

THE **Inside** Scoop

December 2016

If It Was Easy

If it was easy, everyone would be doing it. But it's not. And they are not. Nowhere is the maxim truer than in what Hudson Headwaters set out to do more than 35 years ago. Starting with a few scrappy volunteers, a handful of stalwart staff, a leader with vision and powers of persuasion, and really good luck, we began caring for the people living in one of the most remote, mountainous swaths of these United States.

Nothing, and everything, has changed. If we thought it was hard at the beginning, and it was, wondering if we could meet payroll with relatively few paying patients, or find doctors willing to live and work in this rural area – the complexities and stresses are now tenfold. We have 800 staff, managers, and providers to encourage, develop, and pay for. We have some 20 health centers and other buildings to keep maintained. We are straddling a reimbursement system that is at once in the old fee-for-service world, and the new, value-based, population health model. We now care for more than 1,000 patients a day, with more and sicker patients than ever before.

If it was easy...but it's not. We've invested the entrepreneurial spirit required to sustain any business in and around the Adirondacks. We're also guided by our deep commitment to assuring top-notch medical care to our communities. It's true, our creativity, flexibility, and resilience have led to some success. But like the Walt Disneys and Steve Jobs/Apples of the world, we've had some missteps along the way. What's key, is how we've reacted to some of the hardest times.

If everything was easy, we wouldn't have challenges, push to be better, or make mistakes. How do we keep going when it's hard? We learn from what doesn't go as planned. Each occasion instructs and prepares us in ways we might not have imagined. One great example is our foray into



managed care in the late 80s/early 90s – "NORTHCARE." We were part of an initiative to preserve local control over how care was delivered and paid for in our communities. For many reasons, it wasn't a permanent success, but much was learned, including the importance of data collection and analysis, the need for urgent care to reduce ER utilization, the need for communication between primary and specialty care providers, how to articulate our value to payors, and so much more. It turns out that what was undertaken with limited success (not failure) prepared us to be on the leading edge of population health management and value-based reimbursement.

As an organization, we've ventured out on a few ledges, taking calculated risks, adopting new ways of operating to stay out in front (or simply to survive!). Do we give ourselves (personally) and co-workers ample opportunity to do the same? Allowing those passionate enough to speak up, offer constructive new ideas, and occasionally fall short, builds confidence, team strength, and organizational assets.

"The biggest concern for any organization should be when their most passionate people become quiet."

–Tim McClure

We're in an unprecedented period of growth and change (again). We have much to learn, still. We've come up against what seem to be impossible odds, struggled through unforeseen challenges, and still we're here, taking care of patients, one person at a time. The stuff of heroic movies, maybe, but it's very real, and never easy. Sure, we don't always communicate with each other or support each other as we should. Yes, we're sometimes scattered, trying to do too much. But if it was easy... 

WE CARE



**DONATE \$1.00
to wear DENIM!**

Why? Because we care about each other.
DENIM DAY is part of our Care for Co-Workers program
created by staff, for staff, to lend support when
one of our own is facing a hardship.



We've reached a milestone! In less than three years, with a small donation from Hudson Headwaters to prime the pump, our *Care For Co-workers* program has given more than \$10,000 to our own staff in need.

array of gas, grocery store, Visa, and Walmart gift cards, amounting to more than \$10,000.

The *PTO Donation to Help Others* is a way for staff to donate unused PTO (Paid Time Off) to a bank of hours available to staff who require extended time off for a serious medical issue or other personal hardship. The fantastic part is that the donated hours are converted to dollar values – so if a \$30/hour worker donates two hours (value=\$60), then a \$15/hour staff person in need would receive the equivalent of four hours of PTO. It's an opportunity for those who earn a more generous salary, and all of us, to make a real difference in the lives of coworkers in need. And we have! At last count, 53 staff have donated time – 755 hours valued at more than \$32,000. And 45 staff in need have received help (1,553 hours) valued at more than \$27,000.

Care for Coworkers and *PTO Donation to Help Others* are two opportunities available to help staff during an unforeseen hardship such as: a serious health issue, loss or significant natural disaster damage to a home, risk of power shut-off, eviction, vehicle repossession, and more. The programs are available to help, but not solve the hardship.

