

THE **Inside** Scoop

Fall 2016

Neat and Tidy?



TO CLUTTER, OR NOT TO CLUTTER, THAT IS THE QUESTION. Turns out it's actually a subject of ongoing research. Is it better for us to live and work in a super neat and tidy environment, or is there value in being messy?

There are studies that support the value of a tidy work and home space (hence the multi-billion dollar home organizing industry). There is also research that supports living with a bit of disarray...in the interest of creativity.

We recently received a broadcast email encouraging us to tidy up our areas for important visitors. Akin to the parental "clean up your room," it was advice most of us needed. A survey by the hiring firm Adecco found that nearly one-third of workers said people who left desks and common spaces messy were their single biggest office annoyance. Imagine how our patients would feel if we left our reception areas the way we sometimes leave our cubicles, offices and staff and kitchen areas?

Not only is staying tidy(ish) more respectful to those with whom we work, live, and play – it turns out to also be good for our physical and mental well-being. It's safer not to have stuff around to trip over. If a patient can find and

keep his meds organized, compliance is more likely. They've actually linked excess clutter to excess weight. If you cannot easily find your sneaks, it's less likely you'll go for a walk, or play ball with the kids.

Excess clutter can be distracting. Multi-tasking doesn't always produce superior results, and excess clutter can even further limit our ability to focus. Piles of unfinished projects, stacks of papers, and multiple to-do lists can signal major anxiety – feeling overwhelmed, depression, a sense of failure. A Princeton University Neuroscience Institute study suggests this: "Clutter makes you distracted and unable to process information as well as you do in an uncluttered, organized, and serene environment. The clutter competes for your attention the same way a toddler might stand next to you annoyingly repeating 'candy, candy, candy, I want candy, candy, candy...'" Even if you are able to focus a little on the task at hand, that screaming toddler (the unfinished projects on your desk, or on your kitchen counter) is also vying for your attention.

On the flip side, a University of Michigan study found that a degree of clutter and disarray is not only tolerable, but preferable. After all, the study suggests, nature itself isn't exactly neat, tidy, and organized – it can be beautiful chaos. So, it seems that a bit of clutter may actually be good for you – especially if you're the creative type who finds inspiration in the disorder that can encourage thinking outside of the box.

To clutter or not to clutter...that is the question. Respecting those around us. Staying on task with less distraction. Setting ourselves up for better physical and mental health. All these come down on the side of staying tidy. Zero tolerance for clutter, though, isn't realistic. A little bit of it can allow for more creativity and spontaneity.

Pick up your toys. Clean up your room. You'll work better and feel better. If you need the Pet Rock on your desk to spur creativity, by all means keep it. We need all the inspiration we can muster to keep Hudson Headwaters fresh, innovative and energized going into the future. 

Better. Faster. Friendlier.



Have you had a chance to dig into the new website? Everything that used to be there is still there (perhaps in a slightly different place), and there's so much more. You'll notice that besides being brighter and more inviting, there are new features that make it better, faster, and friendlier. For instance, the new site offers:

- "responsive" design, meaning it adapts to all devices – PCs/laptops, tablets, and smart phones.
- access to "Clockwise" -- real-time ability to reserve a space in line (and to see how long the estimated wait is) at our two urgent care centers in Warrensburg and Glens Falls -- including text message reminders.
- integrated Google Maps on each health center page, for those who need help with directions.
- "search" function for any word or phrase within the full site, and on the medical staff pages.
- options for expanding text size for better readability. The plus/minus icon is easy to find, right there on the top of each page.
- links to patient forms and brochures sprinkled throughout the site and in the Resources section (more being added).
- coming soon...more and updated video from our YouTube channel.



Well, we couldn't exactly go with christening the launch by cracking a bottle of champagne over it (on a laptop!?). Instead, we added the unveiling of our new website to the start of a week-long National Health Center Week celebration. We started out with Community Day festivities on the West Mountain Services campus, followed by the launch of our new website, a ground-breaking ceremony for our new health center in Champlain (complete with golden shovels!) and then a

nice (handy big blue tote) gift to all staff, in recognition of our amazing group of caring individuals and teams. We have so much to be proud and grateful for – not the least is celebrating 35-plus years of service to our communities.



Community Day 2016 on the West Mountain Health Services campus

Thank you to everyone who contributed, and who continues to share feedback and recommendations. Every website is a work-in-progress, so we want to hear from you if you discover a broken link, a typo, or missing/incorrect information. Of course, we especially want to hear from you if you like it! Keeping our website an up-to-date and useful tool requires all eyes on the details. Your comments and suggestions are welcome and helpful—please share them with Tom Lyons (tlyons@hhhn.org) or Karen Hanley (khanley@hhhn.org). 



