

FOUNDATIONS

A publication for the friends of The Eddy, Albany Memorial Hospital, Samaritan Hospital, and St. Mary's Hospital



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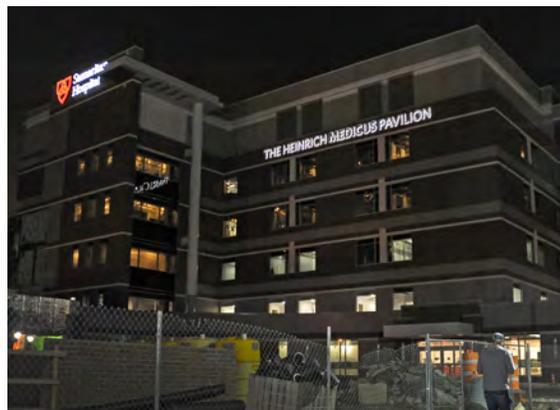
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New Emergency Department Opens at Samaritan Hospital

Features Patient-centered Design, Unique "Senior ER" Experience



After four years of diligent planning, extensive construction and an ambitious community-wide capital campaign, Samaritan Hospital is bringing emergency care in Troy to a whole new level with the opening of its new emergency department on Dec. 7, 2017.

The state-of-the-art emergency department is the first unit to

open in the hospital's new five-story Heinrich Medicus Pavilion, the centerpiece of a \$99 million Troy Master Facilities Plan (MFP) first announced in 2013. Over the next several months, the pavilion will become home to the hospital's intensive care unit, progressive care unit, and private medical/surgical inpatient rooms.

According to Norman E. Dascher Jr., CEO, Samaritan Hospital and St. Mary's Hospital and vice president, Acute Care Troy, the new department boasts 32,000 square feet of space and can accommodate up to 72,000 patient visits annually, nearly double the capacity of the previous emergency department built in the mid-1990s.

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A Message from the Chairman



During this holiday season, we have many things for which to be grateful, but the generous support we receive from donors like you is at the top of our list. Every day, we strive to meet the challenges of the growing health care needs and to provide vital services to the entire community.

At Albany Memorial, Samaritan and St. Mary's hospitals, along with The Eddy, and Seton Health affiliates, we are committed to our mission and provide numerous charity care services to individuals we serve. We know the difference we can make to those truly in need.

In this issue, you will see how your support has helped ensure our ability to continue providing the highest quality care to all of the individuals we serve. Some other examples of this commitment include:

- Our vast infrastructure and facility improvements, including the construction of the new five-story Heinrich Medicus Pavilion at Samaritan Hospital, with our new, expanded emergency department, intensive care unit, progressive care unit, and two medical/surgical units.
- Transformation of St. Mary's Hospital to provide state-of-the-art outpatient services including our Women's Imaging, Cancer Treatment, and Urgent Care.
- Providing enhanced senior hospital and emergency care to meet the specific health care needs of the aging population in our communities with our Acute Care for Elders (ACE) Center at Albany Memorial Hospital and Senior Emergency Rooms at Samaritan Hospital.
- Hosting free educational programs across our network to family caregivers on how best to provide care for their elderly loved ones, and offering early access to free prenatal services to mothers for healthier pregnancies and stronger babies.
- Celebrating our longevity and the impact we have on our community seniors at our skilled nursing and Alzheimer's facilities with special milestone events and other activities.
- Teaming patients with special navigators — registered nurses, experienced in oncology — to help streamline and coordinate the entire, often complex, diagnosis, treatment and follow-up process for cancer patients.
- Offering a heart-healthy program featuring a one-mile walk with an area cardiologist, where participants can ask medical questions in an informal, relaxed atmosphere.
- Helping respond to the unmet needs of the poor by providing some very basic necessities such as food, medication, household items, and clothing through our home care division.

My heartfelt thanks to everyone who has played a part in getting us to this point. Your support has been instrumental for the future, and we sincerely appreciate it.

My warmest wishes for a happy and healthy holiday season,

A handwritten signature in black ink that reads "Robert G. Benton". The signature is written in a cursive, flowing style.

Robert Benton, MD, FACC, CPI
Chairman
Northeast Health Foundation
Seton Health Foundation

New Emergency Department Opens

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"We had outgrown that emergency department several years ago, as it was built to accommodate about 32,000 visits each year. In 2016, Samaritan saw a total of 45,000 visits, well over what was anticipated 20 years ago," Norman adds.

