17 YEAR OLD STROKE PATIENT RECEIVES TREATMENT AT MVHS

By CAITLIN McCANN | Page 8
### Table of Contents

<table>
<thead>
<tr>
<th>Page</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>News In Brief</td>
</tr>
<tr>
<td>4</td>
<td>MVHS Advanced Wound Care Expands</td>
</tr>
<tr>
<td>6</td>
<td>MVHS Celebrates Its Volunteers</td>
</tr>
<tr>
<td>7</td>
<td>MVHS OB Care Center Improves Healthcare Delivery to Pregnant Women Using CenteringPregnancy®</td>
</tr>
<tr>
<td>8</td>
<td>17 Year Old Stroke Patient Receives Treatment at MVHS</td>
</tr>
<tr>
<td>10</td>
<td>MVHS Makes Strides to C. Differently</td>
</tr>
<tr>
<td>11</td>
<td>Local Woman Makes History with MVHS Robotic Surgery</td>
</tr>
<tr>
<td>12</td>
<td>MVHS Nursing Leadership Receives NYONEL Award</td>
</tr>
<tr>
<td>14</td>
<td>Butterfly Room Helps Families Face the Loss of a Child</td>
</tr>
<tr>
<td>17</td>
<td>I-CARE Stories</td>
</tr>
<tr>
<td>18</td>
<td>2018 Ride for Missing Children Hits Home for First-Time Rider</td>
</tr>
<tr>
<td>20</td>
<td>Upcoming Events</td>
</tr>
<tr>
<td>20</td>
<td>Staff Announcements</td>
</tr>
</tbody>
</table>

The Children's Miracle Network (CMN) Hospitals at the St. Luke's Campus of MVHS received support from Midstate Regional Council and Steet-Ponte Toyota (above) to purchase a new van for use by Emergency Medical Services (EMS).
NEWS IN BRIEF

MVHS Infection Preventionist Receives Graduate Student Award

The Association for Professionals in Infection Control and Epidemiology (APIC) has awarded Tara Millson, MSN, RN, CIC, a doctoral candidate in nursing practice in Infection Prevention at Loyola University in Chicago, the 2018 APIC Graduate Student Award (AGSA).

Millson is a nurse and infection preventionist with the Mohawk Valley Health System (MVHS) and has been an active member of APIC since 2014. The AGSA supports research that advances infection prevention and evidence-based implementation science. Millson is the third winner of the award and her doctoral thesis is titled, “Implementation of the AHRQ ESRD Safety Program in an Outpatient Hemodialysis Center.” It examines the effect of the Agency for Healthcare Research and Quality’s Comprehensive Unit-Based Safety Program (CUSP) model on the culture of safety and staff adherence.

Please join us in congratulating Tara Millson, MSN, RN, CIC, on her tremendous achievement!

Certificate of Need Approved for MVHS’s New Regional Healthcare Campus

MVHS received notification on April 12, 2018 that the Certificate of Need (CON) application for the construction of the new healthcare campus was approved by the New York State Department of Health (NYSDOH) Public Health and Health Planning Council. The approval allows MVHS to continue to move forward with the project which includes finalizing the design of the new facility, completing the New York State Environmental Quality Review (SEQR) process and completing property acquisition.

Community Service Plan Released

Faxton St. Luke’s Healthcare, St. Elizabeth Medical Center (SEMC), Rome Memorial Hospital and the Oneida County Health Department, in accordance with Section 2803-1 of the Public Health Law, have jointly submitted their annual Community Health Assessment/Community Service Plan and Community Health Improvement Plan to the New York State Department of Health.

It includes information on community health priorities identified by staff representing all of the organizations, in collaboration with community partners and local public health agencies.

To receive a free copy of the report, please send a request to: Marketing and Communications Department, MVHS, Faxton Campus, 1676 Sunset Avenue, Utica, NY 13502. All requests should be submitted in writing. The plan is also posted on the partners’ websites at mvhealthsystem.org/resource/community-service-plan and ocgov.net/oneida/health.

Hamilton College Students Shadow Residents

Four Hamilton College students interested in health careers spent a week in March shadowing physicians in the St. Elizabeth Family Medicine Residency Program. This is the thirteenth consecutive year for the program entitled “A Week in the Life of a Family Medicine Resident.” Students participating were Aspacelia Geranios ’19, Hana Lindsey ’20, Joana Mora ’18 and Choiwing Yeung ’19.

The students shadowed residents in Family Medicine, Geriatrics, Internal Medicine, Rheumatology, Urology, OB/GYN and Pediatrics at both the St. Elizabeth and St. Luke’s Campuses of MVHS, or one of several satellite offices nearby.

Residency is a critical three-to-seven-year period (depending on the specialty) of medical education during which recent medical school graduates begin to officially practice medicine under the supervision of faculty and attending physician educators, gaining progressive levels of responsibility and autonomy.

Students saw a wide range of patients in the family medicine offices – from babies to geriatric patients.
ADVANCED WOUND CARE EXPANSION

MVHS ADVANCED WOUND CARE EXPANDS

BY AJ WISWELL

Advanced wound care treatment room.
In January 2018, MVHS Advanced Wound Care opened a new section in its facility at the MVHS Medical Arts Campus in New Hartford.

