

# Oneida Healthcare Beat

EXCEPTIONAL CARE ... ALWAYS

January 2018

## Maternity Recognized for Care

Lullaby Center delivers exceptional patient safety and health outcomes

Excellus



Designated  
BlueDistinction.  
Center+  
Maternity Care

- + Note From Your CEO
- + Meet JoAnn Roberts: New NP at Women's Health
- + Get to Know Your Circle: Podiatry and Vascular Care

# Note From Your CEO

## Looking Forward to 2018



GENE F.  
MORREALE

President & CEO  
gmorreale@oneidahealthcare.org

As we begin 2018, there is much to look forward to. New physicians and physician extenders will be joining our Circle of Care, providing both primary and specialty care. Our Cancer Care program will kick into high gear with the addition of a Medical Director and several more Roswell Park specialists beginning to see patients here on campus. We will also expand and renovate our Alice Gorman Imaging Center with a new GE MRI and a PET/CT system. Additionally, we will be breaking ground on our joint venture Radiation Oncology building in early spring with a late summer opening date.

The above are positives for which we should all be proud. Of course, there are some setbacks that we need to deal with. The joint venture Wound Care program with Restorix and OHC has received NYS approval, but that approval comes with the requirement to add more renovation costs than we had anticipated. Therefore, we have to take another look at the program's feasibility with these additional cost requirements in the mix.

There is also a high demand nationally for certain physician and clinical positions that we have not been successful in filling. Actually, for these difficult to fill vacancies, demand significantly outpaces supply.

Many variables impact our ability to recruit the needed positions including location (CNY) and lifestyle (i.e. call coverage, nights/weekend/holiday schedule requirements etc.)

which truly challenges our ability to compete in the recruitment process. We continue to do all we can to present the positives of working at OHC and being in our community.

We have experienced success as indicated by the new practice that is showcased in this edition of the BEAT. We just need to work hard at this as the addition of these providers and clinicians will allow us to continue to enhance the Circle of Care which is what will attract patients to choose us and generate the business that is necessary in today's healthcare environment.

My goal is to work with our recruitment team to help candidates decide that OHC is a great place for healthcare and a wonderful environment to showcase their skills.

In addition, understanding the recruitment environment for many positions is more challenging today than in years past. We need to focus our management team on retention, keeping the talented staff we currently have as we work on filling vacancies.

This month, our managers will be meeting, using the information that many of you provided when you completed the safety of culture survey along with data that is collected on exit interviews to identify strategies for retention improvement. I, along with your manager, will provide updates as we develop the necessary plans to enhance employee engagement. More to come...

### What's Inside

A Note From Your CEO .....	2
Wellness: Heart Run Team .....	3
What's New .....	4
Employee News .....	5
Off the Desk .....	6
Get to Know Your Circle: Podiatry & Vascular Care.....	7
Monthly Safety Tip: Don't be Flu-lish.....	8

### Our Values

Excellence  
Respect  
Integrity  
Compassion  
Teamwork  
Safety  
Stewardship

### Contact Info

(315) 363-6000

321 Genesee St  
Oneida, NY 13421

beat@oneidahealthcare.org

info@oneidahealthcare.org

www.oneidahealthcare.org

 Find us on  
**Facebook**



Oneida Healthcare  
has received  
The Joint Commission's  
Gold Seal of Approval  
for Quality

Excellus  BlueDistinction.  
Center+  
Maternity Care

Join Team Oneida Healthcare



# AMERICA'S GREATEST HEART RUN & WALK

**Saturday, March 3**

**UTICA COLLEGE | UTICA, NY**

**3-Mile Walk | 10:30am Start**

Friends and family members encouraged!

For more info, contact Kevin Prosser: 315-361-2196 [kjprosser@oneidahealthcare.org](mailto:kjprosser@oneidahealthcare.org)

**Register at: [www.oneidahealthcare.org/hearttrun](http://www.oneidahealthcare.org/hearttrun)**

# What's New

## Maternity Delivers **Exceptional Results**

In January, Excellus BlueCross BlueShield recognized Oneida Healthcare's Lullaby Center as a Blue Distinction Center+ for Maternity Care. Blue Distinction Centers are nationally designated hospitals that show expertise in delivering improved patient safety and better health outcomes, based on objective quality measures developed with input from the medical community.

