



# Your Care

A CROUSE HEALTH COMMUNITY PUBLICATION

## New Era in Emergency Services Care



## Crouse Health Celebrates 130-year Anniversary

During 2017, Crouse Health is marking our milestone anniversary by improving access to healthcare and enhancing services in our region.

Our recent affiliation with Northwell Health continues Crouse's rich history of evolving with the times to fulfill our mission to provide the best in patient care and promote community health.

### Community Commitment

Crouse's commitment to upstate New York is further evidenced by several current major capital improvements: an expanded and renovated Pomeroy Emergency Services Department; the addition of 13 private rooms on 4 Memorial; and the expansion of our Intensive Care Unit to 29 beds, coming this fall.

Our roots can be traced to the Syracuse Women's Hospital and Training School for Nurses,



founded in 1887 by a group of community-minded women to establish the only hospital in the area for women and children.

In 1902, our name was changed to Syracuse Hospital for Women and Children, and by 1908, the hospital began to admit men. In 1918, the name was changed to Syracuse Memorial and in 1968, two hospitals merged to become Crouse Irving Memorial Hospital, which became known in 1996 simply as Crouse Hospital.



### Local and National Honors

Today, as Crouse Health, we continue to be distinguished by our innovation and local and national honors for a strong commitment to quality and patient safety. We remain a hospital where patients want to be treated, doctors want to admit their patients and employees want to work.



We are proud to play a role as a trusted asset for the benefit of our community's health and wellness. We appreciate your choosing Crouse Health for all your healthcare needs.

# We Are Crouse Health

Crouse has been a premier health-care provider in Central New York for 130 years. We are proud to be a trusted, community-based asset — as a regional top 10 employer, major economic contributor and leading provider of health and wellness services.

### Innovation and Opportunity

We recently announced a clinical affiliation with Northwell Health, an innovative, well-regarded healthcare system based in New Hyde Park, NY. This alignment is not a merger or acquisition, but

rather a partnership that will provide us with opportunities to enhance services, share 'best practices' around patient experience and quality, and support our ability to expand access to care — locally and regionally.



### Here for You — Always

We will continue to provide — and develop — services for which Crouse and our physicians are recognized leaders. Our mission remains the same: to provide the best in patient care and promote community health.

Today's Crouse Health reflects not only acute-care services provided in the hospital, but a growing integrated network of care for our region that includes:

- **Community Memorial Hospital in Hamilton, NY;**
- **Crouse Medical Practice, with more than 150 primary care and specialty providers;**
- **A network of ancillary services and programs;**
- **Strong collaborations with employed and community-based physicians.**

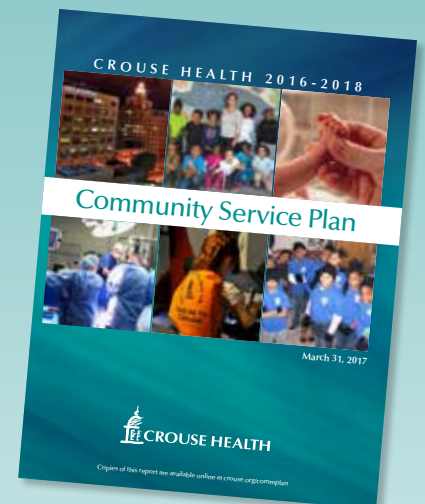
### Remaining Mission Focused

While healthcare is continually changing, we remain guided by our mission, vision and values. We also continue to stay true to the basic fundamentals that have been the foundation of our success over the last century — quality care delivered by more than 4,000 compassionate and talented doctors, nurses and support team members in an environment that fosters healing, health and wellness.

Thank you for your trust in and support of Crouse Health. We remain dedicated to enhancing quality healthcare for the benefit of the Upstate New York region.

## Community Service Plan Available

Crouse Health's current Community Service Plan documents the hospital's commitment to meeting the healthcare needs of our community and includes information about hospital highlights, access to care for the underserved, community partnerships, and the provision of services free or at reduced charges. To obtain a copy, call the hospital's Communications Department at **315-470-7701** or visit **[crouse.org/commplan](http://crouse.org/commplan)**.







## Spirit of Women Puts Focus on Females

Crouse Health became Central New York's exclusive Spirit of Women hospital in 2014. Knowing that women consume more healthcare services than men, as well as make the majority of health and wellness decisions for their families, Crouse saw the need to put a focus on females.

This renewed attention makes perfect sense: Care of women and infants has been a key service since our founding 130 years ago. We're home to the Baker Regional Neonatal Intensive Care Unit, and deliver more babies than any other upstate New York hospital.

More than 6,000 women have joined Spirit of Women at Crouse Health and our affiliate, Community Memorial Hospital in Hamilton, NY, and have enjoyed entertaining and educational programs, as well as major community events, such as Day of Dance.

Membership is free, so join today. And be sure to check out our new website, with more healthy tips and recipes than ever!

Visit and join at [crouse.org/spirit](http://crouse.org/spirit).

## 42 Reasons Why CNY Moms Choose Crouse

There are many reasons why Crouse delivers more babies than any other hospital in upstate New York, not the least of which are the amazingly skilled, compassionate and highly regarded OB providers who choose to deliver their patients' babies at Crouse Health.

If you're pregnant — or planning to be — don't you want the very best for both you and your baby?

### Crouse Obstetrical Care Providers

#### Cathy J. Berry, MD & Associates

Cathy Berry, MD  
Krystal Foree, MD  
Carol Lopes, MD  
Janet Ortolani, CNM  
Alia Rezek, CNM

#### CNY Obstetrics & Gynecology PC

Carla Liberatore, MD  
Leonard Marotta, MD

#### CNY Women's Healthcare PC

Catherine Bailey, MD  
Stephen Brown, MD  
Maria Ciciarelli, MD  
Mai-Anh Thi Doan, MD  
Jaya Nemani, MD

#### Crouse Midwifery Group

Mary Thompson, CNM

#### Family Medicine Group

R. Eugene Bailey, MD  
Cynthia Elkins, MD  
James Greenwald, MD

#### Loftus, Ryu, Bartol, MDs PC

Reem Akkawi, MBChB  
Suzanne Bartol-Krueger, MD  
Erin Hill, MD  
William Loftus, MD  
Kara Repich, MD

#### Nesim Contente, MD PC

Nesim Contente, MD

#### Richard D. Semeran, MD PC

Richard Semeran, MD

#### Syracuse Community Health Center

George Stanley, MD

#### University OB/GYN Associates, Inc.

Nicholas Baranco, MD  
Helene Bernstein, MD  
Maureen Burke, MD  
Hans Cassagnol, MD  
John Folk, MD  
Leah Kaufman, MD  
Jennifer Makin, MD  
Renee Mestad, MD  
John Nosovitch, Jr., MD  
Robert Silverman, MD  
Alexandra Spadola, MD  
Brian Thompson, MD  
Zevidah Vickery, MD  
Jodi Wallis, DO  
Charina Carissimi, CNM  
Kathleen Dermady, CNM  
Mary Hartman, CNM

#### Women's Wellness Place

Sara Quinn, MD



For more information about the full spectrum of maternity and obstetrical services at Crouse, visit [crouse.org/babies](http://crouse.org/babies).



