



# Glens Falls Hospital

**SERVING THE COMMUNITY FOR 120+ YEARS**



# WELCOME TO THE 2019 GLENS FALLS HOSPITAL ANNUAL REPORT



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 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

GUEST  
CONTRIBUTOR

The Glens Falls Hospital Department of Anesthesiology has made great strides this year in the areas of perioperative pain control and patient safety. Amidst the national opioid pain crisis and importance of pain control around the time of surgery, the Glens Falls Hospital Department of Anesthesiology has increased the use of regional anesthesia, increased multimodal pain management, and instituted post-operative capnography monitoring.

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 Kimberley Smith.

The Glens Falls Hospital Department of Anesthesiology has made great strides improving patient recovery from anesthesia and surgery. Many patients at Glens Falls Hospital may notice they receive a high carbohydrate drink, like Gatorade, as well as non-opioid pain medications the day of their

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.**

Lower side of capnography  
sidestream nose & mouth element





# GLENS FALLS HOSPITAL BY THE NUMBERS

## EXPENSES

Glens Falls Hospital Year Ended  
December 31, 2019

**Salaries, Wages and  
Employee Benefits:**  
\$178.1 million

**Supplies and Other:**  
\$150.0 million

**Depreciation:**  
\$17.7 million

**Interest/NYS  
Assessment:**  
\$3.8 million

**TOTAL EXPENSES:**  
**\$349,661,000**

These numbers represent  
unaudited figures  
\*Figures come from 2020  
HANYS Economic and  
Community Benefit Report

**\$86 million**

in tax dollars generated  
to stimulate the local  
economy and New  
York State, with

**4,100 jobs** created  
by Glens Falls Hospital<sup>+</sup>

Allocated nearly  
**50.9%**  
to the employees of the  
organization through  
wages and benefits

**\$9.7**  
reinvestment back into  
facilities, equipment, and  
technology, in millions

**\$68 million**  
in community benefits  
and investments<sup>+</sup>



## TRANSGENDER/ GENDER NON- CONFORMING/NON- BINARY (TGNCNB) PERFORMANCE IMPROVEMENT WORKGROUP

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 STRATEGIC AFFILIATION UPDATE

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





For people suffering heart attacks, the sooner blood flow to the heart muscle is restored, the better chance of survival and improved quality of life.

**Call 911 as soon as symptoms are noticed.**

## IMPROVING AT OUR FRONT DOOR

**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 Emergency Departments in New York State. We provide emergency care across the entire spectrum of medicine, and we do this with the expertise and support of our dedicated physician specialists, hospitalists and the numerous diagnostic and support services across the organization.

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.

**ABOUT 39,500 ADULT PATIENTS AND 5,600 PEDIATRIC PATIENTS WERE TREATED BY THE ED IN 2019**

**1% OF ADULT PATIENTS AND 8% OF PEDIATRIC PATIENTS REQUIRED TRANSFER TO ANOTHER HOSPITAL**

**ON AVERAGE, 25% PERCENT OF ALL ED PATIENTS ARE ADMITTED TO THE HOSPITAL**

# IMMUNE CHECKPOINT IMMUNOTHERAPY

*Christopher Mason, DO • C.R. Wood Cancer Center*

GUEST CONTRIBUTOR

**T**he Hematology-Oncology Clinic and the Cancer Treatment Center at the C.R. Wood Cancer Center provide interdisciplinary care to adult patients with hematologic and oncologic illnesses on an outpatient basis.

The C.R. Wood Cancer Center is nationally accredited and has offered a comprehensive program of services for more than 25 years. Approximately 1,000 new cases of cancer are diagnosed at Glens Falls Hospital each year and are treated by our highly respected oncology program. In addition to advanced treatments, our Cancer Center offers early detection, screening and prevention services, genetic risk evaluation and an extensive clinical research program. Our treatment programs include access to national clinical trials, a dedicated on-site pharmacy and a wide array of educational and support services. Psychological counseling, patient navigation services, nutritional counseling, survivorship programs, support and activity groups and retreats are also available for all of our patients and their families.