The golden shovels officially break ground for our new health center in Champlain



Stylin' with our new Hudson Headwaters totes

Sketches

Learn more about your
co-workers:



William (Bill) Borgos, MD

Is the Lead Provider for West Mountain Health Services, Building 2 and our VP of Medical Staff Operations. Dr. Borgos lives in Queensbury and has been with Hudson Headwaters for 13 years.

Education/work background?

Undergraduate (BA) from the University of Notre Dame and MD from Johns Hopkins University.

Hobbies?

Running with my wife Jill, and active spectating at my son's soccer games, my daughter's cross country races, and then trying to stay warm as they both Nordic ski!

Favorite vacation?

Park City, Utah in summer 2014.

What section of newspaper first?

Front page, then sports.

Favorite dinner?

In winter - pasta of any kind! In summer - salmon on the grill.

Favorite book/author?

Tough one - love Tolkien, love Robert Ludlum.

One CD...what would it be?

U2.

What might surprise people about you?

Years ago I planned to be an astronaut - slight change of course.

What are you most proud of in your work with Hudson Headwaters?

I am proud to be part of such an innovative, compassionate, and energetic team. I honestly believe that we provide consistent, excellent patient care!



Sarah Mija

Lives in Glens Falls, and as part of the Care Management team at 333 Glen, is Manager of Ancillary Care departments: Transition Care, Community Resource and Behavior Health Resource Advocates, Homeward Bound/Palliative Care program staff.

Education/work background?

I went to school and worked as an Occupational Therapist for 12 years, including three as rehab director for a nursing facility. I am now pursuing a master's for Health Care Administration from Southern New Hampshire University online.

Hobbies?

I used to be a personal trainer and coached basketball at SUNY ADK. I now enjoy spending time with my husband and (girl and boy) eight year old twins. We love to run, fish, bike, and play ball. Most of our time is spent watching our two amazing children play in sporting activities from hockey to dance.

Favorite vacation?

I would have to say it was summers in the 90s, at camp with my grandparents on the Hudson River. At the time it didn't seem so amazing, but looking back it was probably some of the best times I have ever had.

What section of newspaper first?

Sports.

Favorite dinner?

My mom's chicken and broccoli casserole with rice.

Favorite book/author?

Nathan McBride series by Andrew Peterson.

One CD...what would it be?

Pearl Jam.

What might surprise people about you?

I am an upfront, outspoken, energetic person who pretty much lays everything out on the line. The one thing many may not know is that I enjoy going to the shooting range with my husband. It's time spent together, and he loves to instruct and educate.

What are you most proud of in your work with Hudson Headwaters?

The continued drive each member of this Network has on providing quality care and compassion to

every patient, external client, and community we serve. The team I work with every day shows the dedication, heart, and support that is needed to provide the best care for all of our patients.



Janet Petschauer

Lives in Queensbury and is now Health Center Manager for West Mountain Health Services (Building 2), formerly manager of Queensbury Family Health, and has been with Hudson Headwaters for three-and-a-half years.

Education/work background?

I am a Catholic school graduate. I went on to study medical assisting and management at the New York School for Medical and Dental Assistants.

Hobbies?

Spending time with my family and three dogs, also boating and fishing.

Favorite vacation?

Lake George in 1977. It was my first time to the area and I knew I never wanted to be anywhere else.

What section of newspaper first?

Obituaries.

Favorite dinner?

Thanksgiving dinner with all the trimmings!

Favorite book/author?

Lisa Kleypas

One CD...what would it be?

Definitely Elvis Presley.

What might surprise people about you?

I started my career at age 19 as a Registered Medical Assistant.

What are you most proud of in your work with Hudson Headwaters?

I am proud and honored to have been part of two dedicated teams that put patient welfare before everything else.



Staff who have joined us since mid-June (or rejoined).