**CROUSE**  
Kienzle Family Maternity Center

## Breast healthcare at Crouse. As individual as you are.

No two women are alike. And no two breast imaging results are alike, either. That's why our breast care team puts a continual focus on what matters most — you. A nationally designated Breast Center of Excellence, Crouse offers the latest in 3D imaging technology and the region's leading radiologists, surgeons and nurse navigators. Together, they provide breast healthcare that's compassionate, comprehensive and customized to your individual breast health needs.



[crouse.org/mammoappt](http://crouse.org/mammoappt)  
315-470-5880

*Crouse is proud to work collaboratively with Breast Care Partners.*



**Dr. Hadley J.**  
**FALK BREAST HEALTH CENTER**  
at **CROUSE HOSPITAL**



# A New Era in Emergency Care for Central New Yorkers is Now Open

**T**he new Pomeroy Emergency Services Department at Crouse Health brings emergency care in Central New York to a new level with the region's most up-to-date facility.

Phase 1 is the expansion and modernization of our current ER, originally constructed in 1974. Phase 2 of the project will be completed during 2018, when PromptCare, our stand-alone, walk-in emergent care center, moves from across the street into the hospital's main emergency department.

## Teamwork to Treat You Better, Faster

With more than 82,000 patient visits in 2016, our Pomeroy Emergency Services Department is among the busiest in the region. We're staffed with more than 150 experienced and passionate board-certified physicians, physician assistants, nurses, nurse practitioners, pharmacists, care managers, social workers and support staff to provide prompt, high-quality care 24/7.

## Patient-Centered Approach

When patients arrive at Crouse, we assess their condition and move them quickly to the most appropriate treatment area. With care and compassion, we also

**“Years in the planning, this major strategic initiative is a tangible expression of Crouse’s mission to provide the best in patient care for Central New Yorkers.”**

— Seth Kronenberg, MD  
Chief Medical Officer

help make our patients and family members more comfortable and less anxious.

## Advanced Facility, Advanced Care

The Pomeroy Emergency Services Department has more than tripled in size — from 7,800 square feet to nearly 21,000 square feet. “An improved, modern design allows us to move patients faster — and

more comfortably and safely — through triage,” says David Mason, MD, medical director of the Pomeroy Emergency Services Department. “Our new ER features the region's most advanced technology to match the award-winning care our emergency services team provides.”

## Community Generosity

The \$38 million Pomeroy Emergency Services Department has been made possible, in part, through the generosity of donors from across our community, including Bill and Sandra Pomeroy, who, through the William G. Pomeroy Foundation, provided the naming gift for the project.

“We also owe gratitude to the many Crouse employees who donated to make our new facility a reality,” says ER Charge Nurse Mary Flood, who served as a chairperson of the employee campaign.

For a campaign update, turn to page 14 or visit [crouse.org/CrouseCares](http://crouse.org/CrouseCares).



Visit our new ER at [crouse.org/TakeMeTo](http://crouse.org/TakeMeTo)

## Enhancements to Serve You Better

Features of the expanded, modernized Pomeroy Emergency Services Department will increase provider efficiencies, decrease wait times and provide better outcomes and satisfaction for patients.

- Increased number of private patient treatment rooms to 31.
- Increased overall square footage of each room to provide enhanced treatment and visitor space.
- Installed dedicated private treatment room for patients with stroke symptoms.
- Increased number of ambulance bays from three to five.
- Equipped all examination rooms with wall-mounted computers, ensuring our team has adequate space to treat patients.
- Added five centrally located, color-coded caregiver stations for quicker access by visitors and staff.
- Created two isolation rooms equipped to handle airborne contamination to better protect patients, staff and the community.
- Provided dedicated comfort care suite for families to consult with staff privately during difficult times.
- Integrated most advanced CT technology to allow for faster care, especially when patients require high-tech diagnostic services.
- Relocated Observation Unit, previously in another area of the hospital, directly adjacent to the critical care area of the Emergency Department, allowing our team to move patients quicker and more efficiently to treatment suites (Phase 2).

**Emergency? Call 911.**  
Then say **'Take Me to Crouse.'**



## Emergency Team Leadership

When you call 911 and say, 'Take me to Crouse,' an entire team of trained and experienced professionals is at the ready 24/7, 365 days a year — not to mention the skilled EMS team members who transport patients and communicate with the hospital about their conditions en route.

We thank each and every provider and support staff member who may be involved with care directly, as well as those from other areas of Crouse who work in tandem with our ER.

When it comes to planning and building a \$38 million project, it's all hands on deck — and too many to thank individually. In addition to our ED leadership, we would like to extend much gratitude to two Crouse leaders and their teams who have given much to the project: Chief Nursing Officer Betty O'Connor and Vice President of Facilities Management Jeff Tetrault.

Pomeroy Emergency Services Leadership represented on the cover are: Medical Director David Mason, MD (back); Senior Quality Officer Michael Jorolemon, DO (middle, left to right); Clinical Supervisor Erin Zinkievich; and Associate Medical Director Richard Steinmann, MD; Nurse Manager Charles Eaton, RN (front) and Clinical Supervisor Jennifer Killoran.

We also thank our ED providers and staff, along with our EMS partners, for the roles they play in delivering the best in emergency care.



