

Welcome to the

CROUSE CHOICE AWARDS '17

Honoring 'Simply the Best' heroes who are
Keeping Crouse Strong by living and breathing
our mission every day!



MONDAY, MARCH 13, 2017 • SYRACUSE STAGE

Supporting the Crouse Culture through the generosity of the
Paul Kronenberg, MD Employee Recognition Fund
of the Crouse Health Foundation

TONIGHT'S LINEUP

6 – 7 p.m.

Crouse Heroes Reception
Hors d'oeuvres and Cash Bar

7 – 9 p.m.

Crouse Choice Awards Ceremony
Honoring "Simply the Best"

Emcees

Mickey Lebowitz, MD

David Wolfe

ENTERTAINMENT

Smoke Wind

Butler Sheehan School of Irish Dance

Bob Beattie

Sally Dulcich-Bloom and Con'Taisha Pringle



The Crouse Choice Awards recognize service excellence and commitment to Crouse Hospital's mission, vision and values. Those recognized have gone above and beyond in service to our patients, family members, physicians, co-workers or other members of the healthcare team.

CUSTOMER SERVICE — CLINICAL SETTING

Karen Engel-Kissane, CASAC – Social Worker I, Care Coordination Services

Multiple stories recount Karen working above and beyond the call of duty to coordinate and accommodate the needs of patients and families, but one that stands out is her service to coordinate an international transfer at a family's request. She spent countless hours working with the family and transportation service team, and was tireless in keeping all parties updated on the status of the transfer process. Several roadblocks occurred unexpectedly, and Karen could have easily given up, but she relentlessly pursued alternative solutions to overcome the issues that arose, including working on the transfer on her own time.

Sandra Stojkovski – Ultrasound Technologist

The ultrasound program at Crouse is considered one of the strongest in Central New York and one of the main reasons is because of one technician in particular: Sandra Stojkovski. Sandra is not only an extremely intelligent and hard-working tech (and a very nice person), but is undeterred in her quest to image any study the best it can be. She is also enthusiastic about sharing her skills and experience with her colleagues, with one such example being her willingness to make a special trip, on her own time, to work with the techs at Community Memorial Hospital in Hamilton. Sandra is an example of why the radiology department at Crouse Hospital has such a stellar reputation.

**Thomas Tarbox – Educational Coordinator ■ Michele Bode, MD
Soarian Implementation, Education and Support**

The implementation of Soarian at Crouse Hospital was a major initiative that involved individuals across many departments.

Two individuals who were instrumental in the project, and who went above and beyond in planning and executing this initiative, were Tom Tarbox and Dr. Michelle Bode. They put countless hours into the project for months prior to the June 2016 launch. The educational plan and materials they produced helped ensure as smooth a transition as possible for staff and physicians alike.



LASTING IMPRESSION

Patricia Nolan, RN – Madison Irving Surgery Center

This nomination was submitted for the way Patty Nolan established a special connection with one of our surgical patients with special needs. The patient's surgery was cancelled because staff was not able to calm him prior to surgery. The patient was rescheduled, and with the support of Patty, who came in on her day off to sit with the patient, the admitting process was completed and he underwent a successful surgery. Patty related to him and even bought him a Syracuse University T-shirt that he loved. Patty carried out the Crouse mission, vision and values with her positive attitude and compassionate care.

Stephenna Stephens – Patient Ambulator/Helper

Stephenna's nominations describe her as a strong woman who seems to always smile and put everyone around her in a better mood. She is considered a "star," and she brightens everyone's day. She always helps those on the floor to complete tasks, and does everything she can to ease everyone's day, such as stocking gowns, gloves and masks. Stephenna is known as a very nice, compassionate person who goes above and beyond, and one who can always be counted on to help.

Roneisha Williams, RRT and Taylor Mizro, RRT – Respiratory Therapists

These two Respiratory Therapists made a lasting impression on a patient on 4 South. This came from Colleen Phinney: "When rounding, I was told the story of two Respiratory Therapists who took the time to bring the patient outside on a Tuesday. This patient has a complex oxygen delivery system and has been in the hospital for one month. It meant a great deal to him and lifted his spirits greatly. Please thank these therapists. They are "Simply the Best." This venture took much planning, extra equipment and time and we are very proud that we have these two working on our team, as they never hesitated to worry about the task at hand, but just wanted to do something special for our patient.