Stephen Armstrong (ISSpec-CR)
 Lisa Bickford (RefSpec-333Glen)
 Kayla Bivins (FrOff-WHC)
 Amanda Blanchard (FrOff-WMHS-2)
 Katherine Bruno, LPN (MFH)
 Stephanie Brush (FrOff-WMHS-2)
 Taylor Bump (RadTech-WHC)
 Erin Carey (AppSched-33 Glen)
 Cynthia Carter (CodingMgr-CR)
 Albert Charhon (ClaimsAnlyst-CR)
 Tanya Charleston (PhlebOffSupp-WHC)
 Taylor Christopher (FrOff-FEKHC)
 Stephanie Convery, RN (CHHC)
 Patricia Cumming (FrOff-HCBS)
 Melissa Diffie (CommResAdv-333Glen)
 Amy Donnelly (FrOff-WMHS-1)
 Susan Donovan (AppSched-333 Glen)
 Tonya Dufour, LPN (QFH)
 Casey Dwyer, RN (Triage-WHC)
 Lauren Eckard (MedAsst-WHC)
 Marcia Edwards (RxRenewNurse-333Glen)
 Katrina Fish (DocumSpec-333Glen)
 Melissa Frasier (FrOff-NCHC)
 Alissa Gallo, RN (LeadRN-CentrServ-333Glen)
 Jill Geoffrion, PA-C (PerDiem-THC)
 Kim Goff (AppSched-333 Glen)
 Melissa Guldenzopf, RN (Triage-HCBS)
 Tina Huff (RxRenewNurse-333Glen)
 Sarah Humiston (SlidFeeProg-CR)
 Erik Istre, MD (Neurology-WMHS-1/WHC)
 Tiffany Jones (MedAsst-MFH)

Jessica King, DO (NCFH)
 Melissa Lapoint (Phleb-MFH)
 Monica Lawrence, RN (LeadRN-THC)
 Lisa Miller, RN (NurseMgr-SLHC)
 JoAnn Morbidelli (RefSpec-333Glen)
 Jared Nicholson (FrOff-HCBS)
 Angela Nieminski (ClaimsAnlyst-CR)
 Barbara Olm, RN (NCHC)
 Robert Orr, DO (THC)
 DonMarie Pasco (Phleb-WMHS-2)
 Jordan Pennock (FrOff-WHC)
 Mark Quaresima, MD (MFH)
 John Quaresima, MD (WMHS-2)
 Kelley Reilly (CareMgtSupp-333Glen)
 Tamara Sillero (FrOff-MFH)
 Melinda Skellie (RxRenewNurse-333Glen)
 Holly Spire, LCSW (WHC)
 Suzanne Studler (AppSched-333Glen)
 Pamela Tyminski (DocSpec-333Glen)
 Desiree VanDerWerf (FrOff-HCBS)
 Lindsey VanAernem (FrOff-WMHS-2)
 Jean Viele (RxRenewNurse-333Glen)
 Caroline Vogel (FrOff-WMHS-2)
 Julianna Walker (CredCoord-CR)
 Sarah Walkup, RN (TelHlth-NCOG)
 Cora Wells, LPN (MFH)
 Crystal Whitford-Thompson (PriorAuth-333Glen)
 Kerianne Yarson (MedAsst-MFH)
 Kristina Yelle (RadTech-WHC)
 Melanie Yosco (FrOff-HCBS)

Anniversary Celebrations

September – November 2016



5 Years:

Mary Clarisse Kilayko, MD (WMHS-1)
 Donna Miller (FrOff-WHC)
 Jackie Avery, DPM (Podiatry)
 Wendy Steinhacker, PA-C (Hosp)
 Susan Zarzycki, RN (HCBS)
 Lynda Ayala, RN (HCBS)
 Jessica LeBlanc, LPN (NCOG)
 Kathryn Bean, LPN (FEKHC)
 Catherine Casey, LPN (WMHS-2)

10 Years:

Suzanne Hackert, LCSW-R (FEKHC)
 Julie Steele-Goodwin, PA-C (NCFH)
 Sonya Blackmer, RN (HCBS)
 Koren Sheehan (FrOff-HCBS)
 Lori Alteri-Nadeau, LPN (THC)
 Roberta Gottesman, LPN (HCBS)

15 Years:

Mary Gipe (FrOffLead-QFH)
 Deborah Lawson (FrOff-NCHC)

20 Years:

Christine Swinton (RadioITech-WHC)

New Staff, New Roles, New Titles



Top row: Dawn Bell (HCMgr-MFH & FEKHC); Lia Braico, FNP (WMHS2/UC-HCBS); Richard Bryan, MD (Rheum-WHC/WMHS1); Timothy Duffy, DPM (Podiatry-WHC/WMHS1); Jill Geoffrion, PT, PA-C (THC); Erik Istre, MD (Neuro/Psych-WMHS1/WHC); Michelle Leonard (HCMgr-WMHS1 & QFH). Bottom row: Alexis Mondella, FNP (Oct); Erin Morine, DO (SportsMed-WHC/WMHS2); Robert Orr, III, DO (FP-THC); Janet Petschauer (HCMgr-WMHS2); John Quaresima, MD (FP-WMHS2/GFH); Holly Spire, LCSW (WHC)



SAVE THE DATE!

Saturday, December 3

Hudson Headwaters'
HOPPIN'
HOLIDAY PARTY

at
The Sagamore Resort

Rooted in our Communities

We were created some 35 years ago, and as community need increased, health centers were developed. It's fair to say that we owe our existence – and, in some years, our very survival -- to the communities we serve.