**Crouse**

 **CROUSE**  
Pomeroy Emergency Services



## Preventive Care New Focus in ED

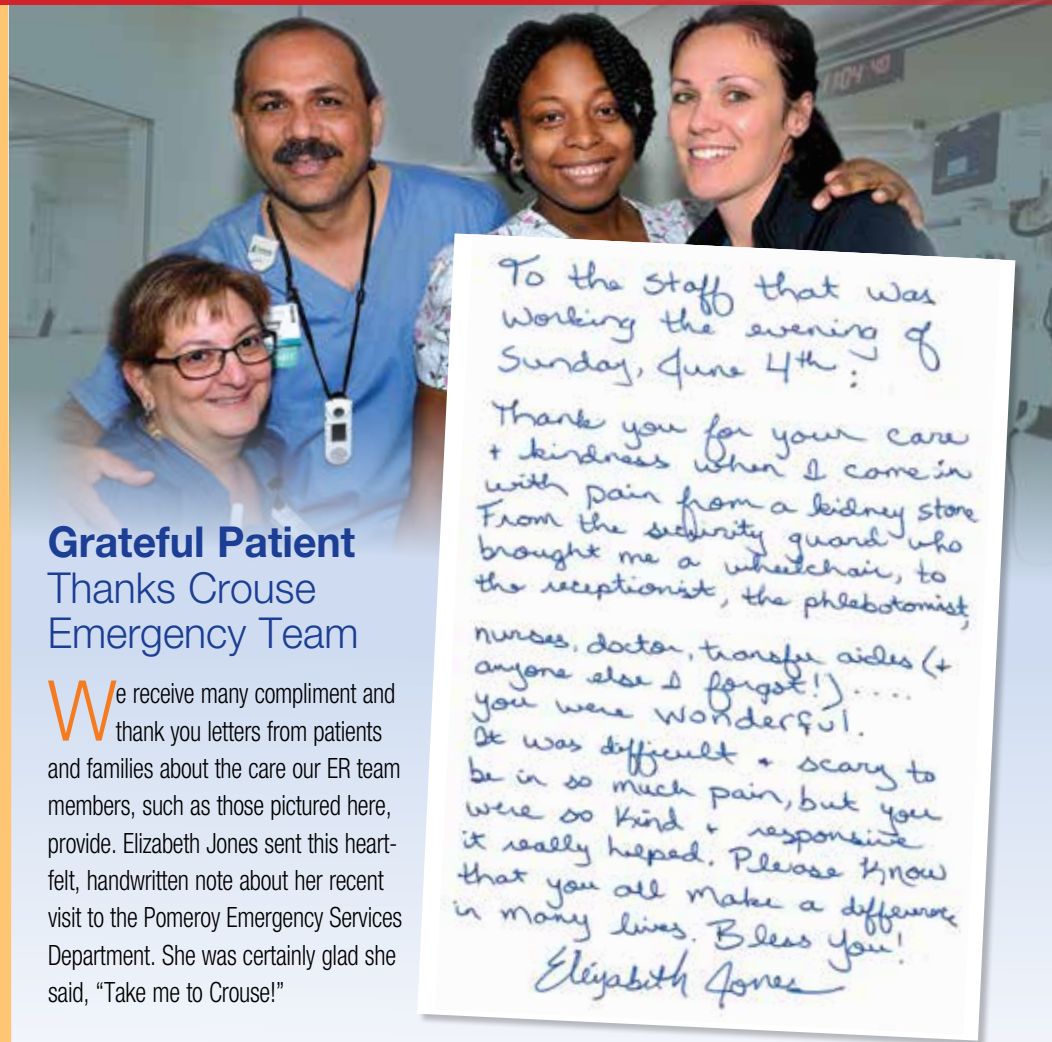
While many members of our community have come to rely on the Pomeroy Emergency Services Department, certain patients are receiving special attention for a specific reason: they could benefit from having a primary care physician.

Crouse Health Patient Engagement Representatives Desiree Odom (left) and Janelle Harris work primarily in PromptCare and the ER to identify patients who are frequent visitors of each facility. Many times individuals who are not insured or underinsured are unable to connect to primary care resources that are critical for a person's ongoing, overall healthcare.



"We try diligently to help patients navigate treatment and preventive care," says Desiree. "Our job," according to Janelle, "is to help prevent visits to PromptCare or our ER for what should be routine care provided by their own doctors."

While Desiree and Janelle have been members of the Crouse team for a number of years, they have been in their new roles since late last year. Their work supports the New York State Delivery System Reform Incentive Payment (DSRIP) program. DSRIP promotes community collaboration and focus on system reform, specifically a 25 percent reduction in avoidable hospital readmissions over five years.



## Grateful Patient Thanks Crouse Emergency Team

We receive many compliment and thank you letters from patients and families about the care our ER team members, such as those pictured here, provide. Elizabeth Jones sent this heartfelt, handwritten note about her recent visit to the Pomeroy Emergency Services Department. She was certainly glad she said, "Take me to Crouse!"

To the Staff that was working the evening of Sunday, June 4th:

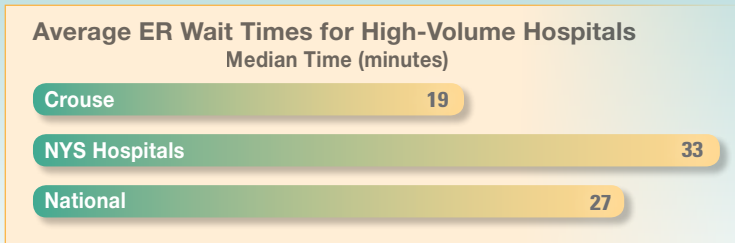
Thank you for your care + kindness when I come in with pain from a kidney stone. From the security guard who brought me a wheelchair, to the receptionist, the phlebotomist, nurses, doctor, transfer aides (+ anyone else I forgot!).... you were wonderful.

It was difficult + scary to be in so much pain, but you were so kind + responsive it really helped. Please know that you all make a difference in many lives. Bless you!

Elizabeth Jones

## Working Harder to Treat You Faster

When it comes to urgent care, moments matter. And Crouse has the **lowest reported wait time** of any Syracuse hospital — an average of **just 19 minutes\*** from when a patient enters the Crouse ER until seen by a provider. Our team's **quick response times**, plus a brand new facility, add up to the best in emergency care **at the hospital you trust** — Crouse Health.

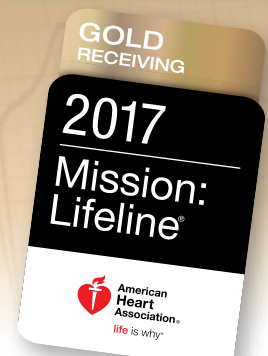


\* CMS Hospital Compare at Medicare.gov

## Cardiac Emergencies

During a heart attack, preventing serious heart tissue damage is critical. Working closely with our EMS partners, Crouse has among the **lowest 'door-to-balloon'** (door-to-treatment) cardiac times in the region — **39 minutes\*** (median time) versus the statewide average of 56 minutes (median time). And we're proud to be the **only area hospital** designated as a Mission: Lifeline Gold provider by the American Heart Association.

\*NYS Dept. of Health 2016



# National Award Recognizes Crouse Stroke Team



**W**hen stroke strikes, every moment matters. That's because stroke is the fifth leading cause of death and the leading cause of disability in the United States, according to the American Heart Association/American Stroke Association (AHA/ASA).



For the seventh consecutive year, Crouse Health has received the AHA's Get with the Guidelines — Gold Plus Achievement Award and, for the third year in a row, the Target: Stroke Honor Roll Elite Plus.

These awards recognize Crouse's commitment to providing the best in stroke treatment through evidence-based medicine.

To qualify for the Target: Stroke Honor Roll Elite Plus, our team has met quality measures developed to reduce the time between a patient's arrival in the Pomeroy Emergency Services Department and treatment with tPA, the only drug approved by the U.S. Food and Drug Administration to treat ischemic stroke.

If given within three hours of stroke symptoms, tPA significantly reduces the effects of stroke and decreases the chance of permanent disability. The AHA's baseline for Gold Plus is delivery of tPA in 60 minutes or less. Hospitals earn the Honor Roll Elite

Plus designation when tPA administration happens in 45 minutes or less.