The renovation and expansion, made possible by a donation from The Guild of SEMC includes a larger, more comfortable reception area, a new wound care treatment room, physician work spaces and a state-of-the-art outpatient Pulmonary Function Testing (PFT) suite.

“We now have six wound care treatment rooms, enabling us to reduce wait times and see more patients,” said Corinne Ritzel, director of MVHS Advanced Wound Care. “We are also pleased to be able to offer our patients PFTs in a convenient location, along with the St. Elizabeth Lab services also located in the building.”

The members of The Guild are excited to be involved in improving a healthcare facility that offers advanced technology to patients in the Mohawk Valley and will serve the community for many years to come.

“The Guild members are very impressed with the work being done at MVHS Advanced Wound Care,” says Margaret Lalonde, former Guild treasurer. “We’ve heard very good things about it from people in our community and we thought it was a good place to make the investment.”

“As a patient who needs hyperbaric oxygen therapy, I’m very glad to have access to this technology close to home instead of needing to drive to Syracuse,” said Carole Nunziata, past Guild president and current vice president of the MVHS Volunteers. “It’s a valuable resource for our community.”

The expansion will help MVHS Advanced Wound Care serve more patients like Steve Creaco, a diabetic patient who had a small blister on his right foot which developed into an ulcer that nearly reached the bone. Following a lengthy hospital stay and rehabilitation, he was told by his surgeon that nothing could be done to heal the wound. His foot would need to be amputated. Steve chose to get a second opinion and consulted with William Lindsey, MD, the medical director at MVHS Advanced Wound Care. After ten months of treatment and incredible care, Steve completed his recovery in December 2017.

“The staff is awesome,” said Creaco. “Dr. Lindsey gave me hope. I can’t thank everyone at MVHS Advanced Wound Care enough for saving my foot and giving me my life back. This place is life changing.”

As part of the expansion, the outpatient PFT suite was relocated to the MVHS Advanced Wound Care office from the St. Elizabeth Campus. The relocation provides patients with a comfortable outpatient setting in which to receive care. Although the suite is located within the MVHS Advanced Wound Care office, the PFT lab at MVHS Medical Arts accepts referrals from any provider.

“The move made sense to us for a variety of reasons,” said Erica Janis, RT, CPFT, respiratory therapist. “The expansion at MVHS Advanced Wound Care has provided us with plenty of space for outpatient PFTs, a beautiful waiting room, lots of convenient parking and easier access for our patients.”

Although the expansion is new, MVHS Advanced Wound Care has provided advanced care for chronic and non-healing wounds at the MVHS Medical Arts Campus at 4401 Middle Settlement Road in New Hartford since 2010. The specially trained staff provides individual assessments and treatment plans, as well as education for self-care at home. Treatment options include total wound assessment, bio-engineered tissue substitutes, compression therapy, negative-pressure wound therapy and hyperbaric oxygen therapy. 

MVHS Advanced Wound Care offers Hyperbaric Oxygen Therapy at the MVHS Medical Arts Campus in New Hartford.
MVHS Celebrates Its Volunteers

BY MILLIE CONDON

The MVHS Volunteer Department has more than 300 volunteers who donated 33,000 hours of their time and talents in 2017 to help MVHS patients, residents, families, employees and medical staff. From Sunday, April 15, to Saturday, April 21, 2018, MVHS was proud to celebrate its volunteers in honor of National Volunteer Week.

This year’s theme was “MVHS Volunteers Put the Care in I-CARE.” I-CARE stands for integrity, compassion, accountability, respect and excellence and they are the values to which MVHS employees and volunteers are committed.

A breakfast was held in April to honor MVHS volunteers and their contributions to the health system. Volunteers received pins with the number of volunteered hours and a small gift.

“I enjoy volunteering at MVHS because it gives me the opportunity to help people and the hospital,” said Jon Chaffee, an MVHS volunteer since January, 2016. “I enjoy meeting the patients and getting to know those who come weekly.”

MVHS has openings for volunteers to assist in several departments. The assignments and work schedules are flexible. Tasks that the MVHS Volunteers assist with are delivering mail to departments throughout MVHS, providing information and directions at the reception desks, keeping families updated in the waiting rooms and providing customer and sales service in the gift shops.

“I am so grateful to all of our volunteers,” said Delta Rubsamen, director of Volunteer Services at MVHS. “Their contributions make the Mohawk Valley Health System a better place for patients, visitors and staff. For anyone in our community looking to experience the joy of helping others, I encourage them to volunteer with us.”

For more information, please visit mvhealthsystem.org/volunteer.
The MVHS OB Care Center is now offering a new model of care, CenteringPregnancy. CenteringPregnancy brings together eight to 12 pregnant women who are due around the same time for prenatal care. The program is set up with 10 prenatal visits that are 90 minutes to two hours long and gives the women more time with their providers. During each visit, women engage in their care by recording their weight changes and taking their blood pressure, recording their own health data and having private time with their provider for what is known as a “belly check.”

In March, members of the Centering Healthcare Institute in Boston came to MVHS for a kick off day. During the visit, they gave a presentation on the Centering Model of Care and its implementation at MVHS to promote healthy prenatal care.