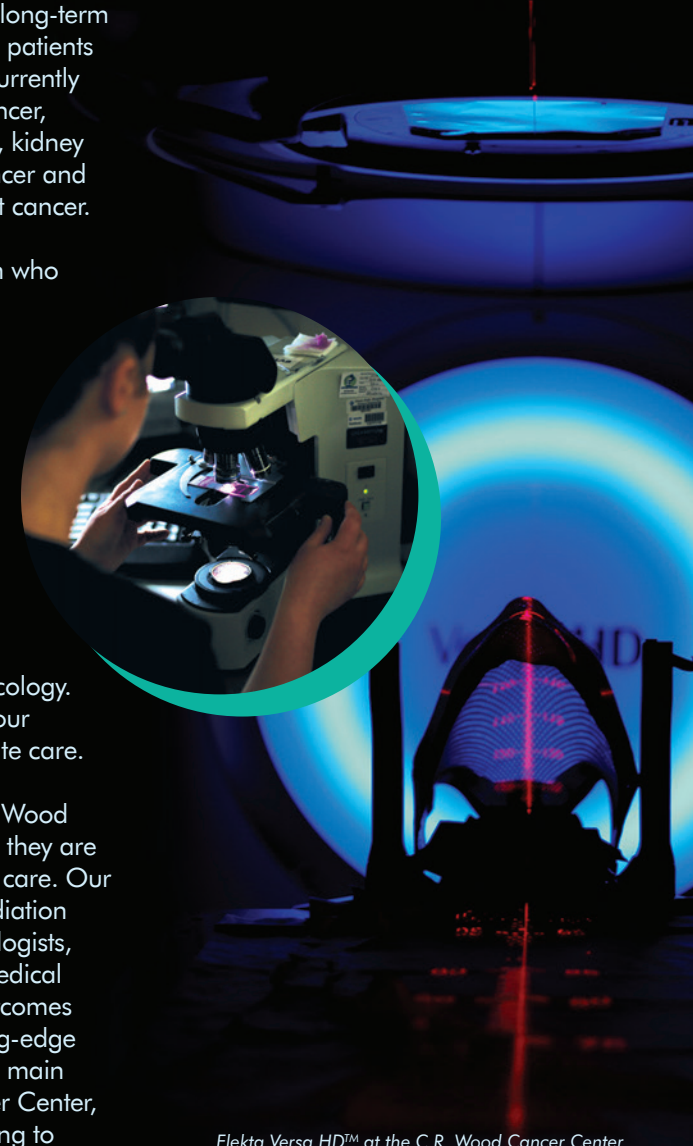
One of the exciting new types of treatment offered at the C.R. Wood Cancer Center is called immune checkpoint immunotherapy. Immunotherapy is a novel type of treatment that utilizes the body’s immune system to fight off cancer. This is in contrast to traditional chemotherapy, which relies on “cytotoxic 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 were awarded the Nobel prize in 2018 for their discoveries. Together, 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.

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.



Elekta Versa HD™ at the C.R. Wood Cancer Center





Keep an eye out  
for our team in  
your community  
and additional  
programs in 2020!

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!



**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!



**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".



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



#### 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

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.



#### 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 80 guests were honored with a total of 25,760 hours of service the previous year, assisting in over 36 departments and locations.



#### 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.

## 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:**

**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 Crisis Care Center to expand the services of the Emergency Department and a Center of Excellence for Alzheimer's Disease.

**Continued to advance tobacco prevention and control efforts** across the region by offering training opportunities for providers and establishing 15-new tobacco or smoke-free policies in the region, including the Double H Ranch, Skidmore College and the Saratoga Springs Housing Authority.

**Continued to advance policy and environmental changes to promote physical activity and nutrition,** including a Mobile Fresh Produce Pantry that has provided nearly 2,500 households to providing the local schools and communities of Hudson Falls, Fort Ann, Whitehall, Granville and Lake Luzerne with over \$50,000 in resources and support.

**WE WELCOME YOUR FEEDBACK ON THESE PLANS BY MAIL OR THROUGH OUR WEBSITE 'CONTACT US' PAGE.**

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.