BEST EXAMPLE OF LIVING THE MVV

John Bergemann, Director of Human Resources

The nominee shared that last year was not a good one due to some personal issues happening in their life, writing: "Mr. Bergemann was so understanding and passionate about my situation. He never wavered; he made my situation a number one priority. I really appreciate him and how he has helped me. I have been trying to think of a way to thank him. I have had other employees say the same thing about him. I hope that he gets recognized for the awesome work he has done and is doing," adding, "I would say if you were to 'Google Crouse values,' a photo of Mr. Bergemann should come up."

Jacqueline King, RN – Neonatology 9 Irving

Jackie has been a NICU nurse for more 30 years, and her nominee wrote that "she is one the most compassionate nurses I have ever worked with. She treats each of our "little fighters" as though he or she is the most special, most precious baby in the NICU. Our families feel this compassion exude from Jackie and often request her care for their baby. Jackie has come in from home to take care of an infant who is going to die, and does so with compassion and grace. Her presence at the bedside leaves families with a sense of peace. She is a role model, and lives our mission, vision and values.

Jeffery Youngs, RHIT – Manager of Health Information Management

Medical documentation and the proper coding of a patient visit is the gold standard for insurance companies to pay a hospital and providers for their services. In 2016, the Hospital Information Management (HIM) department lost three integral employees in management who either retired or pursued other employment. Jeffery took up the reigns of not just the Transcription team, but the entire HIM department. With all of this, Jeffery's abilities and love for Crouse made the transition virtually seamless. His other accomplishment was drastically reducing the cost of transcription for Crouse by working with another vendor; this change also afforded us improved customer service and safety of patient care. Through all this, Jeff — amazingly — has had a smile on his face and a kind word for all on a daily basis. He LIVES and IS Crouse's mission, vision, and values.

INNOVATION & CREATIVITY

Sandy Rivers, BS, CASAC – CD Permanent Charge Counselor

Lisa Ardner, BS, CASAC – CD Counselor II

Kelly Esposito, LMSW – CD Therapist II

The healthcare environment is going through drastic changes requiring innovative thinking and approaches to care delivery. Trauma Informed Care is widely recognized as a best practice in substance use treatment and it has become integral to the strategic vision of the Chemical Dependency Treatment Service (CDTS). Sandy, Lisa and Kelly each have tremendous expertise in this subject matter, and they put together in-service education for all of CDTS staff. The quality of the material and its delivery was outstanding and they received accolades from their peers. Their passion and dedication is commendable, and their efforts have contributed greatly to our ability to provide the best in patient care and remain a leader in the field of substance use treatment.

Barbara Drapola, RN, CCM, CPHQ – Director, Clinical Integrations

Rachel Carey – Sr. Quality Improvement Analyst

Karen Mauro, LMSW, ACM – Manager, Care Coordination/Social Work

Karen Dabrowski, BSN, RN – Manager, Case Management

In an effort to reduce our Crouse readmission rates, these four individuals reached out to our community partners, including representation from skilled nursing facilities, home care agencies, vendors, and private practice groups, and then initiated the Crouse Readmission Summit. It was an enormous success with exchanging ideas, taking action and, most importantly, enhancing relationships among the members in attendance. In the end, the action steps developed by the group were incorporated into a much larger group with IPRO/DSRIP, whose members acknowledged all of the wonderful efforts and success of the Readmission Summit team.



Michael Duffy, MD – Chief of Anesthesia ■ Rachel Elder, MD – Chief of Pathology ■ James Mostrom, MD – Immediate Past Chief of Anesthesia ■ Kathy Steinmann, DNP – Director, Nursing Provider Services ■ Jill Hauswirth, BSN, RN – Director, Surgical Services ■ Kathryn Marsella, RN – Nurse Manager, Witting Surgical Center ■ Sara Meneilly, BSN, RN – Nurse Manager ■ Sue Leroy – Manager, Vascular Access/Phlebotomy ■ Ellen Crehan, NP – Nurse Practitioners ■ Jenny Sohl, NP – Nurse Practitioners ■ Sharon Valenti, NP – Nurse Practitioners ■ Joseph Perkowski, CRNA – Nurse Anesthetist ■ Sharon Hunter, RD, CDN, CDE – Advanced Practice Registered Dietitian ■ Cara Pinoargotte, BSN, RN, CCRN – Clinical Supervisor, PACU ■ Nicole Cook, MSN, RN, CNOR – Clinical Educator, Surgical Services

