

2021 ANNUAL REPORT

IT'S OUR
TURN TO
Cheer
FOR YOU

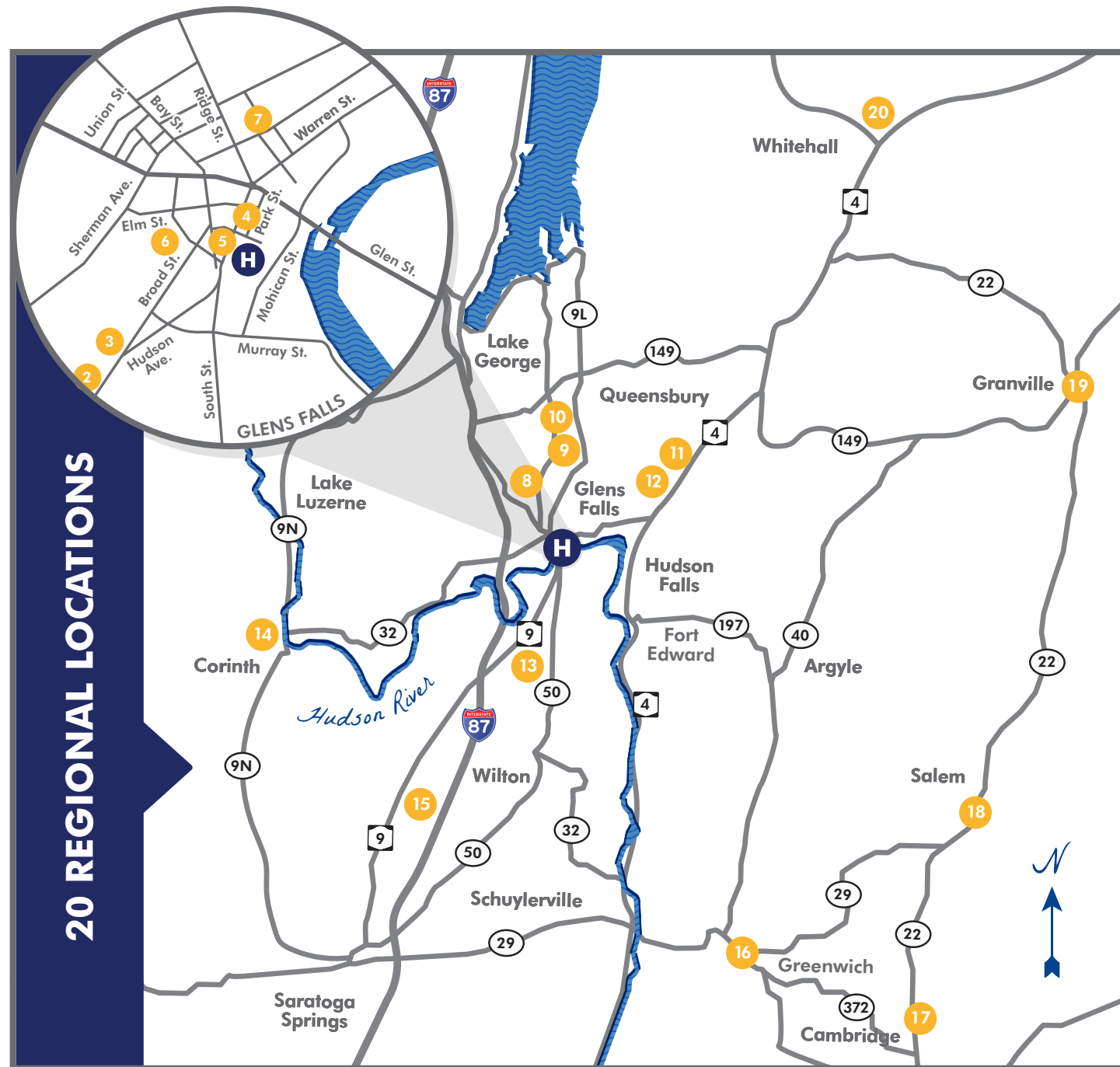


Glens Falls Hospital



ALBANY MED Health System





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
- 6. Physical Therapy at Irongate
- 7. Community Care Coordination

- 8. Rehabilitation & Wellness Center
Hearing Center
- 9. Adirondack Cardiology
- 10. Advanced Imaging at Baybrook
- 11. Hudson Falls Lab Collection
- 12. Hudson Falls Medical Center
- 13. Medical Imaging and Lab Services
at HHHN Moreau Family Health
- 14. Evergreen Medical Center

- 15. Wilton Medical Center
Hearing Center at Wilton
- 16. Greenwich Medical Center
- 17. Cambridge Medical Center
and Urgent Care
- 18. Salem Medical Center
- 19. Granville Medical Center
- 20. Whitehall Medical Center

PHOTO DISCLAIMER

The 2021 Glens Falls Hospital Annual Report includes a collection of images from throughout the year, masked and unmasked. Please understand that the unmasked images were either taken before the COVID-19 pandemic or with proper social distancing.

Welcome to the Glens Falls Hospital 2021 ANNUAL REPORT

Throughout 2021, as the world continued to navigate the COVID-19 pandemic, Glens Falls Hospital remained a steady source of hope, safety and compassion for Glens Falls and the surrounding region. We've experienced great highs and challenges beyond measure, and through it all we've remained united in our mission to *"improve the health of people in our region by providing access to exceptional, affordable, and patient-centered care every day and in every setting."*

This year's annual report celebrates the amazing people and work that has powered our mission for more than 120 years. We take the time to look back on all that we've achieved with our community continuing to cheer us on and look toward a better, healthier future. I am continuously in awe over the strength and resiliency of the Glens Falls Hospital team and what we've been able to accomplish during a transformational time in healthcare while never losing sight of who we are. From staff caring for patients to the essential team members who make the hospital run, we take great pride in our status as a community hospital and ensuring all members of our community receive exceptional, personalized care.

Highlights from 2021 include:

- **Our journey toward system-ness as the newest member of the Albany Med Health System.** Together, our four-hospital system is enhancing the quality of care for more than three million people in our region. As part of a system, Glens Falls Hospital can do more to impact the long-term health and well-being of our community than we could on our own.
- **Responding to the ongoing COVID-19 pandemic.** In 2021, we continued to respond as the pandemic ebbed and flowed. We received and distributed doses of hope in the form of a COVID-19 vaccine and brought a state-of-the-art COVID-19 treatment to our community, among other things.
- **Achieved Magnet® recognition.** Following a yearslong journey, we officially became a Magnet-designated hospital through the American Nurses Credentialing Center (ANCC), an honor earned by less than 10% of hospitals worldwide.

The list of accomplishments goes on, and I am confident that next year we will have even more to recognize and celebrate.

As a longtime Glens Falls Hospital employee, and now interim president and CEO, my ties to the hospital and the community run deep. I've experienced the unique, personal care our team provides firsthand and through many friends and members of my family. I've had the privilege of welcoming children and now two grandchildren into the world who were born at the Joyce Stock Snuggery. I'm thrilled to be leading Glens Falls Hospital forward during this transformational time. With the continued support from our community, we will continue to provide exceptional, world-class care in a community setting.



With Gratitude,

Paul Scimeca

Paul Scimeca, Interim President & CEO



FAREWELL DIANNE!

Glens Falls Hospital President And CEO Dianne Shugrue Retires

Glens Falls Hospital President and CEO **Dianne Shugrue**, who led the hospital during the COVID-19 pandemic, through significant financial challenges, an historic affiliation with the Albany Med Health System and national health care accreditation, retired on December 31st, 2021 after a 14-year career at Glens Falls and 40-year career in health care. **Paul Scimeca**, Sr. Vice President and Chief Operating Officer has been named Interim President and CEO.