The Centering model has been implemented in more than 450 practice sites nationwide and in some of the largest health systems in the world. Preterm birth affects 11.4 percent of all births in the US and is the leading cause of death in the first year of life. The cost of preterm births in the US is $26.2 billion annually.1

Based on numerous studies, Centering saves the healthcare system millions of dollars,2,3 equalizes the race disparity of preterm birth amongst black and white women, increases breastfeeding rates,4 improves adolescent pregnancy health5 and results in better attendance at postpartum visits.5,6 Centering has also been found to lower preterm births.2,3 “It’s a great time for moms-to-be to learn from their provider and, more excitingly, learn from one another,” said Kathleen Painter, RN, BSN, LCCE of the MVHS OB Care Center.

Active participation makes participants more aware of the changes during pregnancy and what active participation means to their health and the health of their babies. The remainder of each meeting is a facilitated discussion on health topics related to their pregnancy. The group time connects women to each other, creates support for one another and strengthens their ability to care for their baby.

The visits take place in the newly renovated Centering room, located on the first floor of the Faxton Campus, 1675 Bennett Street, Utica. Renovations were made possible by the generous donations of the MVHS Women’s Giving Circle and Children’s Miracle Network Hospitals.

“We are happy and excited to support Centering for our 2018 project as we feel this program is unique and will have a positive impact on the mothers and babies in our community,” said Mary Kaye, project chair of the MVHS Women’s Giving Circle.

For more information on CenteringPregnancy at MVHS, visit mvhealthsystem.org/centering.

1. Institute of Medicine, 2007
STROKE TREATMENT AT MVHS

17-YEAR-OLD STROKE PATIENT RECEIVES TREATMENT AT MVHS

BY CAITLIN McCANN

Stroke is a disease that affects the arteries leading to and within the brain. It occurs when a blood vessel that carries oxygen and nutrients to the brain is either blocked by a clot or ruptures. When that happens, part of the brain cannot get the blood (and oxygen) it needs, so the brain cells die.

Stroke is the number five cause of death and a leading cause of disability in the United States. And it can happen to anyone.

Areanna Ramsey, a 17-year-old New Hartford High School student, was getting ready for work one afternoon when suddenly she lost feeling in one side of her body. She fell to the floor and couldn’t move or speak.

“One minute I was talking, packing my backpack for work, and the next, I was on the floor and couldn’t move or speak,” said Areanna. “It was a terrifying experience. It happened so suddenly and without any warning.”

The family immediately called 911. The ambulance picked Areanna up within minutes and headed for Rome Memorial
Hospital since she was at her father's house in Rome, New York. However, as they examined Areanna, they felt her symptoms were indicating a stroke – as unlikely as that would be for a 17-year-old. They quickly changed course and headed to the St. Luke's Campus of MVHS, as it is the only designated Primary Stroke Center in the Mohawk Valley.

Emergency Medical Services (EMS) providers receive training to take stroke patients to the nearest stroke center as time is extremely critical when treating stroke patients. They notified the St. Luke's Emergency Department (ED) that they were bringing in a suspected stroke patient which set the Stroke Team in motion.

The Stroke Team was ready when the ambulance arrived with Areanna. “When Areanna arrived in the ED, she was displaying signs of confusion, had difficulty speaking and, while she was able to move her right side, it was extremely weak,” said Scott S. Brehaut, MD, medical director for Stroke and Neurocritical Care. “We entertained all of the possibilities, but with those symptoms, you have to think stroke at the top of the list, even in younger patients.”

The first computed tomography (CT) scan came back negative, but based on Areanna’s confusion and language we wanted to be thorough. We performed a CT angiogram of her head and neck since it provides a more detailed look at the blood vessels. The second scan showed there was a total blockage in the first branch of the middle artery on her left side and there was no blood flow beyond."

According to the standards of care for stroke, the first step is administering intravenous therapy (IV) tPA, a clot-busting medication, followed by the removal of the clot. Clot removal requires a team of specially trained doctors and a very high-tech piece of equipment which MVHS recently invested in to treat patients like Areanna.

The standards of care regarding strokes are for individuals 18 years and older. Since Areanna was only 17, the Stroke Team needed her parents’ consent before administering the tPA and performing the clot retrieval.

“Dr. Brehaut told us Areanna was having a stroke and that her father and I needed to make some important decisions right away – my heart dropped,” said Alicia Ramsey, Areanna’s mother. “After the explanation of what was happening and how the treatments could save her, we gave permission.”

Areanna received the tPA and was then brought to the endovascular suites where Q. Tony Wang, MD, PhD, interventional neurologist at MVHS, made a small incision in her groin, inserted a catheter and removed the clot.

“The surgery took 24 minutes and when I woke up, I was perfectly fine,” said Areanna. “When I opened my eyes, Dr. Wang told me to talk, and I could! I just kept saying thank you over and over again. I could walk within a day which was completely insane considering my condition when I came to the hospital. I am so grateful to everyone who took care of me.”

Areanna was in the Intensive Care Unit at St. Luke’s for three days before going home. She has experienced some spastic attacks to her right hand as an after-effect of the stroke and is working with Dr. Brehaut to treat these attacks.