The new department features three triage rooms and a total of 44 patient treatment spaces, including six behavioral health rooms, five rapid assessment areas, two 2-bed resuscitation rooms, and 29 private patient exam rooms, six of which are designated specifically for seniors. Judy Quinn, BSN, RN, nurse manager of emergency services, explains, "The design of the new department is uniquely patient centered. Three distinct stations are surrounded by individual private rooms so members of the care team — comprised of physicians, PAs, RNs, case managers, pharmacists, and other providers — have easy access to patients."

She adds that all patient rooms are set up identically so team members know exactly where everything is no matter where they are treating a patient. Specialty carts, such as cardiac, ENT, gynecological, or orthopedic, can be brought into the room depending on the patient's specific injury or illness.

"In addition to promoting efficient, quality care, the new design concept also features amenities that promise to dramatically improve the patient and family experience,"



Judy notes. Such amenities include bedside registration, televisions and a family gathering room, as well as a separate entrance for ambulances so walk-in patients have easier access and a less stressful experience upon arrival.

Meeting a Growing Need

As baby boomers continue to age and the number of Americans older than 85 continues to increase, the need for senior-friendly emergency services has become increasingly



apparent. In response, Samaritan's new department incorporates a unique, evidence-based "Senior ER experience" that involves a fundamental change in the culture and philosophy of care for seniors in the emergency setting.

Judy notes that the Senior ER initiative includes six designated rooms that address the special medical needs, preferences and physical comforts of elders, making them feel calm, safe, secure, and informed. ER physicians and staff receive extensive education and specialized training in caring for the senior population.

In the Senior ER, patients also receive a more specialized and intensive assessment upon arrival, including information about pre-existing medical conditions, medications, risk for dementia and depression, risk for fall, and at-home resources, and caregiver assistance. "Soft, indirect lighting fixtures, including dimmers; noise buffers; pressure-reducing mattresses to help prevent skin breakdown; and calming colors are just some of the amenities our Senior ER proudly feature," she adds.

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Introducing the New Women's Imaging Center

The Women's Imaging Center at St. Mary's Hospital

On October 12, 2017, a ribbon cutting ceremony and open house celebrated the opening of the new Women's Imaging Center at St. Mary's Hospital. Located on the third floor of St. Mary's, the new state-of-the-art center offers a comprehensive suite of clinically advanced breast imaging and bone density testing services.

The new 4,800-square-foot center brings together the imaging services formerly offered at the Women's Health Center at Samaritan Hospital, St. Peter's Women's Imaging at the Massry Center, and the women's imaging services previously offered at St. Mary's Hospital.

The Women's Imaging Center also brings together the professional and compassionate staff from these three legacy centers. The new center's staff includes a board-certified clinical breast radiologist. Services provided at

the new center include: 3-D tomosynthesis technology for mammography screening and diagnostics; bone densitometry, or DEXA; breast ultrasound; breast MRI; and biopsy. Patient amenities provided at the Women's Imaging Center at St. Mary's Hospital include a larger waiting room with a view of the Hudson River, a coffee station, more spacious exam rooms, and a reading room featuring information about breast health.

The opening of the new Women's Imaging Center at St. Mary's Hospital is another important step in the St. Peter's Health Partners' \$99 million Troy Master Facilities Plan (MFP). To learn more about the Woman's Imaging Center at St. Mary's Hospital, please visit: sphp.com/womens-imaging-center.

Save the Dates

SWINGING ON A STAR GALA

*To benefit Eddy Visiting
Nurse & Rehab Association
and The Community Hospice*

Saturday, March 24, 2018

**Rivers Casino and Resort,
Schenectady**

WALK A MILE IN HER SHOES®

*To benefit the Sexual Assault
and Crime Victims
Assistance Program*

Saturday, April 21, 2018

**Riverfront Park,
Troy**

WALK FOR HOSPICE

*To benefit The Community
Hospice Programs*

Saturday, June 9, 2018

**Siena College,
Loudonville**

New Emergency Department Opens

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The Senior ER concept builds on St. Peter's Health Partners' firm foundation of care for the elderly. Through its Continuing Care services, including The Eddy's network of long-term care, St. Peter's Health Partners has long been a leader in providing quality care to seniors. Recently,



a new ACE (Acute Care for the Elderly) Center opened at Albany Memorial Hospital that focuses on the unique needs of the elderly population. At the ACE Center, a multidisciplinary geriatric team provides specialized, inpatient hospital care for elderly patients with the goal of returning them to their normal living situations and routines. The Center, much like Samaritan's new Senior ER, offers amenities and a physical environment that provides safety, comfort and security for seniors.

