers recognized each other for this special honor. An overwhelming number of staff and providers were nominated—a total of 73 nominees and 13 finalists were chosen by the Patient and Family Advisory Council.

It was with great pride that we recognized the following individuals:

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- Samantha Hurd
- Brenda Brown-Hayes
- Elizabeth Clark
- Michele Sidoriski
- Carolyn Leeson
- Patricia Godnick
- Marcille Labban
- Tarah Garvey
- Brandy Washburn
- Terry Celadon
- Elizabeth Clark
- Brenda Brown-Hayes
- Samantha Hurd
- Carolyn Leeson
- Michele Sidoriski
- Tarah Garvey
- Brandy Washburn

JAMIE MASSON

COLLEEN DOMINY

PEGGY LIMMER

Cassandra Seymour
Samantha Hurd
Brenda Brown-Hayes
Elizabeth Clark
Michele Sidoriski
Carolyn Leeson
Patricia Godnick
Marcille Labban
Tarah Garvey
Brandy Washburn
Terry Celadon

The Cancer Services Program at Warren, Washington & Hamilton Counties at Glens Falls Hospital provides breast, cervical and colorectal cancer screenings at no cost to eligible men ages 50 – 64 and women ages 40 – 64 who do not have health insurance.

If breast, cervical or colorectal cancer is found, eligible men and women may be able to enroll in the NYS Medicaid Cancer Treatment Program to receive full Medicaid coverage for the entire time they are being treated for cancer.

For more information please call 518.926.6570 or email CSP@glensfallshosp.org.

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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.

“I recently found myself in need of assistance with a medical issue near Adirondack Cardiology. The entire staff there, led by Dr. Iqbal Bashir and Julie Anderson, RPA-C responded without hesitation and with the utmost care and compassion. My care continued at the Glens Falls Hospital Emergency Room where Dr. Andrew Bachman and the staff demonstrated their ample expertise and sincere patient care. Because of these excellent professionals, I was back home within a few hours, good as new and very grateful for the wonderful care I received."

Lou Kowalski GLENS FALLS, NY
PATIENT OF ADIRONDACK CARDIOLOGY & GFH EMERGENCY ROOM

“I found the C.R. Wood Cancer Center to be such a supportive group of people. They treated you with such care, helping you with your ups and downs...With all the time you spend at the Cancer Center it becomes your second home.”

Kathy Preda GLENS FALLS, NY
PATIENT OF THE C.R. WOOD CANCER CENTER

“From the pre-surgery testing and joint class through the surgery and stay at the hospital, I could not have imagined my experience to be any better. The nurses, doctors, therapists and everyone in between were very professional, caring, informative and made my experience uneventful and stress free.”

Donna Fleury TICONDEROGA, NY
PATIENT OF ORTHOPEDIC SPECIALISTS OF GLENS FALLS HOSPITAL

“Dr. Steven Scalia and the staff of 4 West made me feel like they were taking care of family. Their kindness and compassion will never be forgotten. Now, six years cancer free and living my best life, I feel not only grateful but truly blessed to have access to a wonderful local facility. Thank you Glens Falls Hospital, from the bottom of my healthy heart.”

Jackie DeCunzo GLENS FALLS, NY
PATIENT OF SURGICAL SPECIALISTS OF GLENS FALLS HOSPITAL
& THE C.R. WOOD CANCER CENTER

“They were all very attentive and took care of any needs that we had. I felt comfortable knowing my daughter was being cared for and watched by such kind professionals.”

Amy Calabrese O’Neil WILTON, NY
PATIENT OF THE JOYCE STOCK SNUGGERY

“I found the C.R. Wood Cancer Center to be such a supportive group of people. They treated you with such care, helping you with your ups and downs...With all the time you spend at the Cancer Center it becomes your second home.”

Kathy Preda GLENS FALLS, NY
PATIENT OF THE C.R. WOOD CANCER CENTER

“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.”

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.
Glens Falls Hospital continues with its tradition of providing high-quality, clinical cardiac care for our region. When the highly skilled group of cardiologists recognized the increasing need in the community for advanced specialty cardiac electrophysiology services in 2017, they welcomed Dr. Henry Tan to the cardiology family at Glens Falls Hospital. Dr. Tan is the only procedural cardiac electrophysiologist providing advanced cardiac ablations between Albany and Plattsburgh, making regional access to advanced and high-demand treatments possible.