When asked what message she would like to share she said, “I want people to know that anyone can have a stroke and the timing is so important. I was told many times that if any part of my situation was different and treatment was delayed, my outcomes would have been very different. I am so grateful that we have these services in our area. It’s scary to think about what might have happened if I needed to travel further for treatment.”

“When I opened my eyes, Dr. Wang told me to talk, and I could! I just kept saying thank you over and over again.”

- Areanna Ramsey, MVHS Stroke Patient
MVHS has initiated a C. Differently campaign to combat the spread of Clostridium difficile (C. diff) throughout the system. C. diff is a bacteria that can cause potentially life-threatening infections. C. diff bacteria are found throughout the environment – in soil, air, water, human and animal feces and food products, such as processed meats. A small number of healthy people also naturally carry the bacteria in their large intestine and don’t experience any ill effects from the bacteria.

Spores from C. diff bacteria are spread to food, surfaces and objects when people who are infected don’t wash their hands thoroughly. These spores can persist in the environment for weeks or months. If someone touches a surface contaminated with C. diff spores, they may then unknowingly swallow the bacteria.

Although people, including children, with no known risk factors have gotten sick from C. diff, certain factors, such as the use of antibiotics, increase one’s risk. The intestines contain about 100 trillion bacterial cells and up to 2,000 different kinds of bacteria, many of which help protect the body from infection. When an antibiotic is taken to treat an infection, these drugs tend to destroy some of the normal, helpful bacteria in addition to the bacteria causing the infection. Without enough healthy bacteria to keep it in check, C. diff can quickly grow out of control.

The majority of C. diff cases occur in, or after exposure to, healthcare settings, including hospitals, nursing homes and other long-term care facilities, where germs spread easily, antibiotic use is common and people are especially vulnerable to infection.

Once established, C. diff can produce toxins that attack the lining of the intestine. The toxins destroy cells and produce patches (plaques) of inflammatory cells and decaying cellular debris inside the colon and this can have effects ranging from mild, self-limiting diarrhea to fulminant colitis, toxic megacolon, sepsis and death.

To help prevent the spread of C. diff, MVHS adopted strict infection control guidelines set in place by the C. Differently campaign designed by the Infection Prevention Department. “We are dedicated to preventing harm to our patient population and this campaign has allowed us to place a great deal of focus on this debilitating disease,” said Heather Bernard, DNP, RN, CIC, FAPIC, director of Infection Prevention at MVHS. “We continue to research and implement best practice initiatives to assist us in preventing C.diff and other healthcare associated infections at MVHS.”

MVHS Makes Strides to C. Differently

BY KELLY SPERLING

C. DIFFERENTLY

Consider other potential causes.
Defend yourself and your patients.
Inactivate C. Diff in the environment.
Follow best practice recommendations.
Focus testing on symptomatic patients.

C. Differently mascot, Flora.
No one expects a cancer diagnosis and Caroline Dousharm was no different. When she was diagnosed in January, she was referred to Jonathan Blancaflor, MD, FACS, and he helped her overcome the shock. Then he recommended the next step: to improve her health through colon surgery.

“Dr. Blancaflor is the sweetest man – so personable,” said Dousharm, who lives in Clayville, New York. “I was told I am the first one in this area to have this surgery done robotically using the daVinci® Si™ Surgery system at MVHS. He said to me, ‘You’ll make history.’” Dr. Blancaflor is medical director for Robotic Surgery at MVHS.

With several small incisions and a two-day stay at the MVHS St. Elizabeth Campus, Dousharm recovered quickly. She recommends the procedure and the care team.

“The doctor explained everything very well,” she said. “The nurses and other staff were great and I was able to walk the evening of my surgery. I used some Tylenol in the hospital, but that’s it – I didn’t need any pain medications at home. I felt really good, even after I left the hospital.”

Her husband and family were close by to support her and Dousharm, 73, regained her appetite and strength very quickly.

“Within a week, I was back shopping,” she said, smiling. “I have to go up and down the cellar stairs to do laundry, and I got back into that routine, too.” ✴
On Sunday, March 18, 2018, members of the MVHS Nursing Leadership team received the New York Organization of Nursing Executives and Leaders (NYONEL) Claire Murray Best Practices Award for their abstract, entitled “Mohawk Valley Health System: Implementing the ABCDEF Bundle in ICU: Enacting Meaningful Change,” at the NYONEL Business Meeting in Tarrytown, New York.

Critically ill or injured patients are often the most challenging to manage due to the complex nature of their illness or injury. The use of a bundle approach to providing evidence-based care has been shown to decrease unintended consequences that can occur with hospitalization and improve quality and patient outcomes.

Beginning in May of 2016, the ABCDEF Bundle was introduced to the MVHS Intensive Care Units (ICU) with the goals of providing an evidence-based organizational approach, improving collaboration among the multidisciplinary clinical team members, standardizing care processes, breaking the cycle of over-sedation and prolonged ventilation and including the patient and family in the care of their loved ones.

