

# FOUNDATIONS

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



## **PATIENT AND FAMILY ADVISORY COUNCIL**

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## The Patient and Family Advisory Council

*Partnering with the Community to Transform Health Care*

In April 2015, Samaritan and St. Mary's hospitals launched an innovative new program aimed at helping improve quality and safety for patients, and enhance the hospital experience for both patients and their families.

Leaders at the Acute Care Troy Division launched the "Patient and Family Advisory Council" at its two Troy hospitals, bringing together a group of patients, family members, staff liaisons, and hospital leadership for thoughtful discussions and valuable feedback on the customer care experience. Observations and suggestions from the group are incorporated into hospital operations to help improve care for patients at the hospitals and their families.



*Advisory Council members.*

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# A Message from the Chairman



St. Peter's Health Partners' legacy organizations, Seton Health, Northeast Health, and St. Peter's Health Care Services, share a long-standing commitment to providing high quality health care, housing, and community services to residents in the Capital Region and beyond. And, as St. Peter's Health Partners, we promise to continue to seek new and innovative approaches to meet the evolving needs of those we serve while increasing access to care for all, especially the poor and underserved. Philanthropy is one of the main sources

of funding that enables St. Peter's Health Partners to fulfill this promise.

St. Peter's Health Partners' legacy organizations are deeply rooted in the communities they serve and are now unified in purpose — working collaboratively under the umbrella of the newly created Center for Philanthropy. The five foundations that represent the charitable giving arms of St. Peter's Health Partners, including The Community Hospice Foundation, Northeast Health Foundation, Seton Health Foundation, St. Peter's Hospital Foundation, and Sunnyview Rehabilitation Hospital Foundation are working together to:

- guide the growth and maximize philanthropy across the system for the purposes of achieving a higher level of care and better outcomes for our patients and families;
- achieve a high level of strategic/coordinated fundraising activities, engaging investors with a compelling case for support centered on improving the health of our populations;
- support the development of innovative, more integrated models of care processes that will help to positively transform health care delivery;
- become an energizing force which enables our organization to continue our compassionate mission.

I would like to convey my sincere thanks to all the individuals and businesses that have supported our mission, and I look forward to working with you in the future.

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

Interested in receiving our newsletter electronically? Just send us an email at [Jeannette.Ziegler@sphp.com](mailto:Jeannette.Ziegler@sphp.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 [Jeannette.Ziegler@sphp.com](mailto:Jeannette.Ziegler@sphp.com).

# The Patient and Family Advisory Council

(Continued from page 1)

"This effort specifically recognizes that while we are caring for our patients, we are also caring for their family members," explains Norman E. Dascher, Jr., chief executive officer of Samaritan and St. Mary's hospitals, and executive vice president of Acute Care Troy at SPHP.



Advisory Council members.

"So we are committed to identifying ways to provide not only the highest quality care, but to deliver the best patient experience for both patients and their family members. It is how we would want our loved ones and members of our own families to be cared for in that situation."

Since Samaritan and St. Mary's hospitals launched the Patient and Family Advisory Council, members of the group have met monthly to share stories, insights, and experiences firsthand, and brainstorm on ideas for improvement or solutions to address any issues observed.

"Step by step, we are achieving the goals of our multi-phased Troy Master Facilities Plan. We are keeping our promises to improve our infrastructure, and innovate ways to help transform health care for the future of Troy, Rensselaer County, and the surrounding communities," said Scarlet Clement, vice president of administration and specialty services for Acute Care Troy, who serves on the group's steering committee.

"The Patient and Family Advisory Council is yet another way we can partner with the community and those who we serve to transform the patient and family care experience, which we believe is a vital part of what we do as care providers," Clement said. "We are actively seeking feedback from our council members, which include not only patients and families that have had positive experiences at our hospitals, but also those who might have had a difficult time and can offer thoughtful feedback and suggestions on how we can improve something."

Since the launch of the council, Samaritan and St. Mary's have explored a wide range of ideas for improvement.

Priorities include initiatives to cultivate the hospitals' connection with patients, enhance communications with patients and amongst the caregiver team, improve pain management efforts, and simplify the discharge process.

Albany Memorial Hospital launched its Patient and Family Advisory Council this past February and has already

gathered valuable insight from participating patients and family members.

## Walk a Mile in Her Shoes®



Thank you for making Walk a Mile in Her Shoes® a success! The annual event which supports educational programs for the Sexual Assault and Crime Victims programs of Rensselaer County at Samaritan Hospital raised not only awareness, but more than \$40,000!

