

Oneida Healthcare Beat

EXCEPTIONAL CARE ... ALWAYS

November 2018



Jessica's Heroes

5K Run/Walk in Oneida:
Community and OHC staff
raise funds for patients
receiving oncology treatment

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Note From Your CEO



GENE F.
MORREALE

President & CEO
gmorreale@oneidahealthcare.org

We will soon be celebrating the one year anniversary of the opening of our Cancer Care program. There is so much to celebrate starting with the staff that work together each day to meet the needs of our patients.

Our established organizational Commitments to Teamwork and Patient Centered Care are alive and well in this high quality care program. The comments I regularly receive from patients and their loved ones is that we have developed a compassionate yet sophisticated approach to cancer care. They state that the care provided is exceptional!

Dr. Mohamed El Naghy and Ms. Debra Walz, NP lead the care plan approach for our patients. Together with our very talented Pathologists and Radiologists, including our many staff who support this work, we have built something very special and those who seek care with us will truly benefit. Of course, having Roswell Park Comprehensive Cancer Center as our partner in the care process, is a significant advantage for us and our patients.

The programs growth, starting in December 2017 with 5 patient treatments, has steadily increased. In the month of October of 2018, we had provided 350 treatments, the majority of which were infusion therapy treatments. I believe continued growth will occur as more individuals find out about this wonderful program and we further develop specialty services on campus.

The opening of the Dorothy G. Griffin Radiation Oncology Center in the second quarter of 2019 will increase the services we can provide

on campus as well as increase the Roswell Park presence in Central New York.

Our ability to provide comprehensive cancer care to this region continues to be a work in progress. We are continuing that development, working closely with our partner in Buffalo. We and they are excited about the potential that this program can provide to help us care for patients with cancer and be a part of the fight to beat cancer.

Employee Holiday Meals and Ham

We are pleased again this year to provide staff with our annual employee holiday meal and a holiday ham in part to show our appreciation for your commitment to patient and resident-centered care. Our holiday breakfast for overnight staff will be on Dec. 11 from 2am - 4am. Our day and evening staff will have the opportunity to join us on Dec. 12 from 11am - 2pm or 4pm - 6pm. All meals are served in the Café.

A detailed menu is on page 8. Holiday hams will be available to all full/part time staff hired before 12/8/18. The hams will be handed out in the Café on Dec. 13 from 11am - 5pm and Dec. 14 from 6:30 am - 11:30 am. For off site locations, arrangements will be made to deliver hams to you. The Board and Administration wish you a joyful holiday season and thank you for providing exceptional care... always.

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Our Values

Excellence
Respect
Integrity
Compassion
Teamwork
Safety
Stewardship

Contact Info

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Event Photos - Jessica's Heroes



1st: Jamie Woolsey 20:02



#Jessica's Heroes

Thank you to the number of employees, community members, and volunteers who came together to raise money in memory of Jessica Froelick to benefit patients receiving oncology care. More on page 4.



2nd: Ken Stack 21.50



What's New

Jessica's Heroes 5K Run/Walk

On the 6th of October, over 300 participants and volunteers gathered at Oneida High School to take part in Jessica's Heroes 5K Run/Walk to raise support and awareness of cancer.

The inaugural year of the certified 5K Run/Walk far exceeded initial event participation expectations. "We were planning for 150 participants for the first year and ended up with over 300 total registrations," said Terri Welcher, Director of Volunteers at Oneida Healthcare and committee member of Jessica's Heroes.

Participants of the event could register for a certified 5K Run or 5K Walk including a .3 Mile Fun Run for kids under the age of 10.

The event was named in honor of Jessica Froelick, who lost her battle with breast cancer at the age of 34 leaving behind a husband and two young boys. "This run /walk recognizes the hero within each of us. Jessica was the epitome of the compassionate advocate for cancer survivors like herself. She supported

others going through treatment - through fundraisers, benefits, volunteering at Oneida Healthcare, and lending assistance where ever she was needed," said Welcher. Jessica had worked at Oneida Healthcare as a phlebotomist in the lab for almost ten years.

