



YourCare

A CROUSE HEALTH COMMUNITY PUBLICATION



Battling Brain Tumors
with Expertise
and Compassion



Lung Cancer Screening Center

The American College of Radiology (ACR), recognized as the gold standard in medical imaging, has designated Crouse Hospital as a lung cancer screening center.

"This designation affirms our commitment to providing the most advanced diagnostic and therapeutic services available in the region," says Brad Hellwig, director of medical imaging.

In 2015, Crouse launched its Lung Cancer Screening Program to provide low-dose lung CT screening for current and former smokers at high risk for developing the disease. Finding lung cancer early, when it is most treatable, is the goal of this screening.

Accreditation by the ACR assures that the highest level of image quality and safety is being provided. The process also documents that the facility meets requirements for equipment, medical personnel and quality care.

For information about our lung cancer screening program, visit crouse.org/lungscreen.

Crouse, SU Collaborate to Enhance Care

What do a hospital and management school have in common? The answer, in the case of a recent collaboration, was the challenge to improve patient care.

About 800,000 Chronic Obstructive Pulmonary Disease (COPD) patients are admitted annually to U.S. hospitals, where they receive medications three to four times daily. Due to many factors, treatments are often given late, contributing to longer stays and higher readmission rates.

"Many times our respiratory care specialists have to administer nebulizer treatments to about 35 patients at roughly the same time," explains Russ Acevedo, MD, medical director of critical care and respiratory services for Crouse.

So you can imagine the time and staff it takes to care for our COPD patients."

Crouse providers, led by Dr. Acevedo, collaborated with Fred Easton, professor of supply chain management and director of the Robert H. Brethen Operations Management Center at Syracuse University's Whitman School, and

Gary La Point, professor of supply chain management practice, to find a solution.

"The new staffing model has reduced the incidence of late medications by 90 percent."

— Russ Acevedo, MD

The team decided to pilot a new staffing technique that, in just 10 months, has reduced the incidence of late medications at Crouse by

90 percent. What's more, the number of refused treatments has decreased, since patients were not in the middle of meals or sleep.

"This model shows promise for reducing length of stay as well, since patients will receive their treatments at the right times, helping them get better faster," says Dr. Acevedo.

He believes the new practice will lead to greater employee satisfaction and lower turnover among respiratory therapists. John Ringleham, RRT, shown above with a patient, says our respiratory therapists are pleased with the new system.



The Crouse Institute for Robotic Surgery

Minimally invasive. Maximum care.

The region's largest robotic surgery program. In Syracuse — at Crouse.

For information visit crouse.org/robotics.



Cycle of Health

Tune into WCNY TV24's Cycle of Health program on June 23. The segment will feature local healthcare executives talking about trends, changes and opportunities in an evolving environment. Host Susan Kennedy will be joined by Crouse CEO Kimberly Boynton (far right); Syracuse Community Health Center President Leola Rogers; and Upstate University Hospital President John McCabe.

Learn more at wcny.org/television/cycleofhealth.

Tattoo says 'Take Me to Crouse!'

Imagine loving a hospital so much that you'd sport a tattoo expressing that sentiment.

Meet Brian Andrianos of Fenner, NY. With several chronic conditions, he's needed an occasional ambulance transport to the hospital for care. But Brian's very particular about which hospital he prefers to be taken.

Loves Crouse

In case he were unable to provide direction himself, Brian lets a hard-to-miss tattoo on his right chest say it for him. Along with a meticulously crafted rendering of our iconic clock tower, the phrase, "Take Me to Crouse," is emblazoned on his skin.

A big fan of tattoos, Brian wears an assortment of designs proudly. He credits his Crouse-affiliated physician, Mark Erlebacher, MD, for inspiring him to sport his hospital allegiance.

"I was in for a visit with Dr. Erlebacher and he joked that I should get a tattoo with the words, 'Take Me to Crouse,' says Brian. When I saw him for a follow-up some time later, he couldn't believe I did it!"



Award-winning Weight Loss Surgery Program

At Crouse, we're proud of the caring, compassionate weight loss surgery team that's helping hundreds of Central New Yorkers lead more productive, healthier and fulfilling lives.

From trusted, experienced surgeons to nutritional experts to a support group that shares everything from flavorful recipes to a healthy dose of inspiration, we're here for our bariatric patients every step of the way.

Nationally Recognized Surgical Excellence

- Crouse's bariatric surgery program has earned the Blue Distinction Center+ and Blue Distinction Center designations from Excellus BlueCross BlueShield.

- We are also a designated United HealthCare Center of Excellence for Bariatric Surgery and an Aetna Institute of Quality for Bariatric Surgery provider.

- What's more, Crouse is a Comprehensive Bariatric Surgery Center, as designated by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program.



Learn more about our program, register for our next free informational seminar or take our online quiz at crouse.org/weightloss.

Blue Distinction Center+ Recognition

Excellus BlueCross BlueShield has recently named Crouse Hospital a Blue Distinction Center+ in both Maternity Care and Knee and Hip Replacement.

The national Blue Distinction Center program helps patients identify hospitals that have demonstrated a commitment to providing high-quality care and better outcomes for specialized care. Blue Distinction Centers+ also have met cost measures that address consumers' need for affordable healthcare.