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.





GUEST  
CONTRIBUTOR

## THE WONDERS 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 it's 1000<sup>th</sup> 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.

Hospitals not offering robotic surgery will be selected out, and bypassed by both patients and newly trained specialists.

**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 benefiting from the most advanced techniques available anywhere. This is critically important in today's world, where patients and referring

doctors are better informed than ever before regarding their surgical options, and will not hesitate to look elsewhere for their surgery.

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...". Modern medicine truly is filled with many 'wonders', and robotic surgery is just one of the ways they are occurring every day at Glens Falls Hospital.

## 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.

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

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

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

We are pleased to offer **two new services at Wilton Medical Center**: our Diabetes and Nutrition Center and an expansion of our Hearing Center.

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.



**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:

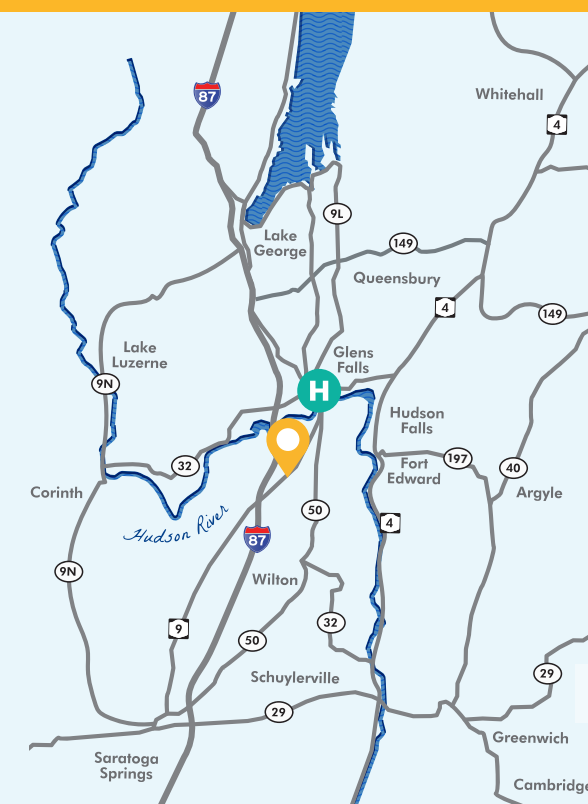
**Medical Imaging**  
Monday – Friday  
8:00am – 4:00pm

**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](https://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**  
GLEN FALLS NEUROLOGY



**Abigail Charter, PA**  
HOSPITALIST PROGRAM



**Amit Chopra, MD**  
INTENSIVIST PROGRAM



**Kathleen Crotty, PA**  
GLEN FALLS NEUROLOGY



**Rebecca Gillingham, PMHNP**  
CENTER FOR CHILDREN AND FAMILIES



**Kristopher Grajny, MD**  
GLEN FALLS NEUROLOGY



**Samantha Lucca, PMHNP**  
INPATIENT BEHAVIORAL HEALTH UNIT



**Julian Marynczak, PA**  
HOSPITALIST PROGRAM



**Melissa Roff, PA**  
ADIRONDACK CARDIOLOGY



**Katelyn Walker, FNP**  
GREENWICH MEDICAL CENTER





## GET WITH THE GUIDELINES

**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!**

**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%**.

## 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 Transthoracic*

Intersocietal Accreditation Commission (IAC): *Echocardiography*

Intersocietal Accreditation Commission (IAC): *Vascular Testing*

Intersocietal Accreditation Commission (IAC): *Nuclear Accreditation*

Intersocietal Accreditation Commission (IAC): *Extracranial Cerebrovascular Testing*

Intersocietal Accreditation Commission (IAC): *Peripheral Venous Testing*

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*

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).



**Lifetime Achievement Award:** In spring 2019, we recognized **Jack Leary, MD** with the Glens Falls Hospital Lifetime Achievement Award. Dr. Leary has been a tremendous asset to Glens Falls Hospital and the entire region for more than 40 years, and was honored by his friends, colleagues and the Glens Falls Hospital medical staff for his unparalleled commitment to our patients and community.