As a community based 3rd party fundraiser, the event was organized by a committee composed primarily of volunteers. In total this year's event raised over \$30,000 for cancer patients struggling with financial needs during treatment. All proceeds will be distributed through the Cancer Care Fund at Oneida Healthcare to patients who qualify.

The first place finisher overall for the 5K run was Jamie Woolsey with a total time of 20 minutes and



2 seconds. The first male and 2nd overall finisher was Ken Stack at 21 minutes and 50 seconds. Ward 5 Councilor and Deputy Mayor Jim Chamberlain proclaimed October 20, 2018 as Jessica's Heroes Day. Planning for next year's event is already well under way.

For more information about the Cancer Care Fund or Jessica's Heroes 5K/Run, please contact our Foundation Director, Julie Billings, at 315-361-2169 or by e-mail at jbillings@oneidahealthcare.org.

Ambassadors of Care - ECF Launches New Program

Beginning in September, the ECF administered a new team oriented approach toward providing an improved patient experience, nicknamed the "Ambassador Program." The new program is designed to ensure resident and family expectations are understood and to address any voiced concerns or questions they have during their stay.

Geared specifically toward the onboarding of new residents, the program will focus on setting clear expectations from the beginning of the care plan. "The majority of our new residents are being admitted to inpatient rehabilitation or extended care for the first time," said ECF Administrator Fred Scerbo. "This



program is the first step in making sure we create a more seamless transition by communicating expectations and answering any questions they may have related to their stay."

The Ambassador program is designed to provide each new resident with a designated **Team**

Member who will be actively engaged in helping them get acclimated while serving as a single point of contact during the length of their stay.

The program is also designed to address the expectations and improve the communication with resident family members. "The demographic we care for typically has a large extended family who play an active role in their care," said Scerbo. "Educating individuals who are actively advocating for a resident will make for a more overall positive experience."

The new program should positively impact quality of care and resident experience moving forward.

Employee News

Caring Star Recognition

The employees pictured (left to right): Shane Weismore (IT), Deanne Skinner (Registration), Tammy Kroll (Finance), and Matt Skavina (IT), all received the Caring Star Recognition in October for their integral role in improving the patient experience at the Seneca Street Lab Draw.



With the temporary closing of the Northside Lab Draw Station in Oneida, the Seneca Street Lab Draw has seen a significant increase in volume. It quickly became evident that patients were facing longer than desired wait times which was negatively impacting the patient experience. The identified solution, providing an employee from registration at the lab to register patients, relieving the phlebotomist of this time consuming task. However, implementation of the solution required a multi-department effort,

staffing flexibility, and significant time. In this scenario, time was not in our favor as patient experience was already being negatively impacted.

Employees from three different departments: IT, Finance, and Registration worked together seamlessly and were able to put the solution in place in record time. Shane, Deanne, Tammy, and Matt's actions truly reflect our commitment to co-workers and patient care. We commend them for working together and being flexible when needed, all in the name of patient experience.

Career Opportunity - Central Sterile

Are you looking for a rewarding career in healthcare? Do you enjoy working with an outstanding team whose focus is on patient safety? Consider joining us on December 27 from 2pm – 4pm to learn about a career in our Central Sterile (CS) department.

We will be hosting an open house for all interested internal employees to learn about the inner workings of CS and the positions we are currently looking to fill: Central Sterile Tech and Central Sterile Endoscopy Reprocessing Technician.

Positions in CS do require professional certification which can be completed over the course of a year with no travel required. Internal

employees may qualify for assistance through the hospital to cover the cost of certification. To attend the open house, please meet outside of CS on the 1st floor of the hospital. For more information about this career opportunity, please contact Debra Brais, CS Manager, at 315-361-2412.

