

Community Memorial Update



Summer
2011

Published by Community Memorial Hospital, Hamilton, New York

www.communitymemorial.org

**Thank you to all
of our great employees!**

In May, the hospital conducted its annual employee recognition awards program.

Employees received service pins for 1, 5, 10, 15, 20, 25 and 30 years of service. In addition, the employees nominated their fellow workers for Nurse of Distinction and Employee of the Year. The winners were then selected by a vote by the employees.

The 2011 Nurse of Distinction is April LaMunion, a registered nurse in the Emergency Department.

The 2011 Employee of the Year is Melissa Crumb, a diet technician in the Food Services Department.

David Felton, CEO, and Diane Chase, RN, congratulated, thanked the employees, and presented the awards at a special ceremony at the hospital.



Nurse of Distinction April LaMunion, RN, and Employee of the Year Melissa Crumb



Nominees for Nurse of Distinction and Employee of the Year



Other nominees for Employee of the Year

Pat Biedermann
Kim Clement-Eldridge
Marilyn Crandall
Janice Fontaine
Aimee Harvey
Sue Hicks
Alice Jacobs
Dottie Janczuk
Rachel Kicinski
Sue LeRoy
Lucinda Maine
Kevin Matson
Jennifer Meyers, MD
Joshua Russett
Kaitlyn Seaton
Paula Sievers
Amanda Smith
Tara Stevens
Tammy Sullivan
Alice Tripp
Becky Wormuth

Other nominees for Nurse of Distinction

Linda Beck, RN
Amy Craver, LPN
Pam Davis, RN
Patty Gladstone, RN
Linda Keever, NP
Cathy Kicinski, RN
Christine Martin, RN
Becky Oster, RN
Stacie Sellers, RN
Katie Stinger, RN
Diana Van Althuis, RN



THE PRESIDENT'S REPORT

Securing our future

For the past year, we have been studying ways to ensure the continued success and growth of the hospital. A planning committee, comprised of several members of the hospital's board of directors and medical staff, first determined that Community Memorial Hospital should become formally linked with a single, large healthcare system. It then received proposals from two systems in this area: Bassett Healthcare and Crouse Hospital.

After extensive examination of the proposals and interviews with CEOs of the two healthcare systems, our board of directors approved the planning committee's recommendation that we

become affiliated with Crouse Hospital.

For the next six to nine months, Community Memorial and Crouse will engage in a process of due diligence and exchange information necessary to formalize the corporate linkage. We expect that Crouse Hospital will become the parent corporation and that Community Memorial will continue to operate as a separate local hospital, with its own employees, a local board of directors, and a local CEO on site. Our medical staff will continue to include a mix of private practice physicians as well as hospital-employed physicians.

The anticipated benefits to our hospital from this corporate linkage include assistance in bringing more physicians to our area, help with third party payor relationships, and support

in implementing new information technology systems. Becoming part of the Crouse system should help us bring our quality of care to an even higher level, and will improve our financial stability. We also hope to maintain positive working relationships with other hospitals in the area, including Bassett Healthcare and Faxton-St. Luke's.

I will keep the community informed as the affiliation progresses. My thanks to all members of the planning committee and the board of directors for their efforts in securing the future of our hospital.

David W. Felton
President/CEO

Ann Cochran Nursing Education Day

Community Memorial Hospital is pleased to announce that the first Ann Cochran Nursing Education Day is being planned for September 2011. Held in remembrance of Ann Cochran who passed away in 2010, the program will feature guest speakers, seminars, and round-table discussions — all intended to present new and innovative practices to our nursing staff.

Ann and John Cochran moved to Hamilton in 1966. John was a professor of chemistry at Colgate University and Ann took on many responsibilities. In addition to raising three children, she earned two degrees at Colgate:

a B.A. in 1971 and an M.A. in 1974. A professor of psychology at Morrisville State College for more than 28 years, Ann enjoyed teaching and her students, and received a number of teaching awards. She always saw the good in her students and encouraged them to be thoughtful and questioning. Several of her students went into nursing and now are employed at Community Memorial. Ann and John retired from teaching in 2000.