Maternity Care

Excellus BlueCross BlueShield designated Crouse as one of the first hospitals in the nation to receive its Blue Distinction Center+ for Maternity Care designation.

The region's premier provider of obstetrical and neonatal intensive care services, Crouse is the only hospital in Syracuse to receive the 'plus' designation. The hospital is also Upstate New York's leader in deliveries — close to 4,000 babies a year.

Visit crouse.org/babies to learn more.

Knee and Hip Replacement

"Research shows that patients who receive specialty treatment at Blue Distinction Centers have better results, including fewer medical complications, fewer readmissions and better outcomes," states Crouse Chief of Orthopedics Tim Izant, MD.

The hospital's comprehensive orthopedic program is "privileged to have some of the region's most qualified and experienced surgeons, nurses, anesthesiologists, technologists and physical rehabilitation therapists," notes Dr. Izant.

Crouse also offers Hip Today, Home Tomorrow, an innovative program developed by Dr. Izant that provides an alternative to traditional inpatient joint replacement surgery with just one overnight stay.

To learn more, visit crouse.org/orthopedics.

Excellus  



Lifesaving Treatment

Brian's quick to add he didn't get the Crouse tattoo as a joke or for shock value. "I credit Dr. Erlebacher with saving my life a few times over. I really admire and trust him, so the tattoo is as much about him as it is the hospital," he says.

The staff in the Pomeroy Emergency Services Department have come to know Brian well, and enjoy caring for him. "He's got a good sense of humor and we appreciate his Crouse loyalty," says Mary Flood, RN, a charge nurse in the ED.

Battling Brain Tumors with Expertise and

Tom Collins, known to many as “TC,” has some seemingly simple advice to share: Do it *now*.

He’d said those words in the past, but didn’t always heed them.

That was before his fateful afternoon at Ralph Wilson Stadium. Before he was diagnosed as having a glioblastoma. And before he met Gregory Canute, MD, the Crouse neurosurgeon he credits with saving his life.

Tom’s story began a year-and-a-half ago with a drive from Syracuse to Buffalo

to enjoy an afternoon of pro football with his son.

Waiting for the game to begin, Tom snapped a quick photo of Mason (left) in the stands,

captured on his phone and time-stamped Dec. 14, 2014, 11:50 a.m. A moment later, Mason heard the phone drop, and turned around to see his dad beginning to have a seizure.

Tom was taken to a Buffalo hospital, and released that night after a CAT scan came back clear. Once home in Syracuse, Tom had an MRI (magnetic resonance imaging test). Cathe Collins, a medical imaging technician, viewed her husband’s brain images and knew the news wasn’t good.

The test revealed a glioblastoma (GBM), a type of tumor found in the brain or spinal cord that arises from star-shaped cells comprising the supportive tissue of the brain.

Best Care

Cathe turned to Tom and advised, “You’re going to Dr. Canute. He’s the best.” Tom, associate creative director at Eric Mower and Associates in Syracuse, didn’t argue.

Immediately upon meeting the neurosurgeon, Tom felt a strong bond and liked his style. “He was warm and personable, but what I liked most is that Dr. Canute didn’t sugar coat the diagnosis or treatment plan,” said Tom. “He also didn’t gloss over the prognosis.”

“I became a physician to treat patients by giving them the best quality of life possible.”

— Gregory Canute, MD

GBMs are usually highly malignant (cancerous), giving patients a life expectancy, according to the American Brain Tumor Association, that can range from several years to just 14 months, depending

on the aggressiveness of the tumor and treatment.

Tom got lucky in that his tumor was located in an easy-to-reach area.

Tom Collins and wife, Cathe, on the Tuscany trip they had been putting off — until now.



Compassion

On Dec. 22, 2014, operating in Crouse's Witting Surgical Center, Dr. Canute removed the GBM. Over the following months, Tom endured radiation on five consecutive days for six weeks.

He also had a double course of chemotherapy, with five days on and 23 days off. Tom said he's pleased with the treatment plan outlined by his physicians at Hematology Oncology Associates of Central New York.

"Surprisingly, I handled the chemo pretty well, just being very exhausted the days on it," he said.

Dr. Canute's philosophy for treating patients with brain tumors is what he calls "holistic." When recommending a plan of action, he takes into consideration many factors. "I didn't become a surgeon just to remove tumors," he explains. "I became a physician to treat patients by giving them the best quality of life possible."

Can-do Spirit

Tom's scans since his surgery have been clear. He credits his exercise regime, eating plan and a positive attitude for his success to date, along with Cathe, who Tom says, "has been my rock through all of this." He's quick to add, "Yet there's no doubt about it: I owe my life to Dr. Canute."

This past spring, Tom and Cathe took the trip they'd put off for years, a 14-day tour of Italy. They dined in Tuscany and walked the beaches of the Amalfi Coast. He even took his first ride in a hot-air balloon.

"It sounds cliché, but you never know what tomorrow may bring," Tom observes. "That's why you need to enjoy life the best you can — now."



Gregory Canute, MD, enjoys working with the team at Hematology Oncology Associates of CNY, including board-certified radiation oncologist Stefania Morbidini, MD.