It is well known that the heart is a very important muscle that circulates blood through the body, and it relies on a complex electrical system to maintain the ability to perform at its peak. Electrophysiology is a subspecialty within cardiology that focuses on the diagnosis and treatment of this electrical system within the heart. Disorders of the electrical system are commonly referred to as arrhythmias which include Atrial Fibrillation, Atrial Flutter, Bradycardias and Tachycardias.

DR. TAN’S SPECIALTY PRACTICE PROVIDES FOR ADVANCED CAPABILITIES IN DIAGNOSING AND TREATING THESE CONDITIONS.

With the continued commitment of the physicians of Adirondack Cardiology and Glens Falls Hospital, hundreds of patients a year have direct access to these services without having to drive long distances. In addition, we continue to enhance our existing clinical partnership with Albany Medical Center to perform select high-risk, complex procedures in Albany, while offering the convenience of continued follow-up care, close to home. This partnership and the services provided to our region, will only be further enhanced by our formal affiliation with the Albany Med system. A win for Glens Falls Hospital, a win for our community and most importantly, a win for our patients and their families.

Through both traditional noninvasive and specialized advanced invasive testing, cardiac mapping, Dr. Tan can diagnose and treat these complex conditions. Treatments for patients can include medications, cardiac ablations or implanted cardiac devices such as defibrillators, long-term monitors and pacemakers.
2019 was a busy year for our Magnet® Recognition journey. The Magnet® Recognition Program provides a roadmap to nursing excellence. Magnet® hospitals have the highest standard of care for patients and employ staff who feel motivated and valued.

A team of nursing directors and nurse educators began the task of writing the application document that demonstrates excellence in quality outcomes and showcases the autonomy of nurses at Glens Falls Hospital. Eighty-four sources of evidence must be chronicled before the document is submitted on June 1, 2020. Highlights include nursing projects that led to the reduction of pressure injuries, increased nurse satisfaction, reduced infections, fall reduction, nurse-led research studies and community volunteerism by our staff.

In spring 2019, we opened a new location—the Surgical Specialists of Glens Falls Hospital. The Surgical Specialists of Glens Falls Hospital offer surgical and non-surgical urologic and thoracic services as well as robotic, minimally invasive and general surgery. These specialties occupy the second floor of the practice. This new location is also home to the Orthopedic Specialists of Glens Falls Hospital on the first floor.

COMMUNITY RECOGNITION OF OUR NURSES

Congratulations to the following nurses who were recognized for their outstanding work in 2019:

- Times Union Salute to Nurses Winner
  Nadia Giumarra, BSN, RN, SAFE
  Emergency Department

- Zonta Centennial Celebration Award Recipient
  Nadia Giumarra, BSN, RN, SAFE
  Emergency Department

- Post-Star Heart of Healthcare Award
  Vickie Yattaw, BSN, RN, OCN
  C.R. Wood Cancer Center

- NYONEL Claire Murray Best Practice Award
  Cassandra Moore, MS, RN, CNE, CCRN, SCRN, Stroke Program

- Donald Led Duke Heart Hero Award
  Kristen Deltoro, RN, CCRN
  Cardiovascular Lab and Shawn Danahy, RN
  Tower 5

- Capital Region American Stroke Association Paula Symanski Legacy Award
  Cassandra Moore, MS, RN, CNE, CCRN, SCRN, Stroke Program

- Wiawaka Center for Women—Mary Fuller Women Helping Women Award
  The Sexual Assault Nurse Examiner (SANE) team of Glens Falls Hospital including Nadia Giumarra, RN, SANE team coordinator, Lori Carte, RN, Melissa LoTour, RN, Carolyn Leeson, RN, Kristen Jarrett, RN and Kayla Ryan, RN

This new and expanded office is adjacent to the GFH Emergency Department:

14 HUDSON AVENUE
GLENS FALLS, NY 12801
PHONE: 518.926.5600
FAX: 518.926.5605
EXCELLENCE IN INFECTION PREVENTION
THROUGH PATIENT SAFETY

Florence Nightingale, the foundational philosopher for modern day nursing, had a vision of exceptional care for everyone, no matter their state of health when she met them. This is the very core of Glens Falls Hospital’s mission. In 2019, with the dedication and teamwork of our healthcare team, our patients, visitors and our community, we were able to achieve huge successes in reducing infection rates. We are very proud to be able to say that every single infection category saw reductions throughout 2019.

