

# THE **Inside Scoop**

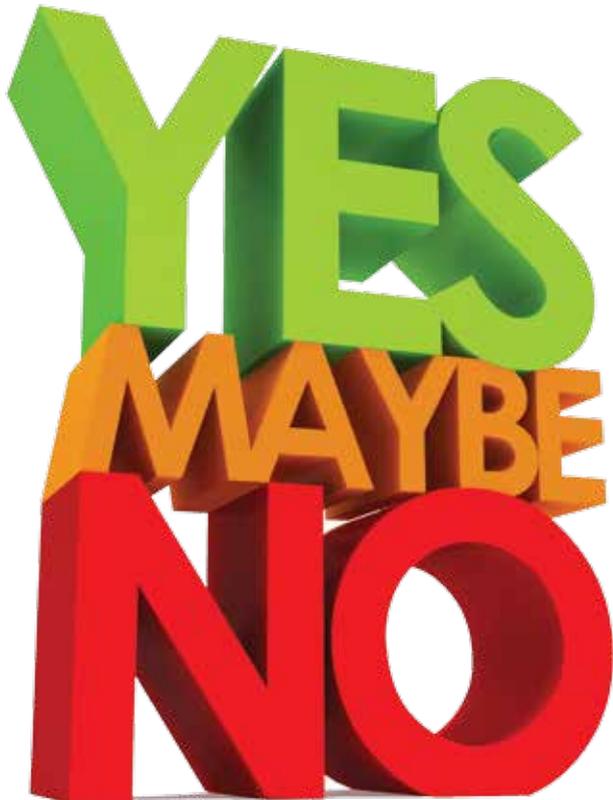
Spring 2016

## Leaving the **"NO"** Zone

Is your instinct in life to say "yes", or is it generally a "no?"

Are you generally an optimistic, sure, let's try anything kind of person? Do you have the confident, devil-may-care attitude that jumps to a "yes" response to new requests, situations, risks, or change? Well, good for you. Most of us are less enthusiastic, a little more timid. We struggle with "yes" vs. "no..."

If you are one of us in the camp that says "no" first, could this be holding us back? Do we say no out of habit? Are we letting fear or obligation guide us? Is our "me" time, alone time, or time hanging in front of the TV or device of choice, too valuable to leave behind to do something new...something we're not sure we'll like anyway? Ask yourself this: What are you protecting? Is your life just hunky-dory as-is? Or are you thinking there's room for improvement?



How often in the past month have you said "no" -- not so much to things that truly require a "no" (like "no," I can't go sky-diving, I have a meeting, a kid's ballgame, a visit with my sick grandma -- real and true obligations)? We're talking about the visceral "no"—the no to considering a new idea that a colleague, spouse, or friend presents, a rejection of any new project, adventure, or opportunity, large or small.

Some of us have a built-in negative response to obligation and pressure. We say "no" because we think it gives us a sense of control -- over our life, our time, and we think it helps us manage others' expectations. We say "no" because we fear not being good at it, looking foolish in trying, or being criticized for failing. Unfortunately, that knee-jerk "no" habit can limit our joy and our lives. It may be easier to stay put, succumb to fear, or resist the energy required to try something new. But leaving our comfortable place to experience something new or different is the path to learning, and learning is the key to personal and professional growth.

Here's the challenge. Just as an experiment, for the next two weeks, let's each of us leave the "no" zone behind and commit to a "yes" state. That is, we will choose to keep an open mind, and stay open to invitations, challenges, and opportunities. If "no" is your go-to response, it means making a conscious choice to say "yes," which may mean resisting the very instinct your habits have ingrained in you. It means leaving your comfort zone.

Just say "yes" (or "YES!!") to something you might normally turn down. Try some small things, like different foods, going to a movie you would normally avoid, or reading non-fiction if you only read fiction. Say yes to a new task at work or a new way of doing one. Take a Saturday family road trip to a town you've never been to. Go to a concert or gallery to experience works by an artist you don't know. Take a class on cooking, woodworking, history, scuba diving. Try a new card game or sport with friends. If "yes" is your go-to place, gently encourage and lead your more reticent coworkers, family and friends out of the "no" zone.

