The 2020 Glens Falls Hospital Year in Review captures the incredible achievements of the Glens Falls Hospital team during a year that challenged us beyond what we could have imagined. In these pages are countless stories of how our physicians, nurses and other employees overcame obstacles to ensure that Glens Falls and the surrounding region had access to high-quality, compassionate healthcare during an incredibly challenging time.

When the world was turned upside down in early 2020 with the onset of the COVID-19 pandemic, the team at Glens Falls Hospital rose to the occasion and worked with the shared purpose of being there for our community in its greatest time of need. The Glens Falls Hospital COVID-19 response encapsulates who we are at our best—a mission and purpose-driven community hospital with innovative, compassionate people who will go above and beyond to serve our friends and neighbors. This has been evident in every area of the hospital, from our environmental services team to our lab technicians, physicians, nurses, respiratory therapists and countless others who have raised the bar for how we care for and protect our patients and the community.

While much of the spotlight has been shown on the response to COVID-19, we have also achieved significant milestones in patient care and access, growth and evolution of our system and advancements in technology that strengthen our ability to continue providing best-in-class care in a community setting.

Highlights from this past year include:

• Finalizing our affiliation with the Albany Med Health System.
• Submitting our Magnet® application, to elevate the practice of nursing at Glens Falls Hospital.
• Introducing new models of care, including a partnership with Massachusetts General Hospital to deliver telemedicine services.
• Elevating the status of established programs and our commitment to exceptional patient care through numerous awards and accreditations.

You can learn more about these accomplishments, and many others, by reading this year’s annual report. Through it all, we remain grateful for the outpouring of support we have received from donors, community members, patients, family members of our healthcare heroes and many others. You all have reminded us of the importance of a strong community hospital and what we can achieve when we come together, united by a single mission.

I am confident that with your continued support Glens Falls Hospital will remain strong no matter the circumstance and continue to positively impact the lives of the people we serve throughout the region.

Best of Health,

Dianne Shugrue
President & CEO
The optimism that greets each new decade is often palpable; New Year’s celebrations seem more joyous, plans for the future become more urgent and most people look forward to what the new decade will bring in technology and yes, in healthcare. To say 2020 has been challenging would be the understatement of any decade.

Here are a few examples of how Glens Falls Hospital, our amazing employees and a grateful community tackled the most severe, world-wide health crisis in more than 100 years—the novel coronavirus, COVID-19.

**OUR RESPONSE TO THE COVID-19 PANDEMIC**

Still, at Glens Falls Hospital your local team of healthcare heroes stepped up to take on a frightening virus, stepped in front of the virus to do everything in their power to save lives and stepped over obstacles to provide innovative and cutting-edge therapies.

**AT THE CUTTING EDGE**

- By the time COVID-19 reached the North Country, Glens Falls Hospital was already prepared. Erin Perkins, Senior Director of Laboratory Services, started the process to begin broad-based testing. We immediately mobilized teams, converted the Emergency Department ambulance ramp and helipad into temporary testing sites including a specially designed clinical trailer and ambulance ramp and helipad into temporary testing sites. Laboratory Services, started the process to begin broad-based testing. We immediately mobilized teams, converted the Emergency Department ambulance ramp and helipad into temporary testing sites. Alternatively, a specially designed mobile testing trailer was put into service. Thanks to the incredible advocacy of a patient’s family, and the dedication of our clinical pharmacy team, patient Bill Burns received only the second treatment given in the Capital District and was able to have a successful recovery.

- Glens Falls Hospital was one of the first in the country to be able to offer convalescent plasma as a therapy option. Thanks to the incredible advocacy of a patient’s family, and the dedication of our clinical pharmacy team, patient Bill Burns received only the second treatment given in the Capital District and was able to have a successful recovery.

- Our hospital was the first in the United States to begin a trial of TD-0903. The sponsor of this study, Theravance Biopharma Ireland Limited, is developing a new investigational drug to treat Acute Lung Injury (ALI) associated with COVID-19. The aim of this study is to determine whether the drug may help treat lung injury and breathing difficulties in patients admitted to the hospital with COVID-19.

- In coordination with state guidelines, visitation was temporarily closed down. Understanding how important a loved one’s presence may be for recovery, the Patient Experience team encouraged virtual visits through digital devices to stay in touch with patients. The hospital was able to provide iPads to those who didn’t have technology to communicate with loved ones.

- In the face of limited personal protective equipment (PPE), Kenta Kameda, RN, Clinical Nurse Informaticist, jumped in with two 3D printers to make custom shields to help protect our colleagues.

- Since the onset of the COVID-19 pandemic, Hillary Alycon, MPH, CIC, Director of Infection Prevention & Control, has presented multiple, virtual community presentations on topics surrounding the virus as well as the vaccine.

- In December 2020, we established a COVID-19 Vaccine Clinic for essential healthcare workers.

**COMMUNITY SUPPORT**

- Hospital employees were brought to tears on multiple occasions due to the overwhelming support received from our friends and neighbors, starting with the amazing—and huge—parade of first responders and community members organized by Feed the Frontlines founder Jacob Ewry, who was inspired by GFH employee Keri Randall-Sherman. This was followed by a parade of UPS trucks, a flyover of a U.S. Coast Guard C-130, outdoor holiday dance performances and much more.

- Those videos can be found at GlensFallsHospital.org

- The food that was served included meals like fried chicken, macaroni and cheese, salads, desserts, and beverages.

- The food was distributed to multiple locations, including hospitals, homeless shelters, and other organizations in the community.

- Many local businesses and organizations contributed food and supplies to support these efforts.

- The food distribution continued throughout the pandemic, with adaptations made to ensure safety and compliance with public health guidelines.