**Save the date! Next year's event will be held on Saturday, April 29, 2017.**

**THANK YOU TO OUR MAIN SPONSOR**



# Northeast Health Foundation and Seton Foundation THANK YOU!

The Northeast Health Foundation and Seton Health Foundation are 501C3 not-for-profit corporations. Gifts, no matter how large or small, help us meet the growing needs of the people we serve. And, they can be designated to an affiliate of choice. Contributions come from Annual Giving; Bequests; Commemorative Gifts; Capital Campaigns; Endowed and Planned Gifts. Grants and Special Events are some of the ways that donors help support our mission of providing health care to our community.

Today, more than ever before, building a healthier community requires teamwork and partnership. The finest in patient care requires a constant investment in people, buildings, and equipment. Private charitable support is essential to our continued success in meeting the health care needs of our Capital Region community.

Gifts from generous individual and corporate partners help fund an array of innovative programs and services, state-of-the-art technology, and new facilities. As needs are identified and prioritized, foundation representatives work closely with community partners and individual donors to raise the funds to complete those projects.

## Some examples of this commitment include:

- providing health care to those who are unable to afford insurance;
- helping ease many of 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;
- hosting free educational programs, for family caregivers, on how best to provide care for their elderly loved ones;
- ensuring that every woman has access to mammography screening;
- offering early access to free prenatal services to mothers for healthier pregnancies and stronger babies;
- teaming patients with special navigators - who are registered nurses, experienced in oncology - to help streamline and coordinate the entire, often-complex, diagnosis, treatment, and follow-up process for cancer patients.

It is thanks to the generosity our donors that we are able to provide the very best in patient and resident care. We're proud of our rich history ... and the role we play in the lives of so many people.

## Thank you for your support in 2015.

For a complete listing of the 2015 Northeast Health and Seton donors, please visit [www.Northeasthealth.com/Donors2015](http://www.Northeasthealth.com/Donors2015) or [www.SetonHealth.org](http://www.SetonHealth.org).

This list reflects cumulative giving for 2015 in the form of outright gifts and pledge payments. Pledges are not recognized in the listing. While we make every effort to correctly acknowledge your support, if we have made an error, please contact the Center for Philanthropy at (518) 482-4433.

## Save the Dates

### **2016 Rensselaer County Charity Golf Classic**

*Supporting Rensselaer Hospice*

**Monday, August 29**

**The Country Club of Troy**

### **2016 Visions of Strength**

*A wine tasting and silent auction  
Benefiting Troy Cancer Services*

**Thursday, October 20**

**Hilton Garden Inn, Troy**

Family members, L to R, sisters, Bernadette Leone, Patricia Zang DeClue, mom, Gert Zang, Fran and James Hyde. Missing, brothers, Al and Ed Zang.



## All in the Family

For Seton Auxiliary president, Fran Hyde, and her husband, Jim (who serves as the auxiliary's treasurer), The Eddy has been a "godsend" to their family, providing superior senior care to no less than four family members over the past 19 years.

It all started in 1997 when Jim's elderly aunt moved from her downtown Troy apartment into the Hart Community at Eddy Memorial Geriatric Center. The Hart Community was the precursor to today's Terrace at Eddy Memorial and provided the enriched housing care that Jim's Aunt Ann Perrone needed at the time — help with dressing, bathing, medications, making the bed, and such.

"After several happy years at the Hart Community, Auntie moved into Eddy Memorial's nursing home and received wonderfully compassionate skilled nursing care until her passing at 94 years of age," noted Fran, a retired teacher who taught at Schools #2 and #16 in Troy.

It just so happened that while Auntie was living at Eddy Memorial, Jim's mother, Florence Hyde, moved into the Hart Community and subsequently into the skilled nursing facility where she was cared for until her death at age 92.

Having been so pleased with the care at Eddy Memorial, it wasn't surprising that Fran and Jim were delighted when Fran's parents, Gertrude and Albert Zang, moved into an Eddy senior living community, The Glen at Hiland Meadows in Queensbury in 2002. "Throughout their years at The Glen, our family never had a single complaint," said Fran. "My two brothers and three sisters all felt complete confidence that our parents were receiving the best care possible."

