



# YourCare

A CROUSE HEALTH COMMUNITY PUBLICATION



## Women's Heart Health at Crouse



## We Have Spirit!

In 1887, a group of determined and capable women gathered in downtown Syracuse to discuss their desire to establish a new hospital dedicated to the needs of women and children.

The Syracuse Women's Hospital and Training School for Nurses was born and has developed over 130 years into what we know today as Crouse Health.

Two years ago, Crouse joined the national Spirit of Women network of hospitals, affirming our continuing commitment to the care of women and children. Since then, our Spirit roster has grown to 6,000 members, and we've engaged thousands of women and girls at numerous events in varying venues.

We've also helped establish a Spirit of Women program at our affiliate, Community Memorial Hospital in Hamilton.

If you're not a member, join today (it's free)! And visit [crouse.org/spirit](http://crouse.org/spirit) for health news, recipes and details about upcoming events.

Community Memorial Hospital



# Crouse Health: A Trusted Community Asset

Crouse has been a trusted community asset in Central New York for 130 years. And while healthcare is continually changing, we remain true to the basic fundamentals that have been the foundation of our success: quality care delivered by compassionate people in an environment that fosters innovation, healing and wellness.

## Network of Care

We are Crouse Health – not just a hospital, but a network of care. We remain focused on building our culture, embracing and encouraging diversity and inclusion, strengthening our community and regional connections, and providing the best in patient care – whether it's in the hospital, a physician's office or out in our community.

Key elements of Crouse Health include our affiliation with Community Memorial Hospital in Hamilton and expanded collaboration with employed and community-based physicians across upstate New York.

## Primary and Specialty Care

We've also been developing and strengthening Crouse Medical Practice, adding new providers for primary care, as well as cardiologists for heart care. The Crouse Neuroscience Institute, home to the area's leading neurosur-



Kimberly Boynton,  
President and CEO

geons and neurology specialists, serves patients from Central New York and beyond.

As we continue to position Crouse Health to meet the present and future

**“As a community resource, Crouse will continue to be here for you and your family – whenever you need us.”**

— Kimberly Boynton

healthcare needs of our community and surrounding region, our mission, vision and values continue to guide

us, keeping us focused on what's important to best serve our community.

Despite today's challenging healthcare environment, we see great opportunity. That's why we recently launched a historic comprehensive fundraising campaign for the expansion of the Pomeroy Emergency Services Department at Crouse Hospital and renovation of the Baker Regional Neonatal Intensive Care Unit.

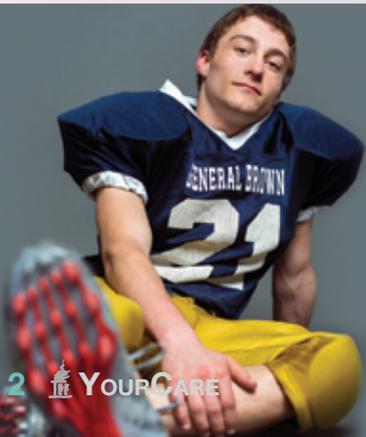
Thank you for your support of Crouse Health. I want to assure you that as a community resource, our network of physicians and care providers will continue to be here for you and your family. Whenever you need us, say, “Take me to Crouse.”

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

**Born peewee. Plays varsity.  
Thank you, Crouse NICU.**



**CROUSE**  
Baker Regional NICU



# Skull Base Surgery Specialty

Skull base surgery sounds scary, but it doesn't have to be. Especially when you're in the hands of the most experienced surgeons practicing these delicate operations in upstate New York.

Eric Deshaies, MD, and Parul Goyal, MD, each has his own specialty, yet work together as a team when performing skull base surgeries, exclusively at Crouse Health.

## Highly Trained Surgeons

Each is a member of the "only" club: Dr. Deshaies is the only dual fellowship-trained skull base tumor neurosurgeon in upstate New York and Dr. Goyal is the only fellowship-trained nasal and sinus surgeon in Central New York.

They also stand apart from many of their skull base surgical colleagues in that they don't merely tag team with each other in the operating room — they remain a team, side by side, throughout a patient's entire procedure.

Further, Dr. Deshaies and Dr. Goyal have chosen to operate at the most technologically advanced OR — the Witting Surgical Center at Crouse Hospital — in an upstate area that stretches west to this side of Rochester and east to Albany, south to the Pennsylvania state line and north to the Canadian border.

Crouse Neuroscience Institute's David Padalino, MD, and Gregory Canute, MD, also perform skull base surgery.

## Grateful Patient

Any patient needing this intricate procedure is reassured when they put his or her life in the hands of expert specialists. Just ask Jason Landers of Syracuse.

In October, Landers gave an impromptu birthday party for his father. Later that evening, he developed a severe headache, accompanied by vomiting. His family called an ambulance, and the next day he learned he had a pituitary gland tumor.



Two weeks after surgery, Jason Landers (center) visits Parul Goyal, MD, (left) and Eric Deshaies, MD, the skull base surgeons who removed his pituitary gland tumor.

"I didn't have any other symptoms that I noticed prior to my getting sick that evening," says Landers, who was operated on by Deshaies and Goyal and discharged to home the next day.

## Skull Base Surgery Defined

Since tumors of the skull base lie beneath the brain, their removal can be challenging. Traditional methods call for retracting or moving the brain out of the way to gain access, causing potential injury to otherwise normal brain tissue.

The approach of skull base surgery is to access the tumor from underneath the brain or from the side, with minimal brain retraction. Some common conditions benefitting from this technology include pituitary gland tumors, such as Jason's; optic nerve tumors; and craniofacial pain syndromes, among many others.

## Minimally Invasive Procedure

Entrance for tumor removal can be gained via the ear, nose or paranasal sinuses or from the neck. Surgeons who work with skull base neurosurgeons can include rhinologists (specialists in the nose and sinuses); otolaryngologists (ear, nose and throat specialists); ophthalmologists; and vascular physicians.

