



VITALsigns

May 2018



Littauer's 2018 first quarter Goodwill Award winner Annette Looman poses with Nathan Littauer Hospital & Nursing Home President and CEO Laurence E. Kelly.

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Littauer announces first Goodwill Award recipient of 2018



Annette Looman with loved ones.

Nathan Littauer Hospital & Nursing Home has announced that Annette Looman, a medical receptionist working with Littauer's Gloversville Family Practice, is the recipient of its 2018 first quarter Goodwill Award. She was recognized for her achievement at a ceremony in which she received flowers, a plaque and a check along with the special honor.

"Littauer has been impressed with what Annette has done since she started here nine years ago," said Laurence Kelly. "She is an excellent member of our team who does an excellent job."

According to Kelly and Looman's coworkers, she has proven herself to be an exemplary

employee over the years. The colleagues who nominated her noted her dedication, kindness, reliability, commendable work ethic and vast knowledge base that she uses to provide assistance whenever she can.

"She is always smiling and willing to help," said Looman's coworkers. "She is a true leader doing the work of three people with honor." Recipients of this award are nominated by Nathan Littauer employees, providers and patients and submitted to the Goodwill Committee. The winner is selected in a blind format.

Congratulations, Annette!

Littauer's A.C.E. Award presented to valued employees



The A.C.E. Award was presented twice in April to four employees.

The A.C.E. Award, or the Awards Celebrating Employees, is one of the highest honors Nathan Littauer Hospital & Nursing Home bestows upon its employees. The award can be given to any employee who does something extraordinary outside the scope of their role within the organization to help others.

On April 16, three Littauer employees were surprised with the A.C.E. Award at a special event among their peers. The Rev. Bonnie Orth, Pamela Bell and Alexis Hayes, RN, each received the award for traveling to Pachaj, Guatemala, for nine days in February to provide medical care to Guatemalan residents. Orth, Bell and Hayes joined 31 others on this trip, paid their own way and carried in all their supplies.

On April 19, Melissa A. Bown, ANP, an employee health and infection prevention manager, also received the A.C.E. Award at a gathering of her peers for taking quick

action when she witnessed a severe car accident while driving to work on Friday, April 6. She immediately pulled over, called 911 and went to check on the two drivers. Smoke was pouring from the dashboard of the first vehicle, so Melissa opened the doors for ventilation and assured the driver that help was on the way. She was unable to open the doors of the second vehicle due to the impact of the crash, so Melissa stayed and counseled the driver to remain calm while help was on the way.

Melissa felt that she did nothing out of the ordinary on that day. But her calm demeanor, comforting reassurance and professionalism made a difference to the drivers involved in the crash, and that is why her actions were celebrated with the A.C.E. Award.

Littauer is very proud to employ these special people. Their compassion and humanitarian efforts have gone far beyond what they bring to work every day.

Littauer celebrates and recognizes employees and staff

At Nathan Littauer Hospital & Nursing Home, it takes all of the nearly 1,000 people who work here to fulfill our mission of helping patients and our community. Each individual's role is vital to our organization.

In acknowledgement of how important each employee is to Littauer, we take every opportunity to recognize the accomplishments and acts of selflessness that set them apart. We express our appreciation in a variety of ways, and there are several committees who help facilitate those efforts.

Here is a breakdown of the committees and the awards:

Littauer Courtesy Council: The mission of the Littauer Courtesy Council is to improve morale through teamwork and communication. They plan and host fun, motivating activities that promote exemplary customer service. Meetings take place at noon on the first and third Wednesday of each month. The Courtesy Council is always looking for fresh ideas and suggestions! They can be reached via email at courtesycouncil@nlh.org.

Here is a sampling of events accomplished in and planned for 2018: NLH Town Hall Meeting, February Employee Appreciation by NLH Auxiliary volunteers, NLH Provider Dinner, Biggest Loser Contest, National Hospital Week events and gifts, Employee Ice Cream Social, Halloween events, Veteran's Day ceremony and the annual basket raffle fundraiser to benefit the community.

Littauer Rewards & Recognition Committee: The purpose of the Nathan Littauer Hospital & Nursing Home Employee Reward and



An A.C.E. Award Presentation in April.

Recognition Program is to provide a simple, immediate and powerfully reinforcing way to recognize dedicated, committed employees who go above and beyond to demonstrate our tradition of caring. The Rewards and Recognition Committee has helped establish Littauer's "I CARE" Core Values of integrity, compassion/collaboration, accountability, respect and excellence. The committee also established the WOW Ticket award program and the exceptional A.C.E. Award.