**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.



# 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:

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

## CANCER SERVICES PROGRAM

The Cancer Services Program of 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.

your life  
our mission.



# ORTHOPEDIC TOTAL JOINT PROGRAM

Lori Baldwin • Orthopedic Service Line Administrator

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.



In May 2019, **Samantha Murray, BSN, RN** joined the Total Joint Program as our Orthopedic Nurse Navigator. Her role makes our program unique from other hospitals in the area. Sam coordinates the patient's care before, during and after surgery and acts as a point of contact for any questions or concerns patients or their families may have throughout the entire process. She coordinates with the rest of the team to formulate a personalized plan for every patient's hospital stay and will visit each patient during their stay at the hospital as well. Surgery can be an overwhelming process, but Sam guides our patients through, making them feel at ease.

The total joint team works together to provide patients the best possible experience and outcome so they can enjoy their joint replacement for years to come. All patients attend a total joint education class where they hear from members of the team such as our nurse navigator, a surgical and inpatient floor nurse, physical & occupational therapists and a member of the care management team who works with the patient to formulate a discharge plan that suits their needs. Many patients comment that it is helpful to meet the actual clinicians they will be interacting with during their stay at the hospital. In the class, patients meet others who have the same concerns and questions they may be having.

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.

## ORTHOPEDIC SPECIALISTS GLEN FALLS HOSPITAL

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 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 ACUTE CARE WALK-IN HOURS

14 Hudson Ave., Glens Falls  
Mon. – Thurs.: 5pm – 8pm  
Sat.: 9am – 12:30pm

GUEST CONTRIBUTOR



# your story is our story

We love hearing from patients about their experiences at Glens Falls Hospital so that we can continuously strive to be the best we can be.



"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



"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



"The OR suite in the Pruyn day surgery unit was top notch—I am so glad I chose GFH! I would choose GFH for future procedures in a heartbeat after what I experienced today. Thank you to everyone who took care of me, including RN Donna Osborne who made my pre-op experience so nice and Dr. Ridha, who is a talented, thorough and caring provider. I was extremely impressed!"

**Tesha Drinkwine** GLENS FALLS, NY  
PATIENT OF SURGICAL SERVICES



"The nurses 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

## 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.



# MAINTAINING AND EXPANDING ADVANCED CARDIAC SERVICES CLOSE TO HOME

**G**lens 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.**

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.

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.



here for  
your ♥



## NURSING EXCELLENCE

### Nurse Residency Program Achieves National Accreditation with Distinction

After many long months of hard work by the Nurse Residency Program Director **Katie Fowler, MS, RN, CCRN** and **Assistant Nurse Residency Program Director Jamie Aliperti, MS, RN, OCN**, Glens Falls Hospital's Nurse Residency Program received accreditation with distinction from the American Nurses Credentialing Center (ANCC). Accreditation with distinction means that not only does our program meet the national requirements but it has evidence of exemplary and innovative practices.

The Nurse Residency Program is one year in length from the nurse resident's start date and fosters the growth and development of the new nurses both organizationally and on their individual units. Glens Falls Hospital is proud to have the first Nurse Residency Program in the Capital Region that has been accredited by the ANCC. Studies show that Nurse Residency programs foster a better transition into practice for new nurses and lead to a decrease in the turnover of these nurses in the first year of their careers.



# THE JOURNEY TO MAGNET® RECOGNITION CONTINUES



**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.

## 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 LaTour, RN,** **Carolyn Leeson, RN,** **Kristen Jarrett, RN** and **Kayla Ryan, RN**



**WANT TO READ  
MORE ABOUT  
NURSING  
EXCELLENCE AT  
GLEN FALLS  
HOSPITAL?**

**VISIT:  
GLEN FALLS  
HOSPITAL.ORG/  
NURSING**

## SURGICAL SPECIALISTS OF GLEN FALLS HOSPITAL



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.



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

**14 HUDSON AVENUE  
GLEN FALLS, NY 12801  
PHONE: 518.926.5600  
FAX: 518.926.5605**



# EXCELLENCE IN INFECTION PREVENTION

THROUGH PATIENT SAFETY

Hillary Alycon, MPH, CIC • Director, Infection Prevention & Control

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%.