Everyone close to Ann enjoyed her love of life and her many passions. She was creative and challenging, loved her family,



Ann P. Cochran

walking, the opera, good restaurants, golf, travel, entertaining, and intellectual conversations. One of her closest friends, Lorraine Kaimal, recalled, "Ann loved to discuss anything, and would often take the opposing position just for the intellectual pleasure. However, she would never offend anyone."

Ann was commonly seen walking in the village on weekday mornings, usually with a friend. Her good friend Nancy Heck called her "the traveling counselor." It was on these walks that many felt her contagious spirit and realized that she made you look at things differently — and think "outside the box."

Dr. Merrill Miller was a close family friend. The Cochran's son Todd was a patient of Dr. Miller's, and she spent time with the family as Todd dealt with chronic leukemia. Ann wanted Todd to lead as normal a life as possible. He missed very little school during his four-year illness and he even played goalie in the youth hockey league right up through his last year.

The Cochrans' son Eric is now a partner in a New York City law firm, and daughter Jill is executive director of a foundation that helps inner city children achieve success and self-esteem through athletics.

Ann gave much of her time and energy to the Mid-York Family Health Center and the Mid-York Foundation, serving as its first board president.

The hospital is most appreciative of the generous support that the Mid-York Foundation has given to The Ann Cochran Endowment for Nursing Education. The goal of the endowment is to provide support for Community Memorial Hospital nurses who pursue credit-bearing courses that will enhance their careers. The CMH Foundation is working to raise additional funds necessary to achieve that goal. ♦

Award for clinical excellence

Community Memorial has received the VHA's National Quality Award for Clinical Excellence as one of the top four hospitals in the United States in the 250 bed and under category.

VHA, a national organization of hospitals, works with its members on quality initiatives, purchasing and related operational issues. Members include hospitals of all sizes. In being considered for this year's award, each hospital received a single performance score based on clinical and patient satisfaction measures.

When it comes to achieving outstanding clinical quality scores, size doesn't necessarily matter. In fact, if you ask David Felton, President and CEO of Community Memorial, being smaller and more agile is a benefit, especially in today's economic climate. "Our numbers are very good," he explains, "because we focus on what matters most: providing a warm, caring and safe environment for our patients. We are big on customer service."

Felton reports that the hospital's clinical performance score exceeded 85 percent in 2010, decisively beating a national average of just over 70 percent. "Our high level of quality and patient satisfaction goes back many years," he says. "We found success by offering big city care in a small rural hospital, delivered in a culture of caring. To succeed, we knew we had to work together."

Part of working together included gaining buy-in from the medical staff. "Hospitals usually have high medical staff turnover," says Felton, "but ours is very low. Early on, we asked our physicians to focus on customer service, and they did."

Michael S. Jastremski, MD, can attest to that. He is the Director of Emergency Services and also the hospital's

Vice President of Medical Affairs.

"Great quality starts with good physicians who want patients to do well," he says. "Whenever a quality expectation comes up, we look at it, develop a protocol for physicians and nurses to monitor and give feedback."

He notes that "our processes and protocols are developed by people who are willing to use them, and they are arrived at by consensus. We are a small, collegial group of people who are willing to be convinced by facts, and we are showing how knowledge improves care."

Collegiality could well be one of the secrets to Community Memorial's success.

"Our success has a lot to do with how we treat each other," says Felton. He is due to retire at the end of 2011, after more than 30 years at the hospital's helm. "Everyone is important when it comes to satisfying patients. For instance, we get a lot of positive comments about our cleanliness. In this regard, housekeeping is just as important as our medical staff."

A few years ago, employees came up with the idea for the "Always" program. The goal of the program is to let patients and their families know that the entire hospital staff "always wants to meet your needs." All employees commit to keeping patients comfortable, safe, informed, and cared for with respect and concern. "The 'Always' program works because everybody is in tune and onboard," says Felton.

Community Memorial embraces the change health-care reform is bringing to the industry. "I believe health-care reform will affect patient care for the better," says Dr. Jastremski. "The VHA scores reflect that the hospital is keeping up with best practices and following them. The bottom line is that hospitals have to want to give patients the best care possible. The only fear, where health-care reform is concerned, is in terms of reimbursements. Hospitals will need to evolve continually to keep up with the requirements." ♦



Ronald Burstein — Making a difference

How often do good people do good things without any thought of receiving recognition? Ronald Burstein saw a need and did what comes naturally to him — he decided to make a difference.