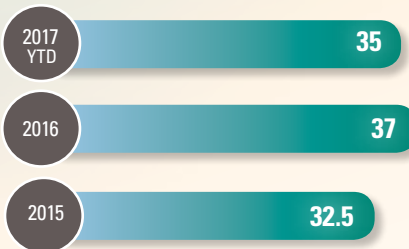
The highly responsive Crouse team has consistently achieved one of the fastest tPA treatment times in our region: Our median door-to-needle time is just 35 minutes.

In addition to tPA therapy, stroke patients who come to Crouse requiring more advanced care are treated in hybrid OR suites equipped with the region's latest stroke care technology by leading neurosurgeons, including David Padalino, MD, (above, left) and Eric Deshaies, MD.

To learn more about our Elite Plus stroke team, visit [crouse.org/stroke](http://crouse.org/stroke).

## Crouse Health Median Door to tPA Administration

Median Time (in minutes)



Research shows if tPA is given within three hours of symptoms, the effects of stroke decrease significantly. Crouse has earned the American Heart Association's Target: Stroke Honor Roll Elite Plus recognition for meeting — and exceeding — AHA guidelines for giving tPA within 45 minutes.

\*Hospital data as reported to American Heart Association



## Stroke Medical Director Appointed

**T**arakad Ramachandran, MD, has been appointed Stroke Director of the Crouse Neuroscience Institute. Working closely with Crouse's neurosciences team, Dr. Ramachandran is providing leadership to help further develop the hospital's nationally recognized stroke program.

Dr. Ramachandran served as chief of neurology at Crouse from 1984 to 2013.

He is a fellow of the American Academy of Neurology, which honored him with the A.B. Baker Teaching Award in 2007. Dr. Ramachandran holds a master's in business administration from Syracuse University, as well a master's in public health from Upstate.

He has received numerous awards, including Upstate's first Gold Award in Clinical Medicine (2008), and has been honored with the SUNY President's Award for Excellence in Teaching; the SUNY President's Employee Recognition Award; and the SUNY President's Award for Excellence in Faculty Service.



## Triumph Over Stroke

First Wednesday of the month  
6 - 7:30 p.m.

[crouse.org/strokesupport](http://crouse.org/strokesupport)



# New Device Benefits AFib Patients

**C**rouse Health is the first hospital in Central New York to use the Watchman device, a minimally invasive implant approved by the U.S. Food and Drug Administration as an alternative to long-term blood thinner therapy for patients with atrial fibrillation (AFib), a common heart rhythm disorder.

Studies have shown that the Watchman offers patients with AFib (not related to heart valve disease) as much protection from stroke as blood thinners, such as warfarin.

## Help for AFib Patients

Five million people in the United States suffer from AFib, which occurs when the upper and lower chambers of the heart stop beating in harmony. Instead, the upper chambers beat

irregularly and stop moving blood through and out of the heart.

## Watchman on Duty

When this irregular beating occurs, blood clots are likely to form in the heart's left atrial appendage (LAA). The LAA is the size of a thumb and looks like a small pouch near the top of the heart. Blood clots can break loose from the LAA and travel to the brain, lungs and other parts of the body, causing a stroke. The Watchman implant is designed to stop clots from leaving that area of the heart.

AFib is the cause of 20 percent of strokes, which can be devastating and costly to individuals and families, according to Cardiac Care Services Medical Director Joseph Battaglia, MD, FACC. "The Watchman implant



provides physicians with a breakthrough stroke risk reduction option for patients with non-valvular AFib, especially those who are poor candidates for long-term anticoagulation medication," he says.

This new alternative to stroke-risk reduction using medication therapy involves implanting the small, parachute-shaped device in the heart. The Watchman is placed by accessing the heart through a vein in the leg using a non-surgical approach. The device changes the internal shape of the heart, making it resistant to clot formation, according to Dr. Battaglia.

## Non-Invasive Procedure

The procedure takes one to two hours, is painless, and the majority of patients are discharged from the hospital the following day, with immediate return to full function. Scar tissue forms around the device over time, permanently closing off the left atrial appendage.

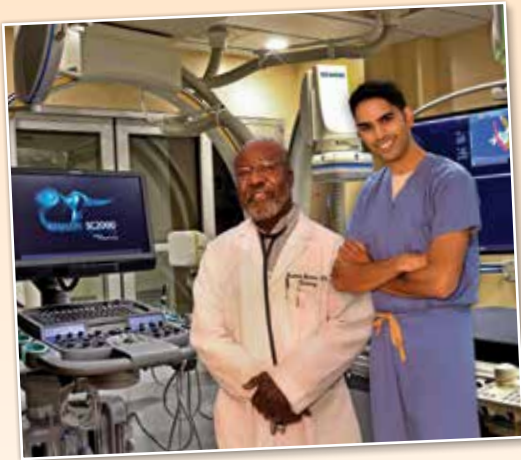
"This new therapy can lower the risk of stroke to benefit many AFib patients in Central New York who are not considered optimal candidates for blood thinners, and we are pleased to be the first in the area to offer this advanced treatment," adds Dr. Battaglia.

Call **315-470-7409** to make an appointment with Crouse Cardiology, or visit [crousemed.com](http://crousemed.com).



*Crouse cardiologists (left to right) Kwabena Boahene, MD, Joseph Battaglia, MD, and Matthew Gorman, MD, are the first in the area to implant the Watchman in AFib patients.*





## Advanced Electrophysiology Cardiac Care

Cardiac Services at Crouse Health were further enhanced recently with the expansion and renovation of our Electrophysiology (EP) Suite. Our physicians and staff are enjoying the updated facility, nearly 300 square feet larger than the previous space, and our cardiac patients are the beneficiaries of the most advanced EP diagnostic and treatment technology.

A number of cardiac procedures are performed in the EP Suite, including comprehensive electrophysiology studies; ablations for both ventricular (VT) and supraventricular tachycardias; and pacemaker and defibrillator implantations. These procedures are conducted by electrophysiologists Kwabena Boahene, MD, (left) and Nikhil Joshi, MD.

For an appointment with Dr. Boahene or Dr. Joshi, call **315-470-7409** or visit [crousemed.com](http://crousemed.com).

## Crouse Medical Practice Selected for National Heart Attack and Stroke Prevention Initiative

Heart disease is the leading cause of death and a major contributor to disability in the United States. One in three deaths is caused by a heart attack or stroke, resulting in more than \$300 billion in healthcare costs each year in our country.

In an effort to significantly reduce the risk of heart attack and stroke among millions of Medicare fee-for-service beneficiaries, the Centers for Medicare & Medicaid Services (CMS) launched the Million Hearts® Cardiovascular Disease (CVD) Risk Reduction Model.

### Crouse Selected for Study

Crouse Medical Practice (CMP), affiliated with Crouse Health, has been selected by CMS as one of 516 awardees in 47 states to participate in this innovative preventive project. The Million Hearts program involves providers assessing an individual patient's risk for heart attack or stroke and applying prevention interventions.

"Historically, our healthcare system has focused on acute care rather than preventive care," says Carl Butch, MD, medical director of CMP. "This initiative will enhance patient-centered care and give practitioners the resources to invest the time and staff to address and manage patients who are at high risk for heart attacks and strokes."