"The main reason why this type of approach for skull base surgery is so important," says Dr. Deshaies, "is the technique is minimally invasive, allowing us to remove tumors while maintaining neurological function to the greatest degree possible."

To learn more about skull base surgery, visit [crouse.org/skullbase](https://crouse.org/skullbase).

## Conditions Treated and Procedures Performed Using Skull Base Surgery Techniques

- Pituitary adenoma
- Benign and malignant sinonasal tumor
- Benign and malignant tumor of skull/facial bones
- Benign and malignant orbital tumor
- CSF leak repair
- Craniofacial pain syndromes
- Trigeminal neuralgia
- Hemifacial spasm
- Vestibular schwannomas
- Skull base meningiomas
- Cranial nerve neuromas
- Cavernous sinus tumors
- Optic nerve tumors
- Brain aneurysms
- Arteriovenous malformations
- Arteriovenous fistula
- Rathke cleft
- Juvenile nasopharyngeal angiofibroma

# Hearts Attacks Strike Men and Women o

**S**tephanie Andrews spent part of Mother’s Day this year grocery shopping. The 42-year-old’s left arm hurt, but like most busy women, she wasn’t concerned. She took a pain reliever and enjoyed the holiday.

Throughout the week, her symptoms continued — and she continued to ignore them.

By the end of the week, her pain had grown worse. Her jaw hurt. She was nauseous and had chest pain, too. Co-workers convinced her something was wrong, so she called her husband and took a cab to Crouse’s PromptCare, across the street from the hospital. Bringing her Dinosaur BBQ lunch with her, Stephanie didn’t consider the possibility of a heart attack.

*Stephanie Andrews is now taking control of her health.*



## Diagnosis: Heart Attack

The PromptCare team immediately sent her to Crouse’s ED. Her blood pressure was dangerously high, and her health history revealed she had not been compliant with medication for diabetes.

**“Women often ignore heart attack symptoms because they are busy taking care of everyone else.”**

— Riya Chacko, MD

At the time, she was more worried that she was having a stroke. “I’m 42. Why would it be a heart attack?” she thought. But Stephanie was, indeed, experiencing a heart attack.

Riya Chacko, MD, a cardiologist with Crouse Medical Practice Cardiology, was covering the ED when Stephanie arrived. While her symptoms were somewhat atypical,

Dr. Chacko knew she had unstable angina. Within an hour, doctors in Crouse’s catheterization lab had inserted a stent into an artery that was 100 percent blocked.

Afterwards, Stephanie was admitted to the hospital for several days to be monitored, and, most importantly, to work with Crouse’s nurse educators, who helped her better understand the importance of managing her conditions.

After discharge, Stephanie started cardiac rehabilitation, which Dr. Chacko insists not only helps patients improve physically, but also empowers them and provides necessary emotional support.

Six months after her initial attack, Stephanie still has a 40 percent blockage in another artery and continues to be monitored. She has taken a less stressful job, is more aware of her symptoms, and is grateful for the support of her family.

“When I was in the hospital, my grandson came to see me and said, ‘Grandma, don’t die.’ That really got to me. It inspired me to make some serious changes,” Stephanie says. “Having a heart attack at 42 was an eye opener, but Crouse took really good care of me. I still have a ways to go, but I remember Dr. Chacko telling me, ‘Either you want to live or you don’t’ — and I do, so I’m doing everything I can to improve my health.”

## Can Happen to Anyone

Dr. Chacko considers Stephanie a role model in her recovery and hopes her story will make people more vigilant. “Most people think of older men having heart attacks,” she says, “but it can happen to anyone.”

From her observations, women tend to apologize when having a heart attack. “They often ignore symptoms because they are busy taking care of everything and everyone else,” says Dr. Chacko. In Stephanie’s case, she figured she was too young to have this happen. “People,” says Dr. Chacko, “need to trust their bodies. If you’re experiencing symptoms of a heart attack — at any age — get to an emergency room! Time is of the essence.”

## Having a Heart Attack?

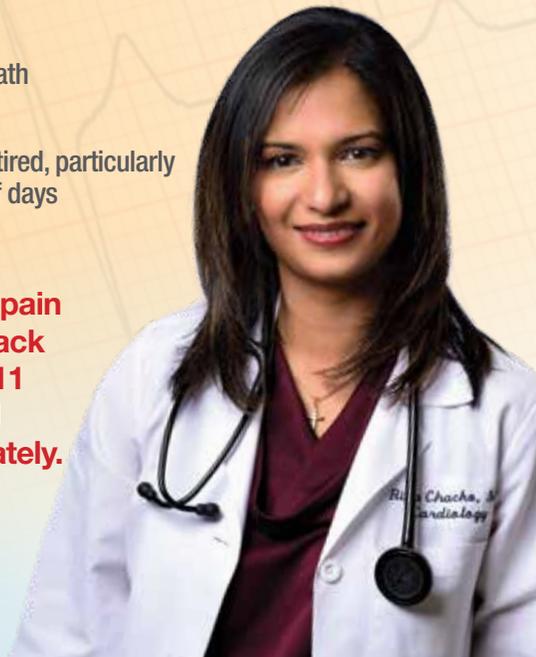
While pain and/or tightness in the chest are the most common symptoms of a heart attack, many others exist. Early warning signs often include chest pain that is triggered by exertion, but goes away with rest. Some people have severe symptoms, while others have little to no warning signs.

Heart attack symptoms can include any or all of the following:

- Arm pain, particularly the left arm
- Pain or an ache that spreads to neck, shoulders, jaw or back
- Nausea/vomiting
- Indigestion/heartburn
- Abdominal pain
- Shortness of breath
- Cold sweat
- Being unusually tired, particularly over a number of days
- Dizziness

If you have chest pain or other heart attack symptoms, call 911 and seek medical attention immediately.