Streamlined Care for Brain Tumor Patients

Being diagnosed with a brain tumor can be a complicated, overwhelming, scary experience. Dealing with therapies, side effects and the anxiety that come with any illness adds to the complication.

That's why Crouse Neuroscience Institute and Hematology-Oncology Associates of Central New York (HOA) have partnered to offer a Brain Tumor Clinic.

"We established the clinic to streamline the treatment process and make it easier for patients," says Crouse neurosurgeon Gregory Canute, MD. "They're going through enough already, dealing with their diagnosis and treatment, as well as emotions and changes affecting their day-to-day lives. Our goal is to simplify and demystify the experience."

"Dr. Canute and our team treat our patients like people, not as cases."

— Maryann Roefaro

"Dr. Canute and our team treat our patients like people, not as cases," says HOA Chief Executive Officer Maryann Roefaro, MS, FACMPE. "We focus on the physical needs of brain tumor patients, as well as on their psychological, emotional and spiritual needs."

Patient-Centric Cancer Care

The mission of HOA aligns seamlessly with that of Crouse Health, as both organizations put the best in patient care at the center of their treatment philosophy. Last year, HOA received full accreditation from the Commission on Cancer as an Oncology Medical Home, the first and only cancer

practice in New York State to achieve this status.

This medical home model promotes standards and quality processes that HOA has put

in place since its inception, according to Roefaro. "Patients who've put their trust in us know and feel our commitment to patient-centric cancer care."

The Brain Tumor Clinic is an extension of another partnership between Crouse and Hematology Oncology Associates: Dr. Canute's practice at HOA, which uses the CyberKnife®, the only FDA-approved Robotic Stereotactic Radiosurgery System and the only one in use in Central New York.

To learn more, visit hoacny.com or crouse.org/drcanute.

2016 Heart of the Community Award

Spirit Health Group recently presented Crouse with its 2016 HeartCaring 'Heart of the Community Award' for its unique, meaningful and fun heart-health events. Through community partnerships with the YMCA, Syracuse University and Wegmans, among others, Crouse has utilized the HeartCaring philosophy to help build healthier communities.

HeartCaring was created in 2005 by the Spirit Health Group in response to a growing body of research that demonstrates an under-diagnosis of heart disease in women, as well as a lack of understanding about gender differences in symptoms of heart and vascular diseases.


HEARTCARING®



Day of Dance Inspires Movement

Women, children and men of all ages enjoyed Spirit of Women's third annual Day of Dance for Your Health this spring at DestinyUSA. 93Q's Amy Robbins served as emcee for the event, attended by more than 300 people, which included heart pumping dance demonstrations, heart health screenings, a Teddy Bear PromptCare clinic and cooking demonstrations from Wegmans.

Visit crouse.org/spirit to learn more.

Stroke: When Every Moment Matters

When it comes to stroke care, every moment matters. That's because a stroke can cause much damage, such as long-term disability.

A stroke occurs when there is an interruption of blood flow to the brain due to a clot or bleeding. Without a fresh supply of blood, the brain is robbed of oxygen, causing brain cells to die quickly. Once brain cells die, they're lost forever.

Do you know?

- About 795,000 Americans each year suffer from a new or recurring stroke.
- On average, strokes happen every 40 seconds, and every four minutes someone dies of stroke.
- Stroke is the fifth cause of death and a leading cause of adult disability in the United States.

Help increase awareness by educating yourself and you could potentially save a life — perhaps even your own.

What you need to know:

1. Risk factors include high blood pressure, uncontrolled diabetes, high cholesterol, smoking, excessive alcohol intake and obesity.

2. When it comes to stroke, moments matter. Stroke causes damage to brain cells, so quick treatment can help dramatically reduce the severity of impairment.

3. Some people experience warning signs. A transient ischemic attack (TIA) occurs when blood flow to part of the brain is temporarily blocked or reduced. This "mini stroke" includes all the symptoms of a stroke, but does not last as long or cause permanent damage to brain cells. Seeking medical care to prevent a full stroke and long-term disability is critical.

4. African-Americans are twice as likely to experience stroke and more women experience stroke than men.

What to do:

If you suspect someone is having a stroke, **call 911** immediately and get to the nearest stroke center. Crouse — a New York State Department of Health-designated stroke center since 2007 — is the area's only 'Elite Plus' stroke hospital, as recognized by the American Heart Association/American Stroke Association.

Visit crouse.org/stroke to learn more about stroke risk factors and symptoms.

Is it a stroke? Check these signs FAST:

Face: Does the face look uneven? Ask the person to smile.

Arm: Does one arm drift down? Ask the person to raise both arms.

Speech: Does the person's speech sound strange? Ask the person to repeat a phrase.