This group of passionate, compassionate, dedicated, determined and committed physicians, nurses, nurse practitioners and staff joined together in the most innovative and creative way to help improve surgical site infections in our patients with diabetes and pre-diabetes. Never deterred, they overcame all obstacles to implement a process to ensure our patients had optimal glycemic control beginning in the CTC, through the RCC, holding area, operating room, PACU and back to the unit. Based on literature and conversations with leaders at major hospitals, this group has done what seemingly no one else has been able to accomplish. Their creativity and innovation has blazed a new, safe, high-quality trail in the management of patients with diabetes undergoing surgical procedures. What they have accomplished is “Simply the Best,” and worth not only of a Crouse Choice Award, but national recognition.

BEST EXAMPLE OF PROMOTING DIVERSITY, EQUITY AND INCLUSION

Veronica Clanton – Patient Access Representative

Veronica played a huge part in developing the Crouse Health Diversity, Equity and Inclusion committee. Without her input and dedication to keeping us focused, we would still be in the planning phase of this process. She has paved the way for other people of diverse backgrounds to be comfortable with living the mission, vision and values here at Crouse. Veronica has taken many young employees under her wing. According to her nomination, “She mentors all of us, and she has become our mother at work.” Her dedication to her colleagues and the Crouse culture is most appreciated.

Janelle Harris, CMRS – DSRIP Patient Engagement Representative

When you hear the words, “Black History Month,” Janelle comes immediately to mind. As a leading member of the Black History Month committee, Janelle has worked tirelessly on organizing events at Crouse for many years that have celebrated the heritage, traditions and achievements of blacks. She has proposed speakers and entertainers, coordinated their participation and worked with her colleagues to present programs that have enriched our Crouse family in meaningful ways.

Laurie Leonard, BSN, RN – Chemical Dependency Outpatient Treatment Services

Laurie has championed the rights of the LGBTQ community for many years, and has formalized her advocacy for members of this population most recently as a member of Crouse Health's Diversity, Equity and Inclusion committee. Last fall, Laurie organized the hospital's first National Coming Out Day program at Crouse on Oct. 11, which marked the 28th anniversary of National Coming Out Day, a nation-wide event that honors those who've come out as lesbian, gay, bisexual, transgender, queer (LGBTQ) or as an ally. Laurie's work in raising LGBTQ awareness at Crouse has enhanced our mission, vision and values.

MOST ADAPTABLE TO DIFFICULT SITUATIONS

Gina Hayes MD – Physician, Pomeroy Emergency Services Dept.

The evening hours are typically considered to be a peak time for any ER, and Crouse is no exception. That's why we're fortunate to have Dr. Gina Hayes as our night physician in the Pomeroy Emergency Services Department. Invariably when she arrives, the waiting room is filled with patients anxious to be seen. She simply rolls up her sleeves and sets to work, tagging closely with the Charge Nurse to do whatever is needed to keep the flow of patients moving efficiently, all the while mindful of our mission to provide the best in patient care.

Dennis Sanabria – Supervisor, Patient Access

When Soarian came to town, Dennis was a champion for all of us, not just the Admitting team. He stayed late, worked ridiculous hours, and never complained that we were bothering him (although I'm sure we were!). He is self-motivated, and the staff thinks he runs on Dunkin'!

Kathryn Lumpkin, RT (R)(M)(CT) – Supervisor, Medical Imaging

Kathy Lumpkin brings compassion, understanding, patience, innovation and long years of experience to work every day in her role as CT supervisor. Kathy is a true working supervisor, willing to help in any way she can. Kathy goes above and beyond daily to help us out, ensuring that everyone takes breaks during the day, and even stays late regularly when an extra hand is needed. She became the leader of our department at a difficult time, and balances patient and staff needs with creativity and calmness. By example, she inspires staff to continue our long tradition of providing excellent customer service and striving to exceed patient expectations, doing so with grace, humor and humility.