Dr. Riya Chacko urges us all to listen to our bodies.



## One Team, Working for One Heart — Yours

If you ever need to say, “Take Me to Crouse,” for a coronary event, you’ll be treated by the area’s leading experts in all matters of the heart. To learn more about each of these physicians who practice at the Diane and Bob Miron Cardiac Care Center at Crouse Hospital, visit [crouse.org/cardiac](http://crouse.org/cardiac).

### Crouse Medical Practice Cardiology 315/470-7409



Jeffrey Ascenzo, MD



Joseph Battaglia, MD



William Berkery, MD



Kwabena Boahene, MD



Riya Chacko, MD



Anil George, MD



Matthew Gorman, MD



Nikhil Joshi, MD



James Longo, MD

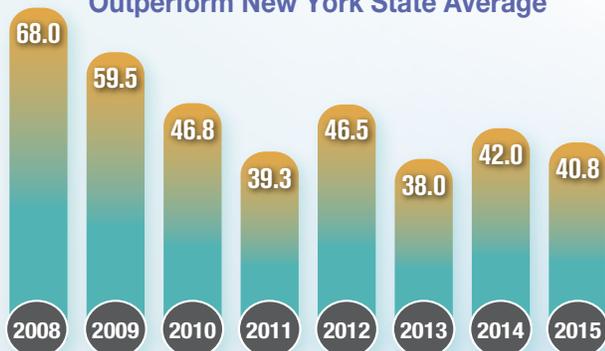


Anis Obeid, MD



Fafa Xexemeku, MD

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



The national goal for cardiac intervention is less than 90 minutes; Crouse’s internal goal is less than 60 minutes. Our results (in minutes) represent all STEMI cases (walk-in and transported) for the years shown.

## We’ve Got Heart!

Crouse Health is the area’s exclusive HeartCaring hospital. HeartCaring is a national initiative that was created in 2005 by the Spirit Health Group in response to a growing body of research about women’s heart health. Studies showed 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. Our Spirit of Women team is working with physicians and women in the community to educate them about cardiac conditions. Learn more at [crouse.org/spirit](http://crouse.org/spirit).



## Community Partnerships Benefit College Students

Crouse is proud to continue its role as the official hospital of Syracuse Athletics. As such, Crouse coordinates all orthopedic care for the university's student athletes, from football and basketball to lacrosse and field hockey, providing on-site game and practice coverage.

Recently, Crouse Health entered into a partnership with another academic institution on The Hill: The SUNY College of Environmental Science and Forestry (ESF).

Crouse has teamed up with ESF to provide access to health and wellness services for their 2,000 students. As the preferred provider for



State University of New York  
College of Environmental Science and Forestry

ESF students, Crouse provides primary care to them weekdays at Crouse Medical Practice (CMP). After hours and weekends, they are treated at Crouse PromptCare and the hospital's main emergency room.

According to CMP Medical Director Carl Butch, MD, Crouse maintains all pertinent medical records for students who receive services through the program, including health histories and immunizations. CMP also works with uninsured students and those who cannot afford services to offer financial aid options.

"This partnership is a great way for Crouse to extend our mission of community-focused care to one of our major neighbor institutions on The Hill and we look forward to growing the program with ESF," says Dr. Butch.

"Providing our students with access to high-quality healthcare services close to campus is a responsibility we take seriously," says Anne Lombard, vice provost and dean for student affairs at ESF. "Partnering with a healthcare leader like Crouse is our assurance that students will receive the appropriate level of care when they need it."

## Diversity, Equity and Inclusion

Healthcare organizations inherently serve the needs of a wide cross-section of the population. Crouse Health is no exception.

According to President and CEO Kimberly Boynton, "Crouse should be known in our community as an organization that treats and serves all people without bias or judgment. That is the basis of our mission and supports our long-standing commitment and responsibility to our patients and their families."

Boynton and the hospital's leadership believe this philosophy must extend within its own employee base. To that end, Crouse Health has appointed Twiggy Eure to the position of Diversity, Equity and Inclusion Recruitment/Retention Coordinator for the organization.

In this new role, Eure will coordinate and guide efforts to define, assess, foster and cultivate diversity and inclusion throughout the Crouse Health system. She will work closely with the hospital's recruitment coordinators and management team to support their efforts in attracting more candidates of a diverse background to Crouse, as well as more diverse applicants to the Pomeroy College of Nursing.

A recipient of the 2014 YWCA Diversity Achiever's Award and graduate of Leadership Greater Syracuse, Eure holds a master's degree in



Twiggy Eure

Instructional Design, Development and Evaluation from Syracuse University.

According to Boynton, the position reflects Crouse's strategic commitment to enhancing the organization's culture by focusing on the important issues of diversity and inclusion. "This is not a 'training' initiative; rather, it is a vital part of who we are as an organization, and how we position Crouse for success in the future."

In 2014, Crouse formed the Diversity and Inclusion Committee, comprised of employees to help Crouse become a more diverse employer and better serve the organization, patients and the community. Crouse has also signed on as a participant of the American Hospital Association's 'Pledge for Equity' initiative, which aims to address disparities in care delivery and increase diversity in hospital leadership and governance.

## Crouse CEO Chairs 2017 Heart Walk



American  
Heart  
Association®

life is why®

Crouse President & CEO Kimberly Boynton is chairing the 2017 Syracuse Heart Walk, which will take place Saturday, April 1, at the SRC Arena on the Onondaga Community College campus. This year's community fundraising goal is \$666,000.

"As the area's leader in heart attack intervention response times and offering the national Heartcaring program, exclusive to Crouse Health, we are proud to play a leadership role in the 2017 walk," says Boynton.