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# Leaving the "No" Zone

Continued from page 1

So for now, leave the laundry, forget about the game on TV you may miss, bolster the energy to get up and out. Don't worry about not being good at it or maybe not enjoying it enough to do it again. Keep trying. Saying "yes" will result in growth (and maybe joy) just by experiencing something new. Along the way, we may meet someone special, learn a new life or work skill, and more than likely make unexpected discoveries (about ourselves and others).

Let's not ever look back and realize we missed out on a full life because we said "no" when we should have said "yes."

***"Find a way to say yes to things. Say yes to invitations to a new country. Say yes to meeting new friends. Say yes to learning a new language, picking up a new sport. Yes is how you get your first job, and your next job. Yes is how you find your spouse, and even your kids. Even if it's a bit edgy, a bit out of your comfort zone, saying yes means you will do something new, meet someone new and make a difference in your life, and likely in others' lives as well... Yes is a tiny word that can do big things. Say it often."***

—Eric Schmidt

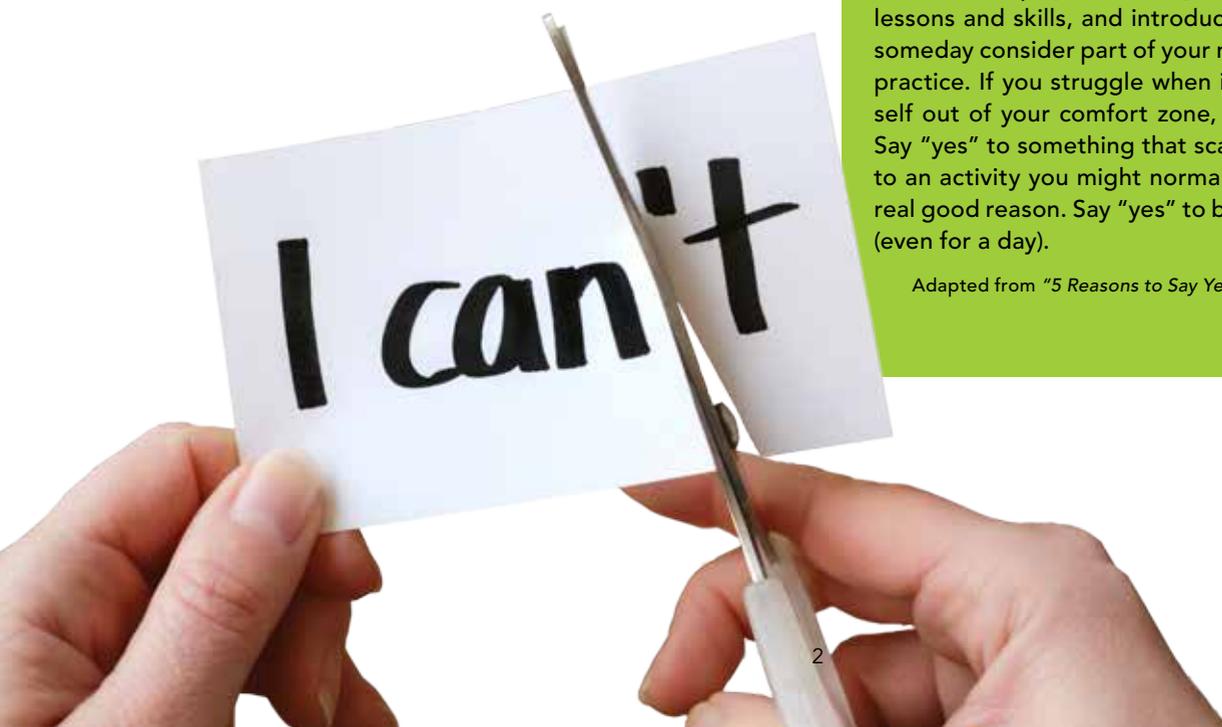
Google (now Alphabet, Inc.) Executive Chairman

## 5 Reasons to Say Yes

(Even When No Seems Easier)

