A community of caring professionals with up to date skills, working together to deliver personalized, coordinated care, while employing advanced technology, resulting in a positive experience for patients, residents and their families.

**Contact Info**

(315) 363-6000  
321 Genesee St  
Oneida, NY 13421  
beat@oneidahealthcare.org  
info@oneidahealthcare.org  
www.oneidahealthcare.org

Oneida Healthcare has received The Joint Commission’s Gold Seal of Approval for Quality

**Quality Measures - Complaints**

The New York State Department of Health (NYSDOH) inspects hospitals for recertification and addresses complaints. The following table represents data on complaints made against area hospitals from July 1, 2012, through June 30, 2015. The complaints are per 10,000 patient days. Based on a complaint, the NYSDOH may issue a citation which is then investigated.

With a quick glance, you will observe that Oneida Healthcare continues to be a leader in providing exceptional patient experiences and outcomes. Of all area hospitals we have the second fewest complaints per 10,000 patients and have received zero citations. These results are a testament of our hard working staff. Great job!

<table>
<thead>
<tr>
<th>Area Hospitals</th>
<th>Complaints</th>
<th>Citations</th>
<th>Allegations Substantiated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bassett Medical Center</td>
<td>3.3</td>
<td>1</td>
<td>15.50%</td>
</tr>
<tr>
<td>Community Memorial Hospital</td>
<td>4.6</td>
<td>1.5</td>
<td>50%</td>
</tr>
<tr>
<td>Faxton St. Luke's Healthcare</td>
<td>2</td>
<td>0.9</td>
<td>25%</td>
</tr>
<tr>
<td>Little Falls Hospital</td>
<td>8.3</td>
<td>6.2</td>
<td>37.50%</td>
</tr>
<tr>
<td>Oneida Healthcare</td>
<td>2.2</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Rome Memorial Hospital</td>
<td>3.3</td>
<td>0.3</td>
<td>7.70%</td>
</tr>
<tr>
<td>St. Elizabeth Medical Center</td>
<td>2.6</td>
<td>1.1</td>
<td>20%</td>
</tr>
</tbody>
</table>

Source: New York State Department of Health
A Note From Senior Leadership

Dear Fellow Employees,

If there is one constant in healthcare, it’s change. The evolution of healthcare regulations have made it increasingly more difficult for small community healthcare providers to take advantage of the many new programs that have been created to benefit the patients we serve. This includes offering products on the N.Y. State insurance exchange, preparing for entry into Medicare population health management programs as well as participating with the Excellus Accountable Cost and Quality of Care program. As time passes, it will become more difficult for OHC to catch up on the many positives these programs offer.

This concern is not new. The Board of Trustees has been diligently exploring options over the past three years to ensure a viable future for Oneida Healthcare’s patients and employees. On June 1, we announced our intention to pursue a strategic partnership with Bassett Healthcare Network. We chose Bassett’s proposal because it was advantageous to our ongoing growth and development goals while allowing us to manage independently. We believe they share a common vision for what is required to improve the delivery of healthcare services in Oneida and the surrounding communities we serve.

The agreement between Oneida Healthcare and Bassett will provide OHC with opportunities to exchange best practices which will result in better clinical outcomes for patients and reduce costs.

As we work towards a formal partnership agreement our intention is to enhance the delivery of health care services, with a strong emphasis on population health management and expanded access to primary care.

I invite you to contact me if you have any questions. As you have come to expect, we will continue to communicate details of our partnership as we work closer to a formal legal agreement. Thank you for the exceptional care you provide everyday. Commitment to patients and staff will continue to be the key to our success.

Understanding Key Terms

We understand there may be some confusion surrounding terms being used during our pursuit of a strategic partnership with Bassett Healthcare Network. The following terms are defined to help you understand future communications.