"Prevention of heart disease is so important to the health of our community, and we pledge to do our part in raising awareness and the funding necessary for research and educational endeavors."

To join the Crouse Health Heart Walk team, visit [crouse.org/heartwalk](http://crouse.org/heartwalk).

# Weight-loss Surgery Programs: Five Facts to Guide Your Selection

**A**re you considering weight-loss surgery? All bariatric programs aren't created equal. The practices and personalities of providers and staff with whom you would interact pre- and post-procedure vary.

Bariatric surgeons Kenneth Cooper, DO, and Jeffrey DeSimone, MD, medical director of Crouse Hospital's weight-loss surgery program, suggest getting all the facts before making your ultimate selection of where to have your surgery performed. Recommendations from family, friends and colleagues are important and should be considered, but the best outcomes happen when you know you've made the right decision for yourself. Here's what they suggest:

## 1 Do Your Research

You want to make certain the surgeon you select is board certified and highly experienced in bariatric procedures. In addition, you'll want to have your surgery at a hospital credentialed by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program. You can research the internet and talk to others. "We encourage prospective patients to attend one of our free information sessions," says Dr. DeSimone. "We provide facts about obesity, the surgery and what to expect, plus you can meet members of our team."

## 2 Ask About Nutritional Counseling

Successful weight loss and eventual maintenance are best achieved when you've selected a program with strong nutritional counseling before and after surgery. "Patients are required to lose a prescribed amount of weight before surgery, and our registered dietitian helps them achieve that needed weight loss,"



says Dr. Cooper. "However, nutritional counseling really begins immediately after surgery to keep you on track for life."

## 3 Ongoing Emotional Support

A visit with a psychiatrist or psychologist before surgery is required by insurance companies. But counseling isn't just a box to check off before having your procedure — support needs to be ongoing and accessible, and conducted by medical professionals, not merely others who've had the surgery. "Sharing feelings and ideas with fellow bariatric patients is very helpful," according to Dr. DeSimone, "but bariatric professionals can provide the medical advice you may need."

## 4 Physical Therapy Evaluations

Because of their weight, most bariatric patients have been unable to exercise for some time. A PT evaluation will help assess your ability to exercise and address issues caused by excess pounds, such as back or joint pain, according to Dr. Cooper, who calls such attention "prehabilitation."

## 5 Long-term Patient Follow-up

The most important component of a bariatric surgery program is a long-term schedule for a patient's follow up. According to Dr. DeSimone, a responsible and caring practice will schedule post-surgery appointments as follows: first year post-surgery, every three months; second year, every six months; and third and subsequent years, once a year. Such attention will help patients lose and maintain weight more effectively, identify eating issues, and measure micro-nutrient levels to maintain good health.

### Upcoming Information Sessions

We invite you to attend one of our free informational seminars held the first Tuesday and third Thursday of each month from 4:30 to 6 p.m. at Crouse Hospital's Marley Education Center.

To register, call **315/472-2464** or visit [crouse.org/weightloss](http://crouse.org/weightloss).

### Online Seminar

Can't get to an in-person meeting? Review our program at [crouse.org/bariquiz](http://crouse.org/bariquiz).

### Bariatric Support Group

Our support group welcomes anyone seeking to learn if bariatric surgery is right for them and those who've had the surgery, regardless of where it was done. Family members and friends can also attend. The group meets 4 to 6 p.m. every second Wednesday of the month.

Learn more at [crouse.org/bariatricsupport](http://crouse.org/bariatricsupport).

## Latest Stent Produces **Better Heart Procedure Outcomes**



Crouse is the first hospital in the area to use the Synergy cardiac stent from Boston Scientific, offering a major benefit to heart patients.

The SYNERGY™ Bioabsorbable Polymer Drug-Eluting Stent System received FDA approval in late 2015. Both the drug coating and the polymer, which modulates drug release, are fully absorbed shortly after drug elution is complete three to four months following implantation, leaving behind a bare platinum-chromium stent.

“This stent is a major advancement for interventional cardiology,” says Joseph Battaglia, MD, medical director for cardiac

services at Crouse. “It has been specifically designed to promote faster, more complete healing of the arteries, while decreasing the chance for complications commonly associated with long-term polymer exposure.”

Bare metal stents and drug-eluting stents are implanted by interventional cardiologists inside the heart’s arteries to open clogged arteries and restore blood flow. Drug-eluting stents are coated with medicine that significantly reduces re-stenosis and re-vascularization procedures.

While existing stents reduce coronary stenosis, the polymer stays on the stent after the drug is delivered. Long-term exposure to the polymer may cause inflammation, which delays healing and has been associated with complications, including clot formation inside the stent, according to Dr. Battaglia.

## Quality Update: **Crouse Scores Lowest and Highest Outcomes**

Delivering safe and high quality patient care is a journey, not a destination. Crouse Health has made significant progress in many areas over the past couple of years, but we also know we still have opportunities to improve even further. The results below tell us we’re on the right track.

### ER Wait Times: **Crouse Lowest Locally**



Syracuse.com recently reported on average emergency room wait times of local and regional hospitals. The times range from a low of nine minutes

to a high of 69 minutes. Crouse’s average ER wait time is 22 minutes, which is the lowest in Syracuse and among the lowest in New York State. The data is publicly reported on the Centers for Medicare and Medicaid Hospital Compare website at [hospitalcompare.gov](http://hospitalcompare.gov). In 2015, Crouse’s Pomeroy Emergency Services Department cared for more than 82,000 patients.

### Patient Safety Grades Released: **Crouse Highest Locally**



The Leapfrog Group scores more than 2,600 U.S. hospitals in its Hospital Safety Grade Report twice annually (spring/fall) based on publicly

reportable data concerning medical errors, accidents, injuries and infections. Leapfrog recently released its fall 2016 report, assigning A, B, C, D or F letter grades to reflect how safe hospitals are for patients.