Mandatory Emergency Preparedness Fair

Visit the exhibits in classroom A (hospital) and complete the quiz to win prizes.

6am Friday, Dec. 7
through 6am Tuesday, Dec. 11

All employees are welcome

- Coming Soon -

Employee Benefits
Enrollment Period

Open enrollment for the following employee benefits will begin soon:

- Health Insurance -
(Health - RX - Dental)

- Davis Vision -

- Flexible Spending -

If you are currently enrolled in the Health and/or Davis Vision Plans, no action is required. Re-enrollment is required for the Flexible Spending benefit.

Please be sure to monitor your e-mail for important updates:

Questions? Contact HR

7:00 am - 4:30 pm
Monday to Friday
(315) 361-2040

- December - Fitness Center Orientation

Looking to achieve some fitness goals in 2019? Take advantage of our employee Fitness Center. It's free for all employees!

We will be hosting orientation on Dec. 10 at 4pm and Dec. 11 at 11am. All employees are required to attend an orientation prior to their first visit.

The Fitness Center is open 5am - 12am everyday.

- Free Wifi Available -

New to the Circle

Wound Care and Hyperbaric Medicine Center - Opening Soon!

Beginning in December, individuals faced with complex wounds in the greater Oneida area will have access to the care they need, closer to home. In collaboration with RestorixHealth, we will begin offering comprehensive wound care and hyperbaric medicine to patients suffering from non-healing wounds.

With construction nearly complete, the fully-renovated center will occupy almost 2,300 square feet on the first floor of the hospital, prior location of HIM, and will begin seeing its first patients on December 17. The center will contain three large treatment rooms, a consultation room, a hyperbaric suite with two state-of-the-art hyperbaric chambers for advanced healing, and the required support facilities on a single level outpatient setting.

The wound care program will accommodate patients requiring treatment for chronic, non-healing diabetic, neuropathic, pressure, and ischemic ulcers. Treatment is also available for venous insufficiency, traumatic wounds, surgical wounds, and skin irritations.

“Our new state-of-the-art wound care and hyperbaric medicine center represents a singular vision to provide patients with the most advanced



healing therapies close to home,” said President and CEO Gene Morreale at Oneida Healthcare. “With the addition of podiatry and vascular care within our Circle of Care network, which commonly provides treatment to patients that may face painful, non-healing wounds, developing a wound healing center was the next step in providing the most convenient, patient-centered experience designed around providing exceptional care, always.”

The hyperbaric oxygen (HBO) therapy provided through hyperbaric chambers is especially beneficial for patients with diabetic foot ulcers or other types of non-healing wounds. HBO promotes healing by increasing the level of oxygen in the tissue and improving the healing efficiency of the white blood cells. Therapy is administered in a hyperbaric chamber that delivers 100 percent oxygen with

Refer a Patient
Please call the following phone number beginning December 3

315-361-2268
First patients will be seen starting December 17

increased atmospheric pressure, stimulating the entire body’s natural healing responses.

“Everyone deserves access to the highest level of care. We’re proud to partner with RestorixHealth as it represents two leading healthcare organizations working together to address the needs of local residents,” said Mr. Morreale. RestorixHealth is a national healthcare organization who specializes in the development and management of centers of excellence for amputation prevention, wound management, and hyperbaric medicine. “Our partnership will allow us to deliver the highest quality of care and the latest treatment options to patients from day one of providing patient care.”

For more information please visit the web at oneidahealthcare.org or call 315-361-2268 starting the 3rd of December.

Introducing New General Surgeon - Dr. Theresa Ruddy



Please join us in welcoming Theresa Ruddy, MD, MPH to our medical staff as a member of the Oneida Surgical Group.

Dr. Ruddy will be performing general and colorectal surgery in the hospital. Her practice also includes upper and lower endoscopy. She is board certified by the American Board

of Surgery, the American Board of Colon and Rectal Surgeons, and brings over 10 years of surgical experience.