Time: Every second, brain cells die. **CALL 911 at any sign of a stroke.**



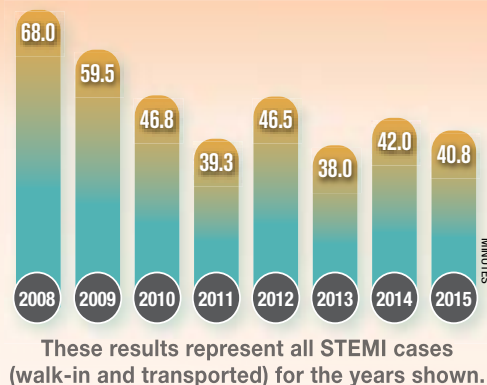
Crouse Hospital is a proud sponsor of the Triumph Over Stroke CNY Support Group. The survivor-led group was established in early 2016 to offer support, educational resources, hope and understanding to fellow stroke survivors, family members, loved ones and caregivers. This group meets on the first Wednesday of each month from 6:30-8 p.m. at Crouse Hospital's Marley Education Center. Free parking is available in the Marley garage (beneath the building). For more information, call **315/470-7479**.

Faster Care, Better Outcomes

Emergencies, such as heart attack and stroke, require care delivered as quickly as possible. When time is of the essence, our Crouse teams deliver treatment consistently faster than any other hospital in the region.

Crouse Door-to-Balloon Cardiac Times Outperform New York State Average

Congratulations to staff from the Pomeroy Emergency Services Department and Miron Cardiac Care Services for continuing to outperform other hospitals in the state when it comes to door-to-balloon (DTB) times from ambulance hand off in the ED to cardiac intervention. According to the NYS Department of Health's most recent data (January to November 2015), Crouse's average DTB time for STEMI patients transported by ambulance was 41.5 minutes, while the statewide average was 56 minutes. Twenty-five percent of those Crouse patients received intervention in just 34 minutes, while the statewide average (at the 25th percentile) was 41 minutes.



Crouse Door-to-tPA Time — When Moments Matter

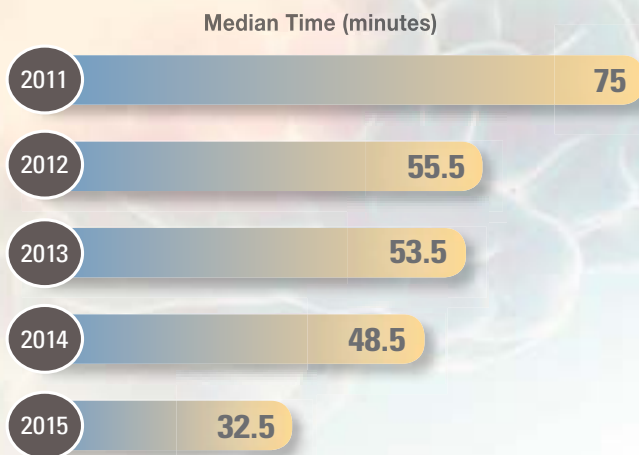
Ischemic stroke occurs when a blockage in the blood vessels in the brain causes damage to brain tissue. Tissue plasminogen activator (tPA) is the only FDA-approved medication used to dissolve blood clots causing the blockage and to restore normal blood flow.

Reducing time to treatment is critical in the management of acute stroke patients arriving in an ED. Research shows that patients who receive faster treatment are more likely to achieve positive functional outcomes. The national goal for administering IV-tPA is 60 minutes. Check out Crouse's door-to-tPA times, which happen to be consistently the best in Central New York.

This outstanding, sustained progress underscores the hospital's commitment to providing the best in care to patients in our region.

Crouse Door-to-tPA Time — When Moments Matter

Research shows that patients who receive faster treatment are more likely to achieve positive functional outcomes.



During 2015:

**93.1% of Crouse stroke patients received tPA in under 60 minutes;
77.6% received tPA in under 45 minutes.**



Acute Care Surgical Service 24/7

Crouse Hospital, in partnership with CNY Surgical Physicians, PC, is the region's only provider of round-the-clock, hospital-based acute care surgical services. We welcome transfer patients from across Upstate New York, with board-certified general surgeons Akbar Ahmed, MD, (right) and Stephen Barker, MD, providing a continuum of high-quality surgical care from 7 p.m. to 7 a.m.

Crouse Recognized with Gold-Plus Award for Heart Failure Care

Crouse Hospital has received the 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 prevention guidelines for heart failure patients.



Get With The Guidelines is a quality improvement program that helps hospitals provide the most up-to-date, research-based guidelines, with the goal of speeding recovery and reducing hospital readmissions for heart failure patients. 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.

Crouse Tackling Heroin, Prescription Drug Epidemic

By Monika Taylor

We are in the midst of a public health crisis. In our community, drug overdoses have increased drastically, as have opioid and heroin-related deaths.

Consider this: In 2010, Onondaga County reported 24 opioid-related deaths, with one being heroin-related. By 2015, this number increased to 66, with 36 of those cases directly attributed to heroin.

The reasons: the availability of cheap heroin and increased use of prescription opioid pain medications. In 2012, 259 million prescriptions for pain killers were written in the U.S. alone.

Treating Opioid Use Disorders

As the region's only hospital-based substance abuse treatment provider, Crouse offers a range of treatment options for individuals with addictions, not just to opioids, but also to other substances such as alcohol, marijuana and cocaine.

We have been successfully treating opioid addiction since 1975. Four years ago, demand for these services increased significantly, resulting in a waitlist for treatment that still exists today.