On this latest report, Crouse is listed as having an overall grade of B, up from a C in the spring 2016 report. This is the highest grade given among the local hospitals. Learn more at [leapfroggroup.org](http://leapfroggroup.org).

## Return to **doing what you love.**

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

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

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)



# Working Together for Patient Safety

**W**hile advertising may suggest competition among the Syracuse hospitals, Central New Yorkers should be aware of the ongoing collaboration that exists for the benefit of our community's patients.

Crouse Health, St. Joseph's Health and Upstate University Hospital's downtown and community campuses have been working together through a local "Quality Collaborative."

## Sharing Best Practices

Historically, hospitals have worked in 'silos.' Yet over the past two years, directors of quality, physicians and other leaders from each of the hospitals have been meeting to discuss ways to improve overall quality of care and clinical outcomes.

Through this Quality Collaborative, best practices have been shared to standardize care and reduce infections, readmissions, medical errors and mortality.

Working together helps eliminate variations in care and the loss of information that sometimes occurs between hospitals. Doing so improves the overall health of our community, known as "population health," and creates a more efficient and effective use of the appropriate healthcare resources by our organizations.

## Safety Standards

Current initiatives underway at all hospitals include hand hygiene improvement, surgical site infection reduction, sepsis infection reduction, and the creation of standardized protocols to improve patient safety, such as standardizing the colors for wristband identification, at each of the local hospitals.

As a result of this collaborative effort, each of the participating hospitals has enhanced the focus on quality, both for staff and the community at large. For



*The quality leadership team at Crouse includes Dennis Brown, MD, surgical quality medical director; Michael Jorolemon, DO, senior quality officer for emergency medicine; Jennifer Watkins, MS, quality improvement director; and Mickey Lebowitz, MD, clinical quality medical director.*

example, St. Joseph's Health just held its first Quality & Research Day, which included a presentation by the Director of Infection Prevention & Control from Trinity Health and hands-on training as part of National Healthcare Quality Week.

Crouse meets regularly with leaders from local nursing home facilities and home care agencies to reduce readmis-

**"The vision is to create a community of care in which a patient can receive the same commitment to quality and safe care at any hospital in the Syracuse area."**

sions, while Upstate University Hospital will host a Patient Safety Day in March with nationally renowned speakers to highlight best practices associated with improving patient safety.

The vision is to create a community of care in which a patient can receive the same commitment to quality and safe care at any hospital in the Syracuse area — an important goal consistent with the mission of each of the hospitals.

Central New York residents should feel confident knowing that our community's hospitals are working together

to put health and safety first, and to be among the highest in healthcare quality in our nation.

## Speak Up

Our patients and community members have a role to play in asking and advocating for higher standards of quality. We invite input from doctors, nurses, staff and patients and their families. If you have ideas or concerns, email [crousecares@crouse.org](mailto:crousecares@crouse.org).

We thank you for your support, and promise to keep striving to deliver even better hospital quality care throughout our community every day.

*This article was based on an op-ed piece submitted to the Syracuse Newspapers by Mickey Lebowitz, MD, clinical quality medical director, Crouse Hospital; Christopher Jordan, RN, MHA, director of quality resources at St. Joseph's Health; Hans Cassagnol, MD, MMM, FACOG, chief quality officer at Upstate University Hospital; and Bonnie Grossman MD, FACEP, associate chief medical officer Upstate University Hospital, Community Campus.*

## CROUSE HEALTH



# MASSAGE *for* VETERANS PROGRAM

## Crouse First in Nation to Offer Massage for Vets Program

Crouse Hospital is the first organization in the United States to offer continuing professional education in massage therapy to present the first-ever Specialty Certificate in Military Veteran Massage.

The program was developed in partnership with the National Certification Board for Therapeutic Massage, with certificates presented to therapists who complete the 80-hour course and pass an exam.

Recognizing that each veteran is different, the program teaches therapists various approaches to assist veterans based on their individual needs. Massage therapists also learn the medical, emotional and psychological challenges veterans face.

This certification empowers therapists with the education and experience to provide veterans (and their families) with credentialed therapeutic massage

care. Providing relief for tight or tense muscles helps veterans relax from the inside out, which is beneficial physically and emotionally. Relaxation provides great relief to those who suffer from anxiety, depression, and PTSD – all common in veterans.

The program also partners with Clear Path for Veterans, an innovative nonprofit veteran resource center in Chittenango. The center recognizes the value of massage therapy, along with Reiki, yoga, acupuncture, reflexology and integrative medicine to enhance a veteran's health and wellness. Veterans at Clear Path represent the U.S. Armed Forces divisions, including the Navy, Army, Air Force, National Guard and Marines.

For more information, visit [crouse.org/massageforvets](http://crouse.org/massageforvets).

## Advisory Council Guides Hospital Experience

Hospital patients today aren't simply seeking medical treatment — they want to have the best overall experience possible.

Advising Crouse on how to fulfill the hospital's mission of providing the best in patient care is the role of our Patient and Family Advisory Council (PFAC).

In 2013, Welch Allyn's Tony Wagner and Nancy Williams, MSN, director of patient and guest relations and volunteer services, began learning how such a council could benefit Crouse. Shortly after reaching out to other hospitals that had formed councils, the duo began a recruitment plan.

**“The council promotes mutual respect among patients, their families and the hospital staff.”**

— Nancy Williams

The council is now led by Williams and Wagner, joined by community members Joan Christensen; Debbie Diederich; Kathy Kobliski; Karen Krassenbaum; Frank McDowell; Kathleen Paolini; and Dr. Najah Salaam Jennings-Bey.

The PFAC suggests ways to receive and respond to patient and family advice and input, as well as puts forth new ideas, needs and concerns from a customer service standpoint.

