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- Apply for employment
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2021 Thrive Survey Winner: Steven Poole, North Rose



Class of 2022 New Vision Medical Careers Program







Certified Nursing Assistant (CNA)
Training Program
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or call 315-787-4039 for information.







Class of 2021 Finger Lakes Health College of Nursing and Health Sciences





Class of 2021 Marion S. Whelan School of Practical Nursing

A Message from the President & CEO

I want to recognize our Finger Lakes Health staff for their incredible dedication and hard work to care for our communities throughout this pandemic. From March 2020, up until current day, our teams have had to keep up-to-date about COVID-19, its variants, prevention, diagnosis and treatment methods. They have carried unprecedented patient care volumes, managed through rapidly changing family visiting protocols, leveraged technology for telemedicine and family visits, and persevered.

We are grateful for our patients and families and the community members who have recognized our staff and have been patient and appreciative of the extra efforts our team has put forth.

During the late fall and early winter months, our three counties saw an uptick in the number of COVID-19 positive cases. In the month of January 2022, in Ontario, Seneca, and Yates Counties, we saw 6,254 positive COVID-19 cases, which accounted for 23% of the pandemic's total of 27,118 cases across our three counties.

Finger Lakes Health cared for the highest number of patients at Geneva General Hospital and Soldiers & Sailors Memorial Hospital in these months, since the outset of the pandemic. Both our Geneva and Seneca Falls Urgent Care locations saw record high volumes. Our outpatient primary care and specialty clinic (physician practice) volumes in 2021 grew as patients got back to seeking preventative, primary and specialty care. We doubled the number of telemedicine visits provided. Our Long Term Care staff continue to work tirelessly to ensure residents are healthy, safe, and happy. We are grateful that residents resumed more regular family visits, activities, and routines. We have thankfully seen very limited outbreaks, as our staff members are vaccinated and the vaccination rates among our residents are very high.

Like health systems across the nation, our teams have managed through workforce challenges, staff quarantines, and changing guidelines. Throughout these difficult times, I never cease to be amazed by and thankful for the commitment, compassion, and resilience of our staff members. In this issue, we have tried to capture a few of the numbers that help underscore the efforts of our housekeepers, nutritional service staff members, laboratory technologists, and all the valued employees who have made so many sacrifices to ensure we could be here in our communities' time of need.

While the pandemic had been at the forefront, we know it is critical that we are here for you for your preventive health needs. In this issue, we are pleased to introduce you to our newest gastroenterologist, Dr. Anjanet Perez-Colon. We know there is a backlog and high demand of patients whose colorectal cancer screenings were delayed when New York State limited surgical procedures. I urge anyone experiencing symptoms or those awaiting screening colonoscopy or other elective screening procedures to call your provider. Our team is eager to resume now that we have the green light to perform these procedures.

If you are seeking a new healthcare provider, please see our provider directory in the center of the Thrive magazine or call our Physician Referral line at (315) 787-4060.

Good Health... We're In It Together!



Jose Acevedo, M.D., MBA



Advice to Thrive On



Jose Acevedo, M.D., MBA

March 1, 2020 - December 31, 2021

Cumulative COVID-19 Statistics for

Ontario, Seneca, Yates Counties

Tested: 535,527 Positive: 20,864 Positive: 3.9%



GOVID-19 By the Numbers

(January 1, 2020 - December 2021 unless otherwise indicated)



(January 1, 2021 - January 31, 2022)

Covid Positive Hospital Admission

458



Urgent Care Patient Visits

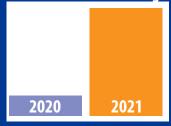
43,882



Telemedicine Visits

48,003

Covid Tests Performed at Urgent Care



3,789 20,092



Finger Lakes Health's laboratories played a critical role in caring for patients during the pandemic.

March 1, 2020 - January 31, 2022

Cumulative COVID-19 Statistics for Ontario, Seneca, Yates Counties Positive: 27,118

January 2022: 6,254 positive cases representing 23% of total positive cases during pandemic

23% **January** 2022

> March 1, 2020 -**December 2021**



Community Members Vaccinated at Finger Lakes Health

2,341

Long Term Care Residents Vaccinated

98%

(92% of those currently eligible boosted)



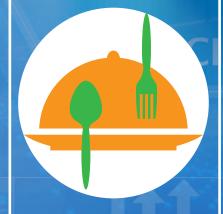


Gloves N95 Masks

8,012,106 | 31,362

Surgical Masks

684,750



Meals Served

1,267,152



Patient Rooms Cleaned

30,340

COVID Tests processed in laboratory

94,284

(March 31, 2020 - February 24, 2022)

3.36% **Positive**



100% **Grateful for Our Healthcare** Heroes



Our hearts are full of gratitude for our generous community members.

We could not have done it without your support.















We are truly thankful for the monumental support and kindness you showered upon our staff.

We appreciate the meals, the iPads, (for the residents to FaceTime family), and care packages. Your generosity has inspired us.