1. Experience something new or different. New experiences and people can be difficult for those who don't love change, but the more you open yourself up to the idea of saying "yes" the more you'll start to see new experiences in a different light. Even when it seems tough to say "yes," remember that you never know where (or to whom) a simple "yes" will lead you.
2. Find unexpected opportunities. Anyone who has seen the movie "Yes Man" knows just how powerful yes can be when it comes to finding unexpected opportunities. If you don't say "yes" sometimes, you're missing out and don't even know it. Unexpected opportunities usually don't just drop into your lap; mostly you have to go find them.
3. Overcome fear and insecurity. Part of the reason most of us "no people" say "no" is because we're scared. We're scared of new people or new experiences. We don't want to break from our routines or try something new for fear that we won't enjoy it or we'll look silly doing it. But the more you say "yes," the more you'll face those fears and insecurities head-on. And the more you face them, the less intimidating they'll be. Every "yes" is a step away from fear and toward the freedom of feeling comfortable in any situation. Saying "yes" (even when it's a scary thing to say), is saying "no" to fear, doubt, and insecurity.
4. Meet new people (and future friends!). You might be thinking... I already have friends. I don't need any new ones! You might have said that same thing before you met your current best friend. So many friendships begin by way of randomness and coincidence. You never know who will be on the other end of that "yes."
5. Venture outside of comfort zones. Much as you might love your comfort zone (I sure love mine!), venturing outside of it keeps you mentally sharp, teaches you new life lessons and skills, and introduces you to things you may someday consider part of your new comfort zone. It takes practice. If you struggle when it comes to pushing yourself out of your comfort zone, say "yes" to get started. Say "yes" to something that scares you a little. Say "yes" to an activity you might normally turn down without any real good reason. Say "yes" to breaking your daily routine (even for a day).

Adapted from "5 Reasons to Say Yes (Even When No Seems Easier)"  
Dani DiPirro, *Positively Present*



# Sketches

Learn more about your  
co-workers:



## **Jamie Benway, MD**

Lives in Queensbury and is a physician with our North Country Obstetrics & Gynecology team at 90 South Street in Glens Falls and at the Warrensburg Health Center.

### **Education/work background?**

Queensbury High School, then Hamilton College in central New York. I completed my medical degree from University at Buffalo Medical School and OB/GYN residency at University of Connecticut.

### **Hobbies?**

Hiking and yoga.

### **Favorite vacation?**

A trip to Jamaica with my husband, just after medical school. We are vegetarian and often have nothing to eat on vacation. Jamaica has tons of vegetarian food thanks to the Rastafarians.

### **What section of newspaper first?**

We don't get the newspaper but I read CNN.com religiously.

### **Favorite dinner?**

Vegetable sushi and tofu Inari.

### **Favorite book/author?**

Most of the reading material in my house consists of *The Very Hungry Caterpillar* and *Goodnight Moon*.

### **One CD...what would it be?**

Blind Pilot.

### **What might surprise people about you?**

1) I thought it would be a good idea to have two kids while in an OBGYN residency. 2) Despite what most of my patients think, I am not actually 15 years old.

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

I love my time up in Warrensburg helping women with their obstetric and gynecological care.



## **Kerry Ducey**

Lives in South Glens Falls, originally from Vernon, a small town in central NY, and has been with Hudson Headwaters for more than two years. (I started on 11/12/13 – an easy date to remember!)

### **Education/work background?**

Degree in Humanities, and am a CPC and CPMA – Certified Professional Coder and Medical Auditor. I worked from home for 15 years coding for Saratoga Emergency Physicians before I joined Hudson Headwaters.

### **Hobbies?**

I have 3 kids ages 20, 17, and 11 so my pastimes generally revolve around them. My daughter plays basketball and softball and we love watching her games.

### **Favorite vacation?**

Our friends and family trip to the Outer Banks. We rented a house on the beach for 8 adults and 10 kids ranging in age from 6-18. The 16-hour drive was miserable, but the payoff was a memorable week of great meals, game nights, fun at the pool and relaxing by the ocean.

### **What section of newspaper first?**

Local section.

### **Favorite dinner?**

I'd eat ravioli every day if I could. Unfortunately there are many reasons why I can't.

### **Favorite book/author?**

My favorite book is *The Help* and it's also one of my favorite movies.

### **One CD...what would it be?**

If I had to pick just one I'd go with Billy Joel.

### **What might surprise people about you?**

My sister and I ran a store in Glens Falls called Downtown Charm. We sold vintage home décor, furniture, gifts, and hosted painting parties. We met a ton of great people, learned a lot, and enjoyed the chance to be creative.

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

I am most proud of my team and the way we work so well together. They are truly a great group that I enjoy working with every day. We appreciate each other's strengths, and I think that brings out the best in everyone.