The ABCDEF bundle provides a mnemonic that assists staff in remembering and utilizing key components that help provide the best care to our patients. The bundle utilizes criteria from the American Association of Critical-Care Nurses (AACN) and the New York State Partnership for Patients (NYSPFP). The letters stand for:

- ABC = Providing the appropriate amount of sedation and pain management to allow our patients to be able to breathe comfortably while on a ventilator while still assessing them for removal of that assistance at the earliest possible time.
- D = Assessing for and managing delirium. Delirium can occur as a consequence of being hospitalized where disruption of a patient’s normal routine can lead to incoherence in thought or speech. Once this occurs it can take time for it to resolve so prevention or early recognition is key to managing.
- E = Early and progressive mobilization. This component is important in maintaining a patient’s strength and functionality. Keeping patients moving can minimize the weakness that can occur after a critical illness and speeds the recovery process.
- F = Family. Family is integral to a patient’s well-being and also can also enhance recovery.

To bring this project to life, multiple evidence-based documentation tools were reviewed and/or revised and implemented. These tools encompassed the many disciplines involved (physicians, Nursing, Respiratory Therapy, Rehabilitation Therapy, Dietary and Pharmacy). The final components introduced were bedside rounding and “walking” physician rounds. This has been very successful as the entire team now sees and interacts with each patient and their families, allowing for questions to be answered and a plan of care for the day to be proposed. All of this was done with the goal of keeping the patient and family at the center of this process.
During National Nurses Week, MVHS is proud to honor the following nurses and caregivers.

These employees were nominated by their peers for demonstrating clinical excellence, acting as a role model to inspire others and demonstrating excellence in patient care and customer service.

Congratulations and thank you for truly making a difference!

Nurse Leader of Distinction Award
Aija Sinanovic, BSN, RN – Nurse Manager, 3C, St. Elizabeth Campus
Wendy Cooley, BSN, RN – Nurse Clinician, 2C, Cath Lab, EP Lab, St. Elizabeth Campus

Nurse of Distinction Award
Michelle Wolff, MS, RN – St. Elizabeth College of Nursing
Ryan Gallagher, RN – 3C, St. Elizabeth Campus
Patti Tarkowski, RN – Pre Admission Screening, St. Luke’s Campus
Dyan Sardelli, RN – New Hartford Medical Office - Medical Arts

Caregiver of Distinction Award
Sara Rickard – Nurse Tech, Cath Lab, St. Elizabeth Campus
Tabitha Evans – Ward Clerk, 3C, St. Elizabeth Campus
Joe Servatius – Care Attendant, ASU, St. Luke’s Campus
Yelena Rulinskaya – OB Tech, Labor and Delivery, St. Luke’s Campus

NYONEL Award
Continued from page 12

This project was launched with a staged rollout of the changes. Monitoring of the project is occurring through direct observation of the staff, nurse manager rounding and chart review. Some specific improvements as a result of this project are improved communication among the patient, family and healthcare providers, streamlining of reporting process and improved interaction with the patient at multiple points throughout the shift, decrease in restraint usage by approximately 50 percent, median ventilator days at one to two and increased awareness of delirium and the importance of early mobilization.

“We were very proud to be selected as this was and continues to be a team effort,” said Lissette Grimaldi, MS, RN, assistant vice president of Cardiac and Critical Care Nursing Services at MVHS. “This achievement could not be accomplished without a multidisciplinary approach to the care we provide in the critical care units.”

The Program Committee received more than 35 submissions, which were rigorously evaluated, and the MVHS abstract was one of six selected for the regional award.
BUTTERFLY ROOM HELPS FAMILIES FACE THE LOSS OF A CHILD

How one woman’s loss, one woman’s legacy and one group’s commitment are helping local families heal at Mohawk Valley Health System

BY MICHÉLE ADAMS & KELLY SPERLING
Andrea Bartle’s left wrist bears a tattoo of a hummingbird inscribed with the name Blake. It is a lasting memorial to the son she carried to term, but was never able to bring home.

Her story of loss began in May of 2016 when she arrived at the Labor and Delivery Unit at MVHS. At the time, she was unprepared for how much her life would change in an instant. As the nursing team began preparing her for delivery they were unable to find a heartbeat. Soon, Bartle learned her son had passed away.

“I went from being so excited about meeting my son and completing our family to devastation and heartbreak,” she said. “Never in a million years would I have thought this would happen.”

It is experiences like Andrea’s and that of others in our community that led to discussions about what could be done to provide more comfort and privacy for families facing this type loss.

Members of the MVHS Maternal Child Services team began to explore ways to enhance the hospital’s bereavement program and were able to look to other hospitals throughout the country that successfully created special grieving rooms, which they named Butterfly Rooms. The butterfly symbolizes change, transformation and the ability to transcend the ordinary and take flight into the heavens. In many spiritual circles, the butterfly represents the spirit of the soul.

“Our team at MVHS cares deeply for our patients and we recognized that having this special room would mean so much to families facing the unthinkable,” said Lesa Steele, BSN, RN, nurse manager of Maternal Child Services at MVHS. “In order to create a space like this it meant that we needed support both financially and creatively, which is why we reached out to the MVHS Foundations Women’s Giving Circle.”

Each year, the MVHS Foundations Women’s Giving Circle (WGC) gathers to review possible projects and/or needs throughout the healthcare system. The group, which is made up of nearly 100 local women, learns about the various needs and makes an investment in a common cause. Since the group began in the fall of 2013, more than $130,000 has been raised and gifts from the group have helped to support our area’s families grieving the loss of their newborn.