**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%.

**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%.

“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

Florence Nightingale (1820 – 1910) on engraving from 1873. Engraved by unknown artist and published in “Portrait Gallery of Eminent Men and Women with Biographies”, USA, 1873.



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†TERM ENDED 2019



# GIVING & THANKS

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, which has been made possible in great part by your generous contributions.

In 2019, our donors helped to bring the latest tools and technology 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, of any size, 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*

Carl Cedrone, AAMS  
Glens Falls Hospital  
2019 Foundation Chair

## 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.

# LIFETIME GIFTS

## 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.

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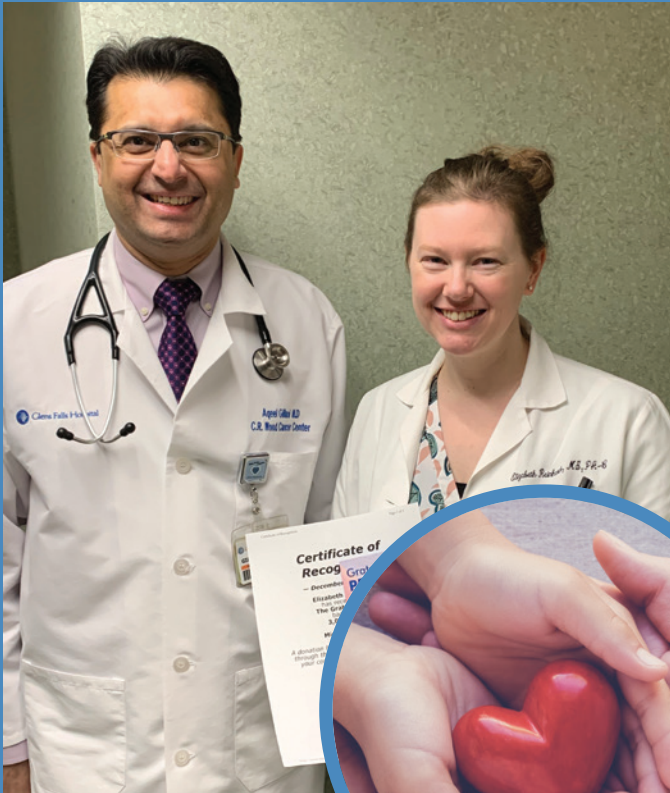
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GRATEFUL HEART PROGRAM

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 the Reisman Family in recognition of the wonderful patient-centered care Dr. Gillani and Ms. Reinhardt provided to Jane Reisman. Congratulations to both of these dedicated Glens Falls Hospital providers!

For more information about the Grateful Heart Program and to recognize your caregiver today, please visit: [GlensFallsHospital.org/GratefulHeart](https://GlensFallsHospital.org/GratefulHeart)

Grateful Heart Program Honorees in 2019

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In May of 2019,  
cyclists participating  
in Janey's Ride held  
by Grey Ghost Bicycles  
came together and  
raised a total of  
\$7,146 to support the  
Breast Cancer Care  
& Research Program.  
The Fundraiser over  
the past two years has  
raised \$15,654.90.



