Cancer Surgery without Surgery

Twelve hospitals in the United States have this technology and one is MVHS.  |  Page 6

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MVHS Continues to Grow
MVHS has added providers in Hospital Medicine, Gastroenterology and Advanced Endoscopy, Breast Surgery, Vascular Surgery, Sleep Disorders and the St. Elizabeth Family Medicine Residency Program.

Security Top Priority at MVHS

Employees Published in National Nursing Journal for Reducing Patient Falls
Employees penned an article about successfully decreasing incidents of patient falls at MVHS.

Cancer Surgery without Surgery
Twelve hospitals in the United States have this technology and one is MVHS.

News in Brief

Three MVHS Employees Receive Infection Prevention Certification from CBIC

MVHS New Hospital Update

Upcoming Events

Staff Announcements

Cover photo courtesy of Nancy Ford Photography

Starfish Stories

Starfish Stories are about caregivers, protectors, companions and champions. They acknowledge special, and sometimes life-changing, moments that make a difference for our patients, residents, their families and our coworkers. The following stories are about those individuals and teams who inspire us to always do our best.

Faxton St. Luke’s Healthcare (FSLH) Employee Pharmacy
To help reduce medication costs for employees and their families, the FSLH Employee Pharmacy opened in February 2014 at the St. Luke’s Campus. The pharmacy is staffed by experienced pharmacists and technicians who are knowledgeable and eager to assist customers. The team has received an abundance of positive feedback from satisfied customers and here are just a few examples:

Chong Ki,
Thank you for always being on top of your game and knowing the ins and outs of everything! Not only that, you always go the extra five miles without complaining or making it sound like anyone is a bother to you … and I know nine times out of 10, I’m always interrupting you! You are truly the best! Thank you, thank you, thank you.
- Anne Hedderich

Sabine & Sarah,
I was at the pharmacy last week to fill a couple of prescriptions and I was extremely impressed with your customer service skills. Not only did you fill my prescriptions really fast while I waited, you were both very friendly and made me feel welcomed into the pharmacy. Keep up the great work!
- Margaret Leone

Sabine,
I would like to thank you for going the extra step to get me a coupon on my medication. When I questioned the price, you told me you would look into it and you did. I had a message on my home phone before I even got home. You followed through on what you said you would do, something so many don’t do. It was greatly appreciated.
- Susan Dunderdale

Chong Ki,
You did a great job saving the institution more than $3,000 by making an intervention with a very expensive prescription. More importantly, you saved the patient money without compromising care, which is great customer service. Job well done.
- Jolee Dawidowicz

Christine,
Thank you for the wonderful work you do at the employee pharmacy. The care you show to your coworkers is so genuine and goes far beyond your basic work requirements. You have been tremendously helpful, very quick and efficient in helping with transferring prescriptions from a different retail pharmacy during the time when our family was going through an illness. The attitude and general vibe in the pharmacy is always positive and welcoming. I just wanted to tell you that it means a lot to us, the employees. Because, at the end of the day, regardless of our titles, we are all human beings who deal with our own life situations and your group sure makes it brighter during those times. May you continue the good work!
- Natalya Akhtrysky
The medical staffs for the Mohawk Valley Health System (MVHS) continue to grow. With the addition of a Vascular Surgery Group, the system has expanded its services welcoming a breast surgeon, four hospitalists, medical staff in Surgery, Gastroenterology and Advanced Endoscopy, the St. Elizabeth Family Medicine Residency Program and a medical director of the MVHS Sleep Disorders Center.

Laura J. Borgos, MD, FACS, has joined MVHS as a breast surgeon. Prior to this position, Dr. Borgos worked as a breast surgeon and director of the Breast Program for Easton Hospital in Easton, Pennsylvania. She also established the Breast Care Program and performed breast surgeries at Geisinger Wyoming Valley Medical Center in Wilkes-Barre, Pennsylvania, and was an attending breast surgeon at South Jersey Surgical Associates in Vineland, New Jersey. Dr. Borgos taught as an assistant professor of Surgery at Temple University Medical Center in Philadelphia, Pennsylvania. She is board certified in General Surgery and Surgical Critical Care. Her office is located in the Breast Care Center at the Faxton Campus.