“Dianne Shugrue took over as President and CEO of the hospital at a crucial time,” said Glens Falls Hospital Board of Governors Chair George Ferone. “Her steady, courageous leadership, collaborative and personal approach and deep knowledge of health care have paid huge benefits for this hospital and this community. She has been a fierce advocate for our physicians, nurses, staff, community and the institution itself.”

Dr. Chris Mason, President of the Glens Falls Hospital Medical Staff, said: *“It is said that smooth seas do not make skillful sailors. Dianne Shugrue is a skilled sailor! She has experienced many challenges during her tenure, from navigating the uncharted waters of COVID-19 to leading the institution through a major affiliation. This visionary leadership has helped Glens Falls*

Hospital maintain critical services for the community and provide opportunities for collaboration with partners in the Capital Region. Glens Falls Hospital has a tremendous future ahead due to Dianne’s foresight. We wish her all the best of luck in her future endeavors!”

Ms. Shugrue’s most significant accomplishments include cementing the affiliation between Glens Falls Hospital and the Albany Med Health System. In addition, this year Glens Falls Hospital received Magnet® Recognition from the American Nurses Credentialing Center (ANCC)—one of only 8% of all hospitals in the United States to receive this milestone achievement.

Says Shugrue of her time at Glens Falls Hospital, *“as a team, we have come through some amazing highs and lows together. But in the end, we can all be proud of how this indispensable community hospital has always been there for the people we serve. Whether through a once-a-century pandemic, achieving Magnet Recognition or making sure that state-of-the-art, compassionate, high-quality health care is a permanent fixture in the North County—Glens Falls Hospital really has been here through it all. I am so proud of the team here—it has been the honor of my career to serve as CEO of this hospital.”*

In honor of her service, members of the Board of Governors, senior leadership, and many friends contributed more than \$90,000 to endow the Dianne Shugrue Scholarship Fund. This endowed scholarship fund will exist in perpetuity bearing Dianne’s name to provide at least one scholarship award of \$2,500 annually to a worthy Glens Falls Hospital nurse leader who is continuing education toward an advanced degree while working full time in the organization in a managerial role.

In June of 2013, Ms. Shugrue was appointed President and CEO of Glens Falls Hospital. She joined Glens Falls Hospital in 2007 as its Executive Vice President and Chief Operating Officer. Prior to joining Glens Falls Hospital, Dianne held various healthcare leadership positions including Vice President for Nursing Governance at the University of Massachusetts Memorial Healthcare System in Worcester, Massachusetts, Vice President of Patient Care Services and Chief Nursing Officer at Orange Regional Medical Center in Middletown, New York and Executive Vice President/Chief Operating Officer and Chief Nursing Officer at Ellis Hospital in Schenectady, New York.



GUEST CONTRIBUTOR | Henry Tan



NOW OFFERING MICRA AV

The World’s Smallest Pacemaker

BY: Dr. Henry Tan, Cardiologist and Electrophysiologist at Adirondack Cardiology

Glens Falls Hospital is proud to be one of the first hospitals in the area to offer Medtronic’s Micra™ AV, the world’s smallest pacemaker with atrioventricular (AV) synchrony. This new device significantly expands the number of candidates for leadless pacing technology, which offers a host of potential benefits for patients.

Micra AV is designed for the treatment of patients with an AV block, a type of heart block in which the electrical signals between the chambers of the heart (the atria and the ventricles) are impaired. Pacemakers, the most common way to treat AV block, help restore the heart’s normal rhythm and relieve symptoms by coordinating the electrical activity of the atria and the ventricles. When this process—known as AV synchrony—is achieved, patients are healthier and have decreased likelihood of pacemaker syndrome, improved quality of life and increased blood flow from the left ventricle.

Leadless pacemakers are the next leap in pacing technology. The miniaturization of a pacemaker to a device that can be easily delivered directly to the heart has significant advantages and reduces certain complications that occur with traditional pacemakers. I believe that the direction of future pacing technology will incorporate increasing use of the leadless pacemaker with expansion of its capabilities.

The Micra AV is unlike traditional pacemakers because the device does not require cardiac wires (leads) or a surgical “pocket” under the skin to deliver a pacing therapy. Plus, it’s so small that it is comparable in size to a large vitamin! Since the Micra AV is one-tenth the size of a traditional pacemaker, it is almost invisible to eye but still delivers the most advanced pacing technology. Designed to provide a safe alternative to conventional pacemakers—without the complications associated with leads—the Micra AV is small enough to be delivered through a catheter and implanted directly into the heart with small tines and delivers electrical impulses that pace the heart through an electrode at the end of the device. I was thrilled to perform my first Micra AV procedure on April 30th, 2021 ... with many more after that!

We are excited to bring this technology to our community, along with all the services that we are proud to offer. Having the Micra now available at Glens Falls Hospital is yet another example of how our hospital moves forward and brings cutting-edge medicine to our region. The physicians of Adirondack Cardiology and Glens Falls Hospital provide a full range of services, from cardiac screening and wellness to diagnosis, treatment and rehabilitative care. At the heart of this innovative collaboration, our patients benefit from high-quality cardiac care from local doctors you know and trust. We share a joint commitment to keeping our region healthy by continually expanding, enhancing and investing in local cardiac care. We are proud to provide a comprehensive care team that is here for your heart every step of the way.



"The Magnet Recognition Program® designates organizations worldwide where nursing leaders successfully align their nursing strategic goals to improve the organization's patient outcomes. The Magnet Recognition Program provides a roadmap to nursing excellence, which benefits the whole of an organization. To nurses, Magnet Recognition means education and development through every career stage, which leads to greater autonomy at the bedside. To patients, it means the very best care, delivered by nurses who are supported to be the best they can be."

– American Nurses Credentialing Center

WE ARE MAGNET!

Glens Falls Hospital Receives Magnet Designation

During a live video conference on April 27th, 2021, Glens Falls Hospital was notified that the Commission on Magnet® had unanimously voted to credential Glens Falls Hospital a Magnet organization, joining only 8% of all hospitals in the United States to currently hold this distinction, and less than 10% of hospitals worldwide.

Magnet Recognition is the gold standard for nursing excellence. To receive Magnet Recognition by the American Nurses Credentialing Center (ANCC), an organization must demonstrate excellent quality outcomes, satisfied patients and engaged nurses.

Creating and sustaining a culture of excellence is what it means to be on the journey to Magnet. The process of applying for Magnet designation is thorough and lengthy, demanding widespread participation within the organization. Healthcare organizations find the journey to be a revealing self-assessment, creating opportunities for organizational advancement, team building and enhancement of individual professional self-esteem.

Glens Falls Hospital began its Magnet journey in 2013 when a strategic organizational goal to achieve this status was set by the Board of Governors and Nursing Leadership. Over the next seven years, the nurses at Glens Falls Hospital formalized a structure of shared leadership, evidence-based practice, continuous quality improvement and nursing research. The journey itself transformed patient care and the nursing practice environment. In July 2020, GFH nurse leaders submitted a 700+ page document that showcased evidence to prove our world-class outcomes. The document was scored at the level of "Excellent" and in December 2020, Glens Falls Hospital

was notified it was moving directly to a site visit from the ANCC. Appraisers spent three day observing each nursing area and meeting with hundreds of staff members to verify, clarify and amplify what was written in our document, and then submitted a report to the Commission on Magnet.

The final step occurred on Tuesday, April 27th during a live event announcing the completion of our successful Magnet journey to officially become Magnet Recognized. During the announcement, the Commission notified Glens Falls Hospital that seven of their document sources of evidence were industry exemplars.

According to **Donna Kirker, MS, RN, NEA-BC**, Glens Falls Hospital's Vice President of Patient Services and Chief Nursing Officer, "This recognition validates that our nursing and patient care meets the highest standards. We are so honored to receive this designation."

The American Nurses Credentialing Center says, "The Magnet Recognition Program designates organizations worldwide where nursing leaders successfully align their nursing strategic goals to improve the organization's patient outcomes. The Magnet Recognition Program provides a roadmap to nursing excellence, which benefits the whole of an organization. To nurses, Magnet Recognition means education and development through every career stage, which leads to greater autonomy at the bedside. To patients, it means the very best care, delivered by nurses who are supported to be the best they can be."