Funds are raised for *Care for Coworkers* through events like holiday bake sales, personal donations, Friday Denim Days, and fun team activities like Warrensburg's baby picture contest. Denim Days contributions now average \$250 each week! To date, 43 staff have received help from the *Care for Coworkers* fund in the form of checks, and an

Staff may request confidential donations for themselves or on behalf of a coworker. Forms for requesting donations, or making one, can be found on Hweb – Department Pages – Human Resources. Scroll down, and look for the Electronic Forms section in the right-hand column. All required forms are available to you there.

At Hudson Headwaters we're all about helping those in need. Why not our own? Why not now? Pay it forward, and know you've made a difference. 

Facebook and More!



Social media is an important tool for keeping our patients and friends up-to-date on Hudson Headwaters news. We could use your help! And who understands the value of keeping patients informed better than our own staff? We are now nearly 800 strong, and as the face of Hudson Headwaters, we are best people to help share our message!

Here's how you can help when you get home...

Like us on Facebook!

By liking us and liking and sharing our posts, you will help spread the word to even more patients and community members. Patient education and awareness is what it is all about! You can also follow us on Twitter, Instagram, and LinkedIn!

Review Us – and Keep it Postive

Review us on Facebook to let friends know what you like

about being a part of the Hudson Headwaters family – as patient or staff. You can also review us on Indeed, Glassdoor, and Google. (If you have nothing nice to say, please... say nothing at all on social media. But...if you have questions, concerns, or complaints about Hudson Headwaters or what you see on our social media sites, please let someone know – talk to your manager or use our Bright Ideas Box in the HR section of Hweb).

Share Your News!

We want to know about and help share what is going on at your location or in your department – like staff recognition events, patient satisfaction stories or testimonials, team-building, or volunteer work. Make sure to send us pictures too! We can post these fun news items to social media and Hweb. Send to mevatt@hhh.n.org. 

Sketches

Learn more about your co-workers:



Shannon Evellis, PA-C

Lives in Glens Falls and cares for patients in Chester, Bolton, and Schroon Lake. In January, this will change to CHHC and HCBS. Shannon has been with Hudson Headwaters for five years.

Education/work background? I earned a master's degree from Albany Medical College, was a researcher at UMASS Boston, lab technician at the NYS DOH Wadsworth Center, and a patient care associate at Albany Med.

Hobbies? Mostly I spend my free time with friends and family. When I get a chance, I love to read, cook, dance, hike, and work on home repairs with my Dad.

Favorite vacation? Disney World with my friends in 2012.

What section of newspaper first? I get my news from the internet, but it would be the equivalent of the front page.

Favorite dinner? Chana Masala (savory Indian chick peas)

Favorite book/author? *Cider House Rules* by John Irving.

One CD...what would it be? Not possible. I love too many different types of music, but my favorite song is "Fishin' in the Dark" by the Nitty Gritty Dirt Band because it reminds me of home.

What might surprise people about you? I spent a summer on the coast of Massachusetts studying snails.

What are you most proud of in your work with Hudson Headwaters? Patient education. I want all of my patients to feel empowered regarding their health care needs.



Melissa Gooley, RN

Lives in Champlain, and is Nurse Manager at North Country Family Health. She's been with the center for nearly 20 years, four of them as part of the Hudson Headwaters family.

Education/work background? I have been a nurse since 1999. I worked at CVPH on a med-surg floor then came to the health center.

Hobbies? In summer, anything by beautiful Lake Champlain with family and friends – boating, kayaking, fishing, going to the beach and having picnics with fun cocktails! We have many gardens around our home on 50 acres. We grow flowers, veggies, fruits, and even have a small vineyard. Winter pastime is skiing with my kids.

Favorite vacation? A month-long cross country honeymoon trip in a 5th wheel in 2000. And...a New York City Christmas time trip with my kids, mom and aunt in 2013.

What section of newspaper first? I'm boring... I start with the front page and go in order.

Favorite dinner? I'm pretty spoiled. My husband cooks dinner every night but my favorite meal is a tender juicy steak.

Favorite book/author? I read a bit of everything. I am currently reading *Yes, Your Teen is Crazy*, because I have three teenagers!