It was during that initial project meeting that Women’s Giving Circle member Susan Callahan shared her experience from more than 30 years earlier during the birth of her daughter Alison. Alison was born more than 10 weeks premature and although her daughter survived, Susan keenly understood the benefit a room like this would be to families grieving the loss of a child.

Sadly, soon after the Women’s Giving Circle voted to support this project, Susan passed away after a courageous battle with cancer. It was her wish to help support the Butterfly Room through the purchase of a comfortable recliner in her memory. Her friends and family came together and helped to make Susan’s wish possible by not only raising funds to help purchase the recliner, but also to purchase a cuddle cot.

A cuddle cot is a special bassinet that gives families the chance to spend more precious time with their child.

The Butterfly Room project immediately seemed like something that our group would be able to embrace,” said Blair Jones, MVHS Foundations Board member and WGC Chairperson. “I remember first hearing about it when our Project Committee met and I was moved by how we could meet an important need for families dealing with birth experiences that didn’t end with a baby going home. We knew we needed to help make this room a reality for our community.”

“I went from being so excited about meeting my son and completing our family to devastation and heartbreak,” Andrea Bartle said. “Never in a million years would I have thought this would happen.”

“Andrea Bartle’s left wrist bears a tattoo of a hummingbird named Blake. It represents spiritual transformation and the ability to transcend the ordinary and take flight into the heavens. In many spiritual circles, the butterfly represents the spirit of the soul.

“Our team at MVHS cares deeply for our patients and we recognized that having this special room would mean so much to families facing the unthinkable,” Lesa Steele, BSN, RN, nurse manager of Maternal Child Services at MVHS, said. “In order to create a space like this it meant that we needed support both financially and creatively, which is why we reached out to the MVHS Foundations Women’s Giving Circle.”

Each year, the MVHS Foundations Women’s Giving Circle (WGC) gathers to review possible projects and needs throughout the healthcare system. The group, which is made up of nearly 100 local women, learns about the various needs and makes an investment in a common cause. Since the group began in the fall of 2013, more than $130,000 has been raised and gifts from the group have helped to support our area’s families grieving the loss of their newborn.

It was during that initial project meeting that Women’s Giving Circle member Susan Callahan shared her experience from more than 30 years earlier during the birth of her daughter Alison. Alison was born more than 10 weeks premature and although her daughter survived, Susan keenly understood the benefit a room like this would be to families grieving the loss of a child.

Sadly, soon after the Women’s Giving Circle voted to support this project, Susan passed away after a courageous battle with cancer. It was her wish to help support the Butterfly Room through the purchase of a comfortable recliner in her memory. Her friends and family came together and helped to make Susan’s wish possible by not only raising funds to help purchase the recliner, but also to purchase a cuddle cot.

A cuddle cot is a special bassinet that gives families the chance to spend more precious time with their child.

The Butterfly Room is a welcome addition to the Maternity Unit and Bartle knows firsthand the impact this room will make. “The MVHS nursing staff helped myself and my husband spend 16 hours with our son before saying goodbye, but I would have loved more time,” Bartle said. “This room and the cuddle cot will make such a difference to other families.”

For the families who have already been able to find comfort in the newly renovated space, it is evident that the design of the

“This room and the cuddle cot will make such a difference to other families.”

- Andrea Bartle, MVHS patient

Continued on page 16
SUSAN CALLAHAN’S LEGACY AT MVHS

Susan Callahan was a member of the MVHS Foundations WGC who touched the lives of so many people throughout her lifetime. She was born in Norwalk, Connecticut, and moved to Clinton, New York, in 1996. She married the love of her life, Richard Callahan, in 1977 and they celebrated their 40th wedding anniversary in 2017, a few months before her passing.

Susan was very adventurous and loved to travel around the world. She was an avid skier, tennis player and took up golf later in life. She worked as a part-time realtor for Sexton Real Estate and thoroughly enjoyed helping people find their dream home.

With the births of her three daughters, Laura, Allison and Meghan, Susan found her life’s true passions, being a loving mother while helping others in the community she called home.

She was a devoted member of the WGC and dedicated herself to helping women and children in the Mohawk Valley. The Butterfly Room project was especially close to Susan’s heart since her own daughter, Allison, was born 10 weeks prematurely. Shortly after the decision was made to support the construction of the room, with her loving family by her side, Susan passed away after a courageous battle with cancer.

Susan’s wish was to help support the Butterfly Room and her memory lives on with the construction of the room and the donation of a recliner in her name. Her adventurous spirit and lasting legacy will remain in the hearts of everyone that knew her as well as with her husband and three independent, successful and beautiful daughters whom she would describe as her life’s biggest accomplishment.
I-CARE Stories
Sharing Stories of Inspiration

I-CARE 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 and uphold the values of I-CARE (Integrity, Compassion, Accountability, Respect and Excellence).

Integrity
Timothy Flihan - Security
Recognized by Patricia Matos, RN, St. Elizabeth Campus

We were going to be discharging a patient who had come to us via St. Luke’s Campus Emergency Department (ED) from Dialysis at the Faxton Campus. As our nurse was preparing to send him on his way, his son asked where his wheelchair was, but no one here knew anything about a chair. I called the St. Luke’s Campus, where Tim in Security not only scoured the ED and security area, he then called the guard on at the Faxton Campus, who searched the dialysis area. After much hunting, the wheelchair was found and Tim brought it to the St. Elizabeth Campus. While we were excited about finding it, the chair was actually the wrong one. So Tim returned it to the Faxton Campus, then found the correct chair and brought it to us. Three cheers to Tim for going above and beyond for our patient! Way to go team!