Visit GlensFallsHospital.org/Nursing to watch the announcement video!





HEALTH PROMOTION CENTER AT GLENS FALLS HOSPITAL

Partnering to Create Healthier Schools and Communities

By: Shannon Morrison-Gaczol, Senior Program Coordinator, Health Promotion Center

The Health Promotion Center at Glens Falls Hospital works to improve the health and well-being of all people in the community by making it easier to eat well, be physically active, live tobacco-free and obtain preventive health care. The staff of the Health Promotion Center have worked with community leaders, business owners, schools, policymakers and families for over 20 years to better understand and address local health needs.

Creating Healthy Schools and Communities (CHSC)

One way this work comes to life is through our Creating Healthy Schools and Communities (CHSC) program, a grant funded by the New York State Department of Health. We are grateful to have engaged partners in our local schools, and more recently in early childhood education centers, to encourage healthy behaviors for children. Our work with local schools and early childhood education centers focuses on promoting increased physical activity and building a sustainable nutrition environment. We are partnering with nutrition services, teachers and staff and local farm-to-school programs to implement healthy a la carte items in school cafeterias. To increase physical activity, we are working to ensure physical education classes and recess breaks are optimized for active, age-appropriate play and physical activity is integrated throughout the school day.

Outside of the school walls, this grant comes to life through partnerships to reimagine active transportation options by expanding access to different modes of transportation as well as increase the availability of healthy foods in various community settings such as worksites, libraries, parks, snack bars, concession stands and vending machines. To provide alternatives to driving, we work to implement initiatives like protected bike lanes, walking trails and traffic-calming measures—all to encourage active forms of travel. We're also partnering to implement food service guidelines that expand access to healthy food options in order to make the healthy choice the easy choice.

Cancer Prevention in Action

A new grant has allowed us to expand our efforts and address the most common form of cancer and a growing concern across New York: skin cancer. Every year more than 4,000 New Yorkers are diagnosed with melanoma, the deadliest form of skin cancer. Most of a person's lifetime skin damage happens before they're 18 and cannot be reversed, so prevention early on is key. Everyone can reduce their likelihood of developing skin cancer by avoiding indoor tanning and adopting healthy practices when in the sun, including avoiding sunbathing; wearing a wide brimmed hat, sunglasses and other protective clothing outdoors; applying broad-spectrum sunscreen with SPF 15 or higher; and finding shade, especially during midday hours when the sun's rays are strongest.

Through our Cancer Prevention in Action grant, supported with funds from Health Research, Inc. and New York State, the Health Promotion Center plans to partner with local organizations, including schools, daycares, worksites and parks & recreation, to implement sun safety policies and provide the resources needed to reduce the risk of developing skin cancer. This work includes assessing current policies, looking for opportunities to strengthen them and then implementing sustainable changes.

In addition to skin cancer prevention, the grant also supports education of human papillomavirus (HPV) vaccination as cancer prevention. HPV is a common virus that infects teens and adults and can develop into cancer later in life. The HPV vaccine is safe, effective and provides long-lasting protection against HPV-related cancers. Under the Cancer Prevention in Action program we will engage with adolescents, parents and medical providers to discuss the benefits of the vaccine.

Through encouraging tobacco-free living, supporting sun safety policies, educating on health risks and highlighting healthy behaviors, we are working hard to build healthy communities. We cannot do this work alone. If you are a community leader, local elected official, school administrator or other community representative you can learn more about areas served through these grants and opportunities to partner by visiting GlensFallsHospital.org/HealthPromotionCenter.

Health Systems for a Tobacco-Free New York

The HPC continues its long-standing commitment to addressing tobacco use and nicotine addiction. The Healthy Systems for a Tobacco-Free New York program provides resources and consultation to health care providers who help to increase the delivery of comprehensive, evidence-based treatment for nicotine addiction. We work collaboratively with health care systems to develop and support the consistent and effective identification and treatment of tobacco users. Special consideration is given, but not limited to, those who serve disparate populations with low-income, low-educational attainment and/or behavioral health care needs.

Glens Falls Hospital

BY THE NUMBERS

EXPENSES
Glens Falls Hospital Year Ended December 31st, 2021

Salaries, Wages and Employee Benefits:	Interest/NYS Assessment:
\$189,643,900	\$3,449,855
Supplies and Other:	Depreciation:
\$152,201,009	\$18,330,562

TOTAL EXPENSES:
\$363,625,326

\$77 million
in tax dollars generated to stimulate the local economy and New York State, with
3,600 jobs
created by Glens Falls Hospital+

\$687 million
in economic activity for the regional economy

\$38 million
in community benefits and investments+

Allocated nearly
50%
of operating expenses to the employees of the organization through wages and benefits

These numbers represent unaudited figures

+Figures come from HANYS 2021 Economic Impact Report



Glens Falls Hospital SYSTEM UPDATE

Our affiliation with the Albany Med Health System continues to reap benefits for Glens Falls Hospital and the region we serve.

This year we integrated emergency services with the Albany Medical Center Hospital emergency department. Co-directing the Emergency Department are **Ashley Telisky, DO**, from Albany Medical Center Hospital and **Doug Girling, DO**, from Glens Falls Hospital. This collaboration brings expert, tertiary care emergency medicine physicians to our department and allows our excellent emergency department physicians to do shifts at the Albany Medical Center hospital.



Urology Services have been strengthened thanks to a cooperative arrangement with Albany Medical Center Hospital. Albany Medical Center urologists are joining our medical staff, rotating in and seeing patients here in Glens Falls. The Glens Falls Medical Group urology practice now includes experts in urologic oncology, women’s urology, reconstructive male health and general urology.

New, cutting-edge software will allow the Albany Med Health System to streamline stroke care across its four hospitals. The System will be the first in northeastern New York to apply the Viz.ai computer-aided triage system, which is approved by the FDA, to help facilitate early access to the most advanced stroke care for patients at Albany Medical Center Hospital, Columbia Memorial Health (CMH), Glens Falls Hospital and Saratoga Hospital.



Breast Center Adds Additional 3D Mammography

The Breast Center at Glens Falls Hospital is always exploring opportunities to improve the patient experience by ensuring we have the right resources and technology under one roof to provide comprehensive, world-class care. In the Breast Center, that has meant investing in technology, like 3D imaging for mammography, and moving resources from disparate locations into the hospital so that we can provide a more seamless, coordinated and comprehensive experience for our patients.



We know that 3D imaging is the gold star in breast cancer screening. 3D imaging allows us to capture the best possible image, increasing our chances of catching breast cancer early on, when it's easiest to treat. By having two 3D imaging machines in the Breast Center on the Main Campus of the hospital, we're able to perform additional exams, accommodate add-ons during the day and increase access to lifesaving screenings in our community.

In addition to increasing our ability to perform 3D imaging, the Breast Center has recently transitioned our DEXA machine, or bone density scanner, into the hospital to provide more convenient access to bone density screening. Now, individuals can receive their annual screening mammogram and, if needed, bone density screening without having to travel to different Glens Falls Hospital locations.

In addition to screening and diagnostic mammograms and bone density scanning in one location, at the Breast Center we also perform breast ultrasounds and breast biopsies. Breast ultrasounds are an additional breast cancer screening tool used to get information necessary to complete a diagnosis. If something is identified in a 3D mammogram or breast ultrasound, we're able to complete a biopsy on site, which allows us to expedite diagnostic care.

Separately, these advancements and technologies elevate the clinical care we provide to our patients. Together, and in partnership with our compassionate, knowledgeable team members, they create a comprehensive experience for anyone who visits Glens Falls Hospital's Breast Center.