- We wish to urge each and every one of you to continue to be vigilant because this deadly virus is still prevalent in our communities.

- We encourage everyone to get the COVID-19 vaccine when it becomes available to you.

- Wear a mask!

- Practice good hand hygiene—wash your hands with soap and water or use hand sanitizer.

- Avoid large crowds and always practice social distancing.

- The FOOD! So many individuals, organizations and restaurants delivered meals after meal. We cannot thank our community enough for the amazing response.

- Area businesses, dentists and others donated supplies of masks, hazmat gear, gloves and other PPE to help with the shortage we saw at the onset of the pandemic.

- The artful expressions of support, from the thank you messages written in chalk on our walkways, to giant painted rainbows, to framed donations of art from children have brightened our days during this dark time.

- In a remarkable and generous gift to Glens Falls Hospital and all of our frontline heroes, Behan Communications wrote, produced, filmed (by cinematographer Cameron Gallagher) and directed (by Behan Communications Vice President John Brodt), the Documentary “Behind the Masks – Stories of Care, Compassion and Innovation at Glens Falls Hospital during the COVID-19 Pandemic” to show an exclusive look behind the scenes at GFH during 2020.

- Local Marketing and Advertising firm Trampoline Design partnered with Fountain Square Outfitters to develop a “Quarantine Adventure” line of clothing which they sold as a fundraiser for the hospital.

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**HERE+SAFE THROUGH IT ALL**

We want to assure you that 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. Do not delay seeking care if you are feeling unwell.

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We encourage everyone to get the COVID-19 vaccine when it becomes available to you.

Wear a mask!

Practice good hand hygiene—wash your hands with soap and water or use hand sanitizer.

Avoid large crowds and always practice social distancing.

The affiliation joins Albany Medical Center Hospital, Columbia Memorial Health, Glens Falls Hospital and Saratoga Hospital together to form the only locally governed, not-for-profit health system in the region. With over 15,000 employees, 1,520 beds, over 800 physicians and 125 outpatient locations reaching from the Hudson Valley to the Adirondacks, the Albany Med Health System brings an unprecedented breadth of expertise and coordinated care to patients across our region.

Strong partnerships enhance quality of care. With four hospitals working together, the expertise of each forms a network, similar to that of large, metropolitan medical centers. In this way, the Albany Med Health System brings more resources further into our communities. Our interdisciplinary teams collaborate to elevate standards of care across the system—not just in one place. The strengths of each hospital, along with Albany Med’s advanced care, provide powerful and clinically advanced options for patients.

The System’s vision for the future is to offer coordinated care in a wide variety of specialties. Our neighbors seek community-based care from providers they know and trust; they also seek easy access to highly specialized services through Albany Med, the region’s only academic health sciences center.

A region is a collection of its communities, and each community has its own characteristics. The hospitals, physician practice offices and urgent care centers of the Albany Med Health System retain their own unique identities for the communities they serve. Each hospital maintains its own name, leadership, employees, board and fundraising team.

Our patients have helped guide our growth. The Albany Med Health System makes access to and coordination of care easier. Through integration and collaboration, we are committed to bringing you our shared skills and compassion. We ensure that the level of care you have come to expect endures.

Glens Falls Hospital is proud to be a part of the Albany Med Health System—and we will always remember our promise to you; we will be here and safe through it all and even stronger thanks to this affiliation.
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.

NOW OFFERING TELEHEALTH
To ensure that patients can see a provider for many of their primary care needs and specialty care, as well as follow-up appointments, during the COVID-19 pandemic, we introduced telehealth options in 2020—options that are easy to access, with providers you know and trust. Since the onset of the COVID-19 pandemic we’ve gone from zero telehealth visits to over 1,200 a week!

Don’t forget—if you are already registered with our Patient Portal you can simply sign in, view telehealth options and self-schedule an appointment. If you have not yet registered with our patient portal, the process is quick and easy.

Visit GlensFallsHospital.org/PatientPortal to learn more and to self-enroll.

GLEN'S FALLS HOSPITAL AND APTIHEALTH ANNOUNCE PARTNERSHIP TO DELIVER VIRTUAL BEHAVIORAL HEALTHCARE
Glens Falls Hospital partnered with aptihealth, the leader in integrated behavioral healthcare, to deliver rapid access to virtual care to patients at all of our primary care practices. This program has been shown to decrease symptom severity by over 50%, resulting in improved health outcomes. Patients are matched with a behavioral health therapist who specializes in their areas of need, and together develop a personalized care plan. Working with aptihealth we are able to greatly enhance our offerings for behavioral health services in a way that is convenient and safe.

Visit GlensFallsHospital.org/MedicalImaging for a full list of services at each of our convenient locations.

GLEN'S FALLS HOSPITAL AND MASSACHUSETTS GENERAL HOSPITAL PARTNER FOR TELENEUROLOGY SERVICES
Glens Falls Hospital and Massachusetts General Hospital (MGH) have collaborated to offer Teleneurology as part of the New York State Stroke Center located at GFH.

Physicians at Massachusetts General Hospital have over 20 years in the field of telenurology, diagnosing and managing a spectrum of disease, from the “common” stroke to the rarest of cerebrovascular conditions.

Using advanced video-conferencing technology, patients who present to GFH with stroke symptoms can be quickly and effectively diagnosed by a telenurologist. This program allows for GFH Neurologists and Emergency Department staff along with MGH Neurologists to visually participate in the patient’s care when they present to the ED with a stroke emergency 24/7—365 days a year.

A conventional chest X-ray shows the entire anatomy superimposed over each other, for example, both the rib cage over the lungs, often making it difficult to identify certain areas.