Compassion
Tina Giglio, Olivia Lapolla and William Ryan - Whitesboro Medical Office
Recognized by Sarah Deming, RN

My family and I have all been patients at the Whitesboro Medical Office for many years. My youngest son is 15 and autistic. As such, he sometimes requires special considerations and accommodations for his healthcare delivery. He has a particularly acute fear of needles. Every year we try to do all of his vaccinations and blood work at the same time - generally in the fall, since we’ll be able to include his flu shot. In November we went to the office so that he could receive two immunizations and have some lab work drawn. Tina and the staff in the office were ready and waiting for my son. They coordinated his care in such a way that everything could be done in the fastest way possible and with the least amount of trauma to my son. Their easy going and compassionate attitudes along with their willingness to accommodate his special needs made his visit not only successful but as pain free as possible. It is tremendously meaningful to me as a parent, a patient and a fellow MVHS employee to know that I work with such amazing people. Thank you for all that you do.

Lee Herron - Transport
Recognized by Andrea Juchniewicz

I’m an employee at the Imaging Center and am handicapped. This past July during the flood, my husband was extremely ill and was admitted to the Progressive Care Unit at the hospital. I received a call that my husband had taken a turn for the worse and I should get over to the hospital right away. Both of my daughters were working and I need to use my wheelchair when I have to travel far, such as from the parking lot to the floor in the hospital. I pulled into a spot by the lab entrance and was crying as I parked and got my chair out of my van. I started trying to push myself toward the entrance. This wonderful employee, Lee, who was like an angel at that moment, asked me if he could help. I stated I didn’t want to be a bother and I will never forget what he said, “What kind of man would I be if I let someone push themselves in when I could help and was going inside anyway?” He not only pushed me, he talked to me and reassured me it was going to be okay and delivered me right to the door of my husband’s room in the Progressive Care Unit. He was so compassionate and caring that day when many would have walked by. I want him to know how much that meant to me at my weakest point and how much that small act of kindness on his part was a miracle to me. I wish all people could be as kind as he was. It shows what great character he has. I just want him to know how much I appreciated him.
In 1995, a group of seven men rode their bicycles from Utica, New York, to Washington, DC in order to raise awareness about the number of missing children and to bring a message of safety to the people they met along the way. They arrived on the Capitol steps on May 25, the first National Missing Children’s Day. Two years later, inspired by that first ride, a group of 43 riders rode their bicycles 100 miles from Albany, New York, to Utica, with the same message of safety and awareness. Thus began the Ride for Missing Children.

Today, the ride is a one-day, approximately 90-mile bike ride that stops at schools along the route to bring a message of safety for children. All participating riders commit to raising a minimum of $500 and supporting the mission and goals of the ride and the National Center for Missing & Exploited Children – New York/ Mohawk Valley Office (NCMEC-NY/MV).

The Ride for Missing Children honors the memory of all missing children, raises public awareness about the circumstances surrounding current missing and exploited children, recognizes the need for child safety education and raises funds to support the missing children poster distribution, community education for the prevention of child abduction and sexual exploitation, and the mission of NCMEC-NY/MV in serving our community here and across New York State.

MVHS is a proud sponsor of the Ride for Missing Children and has several employees participating in the 2018 ride. One in particular, Laura Surman, FNP, has followed the ride for years, especially after learning of the details surrounding the Sara Ann Wood abduction. After joining a spin class for personal fitness reasons, she felt strong enough and made the decision to participate in the ride. She has been training with the RFMC-Training Wheels Group and has been extremely moved by the whole process.

“Honoring missing children and their families is at the heart of all the riders I have become acquainted with,” said Surman. “This ride serves not only local communities, but across New York State and beyond.”

Last year, Surman casually mentioned her interest in the event to her colleague, Ursula Williams, NP, and the two immediately made the decision to take part in the ride together. Williams is also a first-time participant and the cause has a particularly significant meaning to her.

35 years ago, Williams was an 11-year-old girl living in a small town in Connecticut when she was unexpectedly pulled off her bike and dragged into the woods by a stranger. She fought desperately to get away and was fortunate enough to have a witness to the abduction, allowing for her to be rescued quickly and with little physical harm. She was able to return home that day but the incident proved to have a lasting effect on her life; one that drove her to participate in the ride.

When Williams learned about the Ride for Missing Children and the devastating story of Sarah Ann Wood, she recognized how real and widespread this type of situation was and wanted to get involved. Being a victim of an attempted child abduction herself, she knew she had to share her own story in an effort to carry Sarah’s prematurely silenced voice on along with her own.

“The reason I chose to train for and
“Honoring missing children and their families is at the heart of all the riders I have become acquainted with. This ride serves not only local communities, but across New York State and beyond.”

- Ursala Williams, NP

cycle in the ride this year is to help spread a message of hope and healing to anyone touched by the exploitation or abduction of a child,” said Williams. “Thirty five years ago there was no NCMEC, no Amber Alerts and no Watchdog List. We have come such a long way in protecting our children with these important innovations, but of course we still have much to do.”