Crouse is committed to being an active part of the solution. We advocate for additional treatment centers, particularly in some of our surrounding counties, and we have had ongoing dialogue with county, state and

federal officials to support our efforts to expand treatment in our community.

We've played a leading role on the Onondaga County Drug Task Force since its inception and support many other community and statewide initiatives focused on prevention.

"Substance abuse affects people of all ages and socio-economic status."

If you're taking opioid pain medication, talk to your healthcare provider about alternatives before unintended

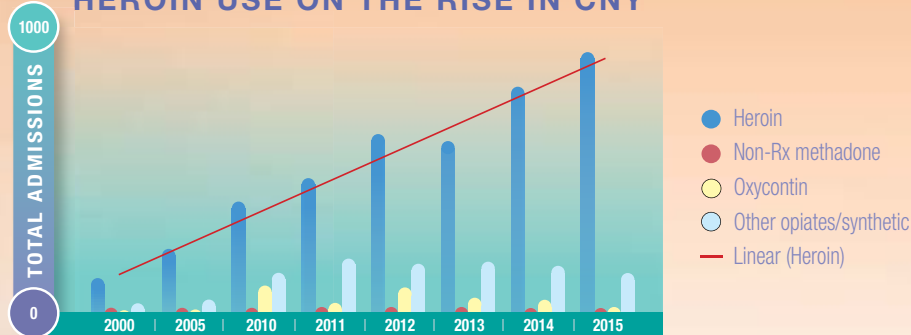
*Director of Behavioral Health
Monika Taylor,
LCSW, CASAC*



abuse begins to occur. Don't take these types of medications longer than necessary and dispose of any unused prescriptions at one of the community drug disposal sites at police departments in Baldwinsville, Camillus, Cicero, Dewitt or Manlius.

If you or someone you know needs treatment, call **315/470-8304**.

HEROIN USE ON THE RISE IN CNY



NAS Babies: An Unintended Consequence



*Crouse Neonatologist
Michelle Bode, MD,
is the area's leading
expert on NAS babies*

As much as Crouse has been on the frontlines in addressing Central New York's growing drug abuse issues, one in particular is most heartbreaking: infants who are born already addicted.

Neonatal Abstinence Syndrome (NAS) is a group of symptoms that can occur when a baby is exposed to any prescription or illicit addictive substance in the mother's uterus.

Alarming, this condition is now an epidemic in our nation, with Onondaga County having one of the highest rates in the state.

Treating NAS

In 2015, Crouse cared for 70 NAS infants, the majority of whom were treated in the hospital's Baker Regional Neonatal Intensive Care Unit (NICU), the state-designated regional referral center.

"When an infant is born at Crouse and is at risk for NAS, the baby remains in the hospital until the risk of withdrawal symptoms declines," says neonatologist Michelle Bode, MD.

After discharge the infant receives continual monitoring until the symptoms have ceased.

Pledging Support

Federally, there has been an increase of \$47 million to the Substance Abuse and Mental Health Services Administration (SAMHSA). In New York, Sen. Chuck Schumer has pledged to help direct some of these funds to the treatment, prevention and public awareness of NAS.

Members of the county health department, medical community, law enforcement and community advocates have made NAS a priority, working through the Onondaga County Drug Task Force.

Treatment is available for pregnant women with an addiction. Prenatal consults with high-risk obstetrics and neonatology experts are encouraged.

"Babies born addicted is just one of the tragedies caused by the rampant drug abuse in our community," adds Dr. Bode. "More prevention education and access to treatment are essential in helping to address this issue."

Hospitalists Provide 24/7 Coverage

The Society for Hospital Medicine describes hospitalists as “physicians whose primary professional focus is the general medical care of hospitalized patients. Their activities include patient care, teaching, research and leadership related to hospital medicine.”

Crouse’s Hospitalists service was begun in the mid 2000s as a way for us to fulfill our mission of providing the best in patient care. Since then, the service has expanded tremendously, with our hospitalist team working in-house 24/7.

Because our board-certified physicians work exclusively in the hospital setting, they are able to provide consistent, quality care to patients during their stays at Crouse.

Cristina Topor, MD, (above) serves as medical director for the service. “Hospitalists improve care for our patients because no one has to call us,” she says. “We’re already here.”



Our Hospitalist Team

Cristina Topor, MD, *Medical Director*
Nur-e Alam, MD
Antoine Azar, MD
Mark Caryl, DO
Joseph Cudjoe, MD
Andrew Garrett, MD
Herbert Goldman, MD
Habib Hamoud, MD
Abha Harish, MD
Hana Jishi, MD
Robert Kaplan, MD
Oana Manta, MD
Atef Mikhael, MD
Elyn Ring, MD
Vaibhav Singh, MD
Seonhwa Song, MD
Syed UrRehman, MD
Kyaw Wai, MD
Jordan Wills, DO

Physicians who choose to be hospitalists do so because they want to spend more than 15-minute checkups with patients. “I am personally a lot more satisfied working in the hospital,” Dr. Topor says.

“Hospitalists improve care for our patients because no one has to call us.”

— Cristina Topor, MD

Hospitalists are medical professionals who can be at a patient’s bedside in minutes, a comforting fact to know if you are going to be hospitalized at Crouse.