CUSTOMER SERVICE — NON-CLINICAL

Dina Squadrito – Team Leader, Health Info Management

Dina truly lives the Crouse mission on a daily basis. She works with her team to make sure we are always going above and beyond to help our internal and external customers. I often receive compliments from the Business Office, Care Coordination and other areas of the hospital on how helpful and prompt Dina is when helping someone else. She is always positive and willing to do whatever is asked of her, especially as our department has seen a number of changes and challenges over the past year.

Raphael Vaverchak – Programmer Analyst Application

According to her nominator, "We had a very difficult transition to Lawson 10, but Raphael really kept things positive and worked for solutions. One specific time was when I was trying to load the fixed asset module for the first time. It was very confusing and frustrating, but Raphael, instead of getting frustrated, turned it into a mystery and we became detectives figuring it out. We worked together, found the clues and came to a solution. It sounds silly, but her attitude was a big help that created a positive experience."

Cindy Crooks – Crouse Medical Practice

Cindy Crooks goes above and beyond with whatever task is presented to her. She is a great team player, always ready and willing to help her coworkers. She also shows great compassion to staff and patients.

CROUSE HERO

Shelby Brown, PTA – Physical Therapist Assistant

Shelby provided physical therapy treatments to a patient who was here for an extended period of time after suffering a stroke. The patient did not have insurance to cover a rehabilitation stay, and remained at Crouse for several months. Shelby worked with this patient every day to bring him from bedbound status to being able to walk again. The patient was ultimately able to board a plane to return to China as a result of many Crouse team members, but would not have been able to achieve this without the efforts of Shelby Brown, PTA.

Kathleen Inganni, MS – Speech Therapist

Kathy continues to work tirelessly for more than her 20 vouchered hours each week. She does this without reservation because she believes in providing the best and crucial patient care. Her empathic nature, coupled with her clinical expertise, truly exudes the qualities of a Crouse Hero. Without her help, patients may have a lengthy wait before being able to eat/swallow.

Linda Churchill – Health Unit Coordinator

Tabiatha Esperon – Health Unit Coordinator

A local woman had been a patient on 4 South Irving for more than a month. The night before she was to have surgery, she commented that she'd give the world to feel snow again. That's all Linda and Tabiatha had to hear. They promptly donned their coats and went outside to gather the snow she longed for. The patient was thrilled, and they quickly helped her make a snowman. Linda and Tabiatha gave our patient what she couldn't get from any medication. They also exhibited great empathy for her feelings, understanding what it must be like to be a patient indoors for so long and taking action to make her day a little brighter.

MOST COMPASSIONATE

Carl Butch, MD – Medical Director, Crouse Medical Practice

An individual wrote that her niece needed kidney surgery and, being understandably anxious and emotional about the situation, she visited Dr. Butch in his office. He knew of a pediatric surgeon in Rochester, and took the time to call him and make a referral for a

second opinion. The family went with Dr. Butch's referral, and he followed up with me on the day of her surgery and frequently after her recovery, which was quick and uneventful. I cannot thank Dr. Butch enough for his compassion and understanding, and for educating me on my choices when it came to my niece's healthcare. He is a wonderful man.

Debra Doupe – Medical Affairs Coordinator

The nominator wrote, "From the first day I met Debra, she was warm and kind. Her smile can light up a room. She always has an open door and is always willing to give a helping hand in any or all situations. She adapts to the schedules of the doctors when it comes time for reappointments, and stays late if necessary. She is eager to meet the doctors on their terms, and she goes the extra mile to help them succeed. I am very appreciative of her and all that she does for our department."

Melinda McMinn, MD – Medical Director, Palliative Care

When it comes to patient care, often during situations involving those who are dealing with critical or chronic illnesses or reaching the end of life, Dr. McMinn extends understanding, empathy and compassion, combined with perception and support. Family members describe her as a steady source of comfort and knowledge from the first time they meet her. Of her care, she has been described as "a gifted doctor who spoke to us, not above us." During challenging emotional times, the care and attentiveness shown by Dr. McMinn has led to a family sharing their feelings: "Your grace, kindness and wisdom made an impossible situation bearable, and you helped us to be sure that we'd have no regrets."