“The council promotes mutual respect among patients, their families and the hospital staff,” Williams says. “Crouse is fortunate to have this strong partnership. The benefits for our organization and the community we serve are invaluable.”



Members of the PFAC include Kathy Paolini (front); second row – Debbie Diederich, Patient and Guest Relations Supervisor Catherine Brucher and Nancy Williams; back row – Kathy Kobliski, Frank MacDowell and Tony Wagner.

Crouse staff uses the feedback from council members as a catalyst for improvements across the hospital. “The role of our PFAC is to offer input about patient care and organizational processes,” says Williams. Partnering with our advisors provides us a way to tap into the community and gain perspective from those who directly navigate the healthcare experience.”



## College of Nursing Offers New Programs

If you've been thinking about becoming a nurse, the Pomeroy College of Nursing has options for qualified candidates to fulfill their professional aspirations.

### Traditional Daytime Track

Classes and clinicals are offered during the day Monday through Friday. Applications for the fall 2017 semester of study are being accepted until Feb. 1.

### RN in 18 Evening/Weekend Track

The college now offers a track of study evenings during the week, with some weekend attendance requirements. Earn an associate degree in applied science with a major in nursing in just 18 months.



### Le Moyne College Early Assurance Option

The Early Assurance option provides our graduates with the opportunity to seamlessly transfer to the Le Moyne College nursing program and earn their bachelor of science in **LE MOYNE** Nursing (BSN) degree. Greatness meets Goodness

### The rate for our students who successfully pass their NCLEX exam is 91 percent\*!

We're proud that our rates are higher than the New York State average of 84 percent and the U.S. average of 85 percent — but even prouder of our students who've passed their nursing boards! Learn how to begin your nursing education at [crouse.org/nursing](http://crouse.org/nursing).

\*Through third quarter, 2016.

## Healing Environment

While our mission is to provide the best in patient care, that doesn't just mean treating patients with medication.

Crouse has created a "healing environment" to make the hospital warmer and more inviting for patients, their families and staff.

The creation of a healing environment came with music therapy and visual changes – the artwork on the walls in our hallways, designated "quiet areas" and comfortable waiting rooms – but it also included the addition of therapy dogs, such as JW, shown here with his owner and volunteer, Carol Sleegle.

Pet therapy is beneficial in reducing anxiety, depression and fatigue in patients with a range of health problems. At Crouse, therapy dogs visit regularly, and are always quick to brighten up the day for patients and visitors alike.



## Welcome New Physicians

### Anesthesiology

Joseph Catania, MD  
Jason Lok, MD  
Raghava Pavor, MD  
Robert Tiso, MD  
Mary Trusilo, MD  
Jacob Vella, MD

### Emergency Medicine

Lingappa Amernath, MD

### Family Medicine

Shradha Pant, MD

### Medical Imaging

Jeffrey Friedman, MD  
Amy Marcinkowski, MD  
Jodi Schielke, DO  
Lorenz Schielke, MD

### Medicine

Aref Agheli, MD  
Raymond Alcuri, MD  
Amit Bhardwaj, MD  
Habib Hamoud, MD  
Nikhil Joshi, MD  
Ryan Magnuson, DO  
Carlos Martinez-Balzano, MD  
Fidelis Ojewwe, MD  
Tristan Petrie, MD  
Vaibhav Singh, MD  
Seon Song, MD  
Mercy Tomy, MD

### Neurology

Vikas Gupta, MD  
Savita Kumari, MD  
Tarakad Ramachandran, MD

### OB/GYN

Nicholas Baranco, MD  
David Corley, MD  
Kara Repich, MD

### Ophthalmology

Katharine Liegel, MD

### Orthopedics

Michael Fitzgerald, MD  
Justin Iorio, MD  
Matthew Sullivan, MD

### Pathology

John Fazio, MD

### Pediatrics

Janice Bach, MD  
Melanie Comito, MD  
Erin Jain, MD  
Aditi Khokhar, MD  
Angela Mojica Sanabria, MD  
Swati Murthy, MD

### Surgery

Roseanna Guzman-Curtis, MD  
Mark Laftavi, MD  
Jason Wallen, MD

### Urology

Stephen Blakely, MD  
Nedim Ruhotina, MD  
Arnold Teo, MD



## Crouse Classic Raises Funds for NICU



*Peter Derrenbacher, Patrick O'Connor, Greg Kershner, John O'Connor were the 2016 Crouse Classic winning foursome.*

Crouse Health Foundation held its 15th annual Crouse Classic Golf Tournament at the beautiful and challenging Bellevue Country Club in Syracuse this past July.

Once again, the tournament was sold out with a record 216 golfers and net proceeds of more than \$125,000, which will be used to support the Baker Regional Neonatal Intensive Care Unit.



Funds will be used to purchase a portable ultrasonography machine that will assist in the location and placement of central venous IVs. This advanced equipment will greatly enhance patient safety efforts, benefitting both the babies and the staff who care for them.

To date, Crouse Classic Golf Tournaments have raised more than \$1.6 million. We thank our generous sponsors and golfers.

For information about the 2017 event, contact Phyllis Devlin at [315/470-7008](tel:3154707008) or [phyllisdevlin@crouse.org](mailto:phyllisdevlin@crouse.org).

# Crouse Plastic Surgeon Leaves Legacy



California native Hadley Falk, MD, spent virtually his entire career at Crouse Health as a plastic and reconstructive surgeon, specializing in surgery for breast cancer patients. He passed away in October 2015.

Reflecting Dr. Falk's years of deep concern for the well-being of Crouse patients, particularly those with breast cancer, his final act of caring was a bequest — the largest received in Crouse history — that will benefit the Dr. Hadley J. Falk Breast Health Center at Crouse Hospital, newly named in honor of his kindness and generosity.