Carl Butch, MD

Currently, healthcare providers are paid to screen for blood pressure, cholesterol or other risk factors individually.

### New Preventive Approach

In testing this new approach, providers participating in the Million Hearts intervention group, including the Crouse practice, will use a data-driven, widely accepted predictive modeling approach.

This method generates personalized risk scores and develops specific plans in partnership with patients to reduce heart attack and stroke risk. "Because of our participation in Million Hearts, we will be able to work with patients individually to identify the best approach to reducing their risk of having a heart attack or stroke — for example, smoking cessation intervention, blood pressure management, or cholesterol-lowering drugs or aspirin," says Dr. Butch. Each patient will receive a personalized risk modification plan that will target their specific risk factors.

### Primary Care is Key

Overall, nearly 20,000 healthcare providers and more than 3.3 million Medicare fee-for-service beneficiaries will participate in the five-year model.

Formed in 2010, Crouse Medical Practice is a multispecialty physician practice with multiple locations and more than 150 providers, including primary care physicians, neurologists, neurosurgeons, neuroendovascular surgeons and cardiologists.

To learn more about Crouse Medical Practice, visit [crousemed.com](http://crousemed.com).

## Crouse Health Earns Gold Plus Award for Heart Failure Care

Crouse Health recently received the 2017 Get With The Guidelines — Heart Failure Gold Plus Quality Achievement Award for implementing specific quality improvement measures outlined by the American Heart Association/American College of Cardiology Foundation's secondary prevention guidelines for patients with heart failure.

Research shows that those who seek care from hospitals where quality improvement measures are followed have better outcomes. Crouse has earned the Gold Plus designation for heart failure several years in a row.

The Get With The Guidelines quality improvement program helps hospital teams follow the most up-to-date, research-based standards with the goal of speeding recovery and reducing hospital readmissions for heart failure patients.

The heart failure team at Crouse earned the award by meeting specific quality achievement measures for the diagnosis and treatment of heart failure patients at a set level for a designated period.

Before patients are discharged, they also receive education on managing their heart failure and their overall health. A follow-up visit is also scheduled, along with other care transition interventions.

Visit [crouse.org/cardiac](http://crouse.org/cardiac).





James Leyhane, MD  
Medical Director, Crouse Hospitalist Service

# Q & A

WITH JAMES LEYHANE, MD

**What is a hospitalist?**

A hospitalist is a provider who focuses on the general medical care of hospitalized patients.

**Why did you decide to become a hospitalist?**

I initially became a hospitalist as a “backup” plan. I was looking for employment out of my residency and was offered a hospitalist position. I decided to try it for a year and ended up really enjoying being a hospitalist and have stayed in the field my entire career.

**How do hospitalists improve the patient experience and outcomes?**

Hospitalists can help improve the patient experience by being available and able to see patients multiple times a day as needed. We are also available to consult with the families of patients as well.

In terms of outcomes, hospitalists have the ability to react in real time to situations in the hospital. Patients can be assessed quickly if there are changes in conditions. In addition, a hospitalist focuses on inpatient medicine, and from that experience, develops a skillset to deliver high quality care in the inpatient hospital setting.

**What are the benefits of having hospitalists in the hospital?**

Hospitalists can evaluate and treat inpatients quickly simply because they are in the same area. Because they work right in the hospital, they can respond rapidly to any urgent patient emergencies. Hospitalists also develop close working relationships with other members of the healthcare team that can lead to better care delivery.

**How do hospitalists work with a patient’s primary care provider?**

Hospitalists can work with a patient’s primary care provider in several ways. Most commonly, primary care providers are notified when their patient is admitted to the hospital and will receive communication at time of discharge. Traditionally, a hospitalist would call the primary care provider at discharge; however, the trend of using secure electronic communication has emerged recently.

**What do find to be the most rewarding part of your job?**

The most rewarding part of my job is taking care of really sick people and seeing them leave the hospital to return to their lives.

► [crouse.org/hospitalists](http://crouse.org/hospitalists)

**Crouse Hospitalist Service Leadership**

James Leyhane, MD, FACP, SFHM, was recently named Medical Director of the Crouse Hospitalist Service. Board certified in internal medicine, he earned his BS in Biology at Siena College and his medical degree from SUNY Health Science Center, where he also served as Chief Resident in Internal Medicine.

He has been a practicing hospitalist since 2001, serving most recently as Hospitalist Director at St. Joseph’s Health and previously in the same capacity at Auburn Memorial Hospital. In 2000, he received SUNY’s Outstanding Resident Teaching Award and was named Physician of the Year in 2007 by the Central New York Pharmacists Association. In 2013, he became a Fellow of the American College of Physicians.

Dr. Leyhane steps into the role that’s been held by Cristina Topor, MD, who has been with the Crouse Hospitalist Service since 2002 and who is relocating

with her family to the Washington, DC, area. “We thank Dr. Topor for her medical expertise and leadership that has allowed Crouse to expand our hospitalist coverage so extensively under her guidance,” says Chief Medical Officer Seth Kronenberg, MD.



Andrew Garrett, MD, (left) a practicing internist who has been a member of the Crouse Hospitalist Service since 2014, has been named Assistant Medical Director of the service. He earned

his BA in Biology from Cornell University and his medical degree from Rutgers New Jersey Medical School. He completed his internship and residency at Thomas Jefferson University Hospitals in Philadelphia, where he received the Internal Medicine Residency Professionalism Award in 2012.

**Welcome New Physicians**

- Anesthesiology**  
Leah Andonian, DO
- Emergency Medicine**  
Kevin Stimson, MD
- Family Medicine**  
Anthony Rotella, DO
- Medical Imaging**  
Michael Mix, MD
- Medicine**  
Jasmine Ahmadi, ND  
Debra Buchan, MD  
Geeta Chaparala, MD  
Daniel Mendez, MD  
Amar Munsiff, MD  
Kristopher Paolino, MD  
Archana Rao, MD  
Brian Raphael, MD  
Nibal Saad, MD  
Stephen Thomas, MD  
Hasan Zakariyya, MD
- Neurosurgery**  
Clifford Soultz, MD
- OB/GYN**  
Jennifer Makin, MD  
Kara Repich, MD
- Ophthalmology**  
Robert Fechtner, MD  
Katharine Liegel, MD
- Pediatrics**  
Jenica O’Malley, DO  
Andrea Shaw, MD
- Surgery**  
Richard King, MD  
Amie Lucia, DO





## Most Trusted Hands Combine with Most Advanced Tools

Getting you better, sooner. It's why more patients are choosing Crouse Health — and why our minimally invasive robotic surgery program continues to grow. In fact, Crouse operates the largest robotic surgery program in the area. We have the most surgeons performing a wide variety of robotic procedures. The result? The most experienced team using the latest innovative techniques to get you back to health faster.

To learn more about our program and our robotic surgeons, visit [crouse.org/robotics](http://crouse.org/robotics).

Meet Our Doctor



We are pleased to welcome OB/GYN Myron Luthringer, MD, to the Crouse family.