Mario Carrillo, DO, a specialist in Vascular Surgery, joined the MVHS Medical Group in October. Most recently affiliated with Surgical Associates of Utica, he is director of the Endovascular and Peripheral Angiography program at St. Elizabeth Medical Center (SEMC) and medical director of the Utica Vascular Lab.

New to the area, vascular surgeon Ankur Chawla, MD, joined Dr. Carrillo in December from New York Hospital of Queens in Flushing, New York. Dr. Chawla is board trained in minimally invasive vascular surgical procedures and certified in General Surgery and Vascular Surgery.

Timothy Fisher, PA, and Linda Jones, NP, have joined Andrew Pellecchia, MD, and Peter Ojuro, DO, at the Gastroenterology and Advanced Endoscopy Group, while Hayley Hunt, PA, has joined providers at the MVHS Surgical Group at the St. Luke’s Campus.

In addition, the MVHS Medical Group has welcomed four providers to the SEMC Hospitalist Program. Rashid Girshab, MD, Ranjit Mandhare, MD, and Apurva Shah, MD. Dr. Girshab and Dr. Mandhare are 2015 graduates of the St. Elizabeth Family Medicine Residency Program and Dr. Shah completed his internal medicine residency at St. Joseph Mercy Oakland Hospital in Pontiac, Michigan, where he served as internal medicine chief resident. Dr. Shah is internal medicine board eligible. Vaishalli Baxi, MD, has joined the MVHS Hospitalist Program as an attending physician at Faxton St. Luke’s Healthcare (FSLH). Dr. Baxi completed her internal medicine residency at St. Mary Mercy Hospital in Livonia, Michigan, and is internal medicine board eligible.

Joseph M. Di Maria, MD, MBA, PharmD, joined the St. Elizabeth Family Medicine Residency Program in October as a full-time faculty member and is responsible for resident education in both the inpatient and outpatient family medicine settings and has privileges at SEMC. Prior to joining MVHS, Dr. Di Maria served as medical director at Adams County Correctional Facility in Natchez, Mississippi.

Steven A. Levine, DO, FCCP, FAASM, is now employed as the medical director of the MVHS Sleep Disorders Center. He has worked with the Sleep Center at SEMC since its inception in 1996. Dr. Levine is a double-boarded sleep specialist physician and holds the following board certifications: Sleep Medicine from the American Board of Medical Specialties/American Board of Internal Medicine (ABMS/ABIM) and the American Board of Sleep Medicine, Internal Medicine, Pulmonary Medicine and Critical Care Medicine.

A MVHS Medical Group provider listing with contact information is posted to the MVHS intranet at http://intranet.mvn.local/publications and is updated regularly.
VHS is dedicated to keeping patients, visitors and employees safe. Security officers are present on the St. Elizabeth, St. Luke’s and Faxton Campuses as well as at the Sister Rose Vincent Family Medicine Center (SRVFMC).

The officers complete extensive training to ensure that the campuses remain secure, including certification in CPR and First Aid, and Management of Aggressive Behavior (MOAB) and Practical and Tactical Handcuffing (PATH) training. Our officers are contracted through Securitas USA, a corporation that employs more than 500 managers nationally and 88,000 security officers.

Security officers are present for a wide array of circumstances from assisting with door access, helping visitors find their destinations and escorting employees to their vehicles after dark to applying behavioral management techniques to control physically aggressive situations. Security officers are also responsible for enforcing parking policies at all campuses. There are more than 45 officers assigned to our MVHS sites.

An officer is always posted at the Emergency Department entrances. Additional officers are not typically posted in any one location, but may be contacted through the campus-specific security phone number for 24/7 service, 365 days of the year. The security officers respond to various emergency codes such as Code Manpower – a behavioral management code that is called if a situation grows out of control despite efforts of de-escalation. When this code is called, employees trained in behavioral management and security officers respond to control the situation. In 2015, Security Services received, on average, 14 Code Manpower calls per month between the St. Luke’s and St. Elizabeth Campuses.

“Our main priority is to provide a secure environment for everyone who comes through our doors,” said Sharon Palmer, MSBA, assistant vice president of Facilities Services for MVHS. “Staff relies on security for support and to de-escalate situations and the security team relies on employees to alert it when and where a presence is needed. It’s a team effort.”