Rising to the Challenge

The new Samaritan emergency department is part of the \$99 million Troy Master Facilities Plan (MFP) that reconfigures and consolidates Samaritan and St. Mary's

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St. Mary's Hospital Emergency Department Transitions to St. Peter's Urgent Care



With the opening of the new emergency department in the Heinrich Medicus Pavilion at Samaritan Hospital on December 7, St. Mary's Hospital's emergency department will transition into St. Peter's Urgent Care.

Operated by St. Mary's and staffed by emergency-trained providers experienced in the care of acute illness and injury, the urgent care facility treats individuals of all ages whose illness or injury would benefit from some immediate attention but is not severe enough for a trip to the hospital emergency department. In addition to being seen quickly and efficiently, patients pay a lower copay for urgent care rather than a higher copay for an emergency department visit.

St. Peter's Urgent Care at St. Mary's can handle a variety of medical problems that need to be treated right away but are not considered life-threatening emergencies, including coughs, colds and sore throats; sprains and strains; and wounds and lacerations.

Understanding that patients' time is valuable, St. Peter's Urgent Care at St. Mary's will offer "Skip the Wait," an online scheduling tool that allows patients to select a time that is convenient for them. The center will hold that spot and text the patient when it's time to show up. Staff will even send an update if that time changes. In addition, the center will continue to keep patients informed by posting wait times on the waiting room display.

St. Peter's Urgent Care at St. Mary's will be open 9 am – 9 pm, seven days/week. This newest center joins four other St. Peter's Urgent Care centers with locations in Albany, Troy, Clifton Park, and East Greenbush. For more information, contact (518) 268-5234.

Volunteering Brings Multiple Rewards

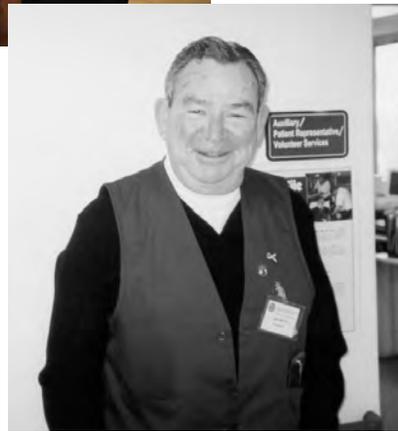
Kurt Kent has spent the past 21 years volunteering at Albany Memorial Hospital. What started as a way to fill his time after retiring from ExxonMobil became a way for Kurt to give something back and say “thank you” for all the good things in his life.

Kurt was born and raised in the Bronx, NY. After graduating high school, he joined the Navy. Kurt married his wife after leaving the service, then attended college and earned his bachelor’s degree in marketing. He then spent the next 30 years as a sales representative for Mobil Oil Corporation and was relocated to Albany.

Kurt began volunteering after losing his wife to breast cancer. He started as a volunteer for the American Cancer Society, where he worked on fundraising and breast cancer awareness walks.

In 1996, Kurt became a volunteer for Albany Memorial Hospital. He spent his Friday mornings as a hospital escort, guiding patients who had been discharged from the hospital. Kurt enjoyed volunteering on Fridays because patients were happy to be able to go home for the weekend. He suggested that patients who have been advised to rest and take it easy keep a bell with them as a way to ring for family or friends when they need assistance. At one point, Kurt purchased a wreath covered with small bells. As patients left the hospital, Kurt cut off a bell to send home with them. Heather Knapp, coordinator of volunteer services at Albany Memorial Hospital, described Kurt as “very caring with patients and well-liked by his fellow volunteers.” Over his 21 years as a volunteer, Kurt donated 2,866 hours of his time transporting patients and delivering mail and flowers throughout the hospital. He is always willing to fill in and help out where needed.

In addition to his time, Kurt’s volunteer work has allowed Albany Memorial Hospital to receive more than \$20,000 in grants. As a retiree of ExxonMobil, Kurt is able to participate in the company’s volunteer involvement program which



Kurt Kent, circa 2003

offers \$500 in grant funds for every 20 hours worked, up to four times each year.

Programs such as ExxonMobil’s allow volunteers like Kurt to make a real and tangible impact. The funds received for Kurt’s volunteer hours have been used for wheelchairs, software and laptops, as well as t-shirts, catering, and giveaways for events.

ExxonMobil is one of many companies with similar programs. Corporations

including Verizon, Microsoft, Time Warner, and Starbucks also provide grants for volunteer hours, while other companies, including Wal-Mart, General Electric, and PepsiCo, match donations and gifts. Many companies encourage volunteering

by hosting volunteer events and fundraisers, or allowing employees to use paid time off for volunteer work.

Volunteers like Kurt help Albany Memorial Hospital continue to provide quality care to all patients. Volunteers work all across the hospital, in clerical positions, the gift shop, flower delivery, information and reception, and in clinical positions. Volunteers are able to make a huge impact on patients, families and hospital staff.