Now, the GE Definium 646 HD X-ray machines allow for a much more detailed view of either bone structures or soft tissue, because they use dual energy subtraction to “subtract” bone structures. The clear, precise imaging allows for more detailed diagnoses, resulting in better outcomes for patients. Plus, this technique utilizes lower radiation doses. This is the new elevated standard of medical imaging at Glens Falls Hospital.

In addition to this new technology, we also have installed a new digital C-arm (X-ray machine) for the Operating Room that produces some of the clearest pictures to help guide surgeons performing surgery.

BEHAVIORAL HEALTH UPDATE
Glens Falls Hospital has transitioned outpatient behavioral health services to Behavioral Health Services North. Glens Falls Hospital will continue to provide inpatient behavioral healthcare and crisis care in our Emergency Department.

LAB SERVICES AT 90 SOUTH STREET
Glens Falls Hospital opened Laboratory Services at 90 South Street in April 2020!

Livingston Laboratory Services at 90 South Street
90 South Street - Lower Level, Glens Falls, NY 12801
518.926.3892

Medical Imaging and Lab Services at HHHN Moreau Family Health
1599 Route 9, Gansevoort, NY 12831
518.926.1730

Glens Falls Hospital is now the region’s only hospital to offer Dual Energy Subtraction digital imaging.

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The Cardiac Catheterization Laboratory opened in 1996 with one single lab, a small recovery room and performed minimal services. I had the privilege to be one of the first nurses to work in the lab and support the development of policies and procedures. It did not take long for our lab to grow to meet the needs of our community and provide a much-needed service here at Glens Falls Hospital.

By 2020, the Cardiac Cath Lab moved to a larger space with additional procedure rooms with high-resolution imaging for diagnostic and interventional cases. The cardiology team now performs a variety of services including coronary interventions, implantable defibrillators and cardiac malignancies, percutaneous and transesophageal echocardiograms. Electrophysiology studies can also happen in the Cath Lab, including cardiac ablations for arrhythmias. The Interventional Radiology team also has dedicated labs within the suite for interventional cases, as well as ablations to tumors of the liver and kidneys.

As a critical care nurse of over three decades, the changes I have seen in healthcare are amazing. The technology and innovative equipment is such an improvement for our patients. Patients can have procedures and go home the next day or same day in some cases. Just as we have seen the improvements for our cardiac patients to restore blood flow to the heart, we see the amazing technology for our vascular population. In many instances, using catheters and stents to restore blood flow to the lower extremities rather than a surgical intervention can reduce hospital stay, reduce infection rates and improve patient quality of life.

One of the emergency interventions performed at the Cath Lab is a Percutaneous Coronary Intervention (PCI), a nonsurgical procedure that improves blood flow to your heart. Before hospitals began performing PCIs, patients who suffered a heart attack were given medications that dissolve blood clots. Using the PCI method, we are able to restore blood flow to the heart quickly and have even reduced the average length of stay for patients who have suffered a heart attack from 5-7 days to 3 days.

Over the years, advancements in science along with enhanced care coordination has allowed us to do even more for the patients we serve. That work is evident in our door-to-intervention time, meaning the amount of time that elapses between when someone presents at the Emergency Department with a heart attack and when the appropriate intervention is performed. The national standard door-to-intervention is 90 minutes or less. In 2019 and 2020, Glens Falls Hospital’s door-to-intervention time was about 51 minutes, nearly 30 minutes better than the national standard.

That is a testament to the commitment of our team. We have strong relationships with the Emergency Department, EMS and cardiologists in our area plus the interdisciplinary cardiac care and Cath Lab team. I am 110% committed to providing the best possible care to our patients, and we are always striving to be better for the people we serve.

Across our healthcare system, we are mindful of all aspects of human differences, such as socioeconomic status, race, ethnicity, language, nationality, sex, gender identity, sexual orientation, religion, geography, disability and age. We recognize that excellence in all aspects of care and service delivery can only be achieved when staff, patients and residents genuinely connect and engage across cultures to create health equity.

Our mission statement reads, “Guided by the needs of our patients and our teams, we support efforts to help Glens Falls Hospital deliver equitable health care in a culturally responsive, compassionate way; to improve the health and well-being of the diverse communities we serve; to educate, engage and enhance cultural awareness and inclusion across our workforce.”

The Committee on Diversity, Equity & Inclusion was established in 2020 to help us achieve this vision.

Diversity, equity and inclusion is also a key priority of the Albany Med Health System. The system Board adopted a “Diversity Definition” in the fall of 2020. It states, “Diversity means understanding that each individual is unique, and it recognizes and embraces individual differences and abilities. Those differences and abilities can be one, or some of the following: race, ethnicity, gender (including gender identity and expression), sexual orientation, socioeconomic status, age, physical abilities, religious beliefs/values, geographic location, ethical values or other ideologies. Diversity explores such individual differences and abilities in a safe, positive and nurturing environment. And, it involves humans understanding each other and, to the extent that one’s individual conscience permits, moving beyond tolerance to embracing the rich dimensions contained in each person.”

At Glens Falls Hospital the CDEI team has developed several initiatives we believe will further our mission and vision, and make diversity, equity and inclusion an ingrained part of who we are. A zero-tolerance policy is being developed that will ensure discrimination of any kind is not tolerated. An Ally program is being established; Allies are members of the committee and others who will receive special training in how to be of assistance to anyone who feel marginalized and need a confidential, safe person or space. We are also working toward designation as a LGBTQ Healthcare Equality Leader. These are just a few of the many initiatives the CDEI is working on.
At Glens Falls Hospital, we are 2,300 team members who are proud to care for our friends and neighbors. We live, work and play in this community and our team loves to give back and care for our region in more ways than one. Check out some of things we’ve been up to this year!