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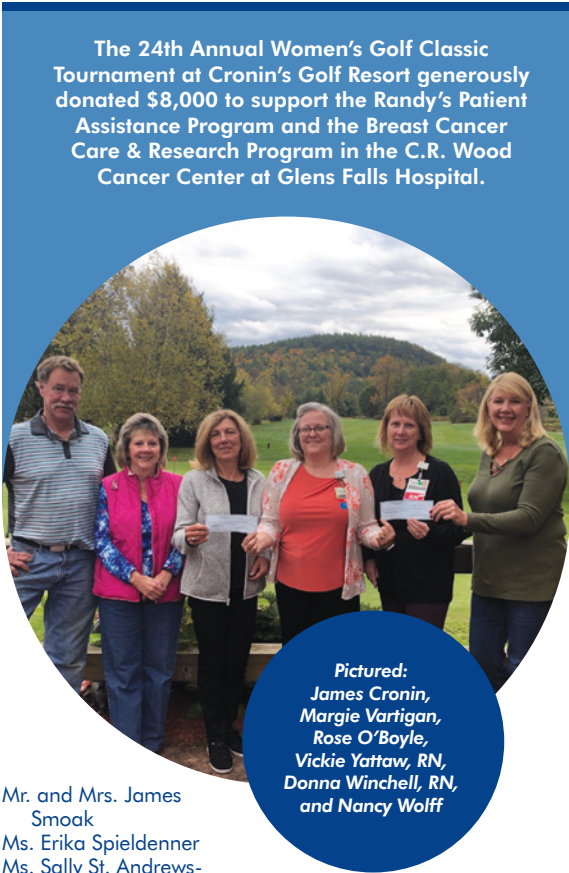
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This generous donation  
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Mary O. Aloisi  
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Tom Anderson  
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**Give Back to  
Glens Falls  
Hospital**





**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 Hodsdon Vernon 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.



PRUYN PAVILION  
C.R. WOOD CANCER CENTER

**"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

**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 pillar, 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, Jeanne 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 Morrisville.

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.

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 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 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.





2019

# EVENTS

For more information about these upcoming events visit  
[GlensFallsHospital.org/FoundationEvents](http://GlensFallsHospital.org/FoundationEvents)

\$145,000  
WAS RAISED  
IN 2019!

# SAVOR

A CULINARY BENEFIT for GLENS FALLS HOSPITAL

## SAVOR

The Inn at Erlowest

\$145,000 was raised at 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 community with high-quality, affordable, patient-centered care.



Pictured: Chef David Britton and guests enjoying the evening

### SAVE THE DATE

WEDNESDAY  
9.23.2020

### SAVOR

A Culinary  
Benefit for Glens  
Falls Hospital

The Inn  
at Erlowest



**PRESENTING SPONSOR**  
\$25,000.00

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\$9,797  
WAS RAISED  
IN 2019!

## ALOHA FAMILY 5K & 1 MILE FUN WALK

Haviland Cove Park  
and Feeder Canal

The 2019 Aloha Family 5K & 1 Mile Fun Walk raised a total of \$9,797 for Amanda's House at Glens Falls Hospital! Thank you to our sponsors and participants who helped to support a home away from home for Glens Falls Hospital patients and families who have traveled a distance to seek healthcare.



Left to Right: Senior Leaders pictured with our visiting Polynesian Princess include Cindy Sherwood, Mitch Amado, Paul Scimeca, Dianne Shugrue, Celeste Steel, Tracy Mills and Donna Kirker, RN

**ISLAND OF OAHU**  
\$2,500.00

Glens Falls National  
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**ISLAND OF KAUAI**  
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nePROMO  
Saratoga Spine  
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## CINDY & SKEETS CANCER DAY GOLF TOURNAMENT 2019

Glens 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 Glens Falls Hospital.

### SAVE THE DATE

FRIDAY  
7.10.2020

Cindy & Skeets Cancer  
Day Golf Tournament

Glens Falls Country Club

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In memory of Valerie Davies  
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In honor of Janet Hoy Murphy

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In honor of the C.R.  
Wood Cancer Center