Interested in receiving our newsletter electronically? Just send us an email at Jeannette.Ziegler@sph.com.

Make sure you include your name and email address and we will add you to our email list. Or, if you wish to have your name removed from our fundraising request list, please call us at (518) 482-4433. You can also email Melissa.Phillips@sph.com.

The Troy 100 Challenge sprints to the goal line!

The Troy 100 Challenge raced past the \$100,000 mark this fall as the Campaign for Samaritan and St. Mary's hospitals looks to secure its goal of \$25 million raised towards the overall \$99.9 million project to transform health care in Troy. The Center for Philanthropy (CFP) launched the challenge during the spring in an effort to engage individuals and businesses in Rensselaer County and the surrounding communities who utilize the services of these historic institutions and may not have participated or otherwise had a chance to leave their mark on the future of health care in our area.

The entire challenge is hosted online at Troy100challenge.org where donors are encouraged to contribute \$100 towards the next 100 years of compassionate health care in Troy, share their personal stories or connections to the hospital, visit our social media pages, and learn more about the overall campaign to improve health care in Troy.



In July, the challenge was accepted by Troy native Steven Bouchee and his company, Bouchee Financial Services, Ltd. Steve pledged to match gifts from 250 donors with a gift totaling \$25,000. As the summer progressed and staff within the CFP looked to exceed the \$100,000 threshold for the challenge overall, gifts continued to arrive from members of our community who were making their first and/or largest philanthropic contribution to support the mission of St. Peter's Health Partners in Troy.

The entire effort surpassed the \$100,000 milestone when the Rosenblum Companies committed \$10,000 towards the Troy 100 Challenge representing their first ever contribution to St. Peter's Health Partners and demonstrating how vital our partnerships are to our success in serving the community.

Gifts to the Troy 100 Challenge are still needed to help us to reach our campaign goal of \$25 million. Please visit Troy100challenge.org to make your gift today as we transform healthcare in Troy.

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Support for Alzheimer's Caregivers

More than one million family members and friends serve as caregivers for nearly 380,000 New Yorkers living with Alzheimer's disease and other dementias. Caregivers often need support, whether it be financial, emotional, educational, or care assistance. The Alzheimer's Caregiver Support Initiative is a New York state grant funded effort which seeks to alleviate the financial and emotional burden placed on these caregivers, and to provide needed services and assistance.

The support initiative provides consultations to help caregivers, families and friends determine what support is needed, and then helps provide the best individualized assistance. Types of assistance can include educational programs and classes, support groups, respite care, and non-medical support such as running errands, assisting with transportation, and meal preparation.



Richard Walker is just one of many people the Alzheimer's Caregivers Support Initiative has helped. After his wife was diagnosed with Alzheimer's disease, Richard learned about the services available through Eddy Alzheimer's Services. He attended support groups, which gave him the opportunity to meet others who were also stressed in their caregiving role.

While attending these support groups, he utilized respite services, which allowed him the peace of mind knowing his wife was safe and being cared for while he enjoyed the chance to destress and share his feelings and concerns with others.

Many caregivers like Richard have found the assistance they needed through the Alzheimer's Caregivers Support Initiative. To view their stories, visit sphp.com/alzcare. For more information about our services, please call (518) 238-4164.

Clays Against Cancer

Thank you to the Nassau Sportsmen's Club for hosting Clay's Against Cancer, a trap shoot fundraiser event, on October 7, 2017. The event raised \$15,000 for the Nancy B. Clemente Cancer Fund, which supports cancer education programming, a cancer fitness program and lymphedema garment support for breast cancer patients in affiliation with the Hildegard Medicus Cancer Center in Troy.

L to r: row 1, Event volunteers Nancy Clemente, Tootie Lyons, Sandy Anderson, Tricia Guba Brace, Amy Hankle, Dina Lombardo. L to r: back row: Kate Wicks, Maegan Wait



L to r: (some of the volunteers) Andrew King, Ed King (event coordinator), Tom Clemente, Dan Clemente

St. Peter's Health Partners – Annual Employee Fund Drive

Each year, staff members from throughout our network are invited to participate in our Annual Employee Fund Drive campaign. Once again, the employees of St. Peter's Health Partners have shown that they believe in our mission and are willing to support it!

We are truly ordinary people doing extraordinary things! Many thanks go to the 1,900 "superhero" staff members who generously responded to the drive, which helps advance our healing ministry across the system.