- **Strategic Partnership** - a collaboration of two or more organizations in an effort to achieve goal-oriented outcomes while operating independently.
- **Population Health Management** - health strategies delivered to defined groups of individuals in an effort to improve the health of the individuals within the group at the lowest necessary cost.
- **Accountable Care Organization (ACO)** - are groups of doctors, hospitals, and other health care providers, who come together voluntarily to give coordinated high quality care to their Medicare patients.
- **Regional Collaborative** - Flexible umbrella structure for partnering on specific initiatives and building the foundation for potential future integration.
- **Clinical Affiliation** - an agreement for organizations to collaborate on an initiative or to provide a specific service together; may include local, regional, or national partners.
- **Clinically Integrated Hospital Network** - Collection of hospitals that enter into joint payer contracts to improve care coordination and clinical outcomes; modeled after physician clinical integration networks.
We are proud to announce that **Jessica Newman** has been selected as the runner-up for Cipher Health’s National Outstanding Patient Care Award. The award serves as recognition for those who go above and beyond to always deliver outstanding patient care. Nominated nurses were evaluated by a committee from Cipher Health and were scored on the following areas: Patient Care Quality and Outcomes, Patient Satisfaction and Patient Safety, Patient and Family Empowerment and Advocacy.

Jessica received the honor of being runner-up through a nomination of an Oneida Healthcare employee who commended Jessica for her “tireless dedication and commitment to improving patient care.” Jessica has worked as a RN for nearly 9 years at Oneida Healthcare. We congratulate Jessica for this exceptional achievement. She is one of many nurses who work hard everyday to provide exceptional care, always to the patients we serve.

Cipher Health is a national organization that provides healthcare organizations with post discharge outreach solutions designed to improve patient satisfaction, reduce readmissions and improve care coordination. Oneida Healthcare has been working with Cipher Health since the fall of 2015.

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**Medical Staff Kudos**
- William Wolff, NP
- Hazem Qalla, MD, FACOG
- Alberto Del Pino, MD
- Krislyn Flint, MD

**Staf Kudos**
- Debra Dunning
- Wayne Ward, LPN
- Dana Delorm, RN
- Melissa Russell, RN
- Anita Ackerman, RN
- Marcia McNabb, RN
- Larissa Kutzuba, RN
- Sheila Sreca, RN
- Deborah Pfluke, RN
- Judith Creeden, RN
- Stacy Sergent, RN

**Patient Feedback**

The following individuals were named in patient feedback for providing exceptional care from April 16 to May 15.

- Jennifer Smith, RN
- Cynthia Jarrell, RN
- Brad Yaddow, RN
- Steven Digman, RN
- Daryl Cooper, RN
- Linda Lang, LPN
- Kimberly Alter, RN
- Caitlin Campanaro, RN
- Janice Costello, RN
- Amanda Hough, RN
- Elizabeth Hillenbrand, RN
- Canea Stone, RN
- Beth Kelly, RN
- Jeffrey Rocce, RT(R)
- Jessica Bowman, RT(R)
- Barbara Collver, RT(R)(CT)
  (MR)
- Bianca Bobec
- Jessica Bryerton, RDMS
- Sophia Williams, RDMS
- Joyce Trausch, RDMS
- John Mitchell
- Paula Cole, RT(R)(M)
- Eric Horvath, RT(R)
- Kayla Pietruch, RT(R)
- Ingrid Fleury-Drake, LNMT
- Gail Williamson, LNMT
- Dietary
- Lab Services
- Canastota Lenox-Healthcare Staff

**New to OHC (April 16 - May 15)**

- Lisa Anson, CNA
  ECF 5th Floor - CNA
- Kendall Bennett
  ECF 2nd Floor - Transportation Aide
- Lindsey Byrnes, PA
  ACF OR - First-Assist in Surgery
- Roxanne Ciccone-Johns
  Radiology - Sonographer
- Karen Claven
  Women’s Health Associates - Medical Office Clerk
- Victoria Cole
  ACF Business Office - Director
- Brydee Cornelius
  Laboratory - Phlebotomist Trainee
- Kristina Defazio, RN
  ACF Endo - RN
- Bridget Emert
  Dietary - Food Service Helper
- Jonathan Falconer
  Laundry - Laundry Helper
- Liam Gordon
  Practice Management - Medical Office Clerk
- Millie-Rose Hoch
  Radiology - Reception Coordinator
- Kristin Jaeger
  Radiology - Reception Coordinator
- Meghan Johnson, RN
  ECF 5th Floor - RN
- Heather Levy-Scott, RN
  ECF - Nursing Supervisor
- Alyssa Lynch
- Michael Milligan
  Practice Management - Medical Office Clerk
- Donald Moseley, LPN
  ACF OR - LPN
- Priscilla Peterson, RN
  ACF 4th Floor - RN
- Kylie Phillips
  ACF 3rd Floor - Ward Clerk
- Sandra Rogers, RN
  ACF ED - ED Tech
- Karen Shepard
  Information Systems - Systems Analyst
- Joseph Smith
  ACF PT - Physical Therapy Assistant
What's New?