She graduated in 2000 from the State University of New York at Buffalo School of Medicine and Biomedical Sciences followed by achieving her Master in Public Health (MPH) in health policy and administration from the University of Illinois in Chicago in 2003.

She completed her surgical residency at Rush University Medical

Center/Stroger Cook County Hospital in Chicago. Her colorectal training was through Brown University at the Rhode Island Hospital in Providence, Rhode Island.

In her spare time, Dr. Ruddy enjoys spending time with her husband, and their four children.

We welcome Dr. Ruddy to our team. For more information, please contact the Oneida Surgical Group at 315-363-8800.

3rd Annual Employee Wellness Fair

On November 2, the Wellness Committee held their third annual Employee Wellness Fair. With over 125 employees in attendance, the Wellness Fair was a complete success given the positive feedback that was received.

In attendance were over 30 vendors offering interactive exhibits and educational opportunities for employees. Vendors had an array of information covering topics from nutrition, fitness, financial wellness, health, OHC benefits, and much more.

The Wellness Committee thanks everyone who participated in the fair and encourages all staff to take advantage of future wellness programs currently being planned.

The Wellness Fair is a product of our organizational focus on employee health and wellness and is a key initiative within the People Pillar of our strategic plan.

For information on our Wellness Committee, please contact Terri Welcher, Director of Volunteer Services.



Champions of Patient Safety - ICU

Throughout the country hospital-acquired infections (HAI) are a serious problem impacting both patient outcomes and healthcare organizations. We are proud to take a moment to recognize our Intensive Care Unit (ICU) for being champions of patient safety.

The ICU recently celebrated not having a central-line associated bloodstream infection (CLABSI) in ten years. This represents a significant accomplishment.

Central-line associated bloodstream infection (CLABSI) can lead to prolonged hospital stays and increased mortality rates. In most cases, CLABSIs are completely preventable. It represents one of the costliest healthcare-associated infections, roughly costing \$46,000 per instance.

Striving to eliminate CLABSI, our staff created a task force to evaluate our processes. Using current evidence-based and best practice guidelines, they were able to observe practices, correct deficiencies, and problem-



solve at the bedside. The end result, ten years central line bloodstream infection free.

We commend our nursing, medical and Infection Prevention staff for their multidisciplinary approach to patient care, always.

Accepting New Patients

The following medical staff are accepting new patients within our Circle of Care:

Chittenango Internal Medicine
Kate Dolan, NP

Chittenango Family Care
Dr. Patrick Caulfield (locum)
Irene Lough, NP
Kate Dolan, NP

Canastota Lenox Health Center
Dr. Michael Siegenthaler
Kristin Suchowieki, PA

Canastota Trivalley Family Medicine
Dr. Michael Siegenthaler

Verona Health Center
Monica Davis, PA

Employee Holiday Meals

The Board and Administration wish you a joyful holiday season and thank you for working together to provide Exceptional Care... Always!

Breakfast

STARTERS

Assorted Muffins
Assorted Danishes
Assorted Bagels

ENTRÉES

Omelet Bar
Grilled Steak
Breakfast Sausage
Bacon
French Toast
Pancakes
Home Fries

TUESDAY, DECEMBER 11
2:00 AM - 4:00 AM

Lunch & Dinner

STARTERS

Ambrosia Salad
Caesar Salad
Shrimp Cocktail

ENTRÉES

Grilled Marinated Chicken Breast
Baked Rigatoni w/Vodka Sauce
Italian Sausage w/Peppers & Onions
Rib Roast Au Jus
Red Skin Mashed Potatoes
Winter Vegetable Blend
Dessert Station
Assorted Pies

WEDNESDAY, DECEMBER 12
11:00 AM - 2:00 PM
4:00 PM - 6:00 PM



Oneida Health
exceptional care... always