- **WOW Tickets:** WOW Tickets are awarded to an individual for any act, effort, performance, deed or activity done in the course of their job that is exceptional, and exceeds expectations. Qualifying actions can either be directly observed by a manager, director or member of the hospital administration or can be reported to a manager by a credible source or colleague.
- **A.C.E. Award:** The A.C.E. Awards, or the Awards Celebrating Employees, are given to any employee who does something extraordinary outside the scope of their

role within the organization. This award is meant for situations that demonstrate I CARE behaviors and go above and beyond day-to-day responsibilities. Anyone can be recognized for an A.C.E. Award, whether they are full-time, part-time, casual, volunteer or a member of the auxiliary.

Littauer Goodwill Committee: The mission of the Littauer Goodwill Committee is to recognize

goodwill and promote the "People Caring for People" environment toward coworkers, patients and the community of Nathan Littauer Hospital & Nursing Home. Each quarter and year, the Goodwill Committee gets together to review nominations submitted by employees, providers and patients and vote for the Employee of the Quarter and the Employee of the Year.



PREVIOUS A.C.E. AWARD WINNERS

David Lee, RN-OR | October, 7, 2016

Came across a patient after she had taken a tumble and hit her head. He assisted her, drove her home, and then brought her husband back to where she had fallen to pick up the family's vehicle. He then strongly suggested he bring his wife to the Emergency Department, which he did.

Debra Perham - PCC | March 31, 2015

Noticed smoke coming from a neighbor's home and found the house to be on fire as she drove by on her way to work. She alerted the family, who was unaware that their house was on fire. Deb stayed outside with the children until all family members and pets were out. She arrived to work concerned that she was late.

Dr. Jonathan Nickel | February 11, 2014

Dr. Nickel was alerted of an infection in his patient's eye and met the patient at the office on a Saturday to examine him. He was very concerned about the eye and contacted a retina specialist in Saratoga, contacted his

daughter to alert her about the eye, and then drove the patient to the specialist in Saratoga himself and waited for the daughter to get there and for the patient to be settled before leaving.

Dr. Sunkara | June 2013

Dr. Sunkara, who was not on call, was contacted by ER staff at his office and asked to assist with intubation and airway management of a critically ill infant. He then evaluated the patient and determined the baby's immediate needs. He remained with the patient for many hours and was successful in stabilizing the infant, who was transferred to Albany Medical Center.

Tina Ambrosino - Env. Services | June 2013

Assisted a woman who was having trouble walking and breathing to an appointment she had in Respiratory. The woman stated she didn't want to bother her, but Tina said it was no bother and got her a wheelchair. The woman was very relieved that Tina was so nice and reassuring to her.

A Focus on Sepsis



Did you know that Littauer's mortality rate for sepsis is consistently much lower than the state average? During the last measured quarter, we beat the state average in five out of seven sepsis treatment

measures. And that's not all: for treatment bundle adherence, we beat state averages on both the three- and six-hour treatment bundles.

To further improve our sepsis treatments, we are launching the main outputs of the Sepsis Task Force between now and June, which include:

- Clinical education
- Internal Provider Performance Reporting
- New policy and protocol
- A new "Code Zero" rapid response team for sepsis patients

Nationwide

- Sepsis is the leading cause of death in U.S. hospitals.¹
- Sepsis kills more people per year than breast cancer, prostate cancer and AIDS combined.²
- Mortality from sepsis increases 8% for every hour that treatment is delayed.³
- Sepsis is the #1 expense in hospitalization in the U.S., consuming more than \$24 billion each year.

- All sepsis cases must be internally audited and reported quarterly to CMS and NYSDOH.⁴
- Hospital performance is reported to the public.

Statewide

- New York was the first state in the nation to require tracking of pediatric sepsis cases by hospitals.

Nathan Littauer Hospital

As of July 2017, all NLH sepsis audits are performed and monitored by Wes McFee in Performance Improvement.

All treatment timelines are tracked and reported. Prior to that, performance was hit or miss.

NLH performance in June of 2017, compared to all NYS hospitals:⁵

- "Lowest Performer" category for Protocol Initiated (Adult)
- "Middle Performer" category for 3-Hour Bundle (Adult)
- "Highest Performer" category for 6-Hour Bundle (Adult)
- "Lowest Performer" category for Risk Adjusted Mortality Rate (RAMR), with a 44.49% RAMR. Highest performing hospitals in NYS had a RAMR in teens and low twenties

Moving forward, we plan to consistently beat every state measure for sepsis, so that we may offer the safest, highest quality care for our patients.

¹ Liu V, Escobar GJ, Greene JD, Soule J, Whippy A, Angus DC, Iwashyna TJ. Hospital Deaths in Patients With Sepsis From 2 Independent Cohorts. *JAMA*. 2014;312(1):90-92. doi:10.1001/jama.2014.5804

² Sepsis Alliance

³ Kumar et al. *CritCare Med* 2006; 34: 1589-96.