One CD...what would it be? Christmas music.

What might surprise people about you? I have 14 year old triplets, two boys and a girl.

What are you most proud of in your work with Hudson Headwaters? Making a difference in a patient's life.



Tom Lyons

As Director of Network Development, Tom is responsible for marketing, communications, foundation activity, and community engagement. He lives in Glens Falls and has been on staff with Hudson Headwaters for more than a year, and prior to this, served as a Board member for several years.

Education/work background? I graduated from Hartwick College with a BA in psychology with a focus on gerontology, and from Sage Graduate School with an MBA. I worked for The Eddy and St. Peter's Health Partners for 20 years, most recently as Executive Director of The Glen at Hiland Meadows Retirement Community in Queensbury.

Hobbies? Spending time with my wife, family, friends, and keeping up with our two rescue labs, Murphy and Max.

Favorite vacation? Honeymoon to San Francisco in 2012 with a road trip down Route 1 to Big Sur.

What section of newspaper first? Local.

Favorite dinner? Steak and vegetables.

Favorite book/author? Author Simon Sinek.

One CD...what would it be? Pearl Jam.

What might surprise people about you? I know how to weld.

What are you most proud of in your work with Hudson Headwaters? Helping others is in my DNA. In so many different ways our Network, staff, and providers contribute to helping our communities maintain a high quality of life through exceptional care and innovation. I'm proud to work alongside such a unique group of individuals who collectively, with all their time and talents, make a meaningful impact on the lives of those who need it the most.



Staff who have joined us since October (or rejoined).

Beth Bourn, LPN (WMHS-2)
 Richard Bryan MD (Rheum-WMHS-1/
 WHC)
 Nicole Burke (FrOff-NCOG)
 Kara Carter, LPN (NCFH)
 Piperlea Chico (MobOralHlth)
 Michele Colon, LPN (WMHS-2)
 Ashley Crandall (FrOff-FEKHC)
 Stephanie Demers, RN (TelHlth-NCFH)
 Lorell Ducati (ReferrSpec-333Glen)
 Timothy Duffy, DPM (Podiatry-WMHS-1/
 WHC)
 Lindsey Fisher, LPN (WMHS-2)
 Colleen Geczy, RN (LeadRN-333Glen)
 Renee Harder, LPN (WMHS-2)
 Sarah Korobovsky, LPN (WMHS-1)
 Danielle Latterell (FrOff-HCBS)
 Tamara Long-Henry (FrOff-HCBS)
 Geradine (Geri) Lyons, RN (NurseMgr-
 WMHS-1)

Leslie Mattison (BusAnlyst-340B)
 Lori McLean, RN (RxRenewal-333Glen)
 Kathi Miller, CNM (NCOG)
 Lisa Miller, LPN (WMHS-1)
 Alexis Mondella, FNP (WMHS-2)
 Chanel Monroe, (FrOff-WMHS-2)
 Erin Morine, DO (SportsMed-WMHS-2/
 WHC)
 Andrew Morrison, RN (NurseMgr-CHHC)
 Crystal Nolan FNP (NCOG)
 Stephanie Pollak (DentHyg-MobOralHlth)
 Kristel Powers (FrOff-WMHS-2)
 Eileen Reid, RN (TelHlthRN-FEKHC)
 James Sipowicz (BusAnlyst-340B)
 Cheryl Smyth, LPN (WMHS-2)
 Maeghan St. John (FrOff-WMHS-1)
 Katie Stranahan (FrOff-HCBS)
 Stephanie Willis (BusAnlyst-340B)
 Joann Woodard (CodingSpec-CR)

Anniversary Celebrations

December 2016–February 2017



5 Years:

Dawn Bell (HCMgr-MFH/FEKHC)
 Kellie Combs, LPN (NCOG)
 Morgan Cox, LPN (WMHS-2)
 Susan Donovan (ApptSpec-333Glen)
 Stephanie Fiorillo, LPN (NCOG)
 Rachel Frasier (CareMgr-HCBS)
 Michael Fuller (MedAsst-WMHS-2)
 Lori Gravelle (VPRiskMgt-Compliance)
 Lisa Hirsch (DocSpec-333Glen)
 Susan Jackson (AdmSuppFin-CR)
 Kim Little, LPN (WMHS-2)
 Karen Marden, LCSW (WMHS-2)
 Erica Fish-Merrill, MD (HCBS)
 Christine Morine, (AdmServDir-CR)
 Andrew Paszko, PA-C (HCBS)
 Elizabeth Rapple, RN (TelHealth-HCBS)
 Amber Ross, RN (WMHS-2)
 Sheryl Salerno, NP (WMHS-2)
 Ashley Sears, LPN (HCBS)

