



## Rising to the Challenge

Throughout our decades of service to this community, the physicians, nurses and all employees at Glens Falls Hospital have continuously raised the bar on the care we provide.

In March, our world was turned upside down as COVID-19 made its way into our lives. Hospitals and healthcare professionals across the country put aside their fears and worries and quickly sprang into action to support their communities. The healthcare heroes at Glens Falls Hospital did not hesitate for a second to show up on the frontlines of the pandemic to provide life-saving care for our friends and neighbors.

As President and CEO of Glens Falls Hospital, I have had the privilege to witness firsthand the ingenuity, empathy and dedication displayed by Glens Falls Hospital employees over the past nine months. From shifting our entire operational structure in a matter of days, to taking on new responsibilities and implementing new policies to be sure our hospital and clinics are a safe place to receive care, the entire Glens Falls Hospital family came together seamlessly in our communities' greatest hour of need. I will be forever grateful for their commitment and bravery in the face of uncertainty.

During these challenging times, the support we have received from community members like you

have given us all the strength and confidence to keep pushing forward. This challenging pandemic has reminded me of the significance of community hospitals and the importance of strong relationships with the people we serve.

Even in a year that has been fraught with uncertainty, we still find reasons to celebrate. We have had the honor of watching patients recover from COVID-19, leave the hospital and rejoin their loved ones, welcomed healthy and happy newborn babies into the world and secured an even stronger future for our hospital and regional healthcare through an affiliation with the Albany Med Health System.

Through it all, your healthcare needs remain the focus of our mission. Although we cannot say with certainty what 2021 will bring, I am confident that with your continued support Glens Falls Hospital will continue to be here through it all—next year and for many years to come.

Best of Health,

Dianne Shugrue  
President and CEO

Despite facing an unpredictable global pandemic, we have also seen some great triumphs at Glens Falls Hospital over these past few months.



GFH LOGISTICS CENTER

In the midst of the pandemic, **Glens Falls Hospital opened a Logistics Center**—a central location for coordinating staffing, patient movement, patient monitoring and to enhance patient throughput as well as integrating technology and patient needs by monitoring real-time dashboards throughout the organization.

NEW SERVICE AT STROKE CENTER

Glens Falls Hospital and Massachusetts General Hospital announced a **collaborative effort** to offer **Teleneurology** as part of the New York State Stroke Center located at GFH.



SUBMITTING FOR MAGNET® RECOGNITION

After seven years of hard work and 700 pages of collected data and information, our team officially submitted our Magnet® Recognition Program document as the next step on our Journey to Magnet® Designation.



GROUNDBREAKING PARTNERSHIP

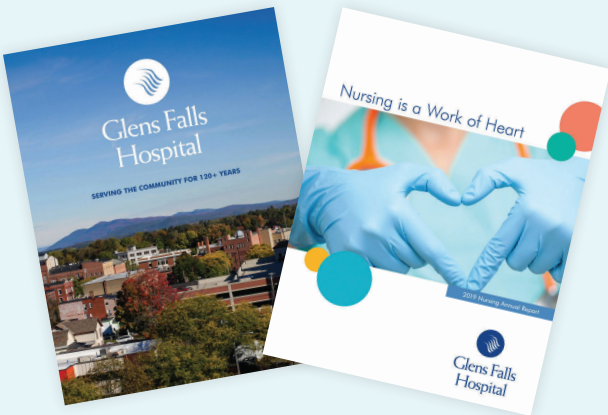
Glens Falls Hospital and aptihealth, the leader in intelligent integrated behavioral healthcare, announced a groundbreaking partnership to deliver rapid access to integrated physical and behavioral care.



IN CASE YOU MISSED IT

- ➡ Check out the 2019 annual report—visit [GlensFallsHospital.org/AnnualReport](https://GlensFallsHospital.org/AnnualReport)
- ➡ Check out the 2019 Nursing annual report—visit [GlensFallsHospital.org/NursingExcellence](https://GlensFallsHospital.org/NursingExcellence)

Keep an eye out for the 2020 annual report coming Spring 2021.



MAKING HONOR ROLL

Glens Falls Hospital has received the American Heart Association/American Stroke Association's **Get With The Guidelines® Target: Stroke Honor Roll Silver Plus Quality Achievement Award** recognizing the hospital's commitment to ensuring stroke patients receive the most appropriate treatment.



BEHIND THE MASKS

We are pleased to present 'Behind the Masks: Stories of Care, Compassion & Innovation at Glens Falls Hospital During the COVID-19 Pandemic'. Behan Communications Inc. created this documentary to **share the stories of teammates at Glens Falls Hospital** as they came face to face with the deadly coronavirus. To view the documentary, visit [GlensFallsHospital.org/BehindTheMasks](https://GlensFallsHospital.org/BehindTheMasks)



TELEHEALTH AT GLENS FALLS HOSPITAL

Glens Falls Hospital now **proudly offers Telehealth** for a variety of primary care and specialty care services.



SECURING HEALTHCARE INTO THE FUTURE

On July 1, 2020, Glens Falls Hospital became an **affiliate of the Albany Med Health System**, which also includes Albany Medical Center, Columbia Memorial Health and Saratoga Hospital. The region's largest, locally governed health system, it has 1,520 beds, more than 800 physicians and 125 outpatient locations throughout the Capital Region.



ROBOTIC-ARM ASSISTED SURGERY

Glens Falls Hospital now offers **Stryker's Mako® Robotic-Arm Assisted Total Hip, Total Knee and Partial Knee replacement procedures**. Robotic-arm assisted surgery is a new approach to joint replacement that offers tremendous precision for implant placement. Using CT technology, surgeons are able to create a patient-specific 3D plan for extreme accuracy and precision, yielding better patient outcomes with less postoperative pain, and shortened recovery times.



LABORATORY SERVICES

Glens Falls Hospital opened Laboratory Services at **90 South Street in Glens Falls, New York** on April 21, 2020.



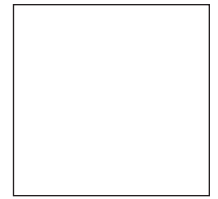




# Glens Falls Hospital

An affiliate of  ALBANY MED

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



## STAY CONNECTED ON FACEBOOK

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

## SUBSCRIBE TO THIS NEWSLETTER

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

# HERE + SAFE THROUGH IT ALL

With the continued presence of COVID-19 and this year's cold and flu season underway, your safety and well-being continues to be our number one priority. The policies and procedures we have in place today ensure that our hospital, outpatient clinics and physician offices remain a safe place for you to receive care. It's more important than ever to remain in control of your health and do not delay seeking care if you are feeling unwell.

**Learn more about the steps we're taking to protect you through our 3-part proactive safety plan:**

## Glens Falls Hospital: 3-Part Proactive COVID-19 Safety Plan



### PREVENT

Sustained focus on cleanliness and advanced sterilization procedures

Continued visitor limitations

Social distancing in waiting rooms and check-in areas

Ongoing use of personal protective equipment, including masks for all employees and gowns and protective eyewear in certain areas



### DETECT AND TREAT

Proactive patient testing

Thorough health screenings for patients and employees, including daily temperature checks

Designated COVID-19 hospital unit to treat positive COVID-19 patients to isolate and contain the virus



### SUPPORT

Proactive safety updates to patients, employees and community through GFH Website and social media

Ongoing training, guidance and support for employees

Expanded telehealth options for patients seeking care and virtual family visits for patients in the hospital