⁴ Torio C (AHRQ), Moore B (Truven Health Analytics). National Inpatient Hospital Costs: The Most Expensive Conditions by Payer, 2013. HCUP Statistical Brief #204. May 2016. Agency for Healthcare Research and Quality, Rockville, MD. <http://www.hcup-us.ahrq.gov/reports/statbriefs/sb204-Most-Expensive-Hospital-Conditions.pdf>.

⁵ New York State Department of Health, Office of the Medical Director, Office of Quality and Patient Safety, New York State Report on Sepsis Care Improvement Initiative: Hospital Quality Performance, March 2017 (Revised June 2017)

THE SPARK

**We asked staff, “What was the spark that inspired you to enter the field of healthcare?”
Thanks for the wonderful responses. Here are a few:**

I was always a go getter in my young days. I was an early admission (one of the first back in 1973) students at FMCC. I was enrolled in the AAS nursing program my senior high school year. The college does not allow this anymore-most students have the pre-requisites completed before they are accepted into the nursing program. I graduated high school 1974 and from the nursing program 1975. I also got married in 1975! When I graduated there were not too many jobs open so I started at Eden Park Nursing Home in Cobleskill. Jan. 5, 1976 I got a job at NLH Nursing Home and in March of 1976 started in the Operating Room and have been here since! I went back to college and got my BS and was given the opportunity to become the manager in 1988.

I either wanted to be a music teacher or Nurse-both respectful and professional careers. My mom was a nurse and she inspired me to become a nurse.

– Nan S. Jones RN, BS, CNOR

My father unknowingly fostered my love of emergency nursing at a very young age. He operated a mechanic shop and also a tow truck and I would go out on calls with him. This was before the days of Jaws of Life, so often they would use the tow truck to pull apart cars to gain access to the injured people inside. We were called to a scene once and an older gentleman's vehicle had been struck and he was trapped inside struggling to breathe. I felt utterly helpless as I watched him. My father worked very hard to get the door open so that the ambulance folks could get to him and transport him to the hospital. I asked my dad a lot of questions about his condition, and he explained it the best he could – comparing his heart and lungs to the workings of a car motor. I never wanted to feel that helpless again. 2 years later I was a junior member with our local ambulance corp and 4 years after that I graduated from RN school....specifically to work in the emergency department, which I did for 31 years.

– Tina Bagley

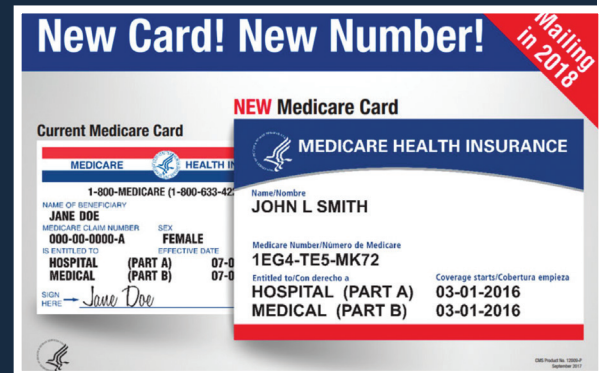
My Aunt Julia was an RN and ran a nursing home in Glens Falls. I was truly amazed at the rapport she had with her patients. She is the reason I became a nurse here at NLH NH over 45 years ago. I had to shift careers after having knee surgery, but I always remember her telling me to put yourself in their shoes and treat everyone like family.

– Linda S. Sweet

The New Medicare Card Project - Mailing of the New Cards

The Centers for Medicare & Medicaid Services (CMS) have begun mailing new Medicare cards as of April 2018. Below are some key points you will need to know about this mailing process:

- The card will be mailed to the Medicare beneficiary's address on file at the Social Security Administration (SSA).
 - Medicare providers should ask their Medicare patients to contact their local SSA office to ensure their address is current.
- CMS has created a mailing schedule based on geographic location and other factors.
 - All 50 states and territories are included in the mailing schedule.
 - The mailing schedule consists of seven waves.
 - The seven waves are defined in the job aid titled "New Medicare Card Mailing Strategy," found at www.cms.gov/Medicare/New-Medicare-Card/NMC-Mailing-Strategy.pdf.



As a reminder, the CMS has created an educational website available to all Medicare providers and partners for the new Medicare card project transition. Please ensure you visit the website at www.cms.gov/Medicare/New-Medicare-Card often to check for updates.

NEW TO OUR CREW!

The following people joined Nathan Littauer recently. If you see them, be sure to welcome them to the team!

Tara L. Binette, Staff Nurse
Kayla C. Brooks, Staff Nurse
Clara K. Halloran, Accounts Receivable Clerk
Leslie H. Holman, Switchboard Operator
Darra L. Hotopp, Staff Nurse
Kelly S. Lawlor, Patient Access Representative
Wayne C. Looman, System Administrator
Stacy L. Ralph, Staff Nurse
Ylonka W. Schuyler, Staff Nurse
Rebecca E. VanDusen, Ward Clerk
Penny J. Winfield, Certified Nurse Assistant