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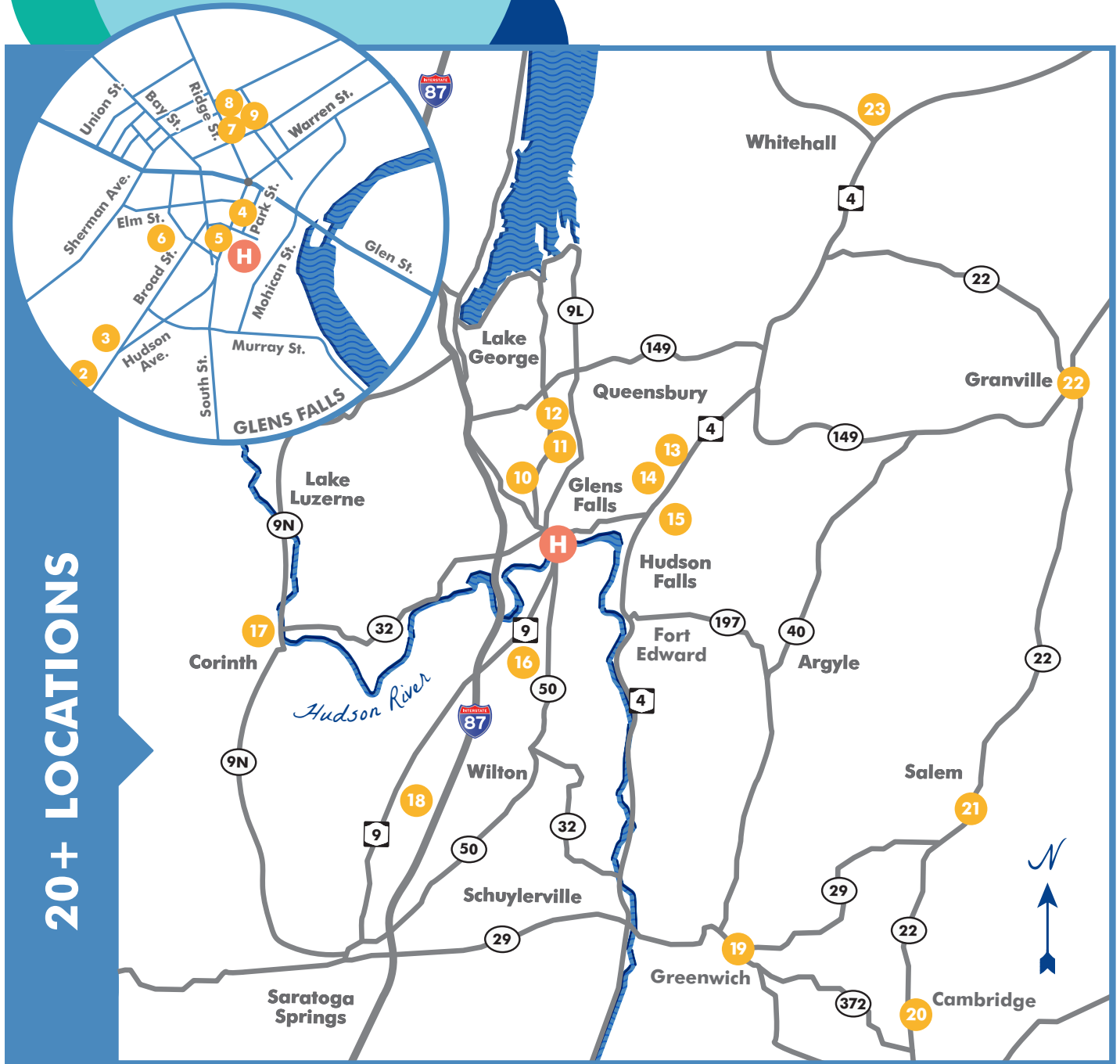


Glens Falls Hospital

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Visit our newly refreshed website—where you can find easy access to news, information and our calendar of events right on our homepage at:

**GlensFallsHospital.org**



**20+ LOCATIONS**

- H Glens Falls Hospital**
- 2.** Physical Therapy at Main Street
- 3.** Adirondack ENT
- 4.** Orthopedic Specialists of Glens Falls Hospital  
Surgical Specialists of Glens Falls Hospital  
General Surgery, Thoracic, Urology
- 5.** Lab Services at 90 South Street (Coming Soon)
- 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  
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- 13.** Hudson Falls Lab Collection
- 14.** Hudson Falls Medical Center
- 15.** Center for Recovery-Hudson Falls
- 16.** Medical Imaging and Lab Services at HHHN  
Moreau Family Health
- 17.** Evergreen Medical Center
- 18.** Wilton Medical Center  
Diabetes and Nutrition Center  
Hearing Center at Wilton
- 19.** Greenwich Medical Center
- 20.** Cambridge Medical Center and Urgent Care
- 21.** Salem Medical Center
- 22.** Granville Medical Center
- 23.** Whitehall Medical Center