New Imaging Center at 170 Carey Road in Queensbury

Glens Falls Hospital and Adirondack Radiology Associates, PC (ARA) have partnered to expand and invigorate imaging services in the North Country. ARA recently moved its North Country Imaging Center at 11 Murray Street, Glens Falls to 170 Carey Road, Queensbury. Now, in partnership with Glens Falls Hospital, this new center brings world-class imaging technology to our patients. The new center, the latest in a long and successful series of partnerships between our two organizations, offers 3D mammography, ultrasound, X-ray and a new 64-slice CT. In addition to this, GFH and ARA are proud to bring the first 3T MRI to the community—the fastest diagnostic magnetic resonance imaging technology available. This technology promises to be a game changer for patients, boasting better image quality while reducing exam times.



The 3D Tomography Suite was made possible by generous leadership gifts from:

- Adirondack Radiology Associates, PC
- In honor of the Conley Family
- Charles R. Wood Foundation
- Pat and Bill Edwards
- The Miles Hodsdon Vernon Foundation, Inc.
- Nemer Motor Group

\$158,759 was raised for this project!

THANK YOU TO OUR LEADERSHIP GIFT DONORS

- Charles R. Wood Foundation
- Pat and Bill Edwards
- Aqeel A. Gillani, MD and Shazima Gillani
- The Hazewski Family
- The Kerry Crew Charitable Gift Fund
- The Mason Family
- The Miles Hodsdon Vernon Foundation, Inc.
- The Sandy Hill Foundation
- Carol M. Sheridan
- John Stoutenburg, MD and Maybelle Hwang, DMD
- Charles Yun, MD

We raised more than **\$410,000** for this project!



Cancer Center Expansion and Renovation

The C.R. Wood Cancer Center's Oncology and Hematology office on the 2nd floor of the Pruyn Pavilion has undergone a major renovation! This expansion allows for the Cancer Center to expand into the space formerly occupied by Adirondack Urology and the Center for Lung & Chest who relocated to 14 Hudson as part of the Surgical Specialists of Glens Falls Hospital in spring 2019. This provides an additional 7,000 square feet of space, resulting in the Cancer Center occupying the entire second floor of the Pruyn Pavilion. In addition to the 10-provider practice, the second floor is also the home of the Cancer Center's Research and Genetics departments, as well as the NYS grant-funded Cancer Services Program.



As a result of the renovations, we were able to eliminate barriers to wayfinding, provide a private waiting area for our oncology psychology patients, decrease distractions related to overcrowded workspace and improve patient flow at registration. We have added two additional check-in areas located directly off the 2nd floor elevator, an enhanced check-out area with space for patients to sit while scheduling their follow-up appointments and six new exam rooms. As a result of feedback from our patients, we have created a private waiting area for patients and their families who are receiving counseling and support services. Reconfigured clinical workspace allows privacy for the clinicians to provide telehealth services, a newly needed service resulting from the COVID-19 pandemic. The final phase of the renovation project, which is currently underway, is the addition of a blood draw station on the second floor. The ultimate goal of the project is to improve our patients' experience.

An important component of this project is that the work has been performed primarily by the talented and highly skilled Glens Falls Hospital Construction Team. It has been inspiring to see the teamwork and collaboration between the various departments, the adaptability of our staff and patients, and the continuation of providing care to our patients throughout the entire project. We are so pleased to see these changes positively impact our patients' experiences at the C.R. Wood Cancer Center and are grateful for the financial support from our community who allowed this project to be possible!



NEUROLOGIC CONDITIONS

The Number One Cause of Disability in the Aging

BY: Dr. Jonathan Braiman and Dr. Max Rudansky of Glens Falls Neurology

Glens Falls Hospital's compassionate and highly skilled Neurology team treats a variety of neurological conditions in its practice and in the hospital, spanning from our NYS-designated Stroke Center to our NYS-designated Center of Excellence for Alzheimer's Disease to our outpatient office and neurodiagnostics laboratory. The division is expanding its comprehensive, patient-centered approach to care and building capacity to meet the demands of our region with providers specialized in conditions such as MS, ALS, movement disorders, concussion, migraine, stroke, memory and cognition.

Care management support is incorporated into the person's medical journey to help address symptoms of disease. For instance, our memory and cognition patients meet with experts and are offered conjunctive social support to help navigate their diagnosis. This enables patients and families to learn how to take action and tap into resources that can help address modifiable risks. Discussions focus on quality of life and strategies to live with an aging brain.

Expanding Capacity To Meet Community Needs

To continue to expand our ability to serve patients with neurological conditions, we've welcomed **Max Rudansky, MD, FACP**, to the Glens Falls Hospital community. "We're thrilled to welcome Dr. Rudansky to our team," said **Dr. Jonathan Braiman**, Neurologist at Glens Falls Hospital and Medical Director of the Neurology Division and GFH Neurodiagnostic Department.

"Dr. Rudansky has dedicated his career to understanding the social and psychological context of a diagnosis and is a great asset for our area. Patient-centered care uniquely aligns with Glens Falls Hospital's philosophy as a community-based care provider. Through this patient centered model, the practice cares for neurology patients who are struggling to cope with their loss of cognition and/or independence."

Putting The Patient At The Center Of Care

Glens Falls Hospital maintains a strong connection to those we serve by placing patients at the center of everything we do. We strive to meet our patients where they are in their health care experience and assess the care and support they need along the way.

In our work with patients experiencing neurocognitive decline, a person-first approach helps to restore a sense of dignity to patients and to direct the conversation to optimizing functioning, given their cognitive status. Just as cardiologists seek heart-healthy conversations with their patients, Glens Falls Hospital Neurology providers look to engage in dialogues about brain health and prevention of disease for all ages.

A key component of meeting patients where they are is a focus on education. The clinicians of Glens Falls Neurology facilitate discussions on cognitive wellness both in and preceding the golden years. They seek to increase the public's knowledge about symptoms and management strategies for neurocognitive decline, and to amplify the public's understanding of the ten key risk factors outlined by the Federal Advisory Council on Alzheimer's Research, Care and Services. Knowledge of the proactive measures people can take to reduce modifiable risks might help slow the curve and preserve existing health.

If you or a loved one is experiencing neurologic symptoms or are showing signs of cognitive decline and looking for a provider who treats you as a person first, learn more about our Neurology team and services at GlensFallsHospital.org/AlzheimersCenter.



"I felt really lucky and blessed that [the C.R. Wood Cancer Center] was in our community. We didn't have to travel to Boston or New York City, it was just an eight-minute ride."

– **Danielle Volks**
Glens Falls, NY



"The nurses and doctors were so knowledgeable, attentive, compassionate, professional, responsive and kind. I could go on and on with accolades, but they were also engaging, warm hearted, friendly and fun. They're human angels working miracles and saving lives every day, right here in Glens Falls."

– **Kathie Duncan**
Queensbury, NY



"From Cheri and Dr. DeCunzo to the teams of providers assigned to my surgeries and the incredibly kind and attentive nurses of the surgical floor, to say my time at Glens Falls Hospital was a "good experience" is quite the understatement. I feel so fortunate to have been in such fantastic care and can now report I am back to full duties as mom, wife and 'Dr. Erin'."

– **Erin Wright**
Bennington, VT



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!

Out of Tragedy Comes Something Wonderful

When Glens Falls Hospital lost **Kristen Stevenson, RN**, in a tragic accident during a snow storm in 2021, the understandable first reactions were shock, grief and anger at the loss of one so young and vibrant, and then mourning the loss of a beloved colleague, friend, mother and partner. Out of grief and mourning comes the will to move forward, and to honor a life well lived. Then something wonderful happened.



The GFH team and the Stevenson and Del Toro families picked themselves up and made plans to honor Kristen's legacy, and to

assist her son Landon, and help secure his future. A fund was established to assist Landon with future education expenses, and local financial planning firm Legacy Planning Partners stepped in to manage the fund.