United Way Campaign

A very big THANK YOU to all donors who participated in this year’s United Way Campaign! Together we raised over $30,500 for our local community and the organizations that provide essential services to our patients and their families!

Adopt A Soldier

The GFH community participated in Operation Adopt A Soldier. We were able to fill a large donation box with enough items to make dozens of care packages for our soldiers overseas. Thanks to everyone for their support!

Community Support

Glens Falls Hospital is proud to partner with many local organizations in our region. In 2020, we provided nearly $65,000 through sponsorships and additional support that benefit more than 20 local businesses and communities:

• Adirondack Theatre Festival
• Adirondack Thunder
• Glens Falls Rotary
• Too Life
• Zonta Club Foundation of Glens Falls
• Tri-County United Way
• American Heart Association Eastern States
• Wiawaka Center for Women
• West Mountain
• Saratoga Performing Arts Center
• And many, many more!

Health Promotion Center at Glens Falls Hospital

For over 115 years, Glens Falls Hospital has worked to create healthier populations through partnerships with schools, communities and providers. We focus on initiatives to support physical activity, nutrition and tobacco cessation through organizational, policy and systems changes. The COVID-19 pandemic required a shift in priorities for our region and the communities we serve. We have continued to support health promotion efforts by adopting new ways of addressing wellness activities, including appropriate precautions to keep our staff and community safe.

• 476 walker bags
• Over 200 teddy bears were made by Wings Falls Quilting Guild
• 200 pillowcases
• 100s of holiday masks for distribution to our discharged patients
• Beautiful, warm blankets were knitted and crocheted

We appreciate all our volunteers and community helpers for bringing joy to our patients and staff during a challenging time!

COMMUNITY EVENTS

American Red Cross Blood Drive

In 2020, Glens Falls Hospital hosted five American Red Cross Blood Drives and was able to collect 260 units of blood.

Lung Cancer Screening

Glens Falls Hospital provides a Lung Cancer Screening Program for individuals who are at high risk for developing lung cancer. In 2020, there were 1,747 people screened with 15 cancers diagnosed.

Skin Cancer Screening

At the C.R. Wood Cancer Center’s annual Free Skin Cancer Screening Clinic, a total of 79 individuals were screened, of which 18 individuals were referred for a follow-up visit to a primary care provider or dermatologist for additional inspection.

Orthopedic Community Presentations

The Orthopedic Specialists of Glens Falls Hospital hosted multiple community presentations on topics such as hip and knee arthritis, total joint replacements and our new MAKO® Robotic-Arm Assisted technology.

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Cancer Services Program

The Cancer Services Program of Warren, Washington & Hamilton Counties 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.

In 2020, the Cancer Services Program screened 142 clients—104 breast cancer screenings, 29 cervical cancer screenings and 64 colorectal screenings.

For more information, please call 518.926.6570 or visit GlensFallsHospital.org/CancerServicesProgram

SERVING OUR COMMUNITY

Be sure to check out our most recent Community Health Needs Assessment used to identify and prioritize health needs of the patients and communities within the region on our website at GlensFallsHospital.org/CommunityHealthNeedsAssessment. We welcome feedback on these plans by mail or through our website ‘Contact Us’ page.

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COMPREHENSIVELY APPROACHING THE
MANAGEMENT OF CHRONIC SINUSITIS

Do you hate when your nose feels clogged? Or that feeling of sinus pressure? It could be a sign of chronic sinusitis.

The sinuses make thin mucus that drains into the nasal passageway and works as a filtration system, keeping the nose clean and free of bacteria. However, the sinuses can become inflamed or infected when they are blocked—this is called sinusitis. There are several kinds of sinusitis ranging from acute cases to chronic issues. Acute sinusitis typically lasts only a few days. On the other hand, symptoms of chronic sinusitis never really go away for long periods of time, resulting in a significant decrease in quality of life. Chronic sinusitis can be caused by many factors like blocked airways from asthma or allergies, infections, abnormal nasal structures, polyps or a weak immune system.

Treatment of chronic sinusitis often requires a multifaceted approach to address all the underlying factors contributing to the condition. Studies have demonstrated that the early referral to Otolaryngology will lead to better outcomes and improve quality of life. At Glens Falls Hospital’s Adirondack ENT we have the ability and resources to offer comprehensive care in the treatment of chronic sinusitis, among many other ear, nose, and throat conditions. Some of the ways we treat chronic sinusitis is through:

1) education of allergies and environmental triggers,
2) sinus irrigations,
3) using medications to reduce inflammation,
4) treating the underlying condition, such as allergies, asthma or immune deficiency conditions,
5) procedural interventions.

Adirondack ENT also offers complete allergy and asthma care. Services include allergy testing, medical management, biologics and immunotherapy (allergy shots) to diagnose and treat even the most severe allergies.

Procedural interventions are sometimes needed in cases of chronic sinusitis that do not respond to medical management. Our surgeons at Glens Falls Hospital and Adirondack ENT can correct structural problems within the nasal passages and sinuses and remove polyps or other tissue blocking the nasal passages. Clearing the nasal and sinus passages reduces facial pressure and pain, restoring your sense of smell and making it easier to breathe.

One option—a Balloon Sinuplasty. This allows the surgeon to open a blocked sinus. This typically takes less than 30 minutes and can be performed in the Adirondack ENT office. If the blockage or symptoms of chronic sinusitis are severe, doctors may choose to perform this procedure in combination with sinus surgery.