Several years after Albert's passing — as Gertrude was celebrating her 90th birthday — it became apparent that her physical and mental capabilities were declining,

including diminished vision due to macular degeneration. At that point, The Glen's social worker recommended a move into The Terrace at The Glen where she could remain independent, yet receive the help she required.

"The concern and understanding shown by The Terrace staff greatly eased our sadness when the move occurred. Watching the aging process of a parent is never easy. However, knowing your parent will be stimulated, well fed and compassionately cared for is a tremendous comfort," stated a letter to the staff from Gertrude's family.

Last summer, the family learned that their mom's current needs would best be met at The Eddy's Marjorie Doyle Rockwell Center in Cohoes, a unique residential community specially designed for individuals with Alzheimer's disease, dementia, and other related memory loss.

"Shortly thereafter, we visited Marjorie Doyle and immediately felt that same warm and caring environment that Mom had enjoyed for nearly 13 years at The Glen and The Terrace," said Fran.

It's been nearly 10 months and Fran and her family marvel at how well her mom is doing. "She is always well groomed and in a positive mood. Every time we visit, the house is sparkling clean, and the staff is smiling and very attentive."

In January, Fran and her sister traveled together to Cuba, both totally at ease being away at the same time and knowing that their mom was being cared for by the staff at Marjorie Doyle.

The family recently wrote, "It is impossible to express in words how each of us feels in our hearts. We know so many people who struggle to find good care for aging parents and are unable. We all feel that each of you is an angel on earth."

# Kathie Ziobrowski Takes on New Role as Director of Legacy Giving



Hello! You may have seen my name before as Sunnyview Rehabilitation Hospital Foundation's executive director. I am very excited to take on a newly created role as director of legacy giving for the St. Peter's Health Partners (SPHP) Center for Philanthropy. There are five foundations under the Center

for Philanthropy: St. Peter's Hospital Foundation, The Community Hospice, Northeast Health Foundation, Seton Health Foundation, and of course, Sunnyview Rehabilitation Hospital Foundation. Each of these individual foundations has their own 501c3, meaning that all of the money raised for each, stays with that foundation to benefit the affiliates that it serves. Doing good and helping people has always interested me, so it is natural that I have had a long career in fundraising in health care. When I have gone to visit and ask for gifts in support of Sunnyview, I have often heard, "I really want to help out, but I am worried about outliving

my assets." I've also encountered people who are concerned that they need to make a large gift to make a difference. Both of these are simply not true.

One of the ways I have seen philanthropy at work is through estate plans. I have seen Sunnyview in estate plans for as little as a couple thousand dollars to several hundred thousand through a bequest. I have worked with generous donors who needed a life income and wanted to make a gift. A charitable gift annuity was right for them. I have also seen people set up a trust that benefited family and the organization they love. There are so many ways to make a difference through a legacy gift. Gifts may vary, but the spirit remains the same. All gifts are important and help in so many ways, whether it is to expand or create programs and services, or to purchase vital equipment to help the many rehabilitation patients that Sunnyview serves. If you would like to learn more about legacy giving, please don't hesitate to contact me at (518) 482-4433, or email me at [Kathleen.Ziobrowski@sphp.com](mailto:Kathleen.Ziobrowski@sphp.com) to set up a confidential discussion.

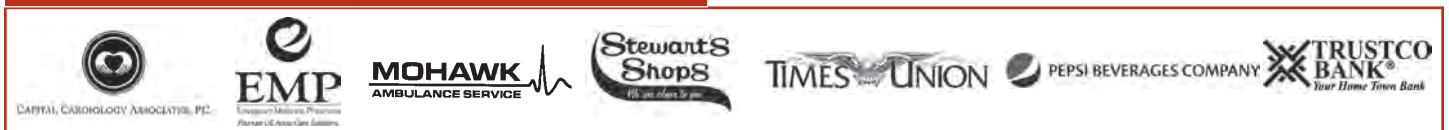
## 2016 Jewels in the Night

The 2016 Patient Care Gala was a great success with more than 450 people in attendance! Proceeds from the event will be shared equally between capital improvements at Albany Memorial and the Troy Master Facilities Plan (MFP) for Samaritan and St. Mary's hospitals. The Troy MFP will advance the quality of health care in Rensselaer County by significantly expanding and modernizing the facilities, allowing for improved technology, and enhancing the convenience and overall experience for patients, families, visitors, physicians, and employees.