On May 5th, another milestone was achieved when **Dr. Christopher Mason**, President of the Glens Falls Hospital Medical Staff, presented Landon with this check for \$20,000 to help fund his future education. We know Kristen would be proud of the resilience shown by her family, friends and colleagues. Together we can continue moving forward in remembrance of her kind and giving spirit.



Community Events

American Red Cross Blood Drives

In 2021, Glens Falls Hospital employees participated in 5 employee blood drives resulting in nearly 250 units of blood donated.



Stroke Virtual Lecture

We were pleased to hold a virtual lecture on early stroke identification and prevention. As a New York State Stroke Center by the NYS Department of Health, we discussed the early identification of stroke signs and symptoms, importance of early intervention, EMS activation, stroke care at GFH and the risk factors for stroke. We look forward to bringing more events like this to the community!

Lung Cancer Screenings

Glens Falls Hospital provides a Lung Cancer Screening Program for individuals who are at high risk for developing lung cancer. In 2021, there were 2,357 people screened with 16 cancers diagnosed. Because of this screening program, 9 out of the 16 cancer diagnoses, were diagnosed at a stage 1. We are pleased that we were able to perform lung cancer screenings on our new CT machine at HHHN's Moreau Family Health and Baybrook Imaging.

Cancer Services Program

The Cancer Services Program of Warren, Washington & Hamilton Counties is a NYS Department of Health grant-funded program that offers free cancer screening for individuals who are uninsured. In 2021, there were 138 people screened for breast, cervical and colorectal cancers. Of 110 women screened for breast cancer, 1 was found to have an early stage breast cancer. There were 32 women screened for cervical cancer and no cancers were detected. There were 60 community members screened for colorectal cancer and 1 was found to have an early stage colorectal cancer and 1 was found to have high-grade polyps that were removed in hopes to prevent it turning into colorectal cancer.

Career Fairs

We were pleased to hold quarterly careers fair in 2021 and look forward to holding more this coming year! If you are looking to elevate your career, join GFH today and let us show you the incredible view from the top!

Giving Back to the Community

United Way Campaign

Thank you to our 200+ donors who helped us raise over \$33,000 for the Glens Falls Hospital United Way Campaign!

Stroke Cyclenation

Cyclenation is an annual fundraiser to support American Stroke Association in efforts toward local research to promote stroke prevention, treatments and awareness. **Cassandra Moore, MS, RN, CNE, CCRN-K, SCRNP**, and **Cheryl Tracy, RN**, from our Stroke Center participated in the 2-hour cycling session, a great way to get some of the recommended weekly physical activity to promote heart and brain health.

Community Support

Glens Falls Hospital is proud to partner with many local organizations in our region. In 2021, we provided more than **\$110,000** through sponsorships and additional support that benefit more than 45 local business and communities including:

- Adirondack Theatre Festival
- Adirondack Thunder
- Adirondack Balloon Festival
- Twin Rivers Council
- Open Door Mission
- The Salvation Army
- Washington County Fair
- Glens Falls Rotary
- Kelly's Angels
- Queensbury Senior Citizens
- Lake George Music Festival
- Crandall Public Library
- Hubbard Hall
- Zonta Club Foundation of Glens Falls
- Tri-County United Way
- American Heart Association Eastern States
- West Mountain Ski Resort
- Center for Disability Services Foundation

Amanda's House—A home away from home when you need it most

Amanda's House provides complimentary accommodations for Glens Falls Hospital patients and their families who have traveled a distance to receive health care.

The 3-bedroom, 2-bath house is handicap accessible and fully equipped to offer a comfortable stay when needed most. Supported by generous donations from the community and guests who have stayed, this is yet another example of how Glens Falls Hospital serves as a vital health care safety net for people across a five-county region. For more information, please visit:

GlensFallsHospital.org/AmandasHouse



Health Promotion Center Out and About

The Health Promotion Center of Glens Falls Hospital focuses on strategies to make it easier for people to eat well, be tobacco-free, be physically active and obtain preventive care. They visited many farmers' markets, community events and school activities in 2021.



Volunteers

Our volunteers and community members continued to persevere in 2021 and kept us going throughout the pandemic. Our greatest need centered around special projects which included the need for walker bags, pillowcases, port pillows, fabric masks and blankets. Over 2,000 hours were devoted to making over 5,000 fabric masks and 204 walker bags, while another 1,000+ hours were spent helping with hospital mailings and creating patient packets to assure we had the necessary supplies to complete our ever-demanding need.

Every month, several of our volunteers and employees' family members sent in beautiful warm blankets which were knitted and crocheted, offering comfort to our patients during times of little to no visitation. Adorable handmade teddy bears were seen leaving with a smiling child who had been in the ED or the lab for testing, thanks to our wonderful volunteers.

We have 169 adult volunteers, 4 junior volunteers and an extensive list of community helpers. Our total volunteer hours for 2021 were more than 3,320 hours! Each and every project presented helped make some very difficult moments just a little brighter. We are forever grateful to our volunteers and our community for their continued commitment and support.

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. We welcome feedback on these plans by mail or through our website 'Contact Us' page.

GlensFallsHospital.org/CommunityHealthNeedsAssessment

ACCREDITATIONS, AWARDS AND RECOGNITION



Forbes Best-In-State Employers

Glens Falls Hospital is proud to have been recognized on the Forbes list of Best-In-State Employers 2021 as one of the best places to work in New York State. This prestigious award is presented by Forbes and Statista Inc., the world-leading statistics portal and industry ranking provider.

Glens Falls Hospital is the only hospital in the Capital Region to achieve this award and was ranked number 12 among all hospitals in NY State. Most importantly, we are proud to recognize the GFH team members who strive every day to not only provide exceptional patient care, but also to ensure that our work environment is collaborative, welcoming, professional and rewarding.

The Post-Star Best of the Region 2021

We would like to thank the community for voting GFH 'Best Hospital' and 'Best Large Employer' in the region! We would also like to congratulate The Hearing Center, **Dr. Adam Brod**, the Orthopedic Specialists of Glens Falls Hospital and all the other recipients in our region! We are truly honored to be a part of this incredible community!



The Good Scout Award

Congratulations **Hillary Alycon, MPH, CIC, CPPS**, Director, Quality Management & Infection Prevention on receiving the Good Scout Award presented by the Boy Scouts of America. The Good Scout Award recognizes citizens who exemplify the spirit of Scouting in daily life through acts of cheerful service and dedication to our local community.



American Heart Association's Gold Plus Get With The Guidelines®—Stroke Quality Achievement Award

Glens Falls Hospital has received the American Heart Association's Gold Plus Get With The Guidelines®-Stroke Quality Achievement Award for our commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines.

*"Glens Falls Hospital is honored to be recognized by the American Heart Association for our dedication to helping our patients have the best possible chance of survival after a stroke," said **Cassandra Moore, MS, RN, CNE, CCRN-K, SCRNI**, Service Line Administrator of Neurology and Director of the Stroke Program. "Get With The Guidelines-Stroke makes it easier for our teams to put proven knowledge and guidelines to work on a daily basis to improve outcomes for stroke patients."*

Each year, program participants apply for the award recognition by demonstrating how their organization has committed to providing quality care for stroke patients. In addition to following treatment guidelines, participants also provide education to

patients to help them manage their health and rehabilitation once at home.

Glens Falls Hospital also received the Association's Target: StrokeSM Elite Award. To qualify for this recognition, hospitals must meet quality measures developed to reduce the time between the patient's arrival at the hospital and treatment with the clot-buster tissue plasminogen activator, or tPA, the only drug approved by the U.S. Food and Drug Administration to treat ischemic stroke.

Additionally, Glens Falls Hospital received the Association's Target: Type 2 Honor Roll Award. To qualify for this recognition, hospitals must meet quality measures developed with more than 90% of compliance for 12 consecutive months for the "Overall Diabetes Cardiovascular Initiative Composite Score."