Sinus surgery is done without any visible incisions. The surgeon uses tiny surgical instruments to remove unwanted tissue through the nostril or to correct a deviated septum. Endoscopic sinus surgery requires extreme precision due to the location of the sinuses near the eyes and brain. Because of this, surgeons may also suggest image-guided or computer-aided endoscopic sinus surgery to allow for an even more safe and thorough procedure. Endoscopic sinus surgery typically takes about two hours and does not require an overnight hospital stay.

The management of chronic sinusitis often takes a complex approach. The providers of Adirondack ENT are here to identify and address contributing factors of your disease helping define and execute a tailored treatment that is most likely to result in the better outcome and improved quality of life.
The quality of care for our stroke patients.

We are dedicated to continuously improving association’s Target: StrokeSM Honor Roll award.

Glens Falls Hospital additionally received the latest scientific evidence.

recognized, research-based guidelines based on

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.

Glens Falls Hospital additionally received the association’s Target: Stroke™ Honor Roll award. We are dedicated to continuously improving the quality of care for our stroke patients.

**ACCREDIATIONS, AWARDS AND RECOGNITION**

**ACCREDIATIONS**

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
DNV GL: Primary Stroke Center
Intersocietal Accreditation Commission (IAC): Adult Transesophageal
Intersocietal Accreditation Commission (IAC): Echocardiography
Intersocietal Accreditation Commission (IAC): Nuclear Cardiology
Intersocietal Accreditation Commission (IAC): Extracranial Carotid/Vascular Testing

DNV GL: Healthcare
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: Joyce Stock Snuggery
Centers for Medicare and Medicaid Services (CMS): Coronary 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 State Stroke Center
HANYS Committee to Excellence Award
American Heart Association/ American Stroke Association: Get With The Guidelines® Target: Stroke Honor Roll Silver Plus Quality Achievement Award
Association for the Health Care Environment: Clean Facility

**CPUOH PRIMARY STROKE CENTER CERTIFICATION FROM DNV GL HEALTHCARE**

Glens Falls Hospital received certification from DNV GL Healthcare as a Primary Stroke Center, affirming the hospital’s readiness to handle a full range of stroke-related medical problems, from diagnosis and treatment to rehabilitation and education. We are committed to rapid and effective treatment that can save lives and provide the best chance of limiting the extent of long-term damage after a stroke.

**CDPHP TOP DOCTORS**

Nominated by their patients and their peers for going above and beyond during the pandemic, CDPHP announced its 2020 Top Doctors celebrating the region’s top-performing primary care practices. The Glens Falls Hospital practices honored were Evergreen Medical Center, Greenwich Medical Center, Salem Medical Center and Whitehall Medical Center. Congratulations to all!

**CLEAN FACILITY**

Glens Falls Hospital has earned a Clean Facility Certificate from the Association for the Health Care Environment. Glens Falls Hospital has completed the Pathways to Clean Certificate Program, led by Jim Morris, Director of Environmental Services, which includes training and education content related to COVID-19, infection prevention strategies, cleaning, disinfection, sanitation, emerging pathogens and preparedness for biological events.

**UNITED WAY COMMUNITY CHAMPION AWARD**

GFH was awarded the United Way Community Champion Award being recognized as, “an organization that exemplifies the philosophy that their core values reflect an alignment to the overall betterment of the local community,” and thanked by United Way Interim Executive Director Peter Aust for our outstanding employee participation.
Family-centered care is powered by our legacy of providing high-quality, expertise and built upon compassion.

The staff of the Special Care Nursery have extensive experience in neonatal intensive care units as well as pediatric intensive care units to ensure our babies receive the highest level of care. Our babies receive the highest level of care.

We believe that knowledge and confidence set parents up for success. Before baby comes, we proudly offer virtual class options to prepare for what’s to come—from understanding the labor and delivery process to how to change diapers, swaddle an infant and safe sleeping practices. Once baby arrives, the Joyce Stock Snuggery offers specialized breastfeeding education from three International Board Certified Lactation Consultants.

At the Joyce Stock Snuggery, our collaborative team of providers, midwives, pediatricians, neonatal nurse practitioners, specially trained nurses and respiratory therapists provide 24/7 coverage to all newborns and moms. More than 50% of the Snuggery nurses have achieved a national specialty certification in caring for moms and babies.

We have a Level 1 Special Care Nursery that is equipped with eight beds for newborns requiring additional monitoring and support including IV therapy, cardiorespiratory monitoring and respiratory support. Plus, our recently redesigned space allows moms to be present with their babies in the Special Care Nursery to ensure that we are fostering a strong relationship between mother and child.

The staff of the Special Care Nursery have extensive experience in neonatal intensive care units as well as pediatric intensive care units to ensure our babies receive the highest level of care.

Our legacy of providing high-quality, family-centered care is powered by expertise and built upon compassion.

“From labor to delivery, the team provided constant, genuine care and compassion.”

-Laura Parrish-Combs

“Kayden came into this world in the midst of a pandemic, but I felt safe through the whole experience.”

-Staci Oswald

“Our comprehensive breast care program is second to none. Physicians, nurses, radiology technicians, genetic counselors, pharmacists and psychologists all work in concert to provide a level of care expected at most tertiary centers. Now with our Albany Med Health System affiliation, we have solidified our commitment to our patients and can be confident they are receiving a high-city experience at their local, accessible hospital. “Here For You” isn’t a catchy hollow phrase—we mean it! For nearly a decade, we have been offering a radiation alternative to select breast cancer patients. This technology, called Mammosite, has improved over the years and gives many women the option to have breast conservation, known as a lumpectomy, and complete their radiation treatment in a compressed, 2-week time frame. Traditional radiation is still offered to those who do not qualify for this therapy. For those who qualify, a balloon catheter is placed at the time of lumpectomy and radiation seeds are placed in the balloon channels. This requires a highly skilled radiation oncology department and specialized equipment not usually available at a community hospital. We are so fortunate to be able to offer this treatment to many patients, especially those who may live long distances from our hospital. This treatment spares many women a mastectomy because they were not able to travel daily for six weeks to receive traditional radiation.