Here are a few highlights from this year:

ZERO MRSA BLOODSTREAM EVENTS IN 2019
Methicillin Resistant Staphylococcus Aureus (MRSA) is a bacterium that is more difficult to treat than others. It can be stronger than some antibiotics and because of this resistance we want to prevent its spread.

54% REDUCTION IN SURGICAL SITE INFECTIONS
Surgical Site Infections (SSI’s) are among the most common hospital infections throughout the nation, and by implementing a new bathing process right before surgery, we have successfully reduced SSIs by 54%!

50% REDUCTION IN C. DIFFICILE INFECTIONS
Clostridioides difficile (C. diff) is a spore-forming bacteria that causes an infection in the large intestine. It can be brought on with antibiotic usage or contact with the spores. Through strict cleaning procedures, hand washing, reducing antibiotic usage and the most up-to-date testing methods we were able to reduce C. diff infections by 50%.

35% REDUCTION IN CENTRAL LINE-ASSOCIATED BLOODSTREAM INFECTIONS
A Central Line-Associated Bloodstream Infection is an infection seen in the blood from having a central line. These lines are not an IV (intravenous catheter) but one that is needed for specific medication or other medical needs. By reducing the number of central lines and reducing the amount of time they are needed for, we were able to reduce these infections by 35%.

42% REDUCTION IN CATHETER-ASSOCIATED URINARY TRACT INFECTIONS
A Catheter-Associated Urinary Tract Infection is an infection in the bladder from having a catheter that drains the urine. We have worked hard to reduce the amount of time a catheter is needed and improved on insertion techniques to reduce infections by 42%.

5% REDUCTION IN CATHETER-ASSOCIATED URINARY TRACT INFECTIONS
42% REDUCTION IN CATHETER-ASSOCIATED URINARY TRACT INFECTIONS
5% REDUCTION IN CATHETER-ASSOCIATED URINARY TRACT INFECTIONS

“IT MAY SEEM A STRANGE PRINCIPLE TO ENUNCIATE AS THE VERY FIRST REQUIREMENT OF A HOSPITAL THAT IT SHOULD DO THE SICK NO HARM”
Florence Nightingale Notes on Hospitals 1863

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Thomas J. Guay
Courtney M. Haskins, Esq.
Katherine Herlihy Schwenker, Esq.
Chair, Foundation Board of Trustees
Geoffrey L. Serfilippi, MD

NEW FOR 2020
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Vice Chair
Andrew Brodie
Secretary
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Jayne Van Schaick, DDS
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H. John Schutze, DDS
Jayne Van Schaick, DDS

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Matthew Harrison
Joshua S. Koons
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Christopher Mason, MD
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Linda Murphy, Guild Committee Co-Chair
Mickey Orta, CTFA
Lisa Ostrander
H. John Schutze, DDS
Jayne Van Schaick, DDS

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Katherine Herlihy Schwenker, Esq.
Chair, Foundation Board of Trustees
Geoffrey L. Serfilippi, MD

“IT MAY SEEM A STRANGE PRINCIPLE TO ENUNCIATE AS THE VERY FIRST REQUIREMENT OF A HOSPITAL THAT IT SHOULD DO THE SICK NO HARM”
Florence Nightingale Notes on Hospitals 1863
The 2019 Glens Falls Hospital Foundation board members and I would like to thank you for your kindness and support this past year. Glens Falls Hospital continues to elevate the quality of care provided to our patients, and we are very fortunate to have a generous community that makes possible in great part our mission.

In 2019, our donors helped to bring the latest tools and technologies in medicine to Glens Falls Hospital. Your support gives inspiration to our organization and the patients in our care. We are very fortunate to have a generous community that values high-quality healthcare.

Our dedicated staff is here for you and your family when you need us most, 24 hours a day, seven days a week. Your donation, large or small, can make an impact and help us save lives through advanced, quality care. I hope you enjoy reading about our 2019 successes and will consider joining me once again in donating in 2020!

Sincerely,

Carl Cedrone
Glens Falls Hospital
2019 Foundation Chair

DONORS 1990 – 2019
The names listed reflect cumulative gifts to Glens Falls Hospital and the Glens Falls Hospital Foundation from January 1st, 1990 through December 31st, 2019. Every effort has been made to ensure the accuracy of donor lists. Please notify the Glens Falls Hospital Foundation at 518.926.5960 of any corrections.