Quality is key. Only those hospitals that first meet Blue Distinction's nationally-established, objective quality measures will be considered for designation as a Blue Distinction Center+. The Blue Distinction Centers+ Maternity Care program evaluates hospitals on quality measures for delivery and overall patient satisfaction, including a patient's willingness to recommend the hospital to others. To receive a Blue Distinction Centers+ for Maternity Care designation, a hospital must also demonstrate cost-efficiency.

Oneida Healthcare is proud to receive the Excellus BlueCross

Blue-Shield's Blue Distinction Center+ for Maternity Care designation. "We commend our team of physicians, physician extenders, RNs and support staff who provide exceptional care... always, in our Lullaby Center," said Vice President of Clinical Services and Chief Nursing Officer Jacqueline Dawe, RN-BC, MN, CNOR. "The Blue Distinction Center+ Maternity Care designation is a symbol of our team's dedication to providing patient centered care every day to the communities we serve."

Hospitals who receive the Blue Distinction Center+ for Maternity Care help prospective parents identify maternity units who deliver affordable, quality care.

Research shows that, compared to

other hospitals, those designated as Blue Distinction Centers demonstrate better quality and improved outcomes for patients. On average, Blue Distinction Centers+ are also 20 percent more cost-efficient than non-Blue Distinction Center+ designated hospitals.

To learn more about Oneida Healthcare's Lullaby Center, visit us on the web at [Oneidahealthcare.org](http://Oneidahealthcare.org). For more information about Blue Distinction Specialty Care, please visit [www.bcbs.com](http://www.bcbs.com) or contact your local plan.



## New: **JoAnn Roberts, NP to Women's Health**



Please join us in welcoming **JoAnn Roberts, RN, CNM** as our newest provider at Women's Health Associates. JoAnn joins us as a Certified Nurse

Midwife and OB/GYN Nurse Practitioner with over 18 years of clinical experience.

Prior to taking this position she was a fulltime Mid-Wife at Mohawk Valley Women's Health Associates in Rome for over 14 years followed by a position at Community General

### **Accepting New Patients**

Women's Health Associates  
8080 Turin Road, Rome  
315-336-4721

Hospital in Syracuse as a Midwife OB Hospitalist.

In her new position she will be providing patients with OB and GYN care as a Nurse Practitioner. "I'm excited to be joining Women's Health Associates and to have the opportunity to provide patients of Women's Health with the exceptional care that they have come to expect,"

JoAnn said. When asked about her approach to care she said, "My approach is to build a strong and lasting relationship with the women that I care for that is based on compassion and respect. I encourage women to take an active role in the decision making process regarding their care."

JoAnn will be accepting new patients at our Rome office located at 8080 Turin Road. To schedule an appointment with her please call 315-336-4721. For more information about Women's Health Associates, please visit us on the web at [womenshealthoneida.com](http://womenshealthoneida.com).

# Employee News

## New to OHC

(December 13 - January 17)

**Carley Breckenridge**

Housekeeping - Housekeeping Aide

**Lorraine Bushnell, LPN**

Podiatry Care - LPN

**Tanya Clifford**

Podiatry Care - MOA

**Kevin Crable, DPM**

Podiatry Care - Doctor of Podiatric Medicine

**Catherine Crossway**

ACF 4th Floor - Nursing Assistant

**Bethany Drake, CNA**

ECF 2nd Floor - CNA

**Jennifer Fry, RN**

Emergency Department - RN

**Bonny Gerow**

Dietary - Food Service Helper

**Jill Grise, RDMS, RVT**

Radiology - Sonographer

**Susan Kellum**

Housekeeping - Housekeeping Aide

**Kaelin Koester**

ACF 4th Floor - Nursing Assistant

**Christy Lalonde, RN**

Intensive Care Unit - RN

**Erica Remington**

Operating Room - Surgical Tech

**Katrina Roache**

Dietary - Food Service Helper

**JoAnn Roberts, RN, CNM**

Women's Health (Rome) - Nurse Practitioner

**Suzanne Rohlin, RN**

Infection Control - Infection Coordinator Nurse

**Zachary Rowley**

Laundry - Laundry Worker

**Colleen Russ, CNA**

ECF 2nd Floor - CNA

**Susan Sharlette, LPN**

ECF 2nd Floor - LPN

**Haley Surprenant, RN**

Operating Room - RN

**Angela Thompson, CNA**

ECF 5th Floor - CNA

**Alana Unangst**

Lab - Phlebotomist Trainee

## Patient Feedback/Reviews

Each month we receive feedback from patients and visitors reflecting experiences that led to exceptional care. The following are comments from the month of January.