Ronald Burstein went to visit a neighbor who lived at Community Memorial Hospital's 40-bed Skilled Nursing Facility in Hamilton. As he walked through the hallways, he noticed that a number of patients had personal television sets located on bedside stands, and others had no TVs. Ronald thought, "Wouldn't it be nice if they all had their own TV sets installed on the wall? Wall-mounted TVs would be easier to see and out of the way."

So, following his visit, Ronald wandered over to the administration building to find someone to talk to. He visited with Dave Buran, Director of Development, and asked what it would take to have a personal TV set mounted on the wall for each of the 40 patients. He also suggested having bedside speakers and headphones available so that patients in double rooms could watch TV without disturbing a roommate. A week later, when he got the estimate of nearly \$30,000, he didn't blink an eye. Ronald said, "Let's do it. I think that it will mean a lot to the patients".

Ronald has had his own experience with extended hospital stays, having undergone a number of operations and once spending nine months in a rehabilitation facility.

Ronald was born in Connecticut, and moved to Hubbardsville with his parents when he was only a few months old. He was raised on a farm and attended Hamilton Central School. He spent many years working for the telephone company as an installer. Throughout his life, Ronald's passion has been traveling. He has enjoyed trips to Hawaii, Alaska, throughout much of Europe, and most recently, Australia.

When asked why he chose to make such a significant gift to Community Memorial Hospital, he said, "I just saw a need. I didn't want recognition. I just did it out of the goodness of my heart." People like Ronald Burstein do make a difference and they make our community a better place to live. ♦

EMERGENCY DEPARTMENT

Life-saving care 24 hours a day

The Emergency Department at Community Memorial provides professional life-saving care to area residents around the clock, with a focus on timely, personalized care.

An obvious concern of people seeking emergency treatment is how long they will have to wait. At Community Memorial, patients are evaluated or triaged within twenty minutes of arrival. Over the past year, 90 percent of ED patients were treated within one hour of arrival. We are proud that we are able to treat emergency patients so promptly compared with major urban areas where emergency patients commonly face a wait of three to five hours.

Upon arrival at the ED, a patient is evaluated by a specially-trained registered nurse who completes an assessment of their problems and complaints, and determines the priority in which the patient will be seen by the physician, physician assistant or nurse practitioner on duty. It is important to understand that the ED patients are treated in the order of the severity of their injury or illness, not their time of arrival. The most serious patients are treated prior to those with less serious conditions. The waiting time also varies according to the number of patients who are waiting.

The ED staff is directed by Michael Jastremski, MD, a highly-skilled physician who is board-certified in internal medicine, emergency medicine and critical care medicine. Dr. Jastremski is a former professor and Chairman of Emergency and Critical Care Medicine at University Hospital in Syracuse.

Two new hospitalists

A “hospitalist” is a hospital-based physician who assumes responsibility for the care of patients when they are admitted to the hospital. Community Memorial has two new physicians providing hospitalist care. During the day, seven days a week, one of the hospitalists is always on duty. Members of the medical staff provide on-call coverage for inpatients during the evenings and night-time hours.

The hospitalist specialty is growing rapidly nationwide. It allows primary care doctors to spend more time in their offices providing patients with routine medical, preventive, and ongoing ambulatory care. Before the hospitalist program was introduced, physicians had to disrupt normal office hours to visit patients in the

hospital. Most of our local physicians choose to have the hospitalists care for their patients while in the hospital; however, a couple of private practice primary care physicians prefer to provide inpatient care for their own patients.

Once a patient has been admitted to the hospital, the hospitalists communicate regularly with the primary care doctor about the patient's care and condition. Records of inpatient care are sent to the primary care physician when the patient is discharged from the hospital.

Community Memorial's hospitalist team

The hospitalists at Community Memorial are specialists in family practice.

Edward McDonald, MD joined the medical staff in January, and Cheryl Mattern, MD, came on board in May. The hospitalist team also includes Lyn Champagne, NP an experienced nurse



Friendly faces from the ED: Nurse Manager Diane Wenham, RN; Lydia Slater, RN; and Bernie Stephanowski-Casscles, RN.