Founders Award recipients, Scott Morris, MD; Elissa Robison Prout; Foundation Chair Robert Benton, MD; Ann Errichetti, former CEO of St. Peter's and Albany Memorial hospitals and VP, Acute Care Albany; Norman E. Dascher, Jr, CEO, Samaritan and St. Mary's hospitals and VP, Acute Care Troy; Kristen A. Santos, DO; and Lawrence Kaufman, MD.

### Main Sponsors



# Memorial Hospital Nurses Alumni Banquet

The annual Memorial Hospital Nurses Alumni Association, Inc. banquet was held this past fall at Hilton Garden Inn, Troy. The 2015 Harriet Bahn awardees were honored and the Class of 1965 celebrated their 50th graduation anniversary. The Class of 1990 marked their milestone of 25 years.

**SAVE THE DATE** for this year's event scheduled for Friday, September 23, 2016 at the Normanside Country Club, Albany.



*The annual event provides an opportunity for all classes to enjoy time together and share memories.*

# St. Peter's Health Partners – Employee Fund Drive and Mission Services Fund

St. Peter's Health Partners' employees believe strongly in our mission and are willing to support it. We are empowered by a robust network of 12,500 employees in more than 175 locations who believe in and work toward upholding our mission. Together as one, they advance the well-being of the individuals they serve, our community, and our neighbors around the world.

Annually, The Center for Philanthropy, comprised of the five legacy foundations that represent the charitable giving arms of St. Peter's Health Partners, work collaboratively to ask our employees for their support of our organization through the Employee Fund Drive. This past year, this initiative raised more than \$310,000.

The Center for Philanthropy created the Mission Services fund to help respond to the numerous requests for support of programs and services that are instrumental to the day-to-day mission of St. Peter's Health Partners.

The St. Peter's Health Partners Mission Services fund benefits our staff, our community, and our neighbors around the world. Under the direction of Rosie Perez, vice president for mission services, the area of focus and monies raised are used in the following three categories:

**Employee Crisis Assistance** - Funding to assist employees who have experienced a catastrophic or life-altering event and are in need of financial assistance.

**Care for the Poor** - Funding for programs and services that will assist the needs of the poor and underserved within the communities we serve.

**Global Health Ministries** - Funding for our mission to reach the needs of those around the world who are aligned with the health ministries that make up St. Peter's Health Partners.



*Dorothy Urschel, VP OPS, Albany Memorial Hospital, and her team receive the award for the top participation for the third year in a row!*

# Transforming Health Care in Troy – The Campaign for Samaritan and St. Mary's Hospitals

Both St. Mary's and Samaritan hospitals were founded on a culture of philanthropy – the community coming together and raising money to build the hospitals, advance the innovation in these institutions, and care for their needy and infirmed neighbors. Today we stand at another defining moment in the history of health care in Troy. We cannot survive in today's health care environment as we are presently configured and once again look to our community to support this important project. The ultimate success

of Transforming Health Care in Troy – The Campaign for Samaritan and St. Mary's Hospitals – will depend upon your generous philanthropic investment.

**To date: \$20,355,000 of our \$25M goal!**

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## Thank You to All Our Donors as of 5/18/2016

To find a current list of donors and the most updated campaign information, including donor testimonials, please visit our campaign website, [www.healthcareintroy.com](http://www.healthcareintroy.com)

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# Transforming Health Care in Troy

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Francis C. Sheeley

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# Transforming Health Care in Troy

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Erin Sinisgalli  
Constance Slattery, in memory  
of Colleen Connell Smith  
Lisa R. Smith  
Khun A. Soe  
Patricia Sofranko  
Susan Sparacino  
April M. Stevens  
Barbara A. Storms  
Kathleen Streeter  
Kerry Strnad  
William J. Surprenant  
James R. & Mary Talbot  
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Gary L. Terk  
Robert W. Terry, in memory  
of Matthew & Kay Hulbert  
Kris Testo  
Eva Thibodeau  
Karen Tovani  
Katherine M. Underwood  
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Douglas Van Vleck  
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Deborah Atlas  
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Vincenza Bader  
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Anna Bauer  
Brian C. Beane  
Christine Beattie  
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of Kenneth Jalet  
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Janet M. King

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(Continued from page 10)

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*L to R, James Rhoads, III, Chef's Solutions, INC, Event Co-Chair; People's Choice Award Winner, Chef Geri-Ann Mastromarino, Hilton Garden Inn of Troy; and Michael LoPorto, LoPorto's Ristorante Café, Event Chair.*



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