From the Cover - Patient Experience

The process of giving birth can be a roller coaster. Emotions can often range from excitement and expectation to feelings of anxiety in a short time. Erin Camp, of Eaton, recently found herself in the Oneida Healthcare Lullaby Center ready to give birth to baby number 7.

As a patient at Oneida Healthcare’s Maternal Health, Erin was at ease with the care she was about to receive. “Patty and Desiree on Broad St. always treated me like a friend and made me feel extremely valued as a patient. As self-employed parents using Medicaid for insurance, you would expect the care to suffer to some degree. At no point did we receive 2nd rate care. My friends told me to expect the same level of care at the hospital.”

Erin had previously given birth to the majority of her children in Hamilton before the closing of the maternity unit. “It was difficult, because they directed us to Bassett which was over an hour away.” After seeking additional information from Madison County, they were directed to Oneida Healthcare.

At 4:30 pm on June 27, Mia Camp made her entrance into the world weighing in at six pounds and six ounces. Mia was healthy at birth and after a few days of monitoring due to some slight jaundice, she left the hospital with her proud family. “Dr. Qalla is one of the most kind and compassionate delivery doctors I have ever had. There is not a sweeter nursing staff anywhere. From housekeeping to food service, every single person went above and beyond their job description to assist my entire family and make us feel comfortable.” said, Erin. “I would recommend Oneida Healthcare to anyone.” As a token of their appreciation, Erin’s children wrote 6 separate thank you cards, pictured on the cover, to the entire Lullaby staff thanking them for the exceptional care the entire family received.

Oneida Healthcare’s Lullaby Center has been recently recognized for demonstrating better quality and improved outcomes for patients while delivering affordable specialty care.

For an appointment with Dr. Qalla, call Women’s Health Associates at 315-363-9380.

Boxing Legends Visit ECF

On June 10, inductees of the Boxing Hall of Fame attended an outdoor lunch event with residents and family members of the Oneida Healthcare Rehabilitation and ECF. Representing the 29th year of this event, guests were able to dine, get photos and autographs from boxing legends.

Some of our distinguished guests included: Marvelous Marvin Hagler (62-3-2) the former undisputed middleweight champion from 1980 to 1987. Ring magazine named him the third greatest middleweight of all time; Gerry Cooney (28-3) was famously titled by legend promoter Don King as the “Great White Hope” in a fight with Larry Holmes for the World Heavyweight Championship title which was one of the biggest closed-circuit/pay-per-view productions in history, broadcast to over 150 countries; Jake LaMotta (83-19-4) also know as “The Bronx Bull” and “The Raging Bull” was a former World Middleweight Champion and known for his career fights against Sugar Ray Robinson. Mr. LaMotta’s life story was featured in the 1980 movie “Raging Bull” which was directed by Martin Scorsese and starred Robert De Niro.

Overall, the event was a tremendous success for everyone involved and could not have been possible without our exceptional staff and volunteers. “On the day of the event we had 150 residents in the building. Staff got 115 residents, including those on the vent unit, out of the building to the tent and back again, in a smooth and orderly fashion. As if that weren’t enough, they served and fed them a great meal and interacted with the residents, their families and the boxers” said Bryan Ehlinger, Rehabilitation and ECF Administrator.

“As a team, across all departments, everyone did an exceptional job and I thank you for all that you accomplished in the name of resident care - it was a perfect day.”
Off the Desk

Disposal of Your Pain Medications

Nearly 60 percent of Americans have leftover narcotics in their homes, and 20 percent have shared those with another person, according to a survey published online in the journal JAMA Internal Medicine, this month.

The survey also found that only 21 percent of people said they kept their opioid painkillers in a place that locks or latches. Almost half of those surveyed said they received no information about how to safely store or properly dispose of painkillers.

Did you know there are 4 locations in Madison County that you can drop off unwanted medications?

- Department of Motor Vehicles Office in Wampsville. Open 8:30 – 4:30 Monday through Friday
- Department of Social Services in Wampsville. Open 9:00 – 5:00 Monday through Friday
- Chittenango Police Department, Genesee St., Chittenango. Open 8:30 – 4:30 Monday through Friday
- NYS Troopers, Rt. 5, Oneida. Open 24 hours.