For more information about our service, visit crouse.org/hospitalists.

National Leader in Reducing Cesarean Births

Our Kienzie Family Maternity Center team works closely with OB providers and expectant

parents to avoid a popular birthing procedure unless it’s absolutely medically necessary for the health and safety of mother and baby.

That procedure is a cesarean birth, commonly referred to as a C-section, which involves making an incision in a woman’s abdomen and uterus through which doctors deliver a baby.

In the United States, about 1.3 million newborns are delivered by cesarean birth annually. Yet research has shown that a C-section can have negative consequences for mom and baby. Consequently, childbirth experts have been pushing for years to reduce these types of births.

“Sometimes patients say, ‘I don’t want to be pregnant anymore,’” says Robert Silverman, MD, Crouse’s chief of obstetrics and gynecology. “Women will sometimes request to have labor induced so they can have their baby before their husband, who is in the military, is deployed overseas.”

Dr. Silverman says Crouse has made many changes in recent years to reduce complications and C-sections, achieving, according to media reports, one of the lowest C-section rates in the U.S.

For more information, visit consumerreports.com.

Crouse Team Rocks the Corporate Challenge

Our community team spirit was in full force for the June 6 Corporate Challenge. Crouse had the highest participation in the annual event of any Central New York hospital. Thanks to all and congrats to employee Alan Cushman, who finished in the top 25 of the race.



Simply the Best Nurses



Want to thank a nurse for extraordinary care? Nominate a Crouse Hospital nurse for the DAISY Award.

The DAISY Foundation was established in 1999 by the family of J. Patrick Barnes, who died of complications of an auto-immune disease. (DAISY is an acronym for diseases attacking the immune system.) During Pat's

eight-week hospitalization, his family was awestruck by the care and compassion his nurses provided not only to Pat, but everyone in his family. One of the goals they set in creating a foundation in his memory was to recognize extraordinary nurses who make an enormous difference in the lives of so many people by the super-human work they do every day.

A DAISY award is presented each month to a nurse selected from a pool of nominees. A permanent sign recognizing the award recipients was installed in the hospital on Nurses Day in May.

Celebrating the program were DAISY committee members (from left) Chief Nursing Officer Betty O'Connor and fellow nurses Joann Featherstone, Mary Jane Allen Boss, Joan Dadey, Nadine Streleski-Flanders and Rhonda Reader.

The DAISY program has been generously underwritten by the Crouse Medical Staff. Visit crouse.org/daisy to learn more or to submit a nomination.

SOARIAN

Soaring to New Heights in Healthcare Information

Crouse Hospital recently rolled out a new electronic medical record system called Soarian. Like many other hospitals across the U.S., Crouse has moved, with this conversion, toward more real-time decision support, easier patient data exchange throughout the entire hospital, better care coordination and greater reliance on accessing information online rather than on paper.

What are the benefits of Soarian at Crouse? For providers, significant operational efficiencies. For patients, enhanced care and safety due to streamlined processes, as well as just one comprehensive electronic medical record for each patient.

The hospital-wide project, several years in the planning, is one more way Crouse strives to carry out our mission of providing the best in patient care.



Collaborative Receives National Accreditation

Breast Care Partners has been granted three-year, full accreditation by the National Accreditation Program for Breast Centers (NAPBC), a program administered by the American College of Surgeons.

Formed in 2014, Breast Care Partners is comprised of breast health specialists in the community who have come together to provide a seamless, multidisciplinary program of breast care services — from initial imaging/screening all the way through surgical intervention and post-procedure support; treatment and management of disease; psychosocial and nutritional counsel; rehabilitation; and survivorship.

Collaborative members are Crouse Health; Crouse Radiology Associates; Hematology-Oncology Associates; CNY Surgical Physicians; St. Joseph's Breast Care and Surgery; St. Joseph's Imaging; and St. Joseph's Health.

For more information, visit breastcarepartners.com.

New Nursing Graduates

The Pomeroy College of Nursing at Crouse Hospital recognized graduates during its annual commencement ceremony in May at Hendricks Chapel on the Syracuse University campus.



Honored that day were Joann Catanzarita, who received the DAISY Faculty Award, and Vinette Fisher, from the hospital's 6 South Irving unit, presented with the Exemplary Staff Nurse Award.

The college offers a two-year associate's degree program featuring classroom, clinical, laboratory and computer-assisted study within a state-of-the-art teaching environment. Innovative program design, low student-to-instructor ratios and affordable tuition are among the school's strengths.

Earlier this year the college announced a partnership with Le Moyne College to offer an Early Assurance option, providing Pomeroy College of Nursing graduates the opportunity to seamlessly transfer to the Le Moyne nursing program and earn their Bachelor of Science in Nursing (BSN) degree.

Learn more at crouse.org/nursing.

Baker Photography



Q & A

WITH **CARL BUTCH, MD** MEDICAL DIRECTOR, CROUSE MEDICAL PRACTICE

Carl Butch, MD, is Medical Director for Crouse Medical Practice, PLLC (CMP). He oversees all clinical aspects of CMP and assists in the strategic direction and growth of the practice. He also works closely as a liaison between the Crouse Health Network and the hospital. Dr. Butch is a highly-respected, board-certified physician who has practiced at Internist Associates of CNY/CMP for 15 years.