**Verona Health Center:** *I want to thank all the staff at Verona Health Center. Excellent service, friendly and caring. Special thanks to Dr. Erin Thompson, my family physician. Very caring and just a good doctor. Thanks again.*

**Quick Care:** *I recently used Quick Care for the first time. What a huge asset to Oneida it is. The staff were all efficient and friendly. The NP was very knowledgeable and went the extra step for possible followup info. I used the Patient Navigator Linda to set me up with a new doctor. My previous doctor does not accept Humana Medicare anymore. Wonderful staff and services. Thank You Quick Care.*

**ENT:** *I became disappointed with my previous ear doctor for my daughter so I decided to try Oneida. The waiting area was welcoming and the staff were very helpful. I'm not crazy about the drive, but the service and staff made it worth it. A special*

*thank you to Dr. Gordon for being so kind and explaining our options.*

**Endoscopy:** *I wanted to give a big thank you to the RNs in Endoscopy! I had my first gastroscopy yesterday and they made me comfortable. Dr. Gandhi and the anesthesiologist made the whole scary thing lighthearted and it was over in a flash. I suffer from horrible anxiety and panic attacks (I didn't tell them that) but once I began interacting with your staff I was ok. I hope they know how good they are at their job.*

**Lullaby Center:** *Everyone is awesome. I love it here. Everyone always made sure everything was ok. The nurses were amazing and went above and beyond taking care of me during my labor. Dr. Delpino was amazing and Dr. Cemer did an awesome job with my epidural. My husband and I couldn't be happier with our stay.*

**Women's Health Associates:** *Amazing group of people, Dr. Flint is amazing, caring and so understanding of everything! I honestly can't say enough about her she did amazing job with my surgery!*

## Employee Resources: E.A.P.

At Oneida Healthcare we strive to provide employees with a comprehensive employee benefits package. For most, this commonly relates to PDO, retirement, and health insurance. Did you know that Oneida Healthcare also provides a free employee assistance program (EAP)?

EAP is a service that can be used by you and your family to help address personal problems that may be affecting your health and well-being, including your job. Through the use of professional counselors from a local

non-profit, BRIDGES, EAP will help you develop a plan to address your concerns.

They can assist with a number of personal matters including marital issues; financial; stress and anxiety; balancing work and home; and problems with co-workers, to name a few. The use of EAP is entirely confidential and as the employer, we do not know who uses it.

To utilize this employee benefit, call EAP at 315-697-3949. They are located at 112 Farrier Ave: Suite 314 in Oneida.

# Off the Desk

## New Year Baby: First Newborn of Madison County in 2018



**C**ongratulations to Patience Christman and Cody Burress on their beautiful baby boy, Jaxson. He was the first baby of the New Year born in Madison County.

He made his debut on January 2 at 2:33 pm at Oneida Healthcare's Lullaby Center. Jaxson weighed a healthy 8 pounds, 1 ounce and was 20 inches long.

## Get Your Fitness at OHC

**D**id you know Oneida Healthcare offers all employees access to an onsite fitness center on the Oneida Healthcare campus? The Employee Fitness Center is open 5am - 12am seven days a week and is available to anyone employed by Oneida Healthcare, including volunteers.

The Employee Fitness Center is air-conditioned, has wifi access, and offers a wide variety of machines and fitness tools to meet the demands of the novice to the fitness enthusiast. It also offers private rooms that include televisions.

The Employee Fitness Center is located on the side of the Oneida

Medical Associates Building facing Wayland Smith Drive.

To gain access to the fitness center you are required to attend an orientation and complete a medical form which are available outside the HR office on the first floor of the hospital or on the intranet under approved documents.