Telehealth Partnership Award



Congratulations to **Ann Marie Hatch**, Senior Director of Physician Practice for being named a 2021 Telehealth Innovator of the Year by the North Country Telehealth Partnership, a program of Fort Drum Regional Health Planning Organization and Adirondack Health Institute. This award reflects the dedication and innovation that she has shown in developing virtual care services in our region.

The Post-Star 20 Under 40 Awards

A special congratulations to **Katherine Herlihy Schwenker, Esq.**, Chair of the Glens Falls Hospital Foundation Board of Trustees, for receiving The Post-Star 20 Under 40 Award!



SUNY Adirondack Trailblazer Society



Cassandra Moore, MS, RN, CNE, CCRN-K, SCRNI, Director of the Stroke Program and Neurology Service Line Administrator was inducted into the SUNY Adirondack Trailblazer Society for Distinguished Alumni.

Accreditations

- DNV-GL: *Healthcare*
- American Nurses Credentialing Center (ANCC): *Magnet Recognized for Nursing Excellence*
- 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: *Ultrasound, CT Scanner, PET Scanner and MRI*
- DNV-GL: *Primary Stroke Center*
- Intersocietal Accreditation Commission (IAC): *Adult Transthoracic*
- Intersocietal Accreditation Commission (IAC): *Echocardiography*
- Intersocietal Accreditation Commission (IAC): *Vascular Testing, Extracranial Cerebrovascular Testing, Peripheral Venous Testing*
- Intersocietal Accreditation Commission (IAC): *Nuclear Cardiology*
- 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): *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: *Glens Falls Hospital*
- American Heart Association/ American Stroke Association: *Get with The Guidelines Target: Stroke Honor Roll Elite Gold Plus Quality Achievement Award; Target: Type 2 Diabetes Honor Roll*
- Association for the Health Care Environment: *Clean Facility*

Nursing Awards

Our 2021 DAISY Award Recipients

The DAISY Award was created in 1999 to recognize nurses for the compassion and skill 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.



Ashley Dobert
BSN, RN
ICU



Garrett Seabury, RN
OR



Casey Burns
BSN, RNC-OB
Joyce Stock Snuggery



Kirsten Krywy, RN
Surgical Specialists
of GFH



Ruth Jameson
MSN, RN, CRNI
Infusion Center



Heather Giorgianni
BSN, RN, CMSRN
Float Pool



Nicole Molinero
RN, OCN
C.R. Wood Cancer Center



Belinda Spinner, RN
Tower 3



Shelby Gordon
BSN, RN
Tower 6



Jessica Hoag, RN
Emergency Department



Grace Lyons, BSN, RN
Tower 3



Michelle Grover-Wilkins, RN, CRN
Medical Imaging



Michelle Watkins
BSN, RN
Education Services



Nancy Chapman, RN
Tower 6



John Schwartzel
BSN, RN
Tower 6



Scan to nominate
an exceptional nurse.

Times Union Salute to Nurses Award

Glens Falls Hospital, and the entire Albany Med Health System, congratulate all the nurses throughout our system who have been recognized by the Times Union Salute to Nurses initiative! And we want to give a major shout-out to our extraordinary GFH Nurses:

- **Laura Pfeifer, MS, RN, CGRN, NEAC**
Director, Nursing Excellence & Magnet Program Director
Top 10 Winner
- **Ruth Jameson, MSN, RN, CRNI**
Infusion Center Finalist
- **Audrey Harris, BSN, RNC-LRN**
Special Care Nursery Finalist

The Post-Star’s 2021 Nurses: Heart of Health Care Award

Congratulations to all the recipients of The Post-Star’s Nurses: Heart of Health Care Award! And we want to give a special shout-out to the GFH Nurses who were recognized:

- **Nadir Babck, RN**
- **Emily Goodrich, RN**
- **Krystle Kent, RN**
- **Courtney LeBarron, RN**
- **Alison Prunty, RN**

Thank you for your dedication to providing elevated, patient-centered care to our community!

GUEST CONTRIBUTOR | Jennifer Kelly and Sue Wells



CAREER ELEVATED

Work at the Peak of your Career

Working at Glens Falls Hospital is more than a job; it’s a career. For **Jennifer Kelly** and **Sue Wells**, that career has allowed them to grow in their profession, tackle new challenges and opportunities and do meaningful work alongside other talented, mission-driven people. These are their stories.

Jennifer Kelly, Nutrition Services Supervisor:
Three decades of service to patients and her community.

“My career with Glens Falls Hospital began nearly 30 years ago, two weeks after I graduated high school. Over the years, and thanks to the support and encouragement from leaders as well as formal professional development programs and classes, I have had many opportunities to advance within the organization. One thing that sets Glens Falls Hospital apart is the pride that all employees take in their work and the responsibility we have to our patients. In the Nutrition Services department, that commitment comes to life in the quality and attention to detail we put into the meals each patient receives while they’re in the hospital.

“In my role as a leader, I have the opportunity to help shape other’s careers and find great joy in helping new team members find the work they love to do, whether that’s here in the Nutrition Services department or another area of the hospital.”

Sue Wells, RN, BSN, Nurse Manager, Tower 3:
A lifelong passion to helping others led her from education to healthcare.

“I discovered my place at Glens Falls Hospital during a clinical rotation in nursing school. When I graduated, I returned to the same area of the hospital where I completed my clinical rotation and immediately took an interest in opportunities that would advance my nursing and leadership skills. If you have a desire to advance your career, Glens Falls Hospital will support you every step of the way through personal encouragement and mentorship, professional development, tuition reimbursement and more.

“Fifteen years later and in my role as a nursing manager, I have the opportunity to pay it forward and help guide new nurses in their professional development. Even as a nurse manager, I still have opportunities to get back to my roots of bedside nursing through patient rounding, which brings me joy and a sense of pride in the work that we all do to support our patients.”

Both Jennifer and Sue are prime examples of how individuals with a commitment to lifelong learning and a sense of purpose and mission can advance their personal and professional development through a career at Glens Falls Hospital.

We want even more talented people to join our team.

At Glens Falls Hospital, we strive to reach the top of our profession every day. Our Magnet®-recognized, award-winning team continues to be recognized for giving our highest-quality care, while making a difference for our patients and in our community. When you join us at GFH, your voice matters, elevated pay rates and clinical growth opportunities let you access your earning potential and continued professional development is at your fingertips ... all with the Adirondacks as your backyard playground. Join us and let us show you the incredible view from the top.

Apply today at GlensFallsHospital.org/Careers.





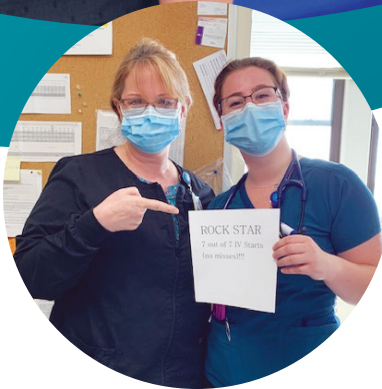
TRANSITIONING NEW NURSES INTO PRACTICE

The Nurse Residency Program at Glens Falls Hospital

Glens Falls Hospital is proud to have a Nurse Residency Program for newly graduated RNs that is accredited with distinction by the American Nurses Credentialing Center (ANCC). This achievement verifies that our program meets the global standard for residency or fellowship programs that transition RNs into new practice settings—and we do it in a way that not only meets but exceeds the national standards.

The program is one-year long and begins with the nurse residents having an experienced RN as a preceptor. Their orientation is on the unit and is practice based. For the first six months, the nurse resident will also attend educational sessions on a wide variety of topics for eight hours a month. These extra-curricular activities are interprofessional and highly engaging. During the second half of the residency, the new nurses are involved in mentorship sessions for two hours per month.

The literature shows that new nurses need additional support to successfully transition to their new professional roles. Our nurse residency program fosters a spirit of community and has been proven to reduce turnover of new graduate nurses in the first year and lead the organization to greater levels of nurse retention. Nurse residents have won DAISY awards and nurse of the year awards. Our nurse residents feel empowered to be leaders on their units and owners of their practice thanks to this excellent program led by Nurse Residency Program Coordinator Katie Fowler, and supported by the entire Education Services department and the amazing preceptors on the units.