Since its formation in 2010, CMP has grown to include close to 60 providers in multiple specialties operating out of eight physician offices and six lab locations across Central New York.

What role does a primary care physician play in the healthcare system?

Primary Care Physicians (PCPs) play a major role in the overall care of individuals. Often referred to as the “quarterbacks” on the healthcare team, PCPs help patients navigate the seemingly complex playing field of care and treatment today. Most importantly, a PCP can best serve his or her patients through preventive care — that is, identifying issues before they become major health problems.

Why is having a primary care physician so important?

Continuity of care is probably the single most compelling reason to have a primary care physician.

Seeing the same doctor, or at least seeing another provider in the same practice, allows us to get to know your personal and family history to help us treat you holistically. Another important advantage of seeing your own PCP is to have all your health information in one centralized electronic medical record. This helps you save time and costs and allows us to care for you more effectively.

How often should I see my primary care physician?

For a healthy individual, an annual visit to a PCP is probably sufficient. However, you and your physician will set a schedule based upon your individual needs. A primary care physician should be the first person in the healthcare system to contact when you have a question or problem.

What if I have a chronic illness?

When you have a chronic condition, such as diabetes, your PCP can, over time, better monitor your progress and manage your care, be it through multiple visits during the year or referrals to specialists for specific follow-up treatment. Your own primary care physician will also be in a better position to make recommendations for care, since he or she will know your overall health status and history.

How does one go about choosing a primary care physician?

In addition to their experience and education, primary care physicians who belong to a health system or network are often best equipped to tap into specialists they trust and resources you may need quickly. Today, people regularly use online tools to find a doctor, but I also know from years of practice that a word-of-mouth recommendation from family, friends and colleagues can be most informative and helpful.

Does insurance cover visits with primary care physicians?

Yes. In fact, most health coverage plans today encourage their policyholders to be seen by a primary care physician at least once a year. It's best to check with your insurance payer before making an appointment to see if the PCP of your choice actually participates in your insurance plan.



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2016 Tribute Evening

Diane and Bob Miron will be honored during Crouse Health Foundation's 40th annual Tribute Evening on Friday, Sept. 23, at the Oncenter. They will be recognized for their community leadership and passionate commitment to Crouse and the greater Syracuse area.

Tribute Evening 2016 will feature an extended reception, gourmet dinner, tribute presentation and entertainment by Atlas. Proceeds from the event will be used to support the work of the 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 prices.

For more information, contact Phyllis Devlin at **315/470-7008**.

2016 SADA

Thank you to the Syracuse Auto Dealers Association for including Crouse Health Foundation as a beneficiary of the 18th annual SADA Charity Preview earlier this year. More than \$20,000 was raised for Crouse. Jim Barr (left) and Gino Barbuto presented the check to Michele Johnson and Phyllis Devlin.



Pomeroy Gift to Enhance Emergency Services

An Emergency Room is often referred to as the front door of a hospital, since many patients come here first and may need to be admitted.

Nearly 40 years old, Crouse Hospital's ED is the most efficient in the area. Because our team consistently beats national goals for stroke treatment and heart attack intervention, it's clear why more people are saying 'Take Me to Crouse' when it comes to emergency care.

Crouse's ED is housed in part of the hospital that dates back to the 1970s. To bring the physical space into the modern era, Crouse Health Foundation is embarking on a major capital campaign to update and expand the current facility. The initiative is off to a successful start, thanks to a major naming gift from the William G. Pomeroy Foundation.

Because of this transformative donation, the new facility will be known as the Pomeroy Emergency Services department at Crouse. The generous contribution will enable the hospital to replace current

cramped spaces with 45 private treatment suites featuring the latest patient monitoring technology.

An updated, contemporary design will enhance patient flow, resulting in greater provider efficiencies, reduced wait times and improved patient satisfaction.

Work on the phased project, which will also incorporate Crouse PromptCare into the design, began in late April and is expected to be completed by late 2018.



Celebrating at the naming ceremony were Sandra and Bill Pomeroy, and Pomeroy Emergency Services Department leaders Richard Steinmann, MD, and David Mason, MD (far right).

Kingson Award Winner



Congratulations to Joanne Brzostek, who was selected as the recipient of the 2016 Joan Fernbach Kingson Award, presented each May during Employee Service Recognition Week. Dr. Eric Kingson, Joan's husband and author of the book *Lessons from Joan*, presented the award to Joanne, a dedicated, compassionate employee who works as a Health Unit Coordinator on our 6 Memorial unit.

Skaneateles Students Create Healing Arts

Crouse Hospital is grateful to art teacher Susan Barry and her students at State Street Elementary School for creating artwork they hope will evoke feelings of comfort and happiness. The students in grades 3, 4 and 5 created artwork for the fourth consecutive year and donated it to Crouse, working closely with the hospital's Healing Environment team. The 2016 project has been dedicated in memory of Barry's father, William Cazzola, who, she says, taught her "that a positive spirit can make anything possible." The project was funded by Crouse Hospital, the Skaneateles Parent Teacher Committee and Skaneateles ACE Towne Square.