2021 Distinguished Values Award Honorees







Clergy Faraon



Anna Porter



JoAnne Dillon, LPN



Jennifer Brown, COTA



Jill McCulloch, BS, RN, BA, CRRN



Marnie Pealo, LPN



Emily Bush, CNA



Johann Earsing



Kimberly Godley, LPN



Audrey Hunter



Vicky VanHorn

Finger Lakes Health is proud to honor outstanding employees with the Distinguished Values Award for 2021.

The Distinguished Values Award program selects employees on a quarterly basis for the honor. The honorees are selected from three categories: Hospital, Long Term Care and Physician Network. These staff members are selected for consistently demonstrating the organizational values and clearly exceeding the requirements of their jobs. The awards are granted in recognition of those employees who clearly demonstrate professionalism and who serve as role models within Finger Lakes Health.

Selected honorees for the first quarter of 2021 are: Siara Harris, medical assistant, Seneca Family Health - the Physician Network honoree; Clergy Faraon, Nursing Assistant, Geneva General Hospital, 3 North - the Hospital honoree; and Anna Porter, Activities Aide, Huntington Living Center Skilled Nursing Unit - the LTC honoree.

Honorees for the second quarter of 2021 are: JoAnne Dillon, LPN, Soldiers and Sailors Health Center - the Physician Network honoree; Jennifer Brown, COTA, Occupational Therapy Rehabilitation Services, Living Center South - the Long Term Care honoree; and Jill McCulloch, BS, RN, BA, CRRN, Coordinator of Event Reporting and Nursing Quality, Performance Improvement the Hospital honoree.

The third quarter of 2021 honorees are: Marnie Pealo, LPN, Seneca Family Health Center the Physician Network honoree; Emily Bush, CNA, Staffing Coordinator, The Homestead at Soldiers & Sailors Memorial Hospital - the Long Term Care honoree; and Johann Earsing, Administrative Assistant to Vice President, Community Services and Executive Director, FLH Foundation - the Hospital honoree.

Honorees for the fourth quarter of 2021 are: Kimberly Godley, LPN at Finger Lakes Gastroenterology - the Physician Network honoree; Audrey Hunter, Activities Aide at Living Center, North - the Long Term Care honoree; and Vicky VanHorn, Operations Coordinator Nutritional Services - the Hospital honoree.

All Finger Lakes Health Employees of the Quarter are eligible for the Employee of the Year honor, which will be announced in June this year at Finger Lakes Health's annual Employee Recognition event.

Meet Board-Certified Gastroenterologist, Dr. Anjanet Perez-Colon

I was born and raised in Puerto Rico. I grew up in a loving family who gave everything for the wellbeing of my sister and me. Since an early age, due to my parents' workload, we learned to be responsible and independent. My family boosted my self-confidence by believing in me, motivating me to focus on my goals, and encouraging initiative, leadership, and perseverance. I thank my parents for their love, support, teaching, and guidance, as these were key for my personal and professional development. Despite knowing that we were going to be miles apart, my parents encouraged me to pursue medical training outside Puerto Rico. God and my family gave me the strength to move to New York City by myself. Given my background, I am fully bilingual in English and Spanish. I am a proud Latina that aspires to mentor women in my community.

Why did you choose to become a physician?

My favorite classes in school were science and math and I knew I wanted a career that could incorporate those subjects. When I was a teenager, my grandmother moved into my home as she was no longer able to be by herself. As family, we did as much as possible to give her the best care. Out of curiosity, I learned about her diseases and medications and the knowledge acquired eventually helped me to communicate better with her physician. I found medicine stimulating and interesting and that is how my interest in medicine started. Eventually, I realized the humanistic and social aspects of it and how much positive impact I could have on other people. When it was time to fill out my college applications, I already knew I was going to be a physician and never visualized myself doing something else.

Where did you do your training?

I graduated from the University of Puerto Rico, as a cell and molecular biology major, and then earned my medical degree at Universidad Central del Caribe in Puerto Rico. I moved to New York City after medical school for my Internal Medicine residency training at Mount Sinai Beth Israel. After residency, I moved to Rochester, New York for fellowship in gastroenterology and hepatology at the University of Rochester. I am currently board-certified in both internal medicine and gastroenterology.

Why did you choose to specialize in gastroenterology?

My interest in gastroenterology started as a medical student. My excitement for the field led me to find an opportunity shadowing an amazing gastroenterologist. I joined her inflammatory bowel disease and liver clinics every free afternoon that my medical school's schedule allowed. After meeting multiple patients, I noticed that gastrointestinal symptoms are very intrusive and affect people's quality of life more than I thought. At that moment, I realized that besides being an interesting field, gastroenterology has a significant impact on people's lives. Gastroenterologists handle a broad spectrum of medicine and also do procedural interventions, both diagnostic and therapeutic, which most fields are not able to provide. The diversity of the field itself, as well as the continuing innovations and developments make the field incredibly appealing. Every day I confirm that my enthusiasm for gastroenterology was worth pursuing. I am passionate about what I do as a gastroenterologist and committed to give my patients the best care possible.

Do you have any special interests related to gastroenterology?