Myron Luthringer, MD, board certified in obstetrics and gynecology and among the first da Vinci-certified obstetricians/gynecologists in Central New York to perform robotic hysterectomies, myomectomies and prolapse procedures, has become an active member of the Crouse robotic GYN surgical team. Since 2008, he has performed, assisted with or mentored more than 1,000 da Vinci surgical procedures.

### MEMBERS OF THE CROUSE ROBOTIC SURGICAL TEAM

#### GENERAL SURGERY



Brian Anderson, MD



Kenneth Cooper, DO



Jeffrey DeSimone, MD



Benjamin Sadowitz, MD

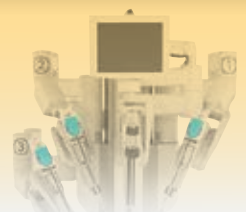
#### COLORECTAL



David Nesbitt, MD



John Nicholson, MD



#### GYN ONCOLOGY



Rinki Agarwal, MD



Douglas Bunn, MD



Mary Cunningham, MD

#### GYNECOLOGY



Stephen Brown, MD



Carla Liberatore, MD



Myron Luthringer, MD



Navpriya Oberoi, MD

#### UROLOGY



David Albala, MD



Po Lam, MD



Andres Madissoo, MD



Nedim Ruhotina, MD



Harvey Sauer, MD



Jeffrey Sekula, MD



Daniel Welchons, MD

## Return to doing what you love.

Crouse Health's Outpatient Physical Rehabilitation team provides the area's premier therapies. And with our expanded location in East Syracuse, we're more convenient than ever.

**Our services include:** post-stroke neurological care | orthopedic and sports rehab | occupational therapy | TMJ therapy | pelvic floor muscle rehab | neurospinal therapy | vestibular (dizziness) evaluations and treatments | speech and swallowing evaluations and treatments.

When you want to return to doing what you love, say **"Take me to Crouse."**

5000 Brittonfield Pkwy.  
Suite A123, East Syracuse  
315-766-1720

739 Irving Ave.  
Across from Crouse Hospital  
315-470-7531

Plenty of free parking at both locations!

► [crouse.org/physrehab](http://crouse.org/physrehab)



## Creating the Patient Experience at Crouse



Each and every day, the Crouse Health team, which comprises clinical and non-clinical staff, works to live the mission of the hospital: to provide the best in patient care.

The focus is not just on getting you better, but providing the best possible overall experience while you're being cared for at Crouse.

To lead us in our efforts to ensure that 'best' experiences are fulfilled is Director of Patient and Guest Relations and Volunteer Services Nancy Williams, RN, MSN, who recently became a member of an elite group of healthcare professionals — and one of just a few in New York State — by earning the credential of Certified Patient Experience Professional (CPXP), conferred by the Patient Experience Institute (PXI), a subsidiary of The Beryl Institute.

"An increasing number of healthcare organizations recognize the importance of making patient

experience a focal point of care," says Chief Nursing Officer Betty O'Connor. "Nancy's recent designation reinforces the critical focus we place on the patient and guest experience at Crouse. We're proud of her

achievement and value her mission-focused leadership on behalf of the hospital and our patients and families."

Nancy and her team members are dedicated to amplifying the patient and family voice; facilitating hospital navigation; and championing the human connection to healthcare at Crouse. They proactively guide colleagues through policies, procedures and behaviors — even hospital construction projects — using the lens of a patient or visitor to create a more welcoming, service-oriented environment.

She and her team also serve as advocates within Crouse Health for patients and families, seeking to remove obstacles to care and to incorporate patients' feedback in decision making at all levels. Furthermore, they seek to create a welcoming environment through the Crouse Patient Family Advisory Council and Healing Environment Committee.



### About Patient Experience Institute

The Patient Experience Institute (PXI) is an independent, non-profit organization committed to the improvement of patient experience through evidence-based research and professional development efforts, including certification and continuing education. PXI's focus is on providing a framework for supporting the development of the field of patient experience in conjunction with its sister organizations, The Beryl Institute and Patient Experience Journal.

For more information about PXI, visit [pxiinstitute.org](http://pxiinstitute.org).

## Download the Crouse Health App!

Our new app, available for iPhone and Android users, puts Crouse news and information at your fingertips. Download it today!



## ECMO: Great Technology/ Great Teamwork

Extracorporeal membrane oxygenation — ECMO — is a specialized temporary mechanical support system used to aid heart and lung function in patients with severe respiratory or cardiac failure.

Under the leadership of critical care physician David Landsberg, MD, who is also president of the Crouse medical staff, and Wendy Fascia, manager of respiratory therapy, our team, comprised of perfusionists, critical care nurses and respiratory therapists, has the clinical experience and expertise that is leading to adult ECMO survival rates that exceed national benchmarks.

Crouse has been providing ECMO for premature and critically ill infants for nearly two decades, and for adults since 2012. Our commitment to ECMO technology is a reflection of the Crouse mission to provide the best in patient care.

## Welcome to Our New Patient Floor

A generous bequest from the late Hadley J. Falk, MD, provided support for the construction of the first patient care unit at Crouse featuring all private rooms. The unit on the fourth floor of the Memorial building features a state-of-the-art nursing station and the latest in nurse-call technology. These renovations are helping us continue to provide the best in patient care..







## Nursing Students Serve Our Community

Our first semester students at the Pomeroy College of Nursing at Crouse Health aren't just learning — they're instructing as well.

This year, the freshman class headed out of the hospital and Marley Education Center, where their classes are held, and into the Central New York community to help educate others on a variety of health issues and conditions.

### Care for the Community

Our students, guided by our experienced faculty members, provided education about the local heroin abuse epidemic to students at West Genesee High School and about the danger of vaping and e-cigs at Nottingham High School.



The Pomeroy College of Nursing at Crouse Hospital is the first associate degree program in Central New York, and just the fourth

in New York State, to start a chapter of the national Alpha Delta Nu Nursing Honor Society. To be eligible for induction, a student must have a 3.0 cumulative GPA, grades of A or B in nursing courses, and complete a service project. Students are nominated for membership to the honor society during their third semester of study and, if deemed eligible, are inducted during their fourth semester.

Students in the after-school program at Most Holy Rosary on Syracuse's west side learned basic first aid skills.

They talked to clients of the Assumption Food Pantry on the city's north side about reducing risk for hypertension and diabetes, and helped teach the younger set at Peace, Inc.'s preschool about healthy eating habits.

The future nurses, in collaboration with the Syracuse Housing Authority, talked to residents about the benefits of yoga and the importance of colon cancer screening, and they promoted the advantages of regular exercise and activity at the Westcott Senior Center.

### Spirited Support

Many of our students were actively fundraising this spring to benefit the American Heart Association (AHA), and faculty and staff joined them to walk as a team during the annual Heart Walk this past spring. They also helped out at our Spirit of Women program's fourth annual Day of Dance, talking to participants about health and wellness.