GOOD CATCH

Susan Dingman, RN – 4 North

The nominator wrote, "Sue is our discharge nurse on 4N. On a daily basis, she goes over the discharge instructions and medical reconciliation papers with our patients. She is very thorough, and is always finding some errors that were most likely made by computer and computer operator error. For her attention to detail and preventing medical error on discharge, I am nominating Sue for the Crouse Choice Award."

Melisa Ciciarelli, RN, CEN – PromptCare

Patient intake and processing was changed when Soarian went live in June 2016. Based on literature and evidence, the Pomeroy Emergency Services Department began to screen all patients for risk for self-harm/suicide. During a patient visit last July, Melisa used the screening tool verbatim when she was presented with a young male patient complaining of abdominal pain and nausea. Melisa could have just triaged the patient as having "abdominal pain," but instead she performed a comprehensive screening review, including suicide risk. In response to her screening, the patient admitted that earlier that day he had attempted suicide with pills. This prompt assessment and screening provided the care the patient needed, and he was able to be kept safe with a thorough plan devised to address his mental/behavioral well-being.

Pomeroy Emergency Services Department ■ Lawrence Semel, MD ■
KD Nunes, RN ■ Debra Gustke, RN ■ Annie Roberts, BSN, RN ■ Justin White, RN
■ Rita Sherifi, RN ■ Brendan Hind, EMT-P – Emergency Care Technician ■
Justin Rowland – Emergency Care Technician ■ Oscar Pinoargotte, BSN, RN,
CCRN – SWAT ■ Lois Smith, RT(R)(CT)(ARRT) – Certified CT Technologist

A combination of great nursing, astute technicians, good luck and the rapid response of Dr. Lawrence Semel (who was not on call) saved the life of a 73-year-old man who presented with severe back pain and shortness of breath. The patient's nurses included Kathleen Nunes, Deb Gustke, Annie Roberts, Justin White, Justin Kim, Rita Sherifi and Oscar Stuart. The nurses realized the patient was in severe distress, and he was taken to the CT scanner immediately. Brendan Hinds and Justin Roland expedited the patient's care by realizing that Dr. Semel was in-house, and provided the technical support to get the patient to the OR. As a result of great nursing and great technical support, the patient was delivered to the OR quickly and with a stable blood pressure, giving him the best chance of survival.

COMMUNITY SERVICE

Evelyn Mitchell – Chemical Dependency Therapy Aide

Laurie Leonard, BSN – Chemical Dependency Outpatient Treatment Services

Laurie started the Helping Hands program, with Evelyn assisting, to help serve the needs of chemical dependency treatment patients in need. They solicit donations of coats, mittens and hats, and distribute them to patients. This winter season, they have given out more than 60 winter coats, and have consistently done this every winter for the past three years. Helping Hands is a greatly needed service, as many patients cannot afford these items and do not know whom to ask for assistance.

Jessica Liepke – Office Coordinator, Spirit of Women

Lois Sexton, BSN, RN, CCE – Educational Coordinator

Faith Terry, RNC, LCCE, FACCE – Instructor Community & Family Education

Working with the Syracuse City School District, Jessica, Faith and Lois developed the curriculum for a Visit to Hospital Land program for the Syracuse refugee population. Five stations were set up for attendees to rotate through and learn the skills of handwashing; making a doctor's appointment; going to a well-child/adult office visit; caring for a sick child/adult, including the proper administration and storage of medications; and an overnight stay in the hospital. Educational Services staff and volunteers, including interpreters, were enlisted to help answer any and all questions in a sensitive and caring manner. This program is an outstanding example of providing a community service to a population in great need of these skills and support – all the while accomplished in a thoughtful, engaging and creative manner.

Linda Kurz – Health Unite Coordinator, Baker Regional NICU

For the last 36 years, the Baker Regional NICU has hosted the NICU Graduates Reunion, a celebration of the lives of all the babies who have grown and "graduated" from the NICU. This celebration has expanded considerably over the decades. Families return to

Crouse Hospital with their grown or growing graduate to reminisce about the days spent in the NICU with their babies. The magic of the event is made possible by Linda Kurz, the NICU's Health Unit Coordinator for the past 26 years. Linda starts planning for the reunion in March, selecting a theme around which she and her husband begin to produce the magic. Each prop and every decoration is thoughtfully considered and created with their loving hands. The weekend of the event, Linda orchestrates the transformation of an ordinary venue to a wonderful celebration. Linda's creativity and her dedication to the babies, their families and her work family, the NICU caregivers, is the driving force behind her unwavering loyalty and commitment.