This year was especially trying for Williams and she made the decision to train and ride because her own son, the eldest of three, turned 11 – the same age she was when she was nearly abducted. Despite her near abduction, she refused to give up riding her bike as she believes it is a symbol of freedom, happiness and a healthy lifestyle. She began riding long distance at the age of 16 after finding out the man who nearly abducted her was released from custody. She has remained an avid cyclist throughout her life. She values what cycling means to her and emphasizes that it has truly helped her to heal and become an advocate for exploited and abducted children.

“We need to show children the power they do have and to teach them how to stay safe while also supporting each and every child that has been subjected to trauma in their life,” said Williams. “For every penny I raise, I am grateful, and for every mile I pedal while training, I am grateful. I experienced a portion of the terror that Sara Ann Wood must have endured, but I was lucky enough to survive to tell my – and to help carry on her – story.”

Williams has forgiven the man that attacked her and she uses her personal experience as strength to advocate for children that can’t speak for themselves. Children are innocent and vulnerable and she knows the ride will be as emotionally draining as it is physical, but will be extremely rewarding.

It is about raising awareness of what can be done to help stop child predators and bring missing kids home safely. It raises needed funds to help distribute posters of missing children and support the mission of NCMEC-NY/MV. Each rider wears a pin, distributed to them the morning of the ride, in honor of a missing child.

“Seeing the harm that was done to Sara and how she has overcome it is inspiring,” Williams said. “To paraphrase Joni Eareckson Tada, an international advocate for people with disabilities, ‘Sometimes God allows what he hates in order to accomplish what he loves,’ Williams said.

She is ready for the physical and emotional journey this ride will mean for her and she believes NCMEC is an essential ally to children and families in need. She is also honored to support their work by raising funds and spreading hope and healing to children from all walks of life with her dedication and her impactful ride.

CNY RIDE FOR MISSING CHILDREN
JUNE 1, 2018

The National Center for Missing and Exploited Children (NCMEC) is a private, nonprofit organization established in 1984. It operates under a Congressional mandate and works in conjunction with the U.S. Department of Justice’s Office of Juvenile Justice and Delinquency Prevention Program.

NCMEC-New York/Mohawk Valley creates and distributes posters of missing children nationally and into Mexico and Canada. They are the only tier-two geographically targeted poster distribution center in the U.S.

The Ride for Missing Children - Central New York (CNY) directly funds the Mohawk Valley office, so all funds raised stay local in New York State. Through generous donations they are able to educate thousands of parents, students, educators and law enforcement each year.

Call 315-732-7233 or visit therideformissingchildren.com for more information.
### Upcoming Events

**SUNDAY, JUNE 3**  
Cancer Survivor’s Day

**SATURDAY, JUNE 9**  
Relay for Life

**WEDNESDAY, JUNE 13**  
Heart and Stroke Expo

**FRIDAY, JUNE 29**  
St. Elizabeth Family Medicine Residency Graduation

**JULY 6 - 7**  
41st Boilermaker Expo

**SUNDAY, JULY 8**  
41st Boilermaker Road Race

**TUESDAY, JULY 24**  
St. Elizabeth Campus Employee Picnic

**WEDNESDAY, JULY 25**  
St. Luke’s Campus Employee Picnic

**THURSDAY, JULY 26**  
Faxton Campus Employee Picnic

---

### Medical Staff

Mary-Jane Borst, MS, FNP  
Rome Medical Office

Paul Grubner Jr., PA  
Neuro-Interventional Surgery and Comprehensive Stroke Services Office

Chelsea Hammont, PA-C  
Breast Care Center

Angelica Pascone, PA-C  
Sleep Disorders Center

---

### Nurse Navigators and Specialists

Linda Baird  
MVHS Policy Management Coordinator

Holly Burline, RN  
Nurse Navigator, Breast Care Center

Cori Grubner  
Talent Acquisition Specialist, Human Resources

Nikita Marko  
Benefits Specialist, Human Resources

---

### Managers and Directors

**Susan Bailey, MSN, RN**  
Nurse Manager for Faxton Urgent Care

**Audrey Cross**  
Project Manager, Support Services

**Michelle Fredsell, RHIT, CHPS**  
Director of Health Information Management (HIM) Operations

**Allen Hurd**  
Facilities Field Supervisor, Faxton Campus

**Elizabeth Kosakowski, BS, RHIT, CCS, CTR, CCDS, AHIMA**  
Director of Clinical Documentation Improvement

**Caitlin McCann**  
Marketing and Communications Manager

**Chanel Mitchell**  
Express Services Manager of Service Response Center and Patient Transport Services

**Lisa Perry, RN, CEN**  
Vascular Coordinator for Interventional Radiology and Neuroendovascular Services

**Erica Radley, BSN, RN, CMSRN**  
Nurse Manager for 3A at the St. Elizabeth Campus

**Matthew Young**  
Patient Access Services Manager for the St. Luke’s Campus

---

**John Forbes, Vice President of Philanthropy, MVHS Foundations**

---

**Staff Announcements**  
February 2018 to April 2018

---

**PO Box 479  |  Utica, NY 13503-0479**