We believe in holding ourselves to the highest standards. That’s why the Joyce Stock Snuggery has been designated as a Blue Distinction Center for Maternity Care by BlueShield of Northeastern New York. We are proud to be nationally recognized for our expertise in delivering specialty care according to nationally established standards for quality and safety.

The emotional comfort of delivering at Glens Falls Hospital only exists because the clinical expertise is there.”

-Dr. Marcille Labban

“I trust the radiologists and technicians to function at the highest professional level. They have never let me down.”

-Dr. Steven Scalia

Our breast screening programs use the latest state-of-the-art equipment, operated by an elite team of specialized technologists. We have a team of dedicated radiologists whom have taken a special interest in breast care and their collaboration with surgical providers and other team members ensures a high level of accuracy in diagnosis and treatment of breast related problems. I see patients from many different areas outside of our community and can assure you that our breast screening is praiseworthy.

I encourage my neighbors and friends to have their care at Glens Falls Hospital. In a close community like ours, it means people you know are taking care of you. Doesn’t get any better than that!

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Built on **COMPASSION.**
Powered by **PRECISION.**

**MAKO® ROBOTIC-ARM ASSISTED TECHNOLOGY**

Starting in August 2020, Glens Falls Hospital began offering Stryker’s Mako® Robotic-Arm Assisted Total Hip and Total Knee replacement procedures. Robotic-arm assisted surgery is a new approach to joint replacement that offers tremendous precision for implant placement. The technology allows surgeons to create a patient-specific 3D plan to create precise cuts for more accuracy in alignment with less damage to healthy bone and soft tissue.

**HOW DOES MAKO® TECHNOLOGY WORK?**

The first step is patient-specific surgical planning. Before surgery, a CT scan of your hip or knee is taken to develop a 3D-virtual model of your unique anatomy. Your doctor uses this model to evaluate your bone structure, disease severity, joint alignment and even the surrounding bone and tissue, so they can determine the optimal size, placement and alignment of your implant.

Throughout your procedure, Mako provides real-time data to your surgeon. This allows your surgeon to continuously assess the movement and tension of your new joint, and adjust your surgical plan if desired.

In the operating room, your surgeon guides Mako’s robotic-arm to remove the arthritic bone and cartilage. A virtual boundary provides tactile resistance to protect soft tissue and help the surgeon stay within the boundaries defined in your surgical plan.

With the diseased bone gone, your implant is placed into the joint. Then it’s off to the recovery room to begin your journey to recovery so you can enjoy your new joint.

Clinical studies have shown that surgeries utilizing Mako Robotic-Arm Assisted Technology yield better patient outcomes, less post-operative pain, less need for opiate analgesics and decreased length of stay, placing patients on the road to recovery faster.

In the operating room, your surgeon guides Mako’s robotic-arm to remove the arthritic bone and cartilage. A virtual boundary provides tactile resistance to protect soft tissue and help the surgeon stay within the boundaries defined in your surgical plan.

The nurses of Glens Falls Hospital have been on the journey to Magnet® Recognition since 2014. During that time, our nurses have been committed to shared governance, evidence-based practice, nursing research and patient-centered care.

After four months in review, the ANCC notified Donna and Laura in December that our document was scored at the level of ‘excellence’ and our organization was progressing directly to site visit without the need for additional documentation or data to be sent. This is a huge achievement and a high honor for a first-time applicant organization. The nurses have since completed the three-day virtual site visit that took place in February 2021. The site visit was an in-depth visit to verify, clarify and amplify the examples of excellence in our document. Now we are awaiting the final decision.

“**The Mako® Robotic-Arm Assisted Surgery was like an immediate fix to something that had been bothering me for two years.**”

- Timothy Kissane

“**I came out of this feeling so good and my life was so enhanced. It just made everything so easy and painless.**”

- Barbara Sweet

The nurses of Glens Falls Hospital have been on the journey to Magnet® Recognition since 2014. During that time, our nurses have been committed to shared governance, evidence-based practice, nursing research and patient-centered care.

Our Magnet Program Director and her team wrote a 700+ page document that chronicled countless examples of exemplary patient outcomes and elevated nursing practice. On July 15th, 2020, Laura Pfeifer, MS, RN, CCRN, NEA-BC, Director of Nursing Excellence and Magnet, with Dianne Shugrue, President and CEO and Donna Kiker, MS, RN, NEA-BC, Vice President of Patient Services and Chief Nursing Officer looking on, hit the send button and submitted our document to the American Nurses Credentialing Center (ANCC) for review.

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BY THE NUMBERS

It is the belief of the professional nursing staff that every patient and family has the right to holistic, compassionate, competent, ethical, quality healthcare throughout all stages of illness and health. The quality of that nursing care is enhanced by community involvement, continuing education, fiscal responsibility and evidence-based practice to improve outcomes across the continuum of care.