Rock 'n roll legend Chubby Checker visited the college to film a fundraising promotion for his Twist Away Childhood Cancer Challenge, which our students participated in with Otto the Orange, from the neighboring Syracuse University campus.

**“Crouse’s responsibility to our community is to be known as an organization that treats and serves all people without bias or judgment.”**

— Kimberly Boynton  
President & CEO



## Diversity & Inclusion Initiative

Crouse Health's Diversity, Equity and Inclusion Recruitment/Retention Coordinator Twiggy Eure, along with employees who are members of our Diversity and Inclusion Committee, are spearheading the hospital system's D&I initiative. All employees have attended special sessions about the importance of diversity and inclusion in our workplace, and the committee has hosted several recent events to celebrate important diversity milestones.

Members of the committee able to meet for a photo were (left to right) front row: Rev. Kate Day; Desiree Odom; Janelle Harris; Veronica Clanton; second row: Laurie Leonard; Karen Sigona; Twiggy Eure; Kathleen Miller Murphy; back row: Terry Zahler; Jerome Walker; Ryan Barker; Tom Tarbox.

Other members of our D&I team are John Bergemann; Walter Eiland; Katherine Erickson; Tawyna Montgomery, Meghan Mosher; Rhonda Reader; Tonya Swift-Freeman; and Nykea Williams.

Visit [crouse.org/nursing](http://crouse.org/nursing) to learn more about the Pomeroy College of Nursing.

► [crouse.org/diversity](http://crouse.org/diversity)

## Students Help Create Healing Hospital Environment

A partnership with State Street School in Skaneateles has fostered in the students of Susan Barry an appreciation for artistic expression and the meaning of giving back to the community.

Barry was joined recently by (left to right) Kris Delaney, Crouse CEO Kimberly Boynton, Nancy Williams and Betty O'Connor, with children who created winter landscapes and presented their creations to the hospital. “Your work will inspire and uplift patients and visitors for many years to come,” said Boynton to the students and their parents. We thank Barry, Skaneateles School District and local businesses that supported the project for the sixth consecutive year.





# CrouseCares Report



*Naming sponsors of the new ED, Bill and Sandra Pomeroy, toured the facility during the building phase with members of the construction team.*

In 2016, Crouse Health Foundation announced the most ambitious campaign in Crouse Health's history — CrouseCares: Building the Foundation for our Future. This \$20 million fundraising effort will transform Crouse by providing funds to support the new Pomeroy Emergency Services Department and an updated and enlarged Baker Regional Neonatal Intensive Care

Unit, and by increasing the annual support provided through the Crouse Health Foundation. Leadership donors have set the pace in this historic campaign, committing \$12 million to CrouseCares as of June 2017. For more information or to donate, contact Jeffry Comanici at **315-470-7054** or email [jeffrycomanici@crouse.org](mailto:jeffrycomanici@crouse.org).

## CrouseCares Donors *We gratefully acknowledge the following donors who have made commitments of \$10,000 or more to CrouseCares and invite you to join this historic initiative by making your pledge today.*

### **\$100,000 +**

Anonymous  
 Kimberly and Charlie Boynton  
 Darlene and Eric Coons  
 Crouse Hospital Auxiliary, Inc.  
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### **\$10,000 - \$14,999**

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 Janice C. Whitcraft and Hart I. Seeley, III





# Keeping Promises, Keeping Crouse Strong

A Lifetime of Love Turns Into Legacy for Pomeroy Emergency Services Campaign



Left: Darlene and Eric Coons

Above: Esther and Francis (Frank) Parkerson

Once upon a time, in an upstate New York city, a baby girl was born and named Esther. As the years passed, a young boy named Francis moved into town and graduated from high school.

Fate intervened, as Esther and Francis began work at the same company, where they met and fell in love. Eventually married, their romantic start was followed by years of contentment, hard work and an unwavering commitment to each other, their families and their community.

Now both departed, their inspiration and spirit is living on in a way neither could have perhaps once imagined, but one for which they worked years to achieve.

## Life Together, Legacy Shared

The couple's lifetime together is now bound up in a legacy gift that is helping to make the new Pomeroy Emergency Services Department at Crouse Health a reality for Central New York, where they settled and called home for many years.

Esther Wadowiec was born in Syracuse in 1923, one of eight children. She attended vocational high school and went to work for General Electric. Francis

“Frank” Parkerson was born in Erie, PA, and moved to Syracuse, where he graduated from Nottingham High School. He was a member of the Army Air Corps during World War II, and returned to also work at General Electric and, later, Hutchings Psychiatric Center.

Esther and Frank, who did not have children, settled into a long and happy life together, until Frank died in April 2000. When Esther passed away in August 2016, she had left her niece, Darlene, and her

husband Eric Coons, more than half a million dollars.

## Thanks for Best Care

Soon after, Darlene reached out to the Crouse Health Foundation to keep her promise to her Aunt Esther, who had asked her niece to donate the funds to the new Pomeroy Emergency Services Department (ED) as a way of giving back for the excellent care she received at Crouse through the years.

While Esther could have willed the amount through her estate, she knew her niece well enough to know her wishes would be honored by Darlene and Eric.

Phase one of the new ED project has opened, while phase two will be completed in 2018. When the Pomeroy Emergency Services Department is finally finished, Esther and Frank Parkerson will be recognized in the new facility, allowing their legacy to live on in a significant and meaningful way.

## Promises Kept

The gift from Darlene and Eric Coons, in memory of Esther and Francis Parkerson, is an honorable example of the value of keeping promises — and one that will play a lasting role in keeping Crouse Health strong for our region.



LEAVE A LEGACY™

## Have You Included the Crouse Health Foundation in Your Will?

If you have, please let us know. We'd like the opportunity to say “thank you.”

For more information on how to make a charitable bequest, save on estate taxes, or set up a life income plan for a spouse, child or loved one, please contact Carrie Berse at the Crouse Health Foundation at **315-470-7004** or **carrieberse@crouse.org**.

All responses are kept confidential and information is provided without obligation.

# Tribute Evening Honors Judy & Eric Mower

Judy and Eric Mower will be honored at Crouse Health Foundation's 41st annual Tribute Evening on Friday, Oct. 6, at the Oncenter. The evening will begin at 6 p.m. with an extended reception, followed by a gourmet dinner, tribute presentation and entertainment by Atlas. The highlight of this "Civic Pride" evening will be the salute to the Mowers.

Eric Mower is Chairman and Chief Executive Officer of Eric Mower and Associates, headquartered in Syracuse with offices in eight other U.S. cities. With a lifetime of service to Central New York and beyond, as well as the advertising industry, he is currently a life trustee of Syracuse University, his alma mater; a member of the advisory council of the S.I. Newhouse School of Public Communications; and a director of the Metropolitan Development Foundation and Syracuse 20/20.