Chris Kilmartin, Security Department manager at MVHS, encourages anyone who sees something out of the ordinary to report it immediately to security.

“Even if you think it is silly, report it to security and we’ll look into it,” said Kilmartin. “It’s critical for staff to notify security about issues prior to escalation, so that the situation may be diffused before it turns into something worse.”

Kilmartin also emphasizes the sayings, “If you see something, say something” and “Be alert, be vigilant, be aware.”

**Security Top Priority at MVHS**

**By Taylor Watson, Intern**

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**Security Services Phone Numbers**

Faxton Campus
315-624-5212

St. Elizabeth Campus
315-801-8536

St. Luke’s Campus
315-624-6146

Sister Rose Vincent Family Medicine Center
315-801-4308

**Reporting a Code Manpower or Other Emergency**

Employees at the Faxton, St. Elizabeth or St. Luke’s Campus should dial 8911 from an internal phone. If calling from an offsite location, call 911 directly. Additional code information can be found on the intranet.
A team of MVHS employees penned an article on the reduction of patient falls at MVHS that was published in the December 2015 issue of Nursing Management journal.

Kathryn Ward, MA, MS, RN, CPHQ, NEA-BC, director of Nursing Operations, is the primary author of the article. She collaborated with Patricia A. Roach, MS, RN, NEA-BC, PMHNP-BC, senior vice president/chief nursing officer; Colette Wilk, MSN, RN, director of Clinical Education; Michelle M. Selden, BPS, AAS, AS, CPHQ, RHIA, director of Clinical Data Management; Jennifer Hurd, BSN, RN, ABNN, SCRN, nurse clinician on AC 3; Mary A. Pike, BSN, RN, former nurse manager of AC 3; Jennifer M. Pekola, MSN, BS, RN, lead quality professional; and Michele Blatt, BS, technology instructor.

FSLH AC 3 staff began participating in the Bordering on Zero (BOZ) Collaborative in September 2012, which ultimately led to the patient fall prevention initiative. BOZ is a voluntary program sponsored by Excellus BlueCross BlueShield in which participating units select one patient-safety initiative to improve. The AC 3 staff selected patient falls as its initiative. The front-line staff worked with a consultant, learning Liberating Structures that help to change the way they interact, address issues, solve problems and identify opportunities and solutions.

The core team members for BOZ included Ward, Wilk, Selden, Hurd, Pike and Pekola. Roach was the team sponsor.

MVHS has eight inpatient units between the St. Elizabeth and St. Luke’s campuses that are participating in the BOZ Collaborative – all of which are supporting a patient fall prevention initiative.

The article focused on the AC 3 staff successfully decreasing falls by applying Liberating Structures and using the Define, Measure, Analyze, Improve and Control (DMAIC) framework. The team’s goal was to reduce falls by 25 percent. The result was an amazing reduction of 36 percent.

Ward and Roach emphasize that the involvement of the staff is what led to such a successful outcome on AC 3.

“The staff embraced it, owned it and made it happen,” Roach said.

After reviewing the positive results of the falls initiative, Ward had the idea of publishing the results to celebrate the success of the staff and share it with others in the nursing profession. The next step was to round up a team of people who showed interest in the project. Thus began a six-month-long venture of collaboration.

Ward and her team researched journals and found that Nursing Management was the best fit. Subsequent to reviewing the journal’s criteria, the group began to develop a draft. They met during their lunch hour to work on specific sections, often taking drafts home to work on them. It took more than a year after the article’s submission in November 2014 before it was published in the December 2015 issue of Nursing Management.

Nursing Management, a monthly publication, has a circulation of 56,000. The journal features peer-reviewed articles that present practical, educational and cutting-edge information for nurse leaders, according to the Nurse Management website.

Ward and Roach anticipate readers will take the practices learned on AC 3 and apply them to their patient populations with the goal of achieving the same success.
CANCER SURGERY without Surgery

By Erin Gigliotti
Have you ever heard of someone having surgery without a knife or incision? Now cancer patients in the Mohawk Valley have this treatment option thanks to the MVHS Cancer Center’s latest addition of non-invasive cancer treatment technology, the Varian Edge Linear Accelerator.