WANT TO READ MORE ABOUT NURSING EXCELLENCE AND CAREERS AT GLENS FALLS HOSPITAL? VISIT GLENSFALLS.HOSPITAL.ORG/ NURSING

NURSES & NURSE PRACTITIONERS

IN 2020 THERE WAS A 0.6% ↑ OF NURSES WHO RECEIVED THEIR BACHELOR OF SCIENCE IN NURSING

200+ CERTIFIED NURSES IN A VARIETY OF DIFFERENT SPECIALTIES

NURSE SENSITIVE QUALITY INDICATORS CONTINUE TO OUTPERFORM NATIONAL BENCHMARKS

WE ENCOURAGE CONTINUING EDUCATION AND SUPPORT RN CERTIFICATIONS

2020 NURSING AWARD WINNERS

2020 NURSING AWARD WINNERS

DAISY AWARD

The DAISY Award was created in 1999 to recognize nurses for the compassion and skill that they bring to patients and their families. The award is internationally recognized and very prestigious. Here at Glens Falls Hospital, nurses are selected to receive the DAISY Award quarterly. Nurses are nominated by their patients and families, their peers and other colleagues. Congratulations to all DAISY Award winners!

Siobhan Frandino BSN, RNC-OB Joyce Stock Snuggery
Heather Tierney BSN, RN Tower 5 ICU
Renee Brooks BSN, RN, CORN GI Center
Shannon Schrea, RN Tower 6
Susan Dessaint BSN, RN Tower 3

Valerie Parker, RN Tower 3
Cassandra Hanaburgh BSN, RN, IBCLC Joyce Stock Snuggery
Paula Hanchett RN, IBCLC Joyce Stock Snuggery
Xenia Wieland, RN Tower 6
Korrah Gereau, RN Tower 6

Aaron Lizar, RN Tower 3
Belinda Spinner, RN Tower 3
Michele Harding MS, FNP-BC, ANP-C Pneumonectomy Testing Clinic

Traci Bunting, RN Joyce Stock Snuggery
Renee Brooks, BSN, RN, CORN GI Center
Katia Fowler, MS, RN, CORN-K Education Services
Gavin Seabury, RN Emergency Department
Kim Trapasso, BSN, RN Emergency Department

THE HEART OF HEALTHCARE CAMPAIGN 2020 WINNERS (THE POST STAR)

Traci Bunting, RN Joyce Stock Snuggery
Renee Brooks, BSN, RN, CORN GI Center
Katia Fowler, MS, RN, CORN-K Education Services
Gavin Seabury, RN Emergency Department
Kim Trapasso, BSN, RN Emergency Department

TIMES UNION SALUTE TO NURSES WINNER
Deborah Streets, RN Surgical Specialists of Glens Falls Hospital—Urology
GLENS FALLS HOSPITAL
LOGISTICS CENTER

In 2020, Glens Falls Hospital opened the Logistics Center. The Logistics Center is a central location for coordinating staffing, patient movement and patient monitoring. The addition of the Logistics Center has allowed for better care coordination and ultimately provided an elevated patient experience.

PATIENT AND FAMILY ADVISORY COUNCIL

The Patient and Family Advisory Council (PFAC) at Glens Falls Hospital promotes a partnership between patients, families and staff to achieve compassionate care through education and communication—putting patients first.

The PFAC is composed of a diverse group of individuals including patients and family members, physicians, nurses, patient experience team members and more! Involving patients in developing safe and effective hospital programs and services has proven to be valuable, and we are proud to collaborate with our community members to be the best we can be.

INTERESTED IN JOINING THE PFAC?
Visit GlensFallsHospital.org/PFAC

PFAC APPROVED

HEALING STARTS HERE
AT THE WOUND HEALING CENTER

Joe Kiefl, Director of the Wound Healing Center

Glens Falls Hospital is pleased to announce that our Wound Healing Center has been awarded as a Center of Distinction in 2020 by Healogics®, the country’s leader in Wound Care and Hyperbaric Medicine. To be considered for this prestigious recognition the Wound Healing Center had to surpass lofty performance metric goals that included a Heal Rate higher than 92%, a Patient Satisfaction score higher than 92% and a Median Days to Heal of less than 28 days, which we achieved thanks to the hard work and dedication of our team.

This award exemplifies the mission the staff of the Wound Healing Center has committed to bring to the communities of Warren, Washington and Saratoga Counties. Opening in 2004, the Wound Healing Center specializes in the treatment of chronic non-healing wounds including wounds caused by diabetes, venous, pressure, radiation, surgical and traumatic injuries. Over time, the Wound Healing Center has become the local leader in Upstate New York at managing and healing these chronic conditions, and we are proud to do so. We employ a group of specialized providers and nurses to assess each individual history and create a custom care plan tailored to each patient. The Wound Healing Center is equipped with the most advanced technology in the area including the first Hyperbaric Oxygen Chambers, bioengineered skin substitutes and advanced specialty wound care dressing. Having the recognition as a Center of Distinction is an honor for the Glens Falls Hospital but it’s an even bigger honor for the communities of Warren, Washington and Saratoga Counties. Knowing our community members can stay local to receive the best wound care in the country is a burden off the people of these great communities. Studies show that 80% of people with diabetes will develop a wound over the course of their lifetime. Having the Wound Healing Center ready and able to assist in getting those affected by wounds, healed and back in the community is the greatest accomplishment we can provide to our area. A patient’s quality of life is dealt a significant blow when one develops chronic wounds and we’re here to get them back to living their best life.

"WE APPRECIATE AND ARE HONORED OUR COMMUNITY MEMBERS ENTRUST US TO RESTORE THE QUALITY OF LIFE THAT EVERY PERSON DESERVES."

I want the community to know we are here for you. If anything, this past year has shown us, it is that we all need help sometimes. The Glens Falls Hospital Wound Healing Center’s mission is just that.

If you have a wound or need wound care, don’t hesitate to call and make an appointment at 518.926.1500

GUEST CONTRIBUTOR | Joe Kiefl

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Thank you to the Adirondack Thunder and everyone in our community who helped to raise $19,048 for the C.R. Wood Cancer Center at Glens Falls Hospital during the “Stick It To Cancer” weekend on February 7th and 8th. 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.