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

construction of the first patient care unit at Crouse featuring all private rooms.

The Medical Director of the Falk Breast Health Center, Stephen Montgomery, MD, says he is "thankful for and humbled by his generous bequest that will make it possible for the hospital to acquire the technology that will help us continue the fight against breast cancer."

For more information about the Falk Breast Health Center's bequest, contact Crouse Health Foundation President Carrie Berse at [carrieberse@crouse.org](mailto:carrieberse@crouse.org) or [315/470-7004](tel:3154707004).

"With such a generous gift comes great responsibility for Crouse," said CEO Kimberly Boynton, "and we have committed to using these funds for endeavors that are consistent with Dr. Falk's commitment to the best in patient care and Crouse's strategic initiatives."

Monies received to date have funded a new ultrasound machine and other upgrades to equipment and software used in the facility; education for staff; an endowment fund in his name that will help underwrite future Falk Breast Health Center needs; the purchase of instrumentation for plastic surgery procedures in our Madison-Irving Surgery Center, where Dr. Falk frequently did his plastics cases; and support for the



## 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](tel:3154707004) or [carrieberse@crouse.org](mailto:carrieberse@crouse.org).

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

Women seeking mammograms or breast cancer patients seeking assistance may call the Falk Breast Health Center at [315/470-5880](tel:3154705880) for an appointment or visit [crouse.org/mammoappt](http://crouse.org/mammoappt).

# CrouseCares – A Comprehensive Campaign for Crouse Health

**T**oday's Crouse Health reflects a rich history of innovation, visionary leadership and strong community support. Crouse's heritage as a trusted health and wellness regional resource – and major economic anchor in Central

New York – mirrors the growth and development of our community for nearly 130 years.

While our past accomplishments help define today's Crouse Health, our mission, vision and values



Building the foundation for our future

form the foundation for an organization that is confidently and strategically focused on the future.

Never before in the history of Crouse has there been a more opportune time to build on and strengthen that promise for generations to come. Crouse is truly our community's hospital.

## Community Campaign

Now, with the support and engagement of our community, Crouse is building a new Pomeroy Emergency Services Department and expand and modernize the Baker Regional Neonatal Intensive Care Unit.

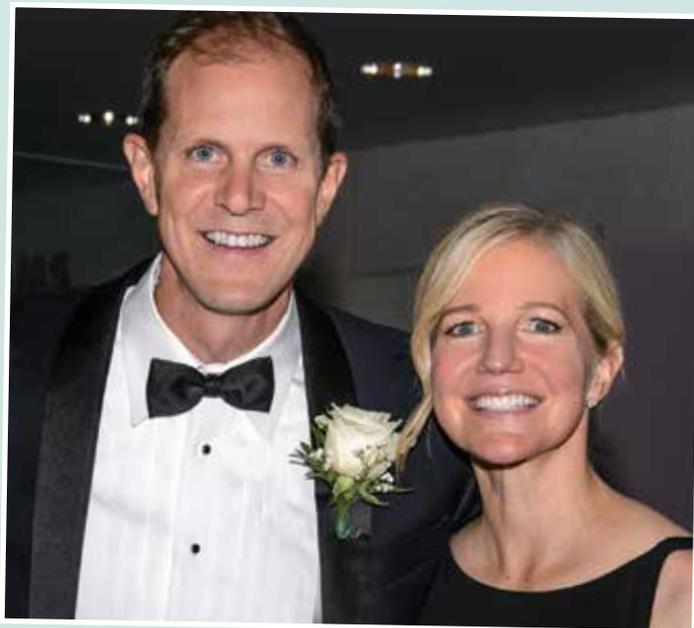
To accomplish both, the Crouse Health Foundation has announced the most ambitious campaign in its history – a \$20 million effort over the next five years, with \$17.5 million of the campaign target earmarked for capital improvements to the Pomeroy Emergency Services Department and the Baker Regional NICU.

Another \$2.5 million is for annual unrestricted giving to the foundation to provide ongoing support for other Crouse programs and services. Additionally, the campaign will focus on increasing gifts to its endowment with both current and planned gifts.

## Make a Difference

During the 40th annual Tribute Evening this past September, Trish and Mike Hopkins capped off the event by enthusiastically announcing that more than \$10.2 million has been raised toward the \$20 million goal.

Whether you have experienced the exceptional care at Crouse Health first hand or want to support an important community asset, your gift makes all the difference. Become part of Crouse and Central New York history by making your pledge today! If you have any questions about the CrouseCares campaign, please contact Director of Philanthropy Jeff Comanici at [315/470-7054](tel:3154707054) or [jeffrycomanici@crouse.org](mailto:jeffrycomanici@crouse.org).



*Trish and Mike Hopkins*

## Campaign Leadership

The \$20 million CrouseCares campaign goal is aggressive, but attainable when you have these staunch supporters leading the way to benefit our community. The Crouse Health Foundation thanks the following individuals for volunteering to be part of the largest fundraising endeavor in Crouse history.

### Honorary Chairs

Kimberly Boynton  
Paul Kronenberg, MD  
Bob and Diane Miron  
Bill and Sandra Pomeroy

### Community Chairs

Trish and Mike Hopkins

### Individuals

Mary Cotter  
Paul Solomon

### Annual Giving Committee

Tim Atseff

### Planned Giving Committee

Betsy Hartnett

### Corporations

Mel Stith

### Foundations

Peggy Ogden  
David Ridings

### Medical Staff

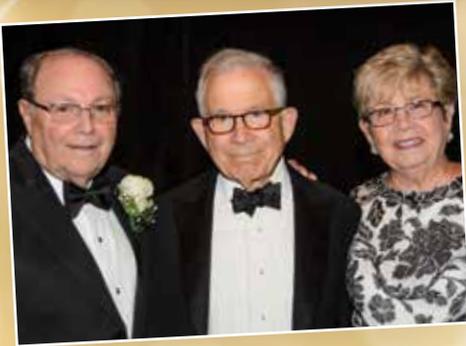
Elen Bifano, MD  
David Landsberg, MD  
David Mason, MD

### Employees

Peaches Edwards  
Mary Flood  
Brad Hellwig  
Kelly Maher

### Organized Labor

Greg Lancette  
Don Morgan



Donald Newhouse (center) joined Diane and Bob Miron for the 2016 Tribute Evening gala.