The new linear accelerator in the Radiation Oncology Department at the Faxton Campus allows the Cancer Center’s team to deliver radiation treatment to patients with even greater precision and minimal radiation to the surrounding tissues. Its knife-like beam targets tumors of the breast, brain, spine, lung and other areas that are typically difficult to treat surgically. Radiosurgery opens the door for treatment options for patients who may not have had other alternatives. We are one of 12 hospitals nationwide to have this technology.

“The Varian Edge is the most advanced and accurate linear accelerator I have ever seen,” said Paul Abbass, MS, DABR, CMD, RT(T), chief medical physicist for the MVHS Cancer Center. “This machine matches any external beam treatment being performed at even the most advanced cancer institutes in the world. I feel so privileged to be one of just a handful of physicists that have the Varian Edge in their tool kit for fighting cancer.”

The closest healthcare facility that offers treatment through the Varian Edge Linear Accelerator is in New York City and this machine can be found in some of the top cancer centers in the world such as the Cleveland Clinic in Ohio and the Josephine Ford Cancer Institute at Henry Ford Hospital in Michigan.

“The new technology helps keep our patients here close to family and support – they don’t have to travel long distances to receive the care they need,” said Nancy Butcher, MBA, executive director of Cancer Services for MVHS. “Even if patients seek a second opinion from a physician outside our community, they can come home for treatment. That’s very important for our patients and their families. We are thrilled to be able to offer this service in Central New York.”

Last year, the Cancer Center provided more than 10,000 radiation treatments to patients who reside throughout the Mohawk Valley. This new technology delivers high-quality radiation in fewer treatments for patients and has fewer side effects and better patient outcomes. It provides enhanced patient safety. The system performs accuracy checks every 10 milliseconds throughout the entire treatment and verifies position-
NEWS
IN BRIEF

Genesee Urgent Care Relocated
MVHS has consolidated all urgent care services to Faxton Urgent Care located at the Faxton Campus, 1676 Sunset Avenue, Utica. The consolidation helps MVHS make better use of resources, avoid duplication of services and reduce costs in the system. Faxton Urgent Care has expanded to meet the growing patient population, is open seven days a week, 8 a.m. to 8 p.m., and can be reached at 315-624-5226.

MVHS Medical Group Recognized
Fidelis Care recently recognized the SEMC primary care offices of MVHS with an incentive payment for meeting or exceeding standards for quality care in 2014 as part of Fidelis Care’s Quality Care Management Incentive (QCMI) program, which is based upon recognized state and national guidelines. The SEMC primary care offices are part of the MVHS Medical Group and include the Sister Rose Vincent Family Medicine Center.

Stroke Program Receives Award
FSLH, the area’s only designated Primary Stroke Center, has received the American Heart Association/American Stroke Association’s Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award with Target: StrokeSM Honor Roll Elite Plus. The award recognizes FSLH’s commitment and success providing stroke patients with the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.

SEMC Cardiac Services Recognized
SEMC has been recognized as a Blue Distinction Center+ for Cardiac Care by Excellus BlueCross BlueShield. Blue Distinction Centers+ are recognized for their expertise and efficiency in delivering specialty care. Blue Distinction+ status is awarded based on meeting 18 clinical criteria, including measures that address structure, process and outcomes of care for acute myocardial infarction and heart failure, percutaneous coronary interventions and cardiac surgery. SEMC is the Mohawk Valley’s only hospital to hold this distinction for quality and efficiency in Cardiac Care.

MVHS Bariatric Accreditation
The Bariatric Surgery Program at FSLH, an affiliate of MVHS, has been reaccredited as a Comprehensive Center under the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP), a joint program of the American College of Surgeons and the American Society for Metabolic and Bariatric Surgery.

The MBSAQIP standards ensure that bariatric surgery patients receive a multidisciplinary program, not just a surgical procedure, which improves patient outcomes and long-term success. The accredited program offers preoperative and postoperative care designed specifically for its severely obese patients.