Photo courtesy of the Adirondack Thunder
The names listed reflect cumulative gifts to Glens Falls Hospital and the Glens Falls Hospital Foundation from January 1, 1990 through December 31, 2020. Every effort has been made to ensure the accuracy of donor lists. Please notify the Glens Falls Hospital Foundation at $182,960,596 of any corrections.

DONORS 1990 – 2020

LIFETIME GIFTS

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We received a donation through the Grateful Heart Program recognizing Dr. Joseph D’Agostino and the nursing staff in the Harry M. “Mack” DePaan Surgical Care Unit (4 West) for the high-quality care provided to a young patient who arrived in need of emergency care at Glens Falls Hospital.

The patient’s parents explained that they put their trust in Dr. D’Agostino during a difficult time. They shared that he took decisive action in the Emergency Department when it was discovered that their daughter was suffering from a ruptured spleen. Following surgery, the staff on 4 West showed their care and empathy to both the patient and her parents. Everyone involved showed the family compassion and professionalism.

For more information about the Grateful Heart Program and to recognize your caregiver today visit: GlensFallsHospital.org/GratefulHeart

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 the hospital in a will remains the most popular way to make a planned gift. In addition, donors can designate Glens Falls Hospital as their beneficiary on life insurance policies, individual retirement accounts, donor-advised funds and bank accounts. Other donors prefer to create lifetime income vehicles with charitable gift annuities and charitable remainder trusts, which can provide significant tax savings.

Letting the Foundation know of your intentions in advance allows us to recognize you now and helps us ensure that we can carry out our 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 and by recognizing them in our annual report, keeping them up to date on hospital news and inviting them to events.

The following names reflect giving received by the Glen's Falls Hospital Foundation from January 1st, 2020 through December 31st, 2020. They include new gifts and pledges as well as payments on previous pledges. Every effort has been made to ensure accuracy of donor lists. Please notify Glens Falls Hospital Foundation at 518.926.5960 of any corrections.

**NEW GIFTS**

**GRATEFUL HEART PROGRAM**

**NEW GIFTS**

**SOLOMON A. PARKS SOCIETY**

- John E. Heflin, Esq.
- Brian J. Slattery

**SECOND CENTURY CIRCLE**

- $250,000.00 – $499,999.99

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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 the hospital in a will remains the most popular way to make a planned gift. In addition, donors can designate Glens Falls Hospital as their beneficiary on life insurance policies, individual retirement accounts, donor-advised funds and bank accounts. Other donors prefer to create lifetime income vehicles with charitable gift annuities and charitable remainder trusts, which can provide significant tax savings.

Letting the Foundation know of your intentions in advance allows us to recognize you now and helps us ensure that we can carry out our 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 and by recognizing them in our annual report, keeping them up to date on hospital news and inviting them to events.

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Palliative Care

Glen's Falls Hospital provides palliative care to patients and their families who are facing long-term and serious illnesses.

After breaking her hip, then suffering a stroke at 74, Geraldine Mound was able to return home for several years and manage her own care with the assistance of her six children living in the area. Later developed kidney issues, then pneumonia and Glandine was admitted to Glen's Falls Hospital. Based on her multiple diagnoses, complex care and family discussions, her physician recommended an inpatient palliative care consultation.

Following the guidance of the palliative care provider, the clinical team worked closely with her and her family to explain treatment options available and meet their desired goals of care. “It was a huge help to us,” said her son, Mike Mound, when the family faced the difficult decision to have a Grateful Heart and Hospice Care program to benefit their mother’s healthcare team.

While many people think of palliative care as end-of-life care, it is actually aimed at helping patients proactively manage and understand their chronic or long-term illness. It focuses on a patient’s individual goals of care and their desired quality of life as well as the physical and emotional symptoms of illness which may include pain, difficulty breathing, constipation, nausea, loss of appetite, depression, fatigue, sleeplessness, anxiety and stress. Through this individualized process, palliative care allows patients to make informed decisions about their treatment and symptom management options. This has a tremendous impact on patients and their families as they deal with a variety of healthcare diagnoses such as cancer, stroke, Alzheimer’s disease, cardiovascular diseases, COPD, HIV/AIDS and diabetes.

Good palliative care can help prevent future hospital stays and encourages open and informed communication with patients and their families. It emphasizes the patient's input on their goals of care in alignment with the physician’s recommendations.

Glen’s Falls Hospital established its palliative care program in 2016 in partnership with Hudson Headwaters Health Network. To date, there have been more than 900 palliative care patients at Glen’s Falls Hospital and the demand for this service is increasing. It is now being managed entirely through the hospital, which welcomes community support of this initiative. With your assistance, we can offer this type of personalized care and support to more patients and families.

Support our palliative care program by visiting GlenFallsHospital.org/Donate and indicate that you’d like to make a gift to the palliative care fund.
As the pandemic grew, Glens Falls Hospital began receiving generous gifts of all kinds from our community. These gifts, large and small, and listed on previous pages, provided encouragement and inspiration during a very difficult time.

The Glens Falls Hospital Foundation established the COVID-19 Support Fund in response to this overwhelming support. Monetary donations to the COVID-19 Support Fund were directed to four different areas of need including: staff PPE supplies, staff support, staff meals and general COVID-19 support for Glens Falls Hospital. In total, more than $259,000 was donated to these funds. Glens Falls Hospital Foundation is incredibly grateful to this benefactor and would like to thank everyone who believes strong hospitals are the lifeblood of a vibrant community. With your support, Glens Falls Hospital can continue to be here through it all.