Rooted in our communities. We used it as a tagline for a while, promoting our commitment to basic health services for all, and the importance of those services in the fabric of our rural Adirondack area towns and villages. What has changed? Hopefully, very little. We're bigger, yes, and we serve a multi-faceted array of communities now – some very rural, some quite suburban. No matter the size, every one of our communities has in it people who need our care most and can afford it least.



There's an old saying "a rising tide lifts all boats." In the early years, the scales tipped in favor of volunteers keeping us afloat. As we've matured into an organization of some size and maybe some influence, we're doing our part to help keep the tide rising. You could say that it's become our social responsibility to actively engage in our communities. It's why we've reached out and connected with others like the local YMCA, SUNY Adirondack, Adirondack Theatre Festival, Rotary, and the United Way. It's why we've been organizing more events than ever before, some as fundraisers, some as "friend-raisers." These activities simply could not happen without the incredible sense of Hudson Headwaters spirit and energy that staff has so willingly given – from Rotary 5K, Ride for the Well of It, and Care For Kids walks and races, to Community Days, theater receptions, and groundbreakings. We aim to develop our corporate citizenship in a way that reflects our commitment to the people we care for. It's in our best interest to invest in those relationships, by supporting the smaller nonprofits who seek to serve the very patients we do, and by connecting with organizations in the arts and in education that make for authentic and engaged communities. These are the kinds of communities we want to raise our children in, and that we want our children to return to, to raise theirs.

Thank you for all you do to make Hudson Headwaters shine brightly in the communities we serve. We can expect more opportunities as we grow, to enjoy representing Hudson Headwaters in our neighborhoods. 

Our history with the communities we serve is a two-way street. Back in the day, kind and generous folks (Health Center Guilds) organized volunteer efforts on behalf of their health centers and Hudson Headwaters. We still rely on volunteers and supporters. Our Health Foundation and Network board of like-minded community members from throughout our service area help guide and support us.

Two Words: OUR STAFF



Hudson Headwaters has been named a National Quality Leader by the Health Resources and Services Administration (HRSA), a federal agency that oversees the community health center program across the country.

If you ask Cyndi Nassivera Reynolds, VP for Transformation and Clinical Quality, how we were able to achieve HRSA's National Quality Leader status, she'll tell

you in two words: our staff. "These awards go only to health centers that meet strict measures for quality in the delivery of care. We were ranked as the fourth best health center in the country out of more than 1300."

"We cannot begin to express our gratitude for all of the hard work everyone does every day to make quality a priority," Reynolds said. "It is your dedication to providing superior patient care that has resulted in our ability to achieve this level of recognition. From our Performance Improvement Team and nursing and medical staff, to everyone who interacts with our patients on the frontline and behind the scenes, it takes a collective effort to achieve this." 

Creative Outlets

Some of us hike, camp, or paddle. Others quilt, sew, or weave. Some run, bike, and swim – for miles! 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 DR. BERGIN with one of her flock favorites, Blondie (a buff Orpington). Her flock of "layers" has grown over the past three years, and now includes two barred Plymouth Rocks and two Rhode Island Reds. "I had another barred rock named Henrietta but she was lost to a predator in the middle of the night. She was my favorite. Not all of the chickens get names, just the ones that stick out for one reason or another. One of my favorite things about the chickens is that I can weed my garden, feed the weeds to them and they turn weeds into eggs!" Dr. Bergin's small Bernese mountain dog (and two others including a year-old pup), love life with the chickens.



DOUG OLSON, LPN is retired US Army (18 years) and has been a volunteer fireman since he was 16. He's been an active member of the Luzerne-Hadley Consolidated Fire District for 12 ½ years, currently serving as First Assistant Chief. His inspiration comes from a desire to help those who need it. "Much like being a nurse in urgent care where you never know what's going to walk in, when the fire pager goes off you never know what you may be responding to," Doug writes. "Outside of work I like to spend time with my wife and four grown boys. I camp with my wife and dogs, kayak, hike and hunt, and work on rehabbing my nearly 200-year-old home."



JENNY HACK, THE MUSICIAN, says music is in her blood. "I got my first guitar when I was seven, and my dad was always in a band, loved music, and was my inspiration. I mean, I'm no Jimi Hendrix but I can play a rhythm guitar."

Jenny says she put the guitar down for a number of years but picked it back up about six years ago. She regularly plays in her Worship Band at Grace Bible Fellowship in Minerva, performs a few benefits and birthday parties, and plays on and off with the Steven L. Smith band. Her biggest gig yet was on New Year's Eve at Sticks and Stones (Schroon Lake) last year. "Playing music is a great release for me and it's good for my soul."