Each year the most supported fund is the Mission Services Fund. Instituted in 2013, the fund provides:

- Employee Crisis Assistance to employees who have experienced a catastrophic or life-altering event and are in need of financial help
- Care for the Poor which provides funding for programs and services for the poor and underserved within the communities we serve



- Global Health Ministries to reach the needs of people around the world.

"When asked the #1 reason for participating in the campaign, employees overwhelmingly responded: to make a difference!" said Peter Semenza, Vice President, Philanthropy. "Each and every day, our employees dedicate themselves to providing the highest quality compassionate care to so many people in our community," he added. "Through participation in the Employee Fund Drive, these same staff members help us touch the lives of thousands more. We are indeed grateful for their generosity."

Celebrating a Tradition of Care

In late August, **Eddy Heritage House Nursing and Rehabilitation Center** held a celebration to commemorate its 25th anniversary.

Located on Tibbitts Avenue in Troy, Eddy Heritage House provides skilled nursing and sub-acute rehabilitation. The 120-bed facility also offers respite care – a scheduled, temporary stay in a caring, safe environment.



On October 5, St. Peter's Health Partners leadership and staff joined current and former residents of **Marjorie Doyle Rockwell Center**, along with family members and many others, to commemorate the facility's 20 years.

Eddy Memory Care at Marjorie Doyle Rockwell Center, located in Cohoes, provides comfortable, secure living accommodations for individuals with early- to mid-stage memory impairment — those with difficulties that require watchfulness and a supportive environment, but who do not need nursing home care.

2017 Visions of Strength

Many thanks to everyone who helped make 2017 Visions of Strength an outstanding success! More than 400 supporters attended the event held on October 18 at the Hilton Garden Inn, Troy. All proceeds benefit the programs and services at the Hildegard Medicus Cancer Center in Troy.

Pictured L to r: Cancer Survivors Lorraine Gorham, Deborah Hodge, Holly Michaelson, Kitty Snyder, Joan Sullivan, Jane Williams, and Henry Moore.



***Support Northeast and Seton Health Foundations
with the IRA Charitable Rollover***

Did you know you can support unsurpassed acute and residential care in the Capital Region with your IRA? If you are 70 ½ years or older, you can avoid taxes on transfers up to \$100,000 from your IRA and support Northeast and Seton Health Foundations!

*For more information, please contact
Kathie Ziobrowski, Director of Legacy Giving at (518) 525-1529 or Kathleen.Ziobrowski@sphp.com.*

Celebrating Our Schools' of Nursing Alumni

The annual Samaritan Hospital School of Nursing Alumni banquet was held on June 9, 2017, with more than 120 individuals in attendance. This year, the Class of 1967 marked its 50-year milestone and the class of 1992 celebrated its 25th anniversary.

Members of the Class of 1977 who celebrated their 40th reunion at the event.



The Class of 2006 with Susan Birkhead, director of the School.



The annual Memorial Hospital Nurses Alumni Association, Inc., banquet celebrating 111 years was held on Friday, September 22, at Shaker Ridge Country Club in Colonie. The 2017 Harriet Bahn awardee, Melva Olson, was honored and the Class of 1967 celebrated its 50th year anniversary, and the class of 1992 marked its milestone of 25 years.

Memorial Hospital School of Nursing alumni.

New Emergency Department Opens

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hospitals to ensure greater access, efficiency and fiscal sustainability, as well as a reinvigorated, state-of-the-art health care presence for the community in the years to come.

To support this enormous initiative, a \$25 million capital campaign, Transforming Health Care in Troy, The Campaign for Samaritan and St. Mary's hospitals, was mounted in 2013. A \$10 million gift from community philanthropist Heinrich Medicus set the pace early on.

Earlier this spring, the campaign kicked off the Troy Hospital's 100 Challenge seeking 10,000 gifts of \$100 each with the goal of preserving and sustaining health care in our area for the next 100 years.

The challenge has resulted in a community-wide groundswell of support for the successful completion of the project. In addition to a mail campaign, a social media campaign was launched to tell the stories of our hospitals and to encourage donors to share what inspired them to be part of the challenge. Hundreds of individuals and families have pledged their support and have shared their stories about our hospitals on Facebook, Instagram and Twitter.

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Opening the Doors to a Healthier Future

On October 30, 2017, more than 130 donors came together to celebrate the completion of the new Emergency Department at Samaritan Hospital.



L to r: Senator Neil Breslin, Assemblyman John T. McDonald III, and Kathleen Jimino, Rensselaer County Executive.

L to r: Tom Clement, Gerry McGravey, and Tom Amell, Campaign Co -Chair



Norm E. Dascher, St. Peter's Health Partners VP & CEO Acute Care Troy provided donors with the historical timeline to the Transformation of Healthcare in Troy.