## **Jasmine DeGrechie**

Lives in Brant Lake, has been with Hudson Headwaters for nine years, and is the Warrensburg Health Center Front Office Lead.

### **Education/work background?**

I have an associate's degree in liberal arts. I have a Child Care Certificate and took a Medical Terminology class offered through Hudson Headwaters. I worked for five years at The Sagamore Resort in the Social Department and Children's Program.

### **Hobbies?**

Photography, camping, sewing, spending time with my daughter.

### **Favorite vacation?**

Any time I get to go to the ocean with my family.

### **What section of newspaper first?**

I buy the newspaper just for the coupons.

### **Favorite dinner?**

My favorite dinner is when my husband is home from Boston and makes Chicken and Broccoli Teriyaki with rice.

### **Favorite book/author?**

My favorite author is Jodi Piccolt, but my favorite book series is *The Twilight Series*- Team Edward of course.

### **One CD...what would it be?**

If I could only have one artist in my CD selection it would have to be Jewel.

### **What might surprise people about you?**

People might be surprised to know that I thoroughly enjoy being a little crazy and love being cut from a different cookie cutter than the rest. I think that it's okay to stand out a little and that if we were all the same the world would be an awfully boring place. "Normal is just a setting on the dryer."

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

I am most proud of being at WHC for nine years and the amount of knowledge that I have been able to obtain and retain. When I started I had no medical background and now I am so proud to be a resource to all our staff. I have learned about CPT codes and billing, medical terms, medication and somehow managed to keep the knowledge of how each day runs and how our each of our providers like to have their schedules booked. It's not an easy job but I do love it and I can't imagine not being a part of the amazing team at we have at WHC.



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

Laura Bradley, RN (NCOG)	Rachel Licciardi (Ultraso-NCOG)
Samantha Bush (CareMgr/HlthHome-NCHC)	Miranda Luman (FinAnlyst-340B)
Mary Caswell (CareMgr-WMHS-1)	Krystal Mack (FrOff-NCOG)
Candice Ciolac, MD (FP-NCFH)	Elizabeth (Beth) Maher, MD (FP-PerD-WHC/UC)
Dawn Coppersmith (FrOff-WHC)	Melissa Migliori, LPN (WMHS-1)
Valerie Cummins, NPP (Behav-WMHS-2)	Emily Mott (DentHyg-WHC)
Ann Marie DeLong, LPN (WMHS-1)	Peter Noordsy (BusAnlyst-340B)
Bridget DeMarco (CodSpec-CR)	Christopher O'Brian, CSW (WMHS-2)
Taylor Denno (FrOff-BHC)	Dawn Palmer (FrOff-NCOG)
Jenny Falco (AcctgMgr-CR)	Douglas Provost, MD (NCOG-WMHS-1)
Kristen Flavin (HomeBndProgrSupp-WMHS-1)	Trisha Ramsey (FrOffLead-WMHS-2)
Lori French (CodSpec-CR)	Jessica Root (Phleb-MFH)
Katy Fuller, CSW (HCBS)	Vicki Rushby, LPN (THC)
Michael Gumuka, MD (UrgCare-HCBS/WHC)	Darcey Saville, RN (TeleHlth WMHS-2)
Jessica Hanlin (FrOff-NCOG)	Jeanne Sherman, RN (TeleHlth WMHS-1)
Erin Harrington, LPN (WMHS-1)	Michelle Smith (Phleb-NCHC)
Cortney Hoerter (MedAsst-CHHC)	Shannon Smith (HRAstt-CR)
Theresa Jones-Kingman, NP (NCOG-WMHS-1)	Jean Spring, RN (WMHS-1)
Kylie Kalafchi (FrOff-CBS)	Brenda Stevens, RN (PallCare-WMHS 1)
Jessica Kuklinski, RN (TeleHlth WMHS-2)	Arinne Stiller (CredentCoord-CR)
Trisha LaForge, RN (WHC)	Christina Tartaro (FrOff- WMHS-2)
Dawn LaFountain (MedAsst-NCOG)	Kassandra Westcott (DentAsst-WHC)
Alicia Letendre, LPN (CHHC)	Tyler Whitney (BusAnlyst-340B)
	Devon Winslow (ApptSchedCoord-CR)