During her 25-year career as an organizational development consultant, Dr. Judy Mower has helped organizations develop leadership, improve quality or plan for the future. She has served as an adjunct instructor at Syracuse University in both the Maxwell School and the School of Management. She has been a vital community leader for a number of organizations, serving currently as a trustee of S.U., her alma mater, and

as chair of the board's Student Affairs Committee. She also chairs the advisory board for Syracuse University Libraries and is an advisory board member for WISE, a program for women entrepreneurs sponsored by SU's Whitman School of Management. Judy Mower is also a board member for FOCUS Greater Syracuse, Syracuse 20/20 and the Near West Side Initiative.

Proceeds from this year's event will be used to support the work of Crouse Health Foundation, including purchasing special equipment, underwriting new initiatives and funding educational programs and scholarships.

General tickets and patron opportunities are available by contacting the Foundation. Tables of 10 and individual attendees are welcome. Souvenir program ads are available at various levels. For more information, contact Phyllis Devlin **315-470-7008** or [phyllisdevlin@crouse.org](mailto:phyllisdevlin@crouse.org).

**CROUSE**  
Baker Regional NICU

## 2017 NICU Graduates Reunion

For babies born in years 2005 - 2015

**Sunday | Aug. 13**  
**5:30-8:30 p.m.**

Rosamond Gifford Zoo at Burnet Park

**RSVP** by Aug. 4 at [crouse.org/nicugrad](http://crouse.org/nicugrad)  
or call **315-470-NICU**.

This event for our NICU graduates and their families has been made possible by caring donors to the Crouse Health Foundation.





# POLO FOR preemies

presented by CNY FERTILITY

## SUNDAY JULY 30 ..... 2017 .....

[crouse.org/polo](http://crouse.org/polo)

The second annual Crouse Health Polo for Preemies, presented by CNY Fertility Center on July 30, provides a unique summer afternoon experience to socialize with friends and business associates while enjoying a polo match in picturesque Skaneateles.

While Crouse Health Foundation is pleased to have added polo to its roster of special events, the real winners are the preemies and other babies who need the services of the Baker Regional NICU at Crouse Health. This year's event again supports the care of the region's tiniest and most critically ill newborns and their families.

Thank you to Dr. Robert Kiltz for his sponsorship of this year's event, and to our other sponsors and patrons. We especially thank the Skaneateles Polo Club for their support as well!



### 2017 Joan Fernbach Kingson Award Winner

Congratulations to Melba Burwell, nursing assistant on 4 South Irving, who was the recipient of the 2017 Joan Fernbach Kingson Award. Melba (center) was nominated by her co-worker, Maggie Race, RN (right), who noted Melba's hard work and willingness to lend a hand, but above all, her compassion and kind heart. Dr. Eric Kingson presented the award on the unit during the hospital's annual Employee Recognition Week.

A nurse and educator, the late Joan Fernbach Kingson was a patient at Crouse in 2001, and her family and friends established this award in her memory to recognize a hospital service or technical worker whose special interactions with patients and families give vivid expression to the values of care which Mrs. Kingson was committed to in her work with children and families.



### Komen Awards Grant to Crouse

Breast cancer does not discriminate, affecting women regardless of race, ethnicity or socio-economic status. This year, more than 255,000 new cases will be diagnosed in the U.S., according to the American Cancer Society, underscoring the importance of access to breast health education and care.

The Susan G. Komen Twin Tiers Region has awarded a \$19,752 grant to Crouse Health Foundation to encourage women in Syracuse and Onondaga County to seek breast cancer education and screening.

"This project will also support our Spirit of Women program to continue Crouse Health's mission and its focus on improving women's health," said Kathleen Miller Murphy, manager of community engagement. "We will now be able to build more relationships with women in our community and connect them with the breast care resources they need."

For more information about mammography screening at the Falk Breast Health Center, or to make an appointment, call **315-470-5880**, or visit [crouse.org/mammoapt](http://crouse.org/mammoapt).

### Crouse Classic 2017

Another sporting event presented by Crouse Health Foundation is supporting the work of the Baker Regional NICU: the 16th annual Crouse Classic Golf Tournament on July 17 at Bellevue Country Club in Syracuse. Last year more than 900 infants were cared for in our NICU, a New York State designated regional perinatal center caring for babies with the highest risk and most complicated conditions in the 14-county region it serves.



Visit [crouse.org/golf2017](http://crouse.org/golf2017) for more information.

Crouse Health Foundation's Milestones & Memories special occasions giving program provides an avenue for donors to mark an important milestone in their life or honor the memory of someone dear.

Gifts may be given to celebrate the birth of a child, to express thanks for a successful surgery, or to observe a special birthday or anniversary.

We're pleased to recognize these special gifts and are sincerely grateful these donors have chosen to commemorate a milestone or memory in this meaningful way.

To learn more about the Milestones & Memories program or other giving opportunities, email [crousefoundation@crouse.org](mailto:crousefoundation@crouse.org) or call 315-470-7702.

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Rhonda Reader
- Brayden Gabriel Arnold*  
Rhonda Reader
- Leeanna Baker*  
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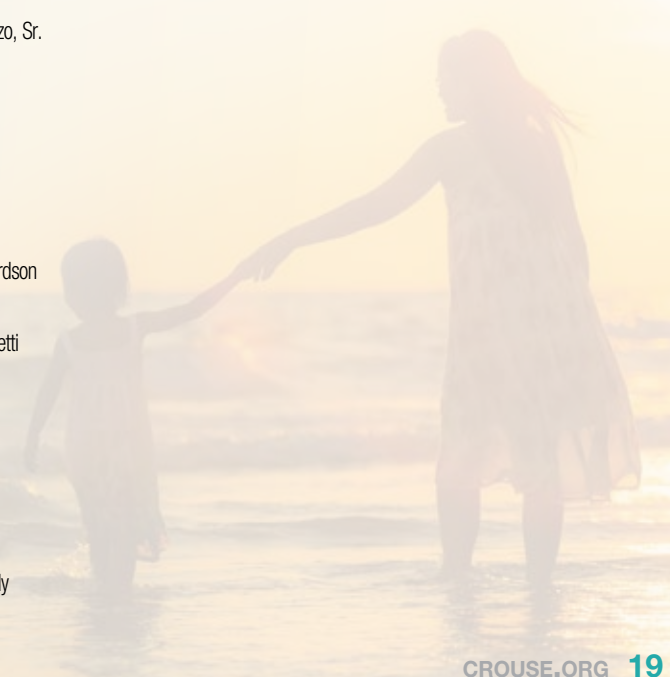
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## Welcome to Our New & Improved Gift Shop!

Newly renovated and relocated adjacent to the Clocktower Cafe, the Crouse Gift Shop is open for shopping! Proceeds from sales benefit the Crouse Hospital Auxiliary, which manages the shop, open Monday through Friday from 7:30 a.m. to 8 p.m. and from 10 a.m. to 5 p.m. on Saturday and Sunday.

Special thanks to Auxiliary board members Pam Reilly (left) and Michele Johnson (right), as well as to clerk Barb Holdridge, for their continued dedication to creating a first-class retail operation.

Call the shop at **315-470-7001** or visit [crouse.org/shop](http://crouse.org/shop).



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