The next Employee Fitness Center orientation is on February 27 at 7:30am. No sign-up required. Future orientation dates are advertised monthly in the BEAT. For more information please contact Sue Steverman from Outpatient Therapy at [SSteverman@oneidahealthcare.org](mailto:SSteverman@oneidahealthcare.org).

## Emergency Preparedness Fair

**I**n January we hosted an Emergency Preparedness Fair located in both the hospital and the ECF to engage and educate employees about our emergency operations.

Each employee who attended had the opportunity to engage in 7 stations which provided education about different emergency situations and how they apply to staff and patients. Each participant also had the opportunity to complete a quiz to enter into a raffle drawing. In total 154



employees participated. Thank you for all who contributed and took part in this important education opportunity.

## Patient Safety Awareness Week

(March 11 - March 18)

In an effort to promote patient safety, the Quality Management Department will be hosting a number of activities during patient safety week for all employees.

The following activities will be available:

### Story Board Contest

Win a Pizza Party for your Department! The Quality Management Department is accepting entries from all departments and offices of story boards that highlight patient safety related tasks. Trifold poster boards are available by request from the Quality Management Department located on the first floor of the hospital. All storyboard entries will be on display in the hallway leading up to the café during patient safety week.

### Email Puzzles

Check your email daily for safety themed puzzles during safety week. Paper copies of the puzzles will also be available in the café. Play every day to increase your chances to win – one entry per person per puzzle.

### Jelly Bean Contest

Back by popular demand! The jelly bean jar will be in the glass display case near the café. Place your entries in the box in the café for a chance to win.

Good luck and thank you for promoting Patient Safety Awareness! More information to come.

# Get to Know Your Circle

## Oneida Healthcare: Podiatry Care/Vascular Care

In January, we welcomed two new service lines to our Circle of Care: Oneida Health Podiatry Care and Oneida Health Vascular Care. Though separate services, both operate independently using a shared team of dedicated staff in our newly renovated building located at 125 Fields Drive in Oneida across from the main entrance of the hospital.

**Oneida Health Podiatry Care** offers the successful treatment of all foot conditions both simple and complex including, but not limited to: diabetic foot care; hammer toe; pain in the feet, heel or toes; plantar fasciitis; tendinitis; bunions; ingrown toenails; and flat foot.

Dr. Kevin Crable, our new Doctor of Podiatric Medicine, is a highly trained physician specializing in surgical and non-surgical treatments of all foot related conditions. He graduated from the New York College of Podiatric Medicine and previously held a 3 year residency at Staten Island University Hospital. He brings to Oneida a strong background in the management of wound care, diabetic foot infection, and limb salvage.

**Oneida Health Vascular Care** offers non-surgical and surgical treatment of all vascular conditions. Common conditions that are treated, but not limited to, include: carotid



### - Accepting New Patients -

**Oneida Health Podiatry Care**  
125 Fields Drive, Oneida  
315-361-2205

**Oneida Health Vascular Care**  
125 Fields Drive, Oneida  
315-361-2206

artery disease; abdominal and thoracic aortic aneurysm; peripheral arterial disease; peripheral arterial aneurysm; dialysis access; and varicose veins.

Dr. Robert Carlin, a Board Certified Vascular Surgeon, received his Doctor of Medicine from SUNY Health Science Center in Syracuse and has over 25 years of experience treating patients for vascular related conditions. His clinical interests include minimally invasive surgery, aortic surgery, and venous disease.

He will provide comprehensive

care to patients in the management of veins and artery-related conditions. Vascular care is the treatment of the blood vessels in the body, excluding the heart, and is one of the leading causes of death and disability in the United States.

Both Podiatry and Vascular Care are now accepting new patients. To make an appointment please call 315-361-2205 for Podiatry Care and 315-361-2206 for Vascular Care. More to come on these new members of our Circle of Care.



**Robert Carlin, MD**  
Vascular Surgeon



**Kevin Crable, DPM**  
Doctor of Podiatric Medicine



**Lorraine Bushnell**  
LPN



**Jessica Ray**  
Medical Office Clerk



**Tanya Clifford**  
Medical Office Assistant

Don't be **FLU-LISH**,  
wash your hands