Prohibition Party Date Set
The SEMC Foundation and F.X. Matt Brewery will hold the eighth annual Prohibition Party on Friday, April 8, 2016, from 6 p.m. to 9 p.m. at the historic F.X. Matt Brewing Co, 830 Varick Street, Utica. The event is sponsored by Theresa Flemma, CFP®, Senior Vice President of M. Griffith Investment Services Inc.

Tickets cost $45 per person if purchased by Friday, March 25, and $50 per person if purchased after March 25. Admission includes Saranac beverages, hors d’oeuvres, a 1930s costume contest and a silent auction. Local musicians will perform throughout the Brewery. Participants must be 21 and over.

For more information or to purchase tickets, please visit www.stemc.org/foundation, call 315-801-4441 or email asquires@mvhealthsystem.org. Tickets may also be purchased at the SEMC Foundation Office, the FSLH Foundation Office at the Faxton Campus, and the F.X. Matt Brewing Co. Gift Shop.
Get the Inside Scoop
By Caitlin McCann

Have you heard about an event, training class or process change after the fact and wish you knew about it sooner? Chances are it was posted in a number of areas you encounter during your work week. The Marketing and Communications Department at MVHS uses many channels of communication to distribute information throughout the system.

Everyone has a preference for how to receive information. We’ve made it a priority to put the information in as many places as possible including:

Daily Operations Updates
Daily Ops is a GroupWise email (Monday through Friday) that contains important information for employees throughout the system. It has several sections so it can easily be scanned for information related to your specific interests.

• Cafeteria menus
• Department information such as updates from Human Resources, the Medical Staff Offices, Security, etc.
• Event information
• Policy updates
• Recognitions
• Vendor sales
• Volunteer opportunities

Since many employees don’t have immediate access to a computer or their email while at work, it is very important and helpful if each department regularly prints Daily Ops and posts it where staff will see it. There are also computers available at each campus for employees to use and access the information they need.

Continued on page 10
Three MVHS Employees Receive Infection Prevention Certification from CBIC

Three MVHS employees recently received their certifications in Infection Prevention from the Certification Board of Infection Control and Epidemiology (CBIC) – Sarah Deming, RN, CIC; Earlena Rood, BS, RN, CIC; and Joseph Scarafile, BSN, RN, CIC.

Certification represents the commitment of an infection preventionist and an institution to the continued improvement of infection prevention and control functions, as well as their contribution to healthcare and patient safety.

Deming began working at SEMC in September 2001. She worked in the Intensive Care Unit (ICU) and the Special Care Unit (SCU) as a ward clerk and monitor tech until her graduation from Mohawk Valley Community College in 2010. Following her graduation, she worked in the ICU as a registered nurse. She has been working in Infection Prevention since April 2012.

Rood graduated from St. Elizabeth College of Nursing and received her Bachelor of Science in Nursing from the University of Phoenix. She began working in Infection Prevention in October of 2012. She has 12 years of Oncology nursing experience and has held oncology certification (OCN) for eight years. She served on the Nurse Practice Council for five years and Nurse Quality for two. She is a certified internal auditor (ISO) and a member of the MVHS Emergency Response Team.

Scarafile received his Bachelor of Science in Nursing from Utica College. He began working at Faxton St. Luke’s Healthcare in January 2006 in the Inpatient Rehabilitation Unit and became a charge nurse in Endoscopy in 2009. He became a certified ISO in 2015 and has been working in Infection Prevention since November 2012.

Get the Inside Scoop continued

Continued from page 9

MVHS Intranet

The MVHS intranet contains almost everything you need to know about MVHS with a search bar to easily find what you need. Information included on the intranet includes:

- A link to policies on the MCN system
- Cafeteria menus
- Daily Operations Updates listing
- Events calendar
- Forms, brochures, stationery, etc.
- MVHS phone numbers
- Staff announcements

Digital TV Banners

The digital TV banners contain information for employees and the community. From events and upcoming classes to recognitions, the TVs located throughout the campuses provide information about what is going on at MVHS. In the next few months, the Marketing and Communications Department will add two digital TV banners to the St. Elizabeth Campus.

Social Media

MVHS has social media accounts on Facebook, Twitter and Instagram, where information is posted almost daily. Employees are encouraged to follow us and check out what’s new and share with friends.