# Anniversary Celebrations

March 2016–May 2016



**5 Years:**

Abigail Charter, PA-C (GFH)  
 Jamie Ellis, NPP (LeadBehavHlth-WMHS-2)  
 Aileen Granger (FrOff-THC)  
 Debbie Hoag (FrOff-NCOG)  
 James McDonough, PA-C (HCBS)  
 Kelley Reilly (ReferSpec-CR)  
 Tara Sandford-Briggs, RN (UrgCareLead-WHC)  
 Virginia Tullock (FrOff-HCBS)  
 James Wright, DO (WHC)

**10 Years:**

Terry Belden (MedAsst-WHC)  
 John Dudla (DirAthenaSupp-CR)  
 Sharon Gibbs, RN (WHC)  
 Amanda Johnson (DocSpec-CR)

**15 Years:**

Glen Anderson, PA-C (HomeBnd/WMHS-2)  
 Deborah Bardin (VPHealthCtrOper/COO-CR)  
 Gwendolyn Morris-Dickinson, PA-C (GFH)

**35 Years:**

Maurice Racine, MD (NCFH)

## New Staff, New Roles, New Titles



Top row from left: Candice Ciolac, MD (FP-NCFH); Valerie Cummins, NPP (Behav-WMHS-2); Jenny Falco (AcctgMgr-CR); Katy Fuller, CSW (Behav-HCBS); Michael W. Fuller, MD (LeadProv-FEKHC); Cindy Green, RN (NurseMgr-WHC); Michael Gumuka, MD (UrgCare-HCBS/WHC); Terry Jones-Kingman, NP (NCOG-WMHS-1). Bottom row: Elizabeth (Beth) Maher, MD (FP-PerD-WHC/UC); Michele Meyer, RN (NurseMgr-NCHC/ILHC); Jamie Miller, RN (NurseMgr-QFH); Christopher O'Brian, CSW (Behav-WMHS-2); Douglas Provost, MD (NCOG-WMHS-1).

# WHAT'S A FOUNDATION?

**Question:** What do blood pressure cuffs, digital mammography, and games for pediatric behavioral health have in common? These vital therapeutic tools have all been funded through the efforts of the Hudson Headwaters Health Foundation, the philanthropic arm of Hudson Headwaters Health Network.

By any definition, the word foundation means support—whether as the lowest load-bearing part of a building, the underlying basis for a concept or theory, or an entity with the principal purpose of making grants to others for charitable purposes. Hudson Headwaters Health Foundation serves just that purpose...supporting and advancing the mission of Hudson Headwaters Health Network.

More than a decade ago our fundraising activities were small community affairs – events, sales of baked goods and cookbooks, painting parties, and the like. In 2002, we rolled out our first organized campaign to raise funds to help pay for the renovations at the North Creek Health Center. The local Rotary Club was central to that effort.

Over the next few years, we hired staff dedicated to raising funds, and delved into a larger campaign to support the cost of building the brand new health center in Chertown. Through this appeal, there came an amazing outpouring of support for the new center and for Hudson Headwaters – so many notes of gratitude for the care we were providing, especially in our small, Adirondack communities. This, coupled with the financial success of these early efforts, demonstrated to Dr. Rugge and the Network board of directors that people in our communities actually liked having a way to recognize Hudson Headwaters. From here, the idea of creating a health foundation was born. The Hudson Headwaters Health Foundation was formally chartered in 2006, with its own board of directors.

For more than a decade now, through events, capital campaigns, and annual fund appeals, the Foundation has continued to offer a way for people to show support for Hudson Headwaters. "Our health center staffs have created an enormous amount of good will," said Howard Nelson, Executive Director of the Foundation. "People are grateful and they've been generous."

Over the years, dedicated volunteers have joined the board of the Foundation and others have helped to organize the Foundation's annual fundraising events: the summertime Care for Kids 5K Run and Fitness Walk along the Schroon River, the Community Champions Dinner at Jimbo's on Brant Lake at summer's end, and most recently the



The start of the Care for Kids 5K and the Community Champion's Dinner at Jimbo's on Brant Lake.



"Ride for the Well of It," for cyclists. "These events not only raise money for a worthy cause, they win friends," Nelson said.

"Perhaps the biggest way the Foundation has aided the Network is the extra confidence it has given us when applying for grants that require matching funds," said Dr. Rugge. "When we applied to the federal government to fund the new health center in Warrensburg, we knew we'd need millions in addition to the grant award. The Foundation Board stepped up and said 'we can do this.' And they did."