Brenda Walden, RN (TelHealth-WHC)
 Kimberly Waters, LPN (WMHS-1)
 Juliann Woodward, RN (CareMgr-
 WMHS-2)
 Kathleen Wright (FrOff-WMHS-1)

10 Years:

Jasmine Degrechie (FrOffLd-WHC)
 Teresa Fiorino (RadTech-WHC)
 Kathy Haskell (MedAsst-WHC)
 Deborah Hensler (FrOff-TuckerBldg)
 Mary Laflure (DentAsst-TuckerBldg)
 Lisa McDonough (FrOffLd-THC)
 Debra Patterson (FrOff-HCBS)
 Barbara Repp (FrOff-WHC)
 Desiree Wilson (FrOff-HCBS)
 Kristin Williford, PA-C (HCBS)

20 Years:

Christopher Wolfe, PA-C (MHC)

New Staff, New Roles, New Titles



Top row: Maggie Evatt (Market/CommCoord); Shannon Evellis, PA-C (HCBS/CHHC); Geraldine (Geri) Lyons, RN (NurseMgr-WMHS-1); **Middle row:** Kathi Miller, CNM (NCOG); Kristine Miller, FNP (CHHC/BHC/WHC); Katie Mitchell (Staff Trainer-CR); **Bottom row:** Andrew Morrison, RN (NurseMgr-CHHC); Crystal Nolan, FNP (NCOG); Tucker Slingerland, MD (Deputy CEO); **Not shown:** Krysta Brown, PNP (QFH/HCBS-Jan)

"In other words, if everyone could do it, they would, and it wouldn't be worth much.

It's uncomfortable to stand up in front of strangers.

It's uncomfortable to propose an idea that might fail.

It's uncomfortable to challenge the status quo.

It's uncomfortable to resist the urge to settle.

When you identify the discomfort, you've found the place where a leader is needed.

If you're not uncomfortable in your work as a leader, it's almost certain you're not reaching your potential as a leader."

Seth Godin from his book, *Tribes*

Referrals Are Key

As a multispecialty primary care organization, Hudson Headwaters offers an increasing array of medical specialties, all within our own organization. The benefit to our patients lies in the ease of collaboration among many providers. It allows an expert team to meet the unique needs of patients, especially those with multiple or complex medical problems.

As patient outcomes, quality, and safety become increasingly tied to reimbursement, cooperation and communication among medical (and all staff) is fundamental to our future success. Making internal referrals and/or placing a call to a Hudson Head-

waters colleague can avoid a lot of unnecessary tests. We know first-hand that electronic access to patient records avoids duplication of efforts. Each benefits the patient and our group.

We're proud of our medical staff and the quality of care we provide. As our medical specialty offerings grow, it's important to know about and use the services we have available to our patients.

Here's a handy reference sheet (also available on Hweb – Useful Information/Electronic Forms).

Dentistry

Michelle Kisiel-Cohen, DMD, Richard Portuese, DDS, and Paul Rizzo, DDS (Warrensburg: 623-3918)

Dermatology (Office-Based Skin Surgery)

William (Bill) Conner, PA-C (WMHS- 1: 824-8610 and WHC: 623-2844)

Gastroenterology (Limited Availability)

Joseph Yarze, MD (WHC: 623-2844)

Infectious Disease

Mary Clarisse Kilayko, MD (HCBS: 792-2223; WMHS-1: 824-8610)

Jennifer Rowley, MD (HCBS: 792-2223)

Alisa Markwith, FNP (Glens Falls Hospital)

Kristen Williford, PA-C (Glens Falls Hospital)