The nursing staff is directed by nurse manager Diane Wenham, a certified emergency department nurse.

The Emergency Department is staffed by well-trained physicians, physician assistants, nurse practitioners and registered nurses who are experienced in cardiac life support, advanced trauma life support and pediatric advanced life support.

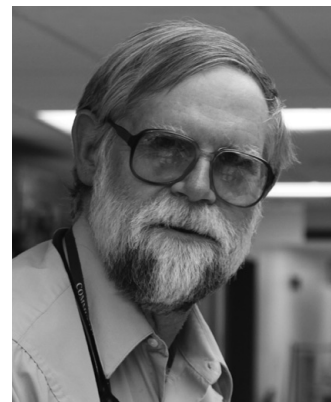
On-call support is provided by specialists such as family practice physicians, pediatricians, cardiologists, general surgeons, orthopedic surgeons, and anesthesiologists. The hospital's services include 24-hour operating room, lab, radiology, CT scanning, and ultrasound; with other services available either in the hospital or on emergency call.

The ED at Community Memorial evaluates and treats over 11,000 patients each year. For follow-up care, each patient is referred to appropriate local physicians or specialty centers. ♦

practitioner, who is on duty during the day Monday through Friday.

The hospitalists provide a range of services for patients on the medical/surgical units and intensive care/coronary care units. Patients are referred to the hospitalist program through the hospital ED, primary care physicians, specialty physicians and through medical consults for the surgeons who work at the hospital including the orthopedic surgeons, general surgeons and other surgical specialties.

Robert Delorme, MD, Vice President for Physician Services, directs the hospitalist program at Community Memorial. “The hospitalist program provides consistent, high quality and personalized care to our inpatients and allows local physicians to spend more time with the patients in their offices increasing the availability of primary care to the greater community surrounding our hospital, says Delorme. ♦



Edward McDonald, MD



Cheryl Mattern, MD

Serving your primary care needs

Community Memorial Hospital is proud to serve the area's primary care needs through its Family Health Centers in Hamilton, Morrisville, Cazenovia, Munnsville and Waterville.

The centers, staffed by highly-skilled doctors, nurse practitioners, physician assistants and support staff, provide adult medicine, pediatrics and women's health with over 30,000 patient visits per year.

Cazenovia Family Health Center **Colleen Parent, MD**

3045 Route 20 East
Cazenovia, NY 13035
315-655-8696 or 655-9692

9am – 5pm Monday through Friday
Plus evening hours on Tuesday

Hamilton Family Health Center **Robert W. Delorme, MD** **Jennifer Meyers, MD** **Melanie Angell, PA**

164 Broad Street
Hamilton, NY 13346
315-824-4600 or 824-4604

8am – 5pm Monday through Friday

Morrisville Family Health Center **Sunny Nelson, MD** **Sandra Fish, NP**

3460 South Street
Morrisville, NY 13408
315-684-3117 or 684-7230

9am – 5pm Monday through Friday

Munnsville Family Health Center **Kerri A. Taylor, DO**

5180 South Main Street
Route 46
Munnsville, NY 13409
315-495-2690

9am – 5pm Monday through Friday
Plus evening hours on Monday

Waterville Family Health Center **Barbara Jeffers, MD** **Sarah Oddo, PA**

117 West Main Street
Waterville, NY 13480
315-841-4184 or 841-4185

9am – 5pm Monday through Friday

Hamilton Heart Center **Raymond Carlson, MD**

164 Broad Street
Hamilton, NY 13346
315-648-6408

A full range of non-invasive testing procedures, consultations, and ongoing cardiology clinical care.

Hamilton Neurology Center **Eufrosina Young, MD**

164 Broad Street
Hamilton, NY 13346
315-648-5785

Services for neurological disorders including, but not limited to, MS, stroke, Parkinson's and traumatic brain injuries. EEG, EMG and other diagnostic testing available on site.

Words from our patients

Thank you so much for all that you did for me recently. This has been a very challenging time for me and because all of you were so professional, it made me feel safe and truly cared for.

— Emily E.

Last Saturday I fell off my bike and had to go to your Emergency Room. They were so nice and even said they were sorry I had to wait.

— Bob K.

Thank you to everyone who helped us on Wednesday night. Our son is back at school and his glucose numbers are much better.