Sherry Buglione MS,RN
Director of Integrated Care & Strategy Deployment

Employee Scholarships Available For Nursing and Allied Health

Applications available in the ACF and ECF Nursing Office.

Application Deadline: July 15, 2016

Scholarships funded by the Oneida Healthcare Foundation.

OHC Volunteers Receive Rotary Award

Recently the Oneida Rotary Club, an organization focused on service to the communities, recognized Harold and Louise Thompson with the Roses to the Living Award. The Roses to the Living Award is presented to members of the community who give their time to fellow community members and benefit them in a positive way.

The Thompsons received this award for their 35 years of volunteer work in various departments at Oneida Healthcare. Together, Harold and Louise have donated over 10,000 hours of their time. Louise began volunteering because her friend suggested that she give it a try. Soon she was volunteering 4-6 hours every week all around the hospital.

Her volunteer work began in the Radiology Department, before she moved on to work as a greeter, a buyer for the gift shop and an assistant to the Director of Volunteers. She continues to volunteer in the Human Resources Department. Harold currently volunteers as a messenger, delivering inter-office mail.

Harold and Louise are long-time members of the Oneida community. Harold had been previously affiliated with the Agway Company for 38 years before purchasing the Agway in Oneida and renaming it Thompson Appliances.

Lately, along with volunteering at OHC, the Thompsons enjoy spending time with their three children and their nine grandchildren.

Oneida Healthcare would like to extend a thank you to Harold and Louise for their hard work and altruism. Along with our many other volunteers, Harold and Louise play a vital role in Oneida Healthcare’s ability to provide exceptional care, always.
Did you know Oneida Healthcare offers exceptional Orthopedic care? Our Oneida Orthopedic Specialists provide comprehensive orthopedic services for patients of all ages. From injured student-athletes in need of specialized sports medicine, to adults requiring total knee replacements, a variety of orthopedic patients turn to the specialists at Oneida Healthcare.

Dr. John King, Dr. Joseph Pierz, Christopher Lott, RPA-C and their dedicated staff are committed to providing every patient with superior quality orthopedic care in a personal, compassionate, team approach. Our team of specialists is trusted for their years of experience, extensive expertise and access to state-of-the-art technology at Oneida Healthcare. Their main goal is to get you back to an active lifestyle.

They offer a broad spectrum of orthopedic services which include:

- Shoulder injuries, rotator cuff surgery
- Complex fracture care
- Degenerative arthritis care
- Joint injections, including the use of ultrasound technology
- ACL reconstruction
- Total joint replacements of the hip and knee
- Hand and wrist trauma and reconstructive surgery, including carpal tunnel release
- Back and neck pain treatment
- Spinal disorders and scoliosis; conservative treatment
- Treatment for foot and ankle disorders

With a high percentage of documented positive clinical outcomes and a focus on patient experience, Oneida Healthcare’s Orthopedic Specialists deliver exceptional results.

Located in the Ottaviano LaRaia Professional Building at 357 Genesee Street in Oneida, the Oneida Orthopedic Specialists are open Monday - Friday from 8:00 am to 4:30 pm. To schedule an appointment with a Orthopedic Specialist, call (315) 363-4651.

Accepting New Patients:
- Canastota Lenox Health Center
  (315) 697-5272
- Chittenango Family Care
  (315) 687-5100
- Chittenango Internal Medicine
  (315) 510-3677
- Verona Health Center
  (315) 363-3482
- Women’s Health Associates
  (315) 363-9380 - Oneida
  (315) 336-4721 - Rome
Prevent **slips, trips and falls** at work

**Take steps to prevent**
- Wear proper footwear with good treads.
- Fix loose or curled carpets, mats and floor tiles.
- Make sure lighting is bright enough to see properly.
- Identify walkway slopes and changes of levels.
- Secure trailing cables.

**Keep it clean and clear**
- Keep floors clean and dry.
- Address spills quickly.
- Keep aisles and walkways clear of clutter and obstacles.

**Watch Out**
- Watch out for holes, cracks, or uneven, rough areas on walkways.
- Take extra care on surfaces that could be slippery.

**Safety Tip of the Month**

**How to Report an Incident:**

**If a staff member falls:** complete a paper incident report and file it with HR. Seek treatment if necessary.

**If a patient or visitor falls:** fill out an incident report on Meditech and direct the patient to where they can receive treatment related to the incident.