COMMITMENT TO QUALITY

Martiel Stoecker, DNP, RN, CNM – Clinical Nurse Specialist, Women & Infants

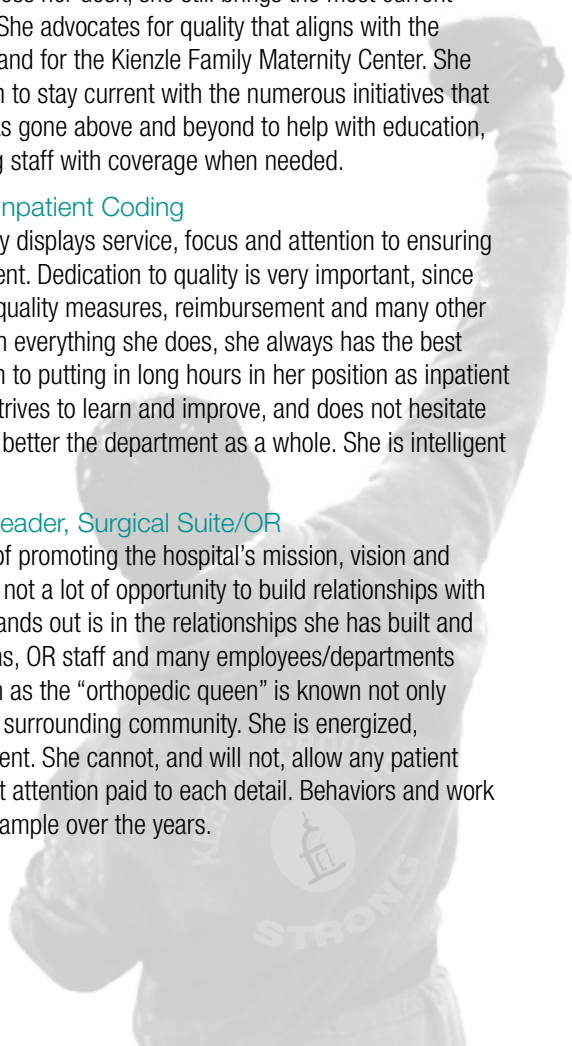
Marti has always played a vital role to help staff and patients keep current in best practices. As more work has come across her desk, she still brings the most current up-to-date knowledge to the division. She advocates for quality that aligns with the mission and vision within the hospital and for the Kienzle Family Maternity Center. She continually works with the quality team to stay current with the numerous initiatives that are dedicated to the OB area. Marti has gone above and beyond to help with education, teaching classes to staff, and assisting staff with coverage when needed.

Aimee Monica, RHIT – Supervisor, Inpatient Coding

Each and every day, Aimee consistently displays service, focus and attention to ensuring the quality of the work in our department. Dedication to quality is very important, since coded data affects hospital statistics, quality measures, reimbursement and many other areas vital to keeping Crouse strong. In everything she does, she always has the best interests of Crouse at heart. In addition to putting in long hours in her position as inpatient coding supervisor, Aimee continually strives to learn and improve, and does not hesitate to pass her knowledge on to others to better the department as a whole. She is intelligent and a fantastic asset to Crouse!

Kathie Bruno, RN, CNOR – Team Leader, Surgical Suite/OR

Kathie Bruno is an excellent example of promoting the hospital's mission, vision and values. In an OR environment, there is not a lot of opportunity to build relationships with patients and families. Where Kathie stands out is in the relationships she has built and developed over the years with surgeons, OR staff and many employees/departments throughout the hospital. Her reputation as the "orthopedic queen" is known not only here at Crouse, but also in OR's in the surrounding community. She is energized, knowledgeable, persistent and consistent. She cannot, and will not, allow any patient having surgery go without 100 percent attention paid to each detail. Behaviors and work ethic have been taught through her example over the years.



A Special Thank You

to

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Special thanks to Brian Crotty and Syracuse Stage;

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and Erick McCarthy, the smooth voice of Crouse.

*Please feel free to share
your photos from tonight's
event using #crousechoice.*