Hospital Websites

The Marketing and Communications Department is working toward one, combined MVHS website. Until that project can be completed, the FSLH (www.faxtonstlukes.com) and SEMC (www.stemc.org) websites are still maintained and updated and contain information for the public as well as links to employee toolboxes. MVHS currently has a general website (www.mvhealthsystem.org) with information such as job openings, leadership listings and FAQs about the new hospital.

There are other ways information is available to employees and the community. These include the monthly Message from Administration, Restroom Readers, Elevator News at SEMC, green sheets that are distributed when something important occurs, GroupWise emails and this publication. When an event or message is presented to the Marketing and Communications Department for distribution, there are close to 20 methods that can be used to communicate the message – depending on what it is and the intended audience.

“We have worked to create as many avenues as possible to distribute information to our employees, volunteers, medical staff and the community,” said Debra Altdoerffer, vice president of Communications and Development. “Education, important information and transparency are very important to our organization. We want to ensure you are as informed as possible. We encourage you to seek out the information you need, knowing there are a number of opportunities within the system to access the information.”

Additional ways to communicate?

Can you think of other ways for us to improve our communication methods? Please let us know by calling 315-624-6000 or emailing dailyops@mvhealthsystem.org.
MVHS New Hospital Update

The $300 million in the current New York State budget that was earmarked to “create an integrated healthcare delivery system in Oneida County” was not included in Governor Andrew Cuomo’s proposed budget for the coming fiscal year. We have recently received strong assurances from the Governor, however, that he is committed to building a new hospital in downtown Utica. Our elected officials have met with representatives from the Governor’s office and are optimistic about the plan moving forward. We don’t have all the answers yet, but anticipate we will know what the funding will look like within the next 30 to 60 days.

For the past 10 months, MVHS has been working with government agencies and privately owned companies to develop a plan to build a new hospital in our area. We engaged a nationally known consultant, Hammes Company, to provide a detailed cost analysis for the proposed new hospital and have been diligently working on the plan. The new hospital would replace FSLH and SEMC. Last September, the MVHS Board of Directors announced downtown Utica as its preferred site. The MVHS Board of Directors supports a downtown site location because it can be a catalyst for economic growth in our region and could help spur additional development as we embark on the area’s newest venture with nanotechnology.

A new hospital for our community brings with it a number of benefits. One hospital ensures that our patients receive the appropriate care at one location. An example would be having trauma and stroke coverage at one site – right now trauma services are provided at SEMC and stroke services at FSLH. Currently, patients may arrive at SEMC who are experiencing a stroke and trauma victims may arrive at FSLH. While each facility can care for the patients, best practice is to have the patient triaged and cared for at the designated facility where staff is specially trained. Also, one new hospital means all private patient rooms, which improves our infection prevention efforts, ensures greater patient privacy and higher patient satisfaction. In today’s environment, many of our patients are moved on a daily basis because of bed need – whether it is to appropriately cohort female and male patients in shared rooms or to prevent the spread of disease from one infectious patient to another. Saving time on the movement of patients throughout the facilities gives our caregivers more time for direct patient care. Those are just a few examples of the advantages a new hospital provides.

MVHS has posted a Q&A about the new hospital proposal on our hospital websites (www.faxtonstlukes.com and www.stemc.org) to help keep our employees, medical staff, volunteers and the public informed. Please check the sites from time to time for updated information. This is an exciting and challenging time for our healthcare system and administration will provide information about next steps in the process in the coming weeks.
Upcoming Events

February 23  Books are Fun Sale at the CRCCS
March 4  My Heart. My Life. Expo at Utica College
March 5  America’s Greatest Heart Run and Walk
March 18-20  Home Builders’ Expo - CMN Miracle Home Promotion
March 23  Stomp Out Cancer Telethon
March 30  Doctors’ Day

Please visit the intranet for a complete list of upcoming events at MVHS.

Staff Announcements
December 2015

Medical Staff
Laura Borgos, MD  -  Breast Surgeon
Ankur Chawla, MD  -  Vascular Surgeon
Ahmed Rezk, DO - Family Practice Physician with Slocum-Dickson Medical Group

Directors & Managers
Ryan C. Thompson - Executive Director of St. Elizabeth Health Support Services

Visit the MVHS intranet for more details.