Thank U Crouse NICU



Meet Nora Marceau, Zak Sealy, Aidan O'Donnell and Ricci Natali (clockwise, from top left). Each can say they spent their first days and weeks in Crouse Hospital's Baker Regional Neonatal Intensive Care Unit (NICU).

Along with their parents and families, they're forever grateful for the lifesaving care the Crouse team delivered.

Four decades ago, we introduced our Baker NICU. Today, we've grown to become the premier — and highest level — New York State-designated NICU in the region.

And we continue to grow, with a dedicated staff of renowned neonatologists, nurses and

pediatric specialists who care for more than 1,000 infants annually from a 14-county area that stretches north to Canada and south to the Pennsylvania border.

We're celebrating 40 years of intensive caring for the region's tiniest premature and critically ill newborns and their families. We invite you to donate today or take part in any of our upcoming events in support of the Baker NICU.

Visit crouse.org/littlefighters to read some of their touching stories — and to make a donation.

2016 Crouse Classic

Crouse Health Foundation's 15th annual Crouse Classic Golf Tournament will be held Monday, July 18, at Bellevue Country Club. Tournament proceeds will benefit Crouse's Baker Regional Neonatal Intensive Care Unit.

Foursomes and individual golfers are welcome. The registration fee includes greens fees, cart, breakfast buffet, barbecue luncheon, on-course snacks and beverages, reception, dinner, golfer gifts, golf contests and awards. Shotgun starts are at 7:30 a.m. and 1 p.m.

Sponsorship opportunities are available. For information, contact Phyllis Devlin at **315/470-7008** or visit crouse.org/golf2016.



CNY Fertility Center Polo for Premies

Crouse Health Foundation is pleased to present a fun afternoon of socializing and enjoying a polo match featuring the Skaneateles Polo Team.

Join us Sunday, July 31, at the Skaneateles Polo Club, 783 Andrews Rd., Skaneateles, for CNY Fertility Center Polo for Premies. This inaugural foundation event will benefit Crouse's Baker Regional Neonatal Intensive Care Unit.

Fun for the Family

Gates open at 1 p.m. with entertainment by the Mere Mortals and fun activities for the kids, including pony rides. Additionally, raffle tickets will be sold for "Needle in the Haystack," a fun scavenger hunt with the chance to win a Tudor watch, valued at \$3,100, courtesy of Henry Wilson Jewelers.

The polo match begins at 3 p.m., and food and beverages will be available throughout the afternoon.

"We are excited to present a fun, family event to benefit the newborns cared for in our NICU and their families," says CEO and President Kimberly Boynton. "CNY Fertility Center Polo for Premies is a first for Crouse, and we thank Marty Cregg of the Skaneateles Polo Club for his enthusiastic support."

The event committee is comprised of Chairperson Eileen Price, Brian Bartlett, Ellen Bifano, MD, Jeff Comanici, Rochelle Cummings, Patricia Deferio, Phyllis Devlin, Barb Karas, Renee Lane, Carrie Lazarus, Lisa Miller, Sharon Slater and Shauna Teelin.

For details and to purchase general admission and patron tickets, or to learn more about sponsorship opportunities, contact Barb Karas at **315/470-7469** or barbarakaras@crouse.org.

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We thank the generous individuals and businesses supporting the event.
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crouse.org/polo

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 or call 315/470-7702.

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For more information on how to make a charitable
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Carrie Berse at the Crouse Health Foundation at
315/470-7004 or **carrieberse@crouse.org**.

All responses are kept confidential and
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Crouse Medical Center at Brittonfield

One of the strategic initiatives of Crouse Health is enhancing access to healthcare services. You may have seen the Crouse Medical Center sign as you drive by the Brittonfield Park medical complex on Route 481 North. In recent months a number of Crouse Health services have been re-located or moved into this location. These include Crouse PT and Rehabilitation; Crouse Radiology Associates; Crouse Medical Practice Cardiology; Crouse Medical Practice – Internal Medicine; and Lab Alliance of CNY. The Crouse location at Brittonfield is convenient and offers ample free parking.



Crouse CEO Kimberly Boynton (back row, middle) recently joined students from Kirk Park's After School Program for a Ready, Set, Run! training session.

The goal of the program is to offer children in Syracuse the chance to learn and practice proper running skills as a healthy activity useful throughout their lives.

Funded with a grant from the Jim and Juli Boenheim Foundation, with support from Wegmans and FleetFeet, this is the second leg of the program and includes 25 boys and girls ages 8 to 12.

A pilot session was held last summer with 14 children, and the demand for the second session was

“The program is a collaborative effort between Crouse, the City of Syracuse Department of Parks and Recreation and the Downtown YMCA.”

overwhelmingly positive. The group's eight weeks of training featured two practice sessions a week with

Ready,
Set,
RUN!

expert running and marathon coach Kevin Collins from the YMCA (bottom right) and Chris Abbott, Youth and Program Director, City of Syracuse Department of Parks and Recreation (top right).

Another key component was educational presentations from Crouse experts on self-esteem, treating others with respect, healthy eating and avoiding drugs and alcohol.

In addition to making new friends, students also learned how a simple activity such as running can provide them with a sense of pride.