Nephrology

Christopher Hoy, MD (WMHS- 1: 824-8610)

Frances Bollinger, MD (Glens Falls Hospital)

Neurology

Erik Istre, MD (WMHS- 1: 824-8610, WHC: 623-2844)

OB/GYN – Women's Health

(Central Phone: 792-7841)

90 South St (GF)

Moreau Family Health

Warrensburg Health Center

West Mountain Health Services- 1

Orthopedics/Sports Med/Osteo

Ortho/Sports Medicine:

Richard Saunders, MD (WHC: 623-2844)

Erin Morine, DO (WHC: 623-2844)

Jim Todt, PA-C (WHC: 623-2844)

Erin Morine, DO (WMHS-2: 824-8610)

Dave Paska, PA-C (FEKHC: 824-8630, WMHS- 1: 824-8610)

Osteo Manipulation:

Nicole Cerklewich, DO (NCFH: 298-2691)

Jessica King, DO (NCFH: 298-2691)

Otolaryngology (ENT) (Limited Availability)

Matthew Dickson, MD (WHC: 623-2844)

Sean Kennedy, DO (WHC: 623-2844)

Podiatry (Available at most centers. Check website for details)

Jackie Avery, DPM

Tim Culliton, DPM

Timothy Duffy, DPM

Radiology

HCBS: Plain Film X-ray

WHC: X-ray, Mammo, Echo, Ultrasound, Dexascan

WMHS-1: Ultrasound

90 South: OB-GYN Ultrasound

Rheumatology

Richard Bryan, MD (WMHS- 1: 824-8610)

James Yovanoff, MD (WMHS- 1: 824-8610)

James Yovanoff, MD (FEKHC: 824-8630)

Urology (Limited Availability)

Rustom Rastinehad, MD (WHC: 623-2844)

Vascular (Limited Availability)

William Byrne, MD (WHC: 623-2844)

Other Supporting Services:

Behavioral Health

Available at many health centers as part of the primary care team.

Care Managers

Care Managers are part of the primary care team.

Questions? Call Jessica Casey, RN: 761-0300, ext 34301

Diabetes and Nutrition Education

Emily Hammond, RN, CDE (Available at CHHC, NCHC, SLHC and WHC. Call 623-2844)

Jena Hart, MS, RD (Available at MFH, NCHC, and WHC. Call 761-6961)

Palliative Care and Homeward Bound Programs

Call 798-1859

Creative Outlets

Some of us hike, camp, or paddle. Others quilt, weave or make jewelry. Some run, bike, and swim. Still others grow grapes, build boats, herd chickens or tame bees.

We all have lives outside of work. And while work is important, balancing it with other interests is key to our good mental and physical health.

Here's a small sampling of what some of us do when we're not here. What's your outlet?
Send photos and a couple of sentences, please, to: hahn@hahn.org



HERE'S SHELLEY WILLIAMS (WHC) and her husband John with one of their winning thoroughbreds, Jack's R Wild. "Racing and breeding thoroughbred horses has been a passion for my husband and me for the past 20 years. I especially like breeding and have been there to watch my last three babies being born. We have another one due in March. A lot of work goes into helping them grow up and get to the race track. Most of my free time is spent at the Oklahoma training track at Saratoga in the mornings, watching the workouts. It has been a lot of fun and hard work but all worth it when you get a win!"



Ten years ago, **MAUREEN MCKINNEY** (left), (Insurance Cred), started Barefoot Beads with long-time friend Kim Cornell. This venture began as a wholesale sterling silver business and later morphed into a passion for creating unique beaded jewelry. Their newest creation, Italian leather slider bracelets, have become extremely popular. "It is a fun, relaxing hobby which allows me to spend time with a good friend," says Maureen.



JANICE VANDYKE (WHC) spends most weekends and vacations hiking (often with rescue dog, Eli), from the Swiss Alps and Scottish Highlands, to Glacier Mountain out west, and closer to home throughout the Adirondacks, including Crane Mountain. In addition to taking people out on the trail, especially those new to the joy of hiking, Janice is part of a movement related to hiking/stress reduction--50 Ordinary Women Doing Extraordinary Things Project. Find out more here: <https://50ordinarywomen.wordpress.com/>