## Mirons Honored During Tribute Evening

Diane and Bob Miron were honored during Crouse Health Foundation's 40th annual Tribute Evening this past September, for their community leadership and passionate commitment to Crouse and the greater Syracuse area.

More than 1,200 tickets were sold and \$525,000 net proceeds raised in support of Crouse Hospital's programs and services, both of which are Tribute Evening records.

Together, Diane and Bob have been very supportive of Crouse Hospital, making significant gifts to the Miron Cardiac Care Center and other departments within the institution. Bob serves on the Crouse Hospital Board of Directors as an Executive Committee member and chairs the Quality Committee.

Tribute Evening 2016 proceeds will be used to support the work of Crouse Health Foundation, including purchasing special equipment, underwriting new initiatives, and funding educational programs and scholarships.

For more information about Tribute Evening, please contact Phyllis Devlin at the Foundation office at [phyllisdevlin@crouse.org](mailto:phyllisdevlin@crouse.org) or **315/470-7008**.

## 2017 Foundation Events

Mark your calendar and visit [crouse.org/foundation](http://crouse.org/foundation) often for updates on our 2017 major events!

**SADA Charity Preview – Feb. 15**

**Crouse Classic Golf Tournament – July 17**

**Polo for Premies – July 30**

**Tribute Evening – Oct. 13**

## Polo for Premies a Success for Little Fighters

The inaugural CNY Fertility Center Polo for Premies on Sunday, July 31, was a huge success, with more than 700 in attendance on the beautiful grounds of the Skaneateles Polo Club.

"We are excited to have presented a fun, family event to benefit the new-borns cared for in our Baker Regional Neonatal Intensive Care Unit and their families," says Crouse Health Foundation President Carrie Berse. "Polo for Premies is a first for Crouse, and we thank the Skaneateles Polo Club for their

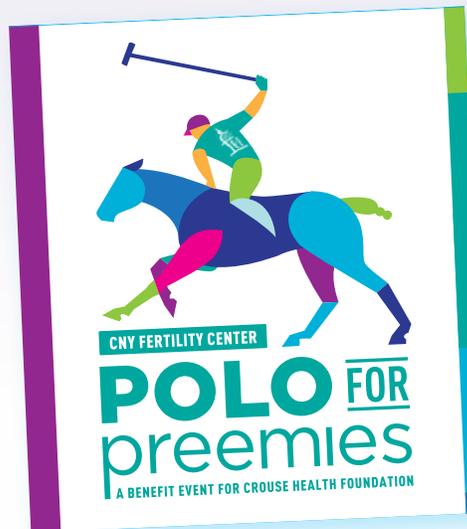


John Walsh (left), of America's Most Wanted fame, greeted Kimberly and Charlie Boynton and their son, Henry, after the polo match.

enthusiastic support and Dr. Robert Kiltz for his naming sponsorship."

The event featured delicious food and beverages, entertainment by the Mere Mortals, and fun activities for the kids, including pony rides and a bounce house.

Proceeds from the event, which totaled more than \$12,500, benefited the NICU, where our "Little Fighters," the region's tiniest and sickest infants, have received care for the past four decades.



## Patil Award Winner



José Antonio Vargas, a Gastrological Technician in our Endoscopy unit, has been selected as the recipient of the 2016 Umeshchandra Patil Family Educational Award. In 2005, Drs. Umesh and Vijay Patil established the Patil Family Foundation Fund within the Crouse Health Foundation's Endowment Fund.

Each year the fund awards up to \$3,500 for a technician, LPN or RN working in the area of Surgical Services, Interventional Radiology,

the Cardiac Cath Lab, Endoscopy and Labor & Delivery to attend an educational opportunity.

Upon their return, winners are asked to share information from the program they attend with their co-workers to extend the benefits of the award to other staff. Tony will attend the 40th annual New York Society for Gastrointestinal Endoscopy conference. "I'm very proud to have been selected for this award," says Tony, "and appreciate the opportunity to improve our skills to serve our patients." He's pictured here with Kathryn Marsella, RN, nurse manager of the Witting Surgical Center.

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.

April 1 - Sept. 30, 2016

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Thomas G. Green, MD

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Carlton B. Strail

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## Download the New Crouse Health App!

We're pleased to announce the new Crouse Health app for iPhone and Android users! Looking for a new doctor — or a new job? Need a hospital phone number? Interested in reading Crouse Health news — or willing to share your own Crouse story with us? You can now have all the important Crouse information you'll need right at your fingertips, including locations, directions, key services, patient and guest information and more. Simply visit the Apple store or Google Play Store and download the app. It's fast, easy and with you at all times. Use it often, and get to know us better.



## 2016 Lights of Love Campaign

Each December the Crouse Hospital clock tower is illuminated with 3,000 white lights. This year the iconic landmark is again lighted for Lights of Love, the annual fundraising campaign of the Crouse Hospital Auxiliary. Proceeds will be used to underwrite a nurses' station in the new Pomeroy Emergency Services Department at Crouse Hospital.

The campaign closes on Jan. 10. To purchase a light in honor or in memory of someone special, call **315/470-7530** or visit **crouse.org/lights**.

## ACCEPTING NEW PATIENTS!



CNY Medical Center  
739 Irving Avenue, Syracuse, NY 13210  
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Call **315/479-5070**  
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