GUEST CONTRIBUTORS | Cassandra Moore and Cine Louise Crisp



GLENS FALLS HOSPITAL COMMITTEE ON DIVERSITY, EQUITY AND INCLUSION

BY: Cassandra Moore, MS, RN, CNE, CCRN-K, SCRN, Service Line Administrator of Neurology & Director of Stroke Program, and Cine Louise Crisp, MHA, BSN, ACM, RN, Director of Care Continuum

Glens Falls Hospital is committed to becoming a more diverse, equitable and inclusive employer and healthcare provider by creating an environment that recognizes and embraces the unique backgrounds, differences and voices of our workforce and communities. That work has come to life through our Committee on Diversity, Equity and Inclusion (DEI).

Building a sustainable foundation focused on education and awareness

Last year, like many others across the country, we recognized the need and responsibility to be a positive force for change. As a large employer and pillar of the community, we knew that we could and should do more to be a leader on this critical issue. Silence was not an option.

Diversity, equity and inclusion isn't something that we do; it's not a program or initiative that has metrics or numbers attached to it. This is about people. To truly make an impact, DEI must be part of who we are as an organization and at the forefront of how we interact with our patients, their families and each other. This is a cultural shift, and we are committed for the long haul. Since forming the committee last July, we have made important strides in building the foundation of our work. Our DEI committee is comprised of a passionate group of GFH employees from many different backgrounds, representing departments across the organization. The hard work, dedication and teamwork this committee has demonstrated in a short time is proven through its accomplishments.

When we launched the committee, we worked quickly to make incremental and meaningful changes that have built a solid foundation for what's to come. Some examples of these include gender neutral bathrooms, a zero-tolerance policy on discrimination and colorful signage that adorns the hospital's

front door in multiple languages assuring people that "All are welcome." These small but tangible steps raise awareness of that cultural shift and further inspire people to consider what they can do to be more inclusive.

We have also developed a program to promote "Ally-ship," which is a lifelong process of building relationships based on trust, consistency and accountability with marginalized individuals and/or groups of people. Members of the committee, and other interested employees, can complete training to become an Ally and receive a visual buddy badge indicating that they are equipped and eager to lend a listening ear to anyone who needs a confidential and safe space or person.

These efforts, among others, are paving the way for our future environment of inclusion.

Leading through partnership

As one of the largest employers in the region, we aim to become a community leader in diversity, equity and inclusion. We know that we cannot achieve that goal alone, and we are interested and eager to partner and collaborate with other organizations who share in our commitment and can lend their voice and expertise to this work. For example, we've recently started working with Cerner—our electronic medical record system—to pool resources and expand their operations to reflect patients' unique identity and needs.

While we know inclusive language is just one step, little steps all add up and contribute to positive change. This work is a marathon, not a sprint, and we are just getting off the starting line. At the end of our race, we will be an organization where all patients and employees feel safe, heard and respected.



COVID-19 RESPONSE

None of us expected to be reporting on our response to the pandemic again this year. But COVID-19 has proven to be an insidious, ever-changing virus. As we closed out 2021, we saw the highest volumes of COVID-19 patients since the pandemic started, coupled with some of the highest volumes of all manner of patients needing our care. The teams at Glens Falls Hospital never wavered, even in the face of staffing shortages that have been plaguing all hospitals across the country from well before the vaccine mandate. Combined with the onset of the highly contagious Omicron variant, 2021 was even more challenging than 2020. Here are some of the heroes who waged the battle against the virus, and some of the new tools they employed:

Monoclonal Antibody Therapies

Monoclonal Antibodies (mAb) are synthetic versions of the body’s antibodies designed to restore, mimic, inhibit or enhance immune system functions. They help by slowing the spread of the virus within the body, which is achieved by blocking the ability of the virus to enter cells. Several monoclonal antibodies have been authorized for emergency use by the FDA for the treatment of certain patients with COVID-19, and clinical trials continue for additional monoclonal antibody products. Partnering with our regional primary care teams, patients need to be identified quickly because it is important that the treatment be given at the earliest onset of the virus before hospitalization becomes necessary. **Ruth Jameson, RN**, Nurse Manager of the Infusion Center developed increased capacity by converting an unused area of the hospital to allow for monoclonal antibody infusions of COVID-19 patients isolated from others requiring different types of infusion therapy.



Shine On

Due to visitation restrictions and safety precautions, nurses and the GFH care team took on the role of our patients’ family members during some of their toughest days. Families grief ridden with the impersonal nature of their loved ones passing, and nurses shouldering the weight of it all, need to find closure. **Belinda Spinner, RN**, and her daughter Brooke started an initiative hoping to help heal some of that pain. Every family of a patient that passes away of COVID-19 receives a lantern, symbolizing their loved one’s light shining on. Each lantern is etched with three hearts symbolizing GFH as the protective outer heart, our nurses as the middle heart, connected to the very center heart ... our patients. Each lantern comes with personalized notes from bedside providers telling families of the special times spent with their loved ones. The hope is that our nurses, techs, doctors and therapists can find closure, our patients receive the respect of someone making note of their special passage and last journey here on earth and families find comfort in the words shared about their most precious person’s last time here. Stories of happiness, gentle comfort, perhaps what the last day looked like, but no matter the words, it shows that we were there. They were not alone.

Community Support

Health care workers, first responders and other essential workers were not the only heroes in 2021. Many of you stepped up in a big way and we are ever grateful. In June, Queensbury Elementary School Principal **Jessica Rosetti** along with students **Hayden Rosetti**, **Trent Cosh** and **Sasha Orlovsky** took time to visit and present our GFH staff with a beautiful poem followed by the presentation of gift bags with handmade thank you gifts and beautiful handmade signs. Thank you again Queensbury Elementary for your generosity and for brightening the day at GFH! In May, to celebrate Nurses Week, art teacher **Ms. Kasey Edson** and her first grade South Glens Falls Harrison Avenue Bulldogs delivered beautiful artwork for our very deserving nurses. Thank you again!



Here and Safe Through it All

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.
- 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.

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.



Glens Falls Hospital

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*DECEASED

Board lists and officers as of December 31st, 2021
Paul Scimeca assumed the role of Interim President & CEO on January 1st, 2022.

Glens Falls Hospital Foundation

GIVING & THANKS

The 2021 Glens Falls Hospital Foundation board members and I would like to thank you for your continued kindness and support this past year. As we have continued to fight the COVID-19 pandemic while also providing a broad variety of other high-quality healthcare services, our community has continued to rally around us helping us to fulfill our promise to be HERE THROUGH IT ALL.

In 2021, our donors helped to bring the latest tools and technology to Glens Falls Hospital and provided vital

programmatic support for Palliative Care to help chronically ill patients live better for longer. 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. Please consider supporting your community hospital in 2022 as we continue to provide top-quality care to you, your family, friends and neighbors.



Sincerely,
Kathy Herlihy Schwenker
Katherine Herlihy Schwenker, Esq.
Glens Falls Hospital, 2021 Foundation Chair

1897

LEGACY CIRCLE

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 result in significant tax savings.