LIFETIME GIFTS

GIVING & THANKS

STICK IT TO CANCER
Thank you to the Adirondack Thunder and everyone in our community who helped to raise $26,569 for the C.R. Wood Cancer Center at Glens Falls Hospital during the “Stick It To Cancer” weekend on March 8 – 9, 2019.

All proceeds raised benefited 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 transportation costs patients may face.

DECEASED

26
One of the most significant ways a donor can create a lasting impact on Glens Falls Hospital is by making provisions today for future giving. Making a bequest to Glens Falls Hospital as their beneficiary on life insurance policies, individual retirement accounts, donor-advised funds and bank accounts. Donors can also create lifetime income vehicles with charitable gift annuities and charitable remainder trusts, which can result in significant tax savings.

Letting the Foundation know of your intentions in advance allows us to recognize you now and helps to ensure that we can carry out your wishes. We are always pleased to work with donors so that they can meet their philanthropic goals. We honor those donors through membership in the 1897 Legacy Circle by recognizing them in our annual report, keeping them up to date on hospital news and inviting them to events.

1897 LEGACY CIRCLE

In 2019, the Glens Falls Hospital Foundation received a Grateful Heart donation in honor of Dr. Aqeel Gillani and Elizabeth Reinhardt, PA of the C.R. Wood Cancer Center. This generous contribution is from these dedicated Glens Falls Hospital providers! This gift permitted contributions to Gillani and Elizabeth Reinhardt, PA of the C.R. Wood Cancer Center. This generous contribution is from Dr. Aqeel Gillani and Elizabeth Reinhardt, PA of the C.R. Wood Cancer Center. This generous contribution is from

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1897 LEGACY CIRCLE
DONATIONS HELP TO LAUNCH IMPROVEMENTS TO THE C.R. WOOD CANCER CENTER

Last year the C.R. Wood Cancer Center’s Practice Optimization Team identified several opportunities to improve efficiency in order to handle an increasing patient volume in the Hematology/Oncology clinic. The office located in the Pruyn Pavilion is being enlarged by 6,670 square feet to total almost 16,000 square feet and renovated to improve patient experience. Thanks to lead gifts from the Charles R. Wood Foundation, The Miles Haddon Verno Foundation, the oncology department medical staff and several individual donors, one third of the funds needed have already been raised as the Foundation continues to reach out to other donors who are interested in helping.

A new registration area will greet patients as they step off the elevator on the second floor, a blood draw station is being added to the area, and there will be a new, private waiting area for patients and families coming in for counseling. Other changes include the addition of six new exam rooms, new consult rooms and work areas and additional meeting space. The work is scheduled to be completed in the fourth quarter of 2020.

SECOND LARGEST SINGLE-DONATION MADE TO GLENS FALLS HOSPITAL

Lifelong Glens Falls resident John E. Herlihy spent his life giving to the community in countless ways. That giving has continued even after his death. Mr. Herlihy, who died in July 2019, bequeathed two of our community’s pillars, non-profit organizations, Glens Falls Hospital and Crandall Public Library, with approximately $2.2 million each. The contributions stand to benefit the community for generations to come.

This considerable gift marks the second largest single-donation made to Glens Falls Hospital to date. Katherine Herlihy Schwenker, Chair of the Glens Falls Hospital Foundation’s Board of Trustees said, “We are truly humbled by Mr. Herlihy’s thoughtfulness. We will honor his legacy by ensuring that the hospital uses these funds to continue increasing the community’s access to high-quality care.”

Mr. Herlihy and his late wife, Jeannie Ellsworth Herlihy, were both born in Glens Falls, where they remained and prospered until their deaths. They were also graduates of St. Mary’s Academy. Mr. Herlihy went on to graduate from Skidmore College and Albany Law School, while Mrs. Herlihy graduated from State University of New York Marrisville.

As is common, in his later years Mr. Herlihy had more interactions with the hospital. He expressed gratitude for the care provided and the attention to his individual needs. It was through his lifelong dedication to community that Mr. Herlihy is helping to ensure that high-quality care will continue to be available here in our region for many years to come.