Since 2006, the Foundation has raised just about five million dollars. "Hudson Headwaters relies on our community relationships," Dr. Rugge said. "The Foundation board and volunteers have been enormously helpful in expanding our reach."

If you are interested in volunteering to help with a Foundation event this summer, please contact Howard Nelson at ext. 31112 or via email. 

## AT THE HELM

*We wish to recognize the longstanding efforts of those in our communities who volunteer their skills and leadership on our boards of directors:*

### Network Board

Barbara Sweet, <i>Chair</i>	Michael McCarthy
Ike Wolgin, <i>Vice Chair</i>	James J. Morris IV
Catherine Moses, <i>Secretary</i>	William O'Dwyer, MD
Eugene Arsenaault, <i>Treasurer</i>	Celine Racine Paquette
Patricia A. Allen	Kevin Porpora
Mildred J. Anzalone	Peter Reale
Bruce G. Carr	Bruce Robbins
Eileen M. Haynes	Harry Robinson
Dana Hogan	John Rugge, MD (Ex Officio)
Patricia Hunt	

### Foundation Board

James Himoff, <i>Chair</i>	Ann Breen Metcalfe
Cheryl S. Tucker, PhD, <i>Vice Chair</i>	James Morrissey, MD
Carol Kafin, <i>Secretary</i>	William O'Dwyer, MD
Thomas Kershner, <i>Treasurer</i>	Lisa Powers
Fred Alexy	Jo-Ann Rapaport
Mary Arthur-Beebe	John Rugge, MD (Ex Officio)
Amy Bloom	Michael Schultz
Jean Cronin	Andrew Singer
Frank Doberman, PhD	



# We're Turning 35!

(and a little)

**35** YRS  
OF CARE

Happy Birthday to us! On September 1, 2016 we celebrate 35 years of providing care to residents and visitors of the North Country. We celebrate 35 years of Hudson Headwaters Health Network, Inc., a Federally Qualified Health Center (FQHC), the sole source of available primary care for thousands of residents, and the chosen source of care for tens of thousands more. It's quite remarkable, really, and the early part of our story bears repeating in this anniversary year.



More than 40 years ago a young physician arrived in the north country for what he expected to be a short stay to finish writing a book about canoeing. He'd finished college, started grad school, thought he might teach religion, worked in the mental health field for a bit, started medical school, thought he might be a psychiatrist, ultimately opted for a "community medicine" track, and that's when he found himself in Chestertown, on hiatus to finish his book. It was 1974, and as it turns out John Rugge, MD was here to stay.

By the end of his first year working at the old Chester Health Center, where the last remaining physician had packed his bags and retired to Florida, it became clear to Dr. Rugge and others that maintaining this primary care operation was, financially, virtually impossible. With the help of a local grant writer, a request for



funds to keep the Chester center going was sent to the Rural Health Initiative (a federal program started in the 1970's to support the development of primary health care services in communities of great need). This is federal funding we still receive today.

In succession over the next six years, the Towns of Warrensburg, North Creek and Indian Lake found themselves in a similar spot to Chester. They had all lost their local physicians to retirement or illness. In response to this crisis, and in cooperation with town governments, health centers were developed in each of these towns. But just as in Chester, none could make it on patient revenues alone.

"Somewhere along the way, what happened accidentally became a strategy. We realized that if we could open a network of health centers, we might be able to recruit doctors who were interested in a rural practice," Dr. Rugge explained. So in 1981, a new corporation was formed: Hudson Headwaters Health Network, Inc., a state-licensed, federally funded, diagnostic and treatment center, providing primary care services at four sites. You might recognize the names of a few in that early cast of characters, in addition to Dr. Rugge: Gary Raga, PA, Susan Gill, Patti Haux, Dr. Harriet Busch, Chris Leary, PA, Dr. Dan Way, and Pam Siletti, to name a few.

And that, my friends, is the just the beginning of the story. In the upcoming months, and during the next year, we will celebrate our modest beginnings and the staff, providers, volunteers, and leaders who have helped keep us going, growing, and fulfilling our mission for the past 35 years – to *provide the best care, and access to that care, for everyone in our communities.* 

**SAVE THE DATE!**  
Saturday, December 3, 2016  
Hudson Headwaters'  
HOPPIN' HOLIDAY PARTY  
at The Sagamore Resort