Letting the Foundation know of your intentions in advance allows us to recognize you now and starts a dialogue to ensure that we can carry out your wishes. We are always pleased to work with donors so that they can meet their philanthropic goals. We honor those donors through membership in the 1897 Legacy Circle 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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*DECEASED

LIFETIME GIFTS

Donors 1990 – 2021

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THE PALLIATIVE CARE FUND

at Glens Falls Hospital

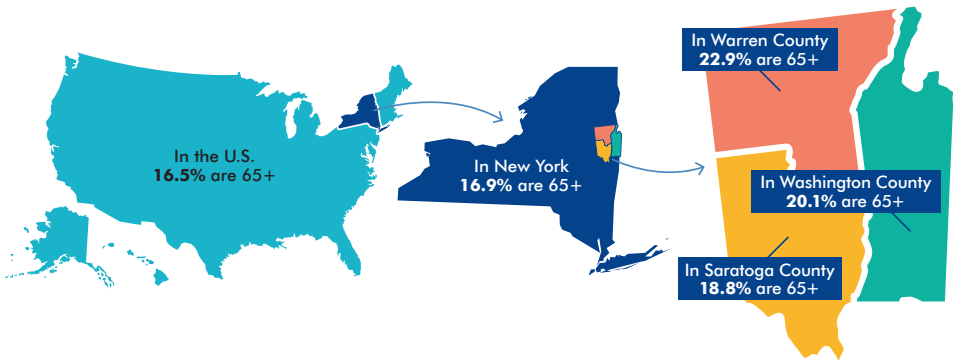
Many people think of palliative care as end-of-life care, but it is really aimed at helping patients proactively manage and understand their chronic or life-threatening illness and can become part of a patient's treatment at any time after diagnosis. While most health care is focused on treating specific diseases, palliative care is focused more on treating the patient and symptoms along with the disease, to allow the patient to have the highest quality of life possible.

Palliative care is a holistic approach that takes into consideration a patient's individual goals of care and their desired quality of life as well as the physical and emotional symptoms of illness. Through this individualized process, palliative care allows patients to make informed decisions about their treatment and symptom management options. It has a tremendous impact on patients and their families as they deal with a variety of long-term healthcare diagnoses such as cancer, Alzheimer's disease, cardiovascular diseases, COPD and diabetes.

Palliative Care in our Region

This is particularly important to the population served by Glens Falls Hospital. Our region has a significantly higher percentage of people 65 and over than the rest of the United States and New York.

Older populations have higher rates of life-threatening and chronic diseases, and often more than one simultaneously. Glens Falls Hospital established its palliative care program in 2018 in partnership with Hudson Headwaters Health Network to help patients with life-threatening and chronic disease(s), and in January 2021 the hospital took over management and staffing of the inpatient palliative care program.



Quality Palliative Care

Good palliative care encourages open and informed communication. Chronically ill patients frequently face challenging symptoms, such as pain, difficulty breathing, constipation, nausea, loss of appetite, depression, fatigue, sleeplessness, stress and anxiety. Palliative care helps to educate patients and emphasizes the patient's input on their goals of care in alignment with the physician's recommendations. It enables patients to make more informed decisions about their treatment options.

With education and planning, the proper supports for the patient can be put in place so they are available when the patient needs them. This helps to reduce emergency department visits and prevent future hospital stays, avoid unnecessary tests and ensure a patient's goals of care are honored. It allows patients to live longer and more comfortably.

Charles R. Wood Foundation Challenge Grant

In October 2021, The Charles R. Wood Foundation made a challenge grant, agreeing to match up to **\$125,000** received for the Palliative Care Fund. The response was incredible! We were able to raise twice that amount in just 10 weeks.

We raised **\$487,535** towards our Palliative Care Fund goal of \$2,000,000. Many thanks to the Charles R. Wood Foundation and the matching gift donors for getting us off to a great start!

Lead contributors to the Palliative Care Fund are:

- Charles R. Wood Foundation
- The David S. and Janet R. Sheridan Foundation
- The Hazewski Family
- Hudson Headwaters Health Network
- Thomas and Laurie Longe
- The Sandy Hill Foundation
- Susan Conley Salice
- Stewart's Shops/The Dake Family

You can contribute to the Palliative Care Fund by visiting **GlensFallsHospital.org/Donate**

Community Support

Unfortunately, not all palliative care visits are covered by health insurance. The cost of the program far exceeds the reimbursement. For this reason, GFH is currently seeking philanthropic support from the community to continue to grow the program. We are looking to raise \$2,000,000 which will be invested to generate ongoing support for this program through its annual income.

With your assistance, we can offer this type of personalized palliative care and support to more patients and families.

"Palliative care provides me the opportunity to spend more time with my patients and their families so they can better understand their chronic illness and available treatment options, choose treatments based on their preferences and goals, improve symptoms and quality of life and help collaborate with other treating physicians."

- **Farhana Kamal, MD**, Board Certified in Internal Medicine, Palliative Care Program

"Palliative care has been shown to improve overall survival and quality of life in patients with many different types of medical conditions. We look forward to growing this program to benefit our patients and improve the quality of care for all."

- **Chris Mason, DO**, Board Certified in Oncology, Hematology & Internal Medicine, President, Medical Staff, Glens Falls Hospital



Judy Collins is a very social person and she wants to make the most of her time. With the help of the Glens Falls Hospital palliative care team, support was put in place so that Judy could go directly home after her hospital stay instead of a physical rehabilitation facility. Judy has been able to enjoy the company of her husband, children, grandchildren and friends without visitation restrictions.



GRATEFUL HEART PROGRAM

One of the Grateful Heart donations received in 2021 came from **Robert and Rose Rivenburg** in honor of **Dr. Philip Paty** and **Dr. Zachary Kostun** as well as the following team members who helped care for Robert: **Stephanie DiGiuseppe, ANM; Nichol King, RN; Bryan Graves, RN; Michael Peacock, RN; Donna Heidorf, RN; Tammy Taylor, RN; and Mary Cameron, PCA.**

"Every time I think about what GFH did for me I want to get on my knees and thank the Lord." said Robert. His wife Rose said, *"The people there are more than heroes, every one of them went over and above."* We want to thank Robert and Rose for their generous donation!

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

Grateful Heart Honorees in 2021:

- Mary Cameron, PCA
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- Stephanie DiGiuseppe, ANM
- Bryan Graves, RN
- Donna Heidorf, RN
- Nichol King, RN
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2021 EVENTS

For more information about these upcoming events visit
GlensFallsHospital.org/FoundationEvents



Cindy & Skeets

GLENS FALLS HOSPITAL
CANCER DAY GOLF TOURNAMENT

Glens Falls Country Club | Friday, June 18th, 2021

We would like to thank all our sponsors and golfers for swinging into action at the 13th Annual Cindy & Skeets Cancer Day Golf Tournament. With their help, we raised a total of **\$113,384** to benefit patients and care at the C.R. Wood Cancer Center at Glens Falls Hospital.

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Vineyard Vines
West Mountain Ski Resort
Janice Woodbury -
remembering Skeets

Save the Date—New Location!

Cindy & Skeets Cancer
Day Golf Tournament
The Sagamore Resort

Friday, September 16th, 2022

[GlensFallsHospital.org/
FoundationEvents](https://GlensFallsHospital.org/FoundationEvents)
for more information.

SAVOR

A CULINARY BENEFIT *for* GLENS FALLS HOSPITAL

Unfortunately, with COVID-19 still having an impact on in-person events in 2021 it was with an abundance of caution, SAVOR was postponed to a new date of Thursday, June 9th, 2022 at West Mountain Ski Resort. For our sponsors and ticket purchasers, thank you for sticking with us and we look forward to celebrating together again in June! Tickets are still available for this event.

Visit [GlensFallsHospital.org/
FoundationEvents](https://GlensFallsHospital.org/FoundationEvents) to purchase tickets or for more information.

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SAVE THE DATE!

There are three events coming up in 2022 you should save the date for!

Rescheduled 2021
SAVOR on the Mountain
Thursday, June 9th, 2022
West Mountain Ski Resort

**Cindy & Skeets
Golf Tournament**
Friday, September 16th, 2022
New Location!
The Sagamore Resort

**SAVOR—A Culinary Benefit
for Glens Falls Hospital**
Thursday, October 6th, 2022
The Inn at Erlowest

Visit GlensFallsHospital.org/FoundationEvents to purchase tickets, or for more information please call **C. Britton** at **518.926.5969** or email cbritton@glensfallshosp.org.



Glens Falls Hospital



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