A SPECIAL REMEMBRANCE

For over 50 years the Glens Falls Area Youth Center has served disadvantaged youth in the greater Glens Falls, NY area, through a wide variety of free educational, recreational and life-skills programs (including after-school snacks and dinner each day). This past June, the Youth Center and the community suffered a tremendous loss when longtime Executive Director Matt Congdon passed away suddenly. He was a selfless man with an unwavering spirit and an indomitable will. Matt poured his heart and soul into the center’s mission, and over the course of 36 years he significantly impacted the lives of thousands of children.

In memory of Matt, a friend reached out to the Glens Falls Hospital Foundation to make a special donation. Matt lived his life managing Type 1 Diabetes and battling countless complications. It wasn’t easy for Matt, but he handled setbacks with courage, strength, optimism and an unfailing sense of humor. Diabetes is a chronic, autoimmune disease that affects how your body processes blood sugar. Anyone can be affected by diabetes, yet most of us don’t know enough about this serious disease.

The legal career of Mr. Herlihy began when he was a research assistant and speech writer to the New York Lieutenant Governor during the A. Harriman administration in the mid-1950s. He was a partner in the Law Office of Singleton and Herlihy serving as general counsel to Glens Falls National Bank and Trust Company for many years. His professional associations included being a member and past President of the Warren County Bar Association, a member of the NYS Bar Association and he served as an Officer and Director of the Glens Falls Post Company aka The Post-Star newspaper.

Furthermore, Mr. Herlihy, a former marine who was stationed in Korea, was active in the American Legion, Marine Corps League and Glens Falls Kiwanis. His wife was a member of the Glens Falls Hospital Guild and the Glens Falls Association for the Blind.

The Matt Congdon Diabetes Education Room at the Wilton Medical Center was established to educate people living with diabetes. In this space, our diabetes educator provides high-quality diabetes care and self-management skills training to improve the quality of life of people living with the disease. This room will be a legacy of Matt’s kind heart living on at Glens Falls Hospital, reaching the Glens Falls area community.

“We are grateful for the generous support of donors who are helping us bring the best possible care and patient experience in cancer care to our community.”

— Cindy Sherwood
Vice President of Development
For more information about these upcoming events visit GlensFallsHospital.org/FoundationEvents

SAVOR
A CULINARY BENEFIT FOR GLENS FALLS HOSPITAL

The Inn at Erlowest
$145,000 was raised this year’s SAVOR held lakeside at the beautiful Inn at Erlowest. Over 200 guests enjoyed an evening of culinary delights while helping to ensure that our not-for-profit hospital is always there for our patients and families who have traveled a distance to seek healthcare.

CINDY & SKEETS CANCER DAY GOLF TOURNAMENT 2019
Glen Falls Country Club

We would like to thank all our sponsors and golfers for swinging into action this summer at the 11th Annual Cindy & Skeets Cancer Day Golf Tournament. With their help, we raised a total of $103,229 to benefit patients and care at the C.R. Wood Cancer Center at Glen Falls Hospital.

SAVE THE DATE
FRIDAY 7.10.2020
Cindy & Skeets Cancer Day Golf Tournament
Glen Falls Country Club

LUNCH SPONSOR
$7,500.00
Moore & Company

AUCTIOIN SPONSORS
$5,000.00
Ronald F. Davies in memory of Robert Davies
Tom and Sally Hoy in honor of Janet Hoy Murphy

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T&L Longe Charitable Foundation

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$2,500.00
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$300.00
Linden Hills and Flat Rock Wine Bar

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Chef De Partie
$2,500.00
Della Auto Group

Executive Chef
$15,000.00
Centers Health Care

Head Chef
$10,000.00
The Physicians of Glen Falls Hospital

Sous Chef
$5,000.00
Michael B. and Kathryn G. Clarke

Chef Tournament
$1,500.00

Auction Sponsors
$5,000.00
Ronald F. Davies in memory of Robert Davies
Tom and Sally Hoy in honor of Janet Hoy Murphy

Registration Sponsors
$5,000.00
The Medline Industries, Inc.

Practice Green Sponsors
$2,500.00
Ann DeCosmo Corporation
AIG Retirement Services

Fairway Sponsors
$2,500.00
Overton, Raes, Daeye, & Donovan, LLP

Hole-in-One Sponsor
$750.00
Whitman Chevrolet

Photo Magnet Sponsors
$300.00
Ames Goldsmith Corporation

Lawnmower Sponsor
$300.00
Linden Hills and Flat Rock Wine Bar

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