— Todd and Amy H.



Robert Meier, MD and Donna VonDauber, Xray technician

Gorman Mammography Center

In 2010, Community Memorial installed a new digital mammography unit, enabling us to offer our community the latest state-of-the-art digital mammography in a comfortable, welcoming atmosphere. The new equipment was made possible in part through a grant from the Alice M. Gorman Foundation. The hospital is most appreciative of the generosity of the Gorman Foundation and very proud to have the new Gorman Mammography Center in our Radiology Department.

In an effort to improve the mammography experience, patients receive a clinical report on their exam while they are still in the mammography center, and have the opportunity to consult with the board-certified radiologist on duty. In addition, the hospital now offers individual warming pads as a comfort during the procedure.

Ann Lee Jeffreys, Assistant Manager of Radiology, supervises mammography services. Call the radiology department at 315-824-6180 to schedule a mammograph. ♦

Community Memorial Hospital
150 Broad Street
Hamilton, NY 13346
315-824-1100

ECRWSS
Non-Profit
Organization
U.S. Postage
PAID
Permit No. 780
Ithaca, NY

Community Memorial Hospital Legacy Society

The board of the Community Memorial Hospital Foundation recently formed a new planned giving society. Anyone who formally establishes a bequest or a trust to support the hospital will become a member of the Community Memorial Hospital Legacy Society. Thanks to a bequest in memory of his wife, Florence, Dale Slate is being recognized as the first member of the Legacy Society.

Dale and Florence Slate were married in October 1962. Their 45-year marriage was a happy one, filled with raising their family, working a dairy farm in Madison, traveling

to Alaska, and — most of all — being the best of friends.

In 1964, Dale and Florence invested in their first livestock: 20 cows at \$250 apiece. Dale worked the farm and served on the Madison Town Board. Florence worked at the Brae Loch Inn until 1967, leaving that job to work full-time on the farm.

Altogether, Dale and Florence took six trips to Alaska. Florence loved the rugged terrain and the clean air; but what she most enjoyed was the time spent on the rivers fishing for salmon, of which they caught their fair share.

Over the years, Florence spent quite a bit of time at Community Memorial Hospital. “Florence was always satisfied with the care that she received at Community Memorial. The people were kind and understanding,” Dale says. He recalls Florence’s many surgeries and the doctors, nurses and aides who gave quality care with concern and kindness.

Some years ago, Florence mentioned to Dale that she wanted to leave something in their will to help the hospital. When Florence passed away in 2007, Dale honored her request in two ways. First, he made a substantial gift to Community Memorial to name a room in the Ambulatory Surgery Unit in memory of Florence. Next, he made sure that a meaningful bequest gift would be made, again in memory of Florence. The Slaters’ bequest will support the I.C.U., and a plaque has been placed in the unit recognizing their generosity.

For more information about making a planned gift to Community Memorial Hospital, please call the Development Office at 315-824-7036, or contact Dave Buran, Director of Development, by e-mail at dburan@cmhhamilton.com ♦



Florence and Dale Slate at their grandson’s wedding in 1986

Community Memorial Hospital

David Felton
President/CEO

Richard Kirby
Executive Vice President/CFO

Robert Delorme, MD
Vice President for
Physician Services

Denise Hummer, RN, BS
Vice President Administrative
Services

Michael Jastremski, MD
Vice President for Medical Affairs/
Director, Emergency Services

Please visit our website:
www.communitymemorial.org

Community Memorial Hospital Board of Directors, 2010–2011

Lawrence Baker – Hamilton
John Bradley – New Hartford
Patricia Caprio – Hamilton
Ray Cross – Morrisville
William Getman – Waterville
Susie Gustafson – Hamilton
Cynthia Hummel – Utica
William Magee – Nelson
John Morris – Hamilton
Jane Pinchin – Hubbardsville
David Rebusck, MD – Hamilton
Jeffrey Rubenstein – Erieville
Susan Stradling-Barrett – Hamilton
Kerri Taylor, MD – Hamilton
Lawrence Tully – Cazenovia
Barbara Wheeler – Cazenovia

Community Memorial Update is published by Community Memorial Hospital for members of the communities served. The information is not intended as a substitute for consultation with a personal physician.

Graphic designer: Katherine Gall