Since medical school, inflammatory bowel disease has left a lasting impression on me. Inflammatory bowel disease can behave very differently in each patient and on occasion, can be very complex, which is a challenge that excites me. It is an interesting topic of gastroenterology that is always evolving. I have had the opportunity to learn from great leaders in the field and that has been intellectually stimulating, advantageous, and inspiring.

What is rewarding to you in regards to the care you provide to your patients-

outcomes, relationships, etc.?

Removing a colon polyp that could become cancer, or seeing how unpleasant gastrointestinal symptoms have resolved or subsided after appropriate treatment are only a couple examples of why gastroenterology is amazing and tremendously rewarding for me. It is important to me to foster a caring and compassionate relationship with my patients, and I work hard for it. Therefore, earning the trust of patients and my colleagues makes me tremendously happy.

Why did you decide to join Finger Lakes Health?

Finger Lakes Health offered me the opportunity to work in a setting that shares my commitment to provide patients with excellent, compassionate, and personalized care. I found in Finger Lakes Health, a collaborative environment with exemplary colleagues and professional staff focused on providing excellent patient-centered health care. I felt that Finger Lakes Health strives to make a positive impact and create a culture committed to community relations.

What do you like to do in your free time?

I dedicate my free time to my loved ones. I enjoy anything that involves being surrounded by family and friends. In addition, I love traveling because it gives me the opportunity to meet new people, experience varied cultures and perspectives, and last but not least, to try new food. I like outdoor activities. Every time that I go to Puerto Rico, I love to spend time on the beach. Lately, I have been trying to learn tennis and skiing.





THANK YOU

Thank you to Dr. Perez-Colon and everyone who made my recent procedures go so smoothly. To all the staff at General General including Christina, Janet, Marvin and Brett. And especially to everyone here including. Tracy, Lisa, Brandy, Debbie, and anyone else I may have missed. Dealing with Covid changes cannot have been easy. Thank you for all you do. You are appreciated,

Tom Liebner from Seneca Falls, is a patient of board-certified gastroenterologist, Dr. Anjanet Perez-Colon. In September 2021, Tom had an EGD, an endoscopic procedure that examines the esophagus, stomach and duodenum (part of small intestine), with dilation due to dysphagia (difficulty or discomfort in swallowing). He was diagnosed with Eosinophilic Esophagitis, an allergic condition that happens in the esophagus and was scheduled for another EGD in January 2022.

Prior to his EGD in January, Tom called Finger Lakes Gastroenterology to let them know that he was having abdominal discomfort; Dr. Perez-Colon ordered a colonoscopy that was added to his EGD appointment.

Due to the COVID-19 pandemic, Finger Lakes Health had to pause all elective surgeries and procedures, as part of Governor Kathy Hochul's emergency order that went into effect in December 2021. Tom worried this would impact his procedures. He communicated his health concerns with Dr. Perez-Colon. As Tom's procedure was diagnostic in nature, Tom was able to have the required procedures. Tom was grateful that he was able to have his procedures in January to find out what was going on with his health and shared, "Dr. Perez-Colon is very approachable and generous with her time. She answered all of my questions and explained my test results in a way that I could understand."

The procedures indicated a notable improvement in Tom's condition, and his continued treatment is going well.

Back in the **Driver's Seat**

In June of 2020, Geneva native, 51 year old, Drew Davie's world turned upside down. Drew was a patient in the Brenda & Dave Rickey Foundation Emergency Department for an infection in his right foot. Unfortunately, the infection was so severe that podiatrist, Kyle Perillo, DPM, performed surgery at Geneva General Hospital to amputate all five of Drew's toes. "Dr. Perillo literally saved my life with the amputation," stated Drew.

Drew spent three weeks as an inpatient at Geneva General Hospital (GGH). After he was discharged home, the infection would not go away. He had several more inpatient admissions so that he could receive IV antibiotics.

In April of 2021, after spending a week at GGH, tests revealed that the infection was traveling up his right side and was getting into his ankle. The only way to stop the infection from spreading further was to amputate his leg.

After the amputation, Drew was an inpatient at GGH for 7 days. He was then transferred to the Transitional Care Program (TCP) at Geneva Living Center South for physical and occupational therapy. "They were awesome! It was like I was at home, I was there for so long," said Drew.

Drew was eager to start his rehab. He did what he could while he waited for his prosthetic leg to be made. Amanda Tilburg, DPT, and Julie Baker, COTA, gave him exercises that allowed him to work on his balance. He liked to joke with them; he would have the whole place laughing. Drew is very grateful for all the care and time that they gave him. "They would keep me active and would push me on the days when I didn't want to do anything," commented Drew.

In July 2021, he finally received his prosthetic leg. Amanda and Julie got right to work with Drew. When asked



(L-R) Julie Baker, COTA, Drew Davie and Amanda Tilburg, DPT

about using his prosthetic leg, Drew shared, "Once I was able to walk with it, I wanted to walk more and more. Stairs and curbs can be difficult. I learned to go up with my good leg and down with my bad. They had me practice on stairs. We would go outside for walks. I had to relearn how to pick things up. It was a long process."

Drew was ready to be discharged. He was unable to return home; his house was not accessible. He spent a month and a half at Geneva Living Center North, where his mother, Kathy, is a resident,



while he was waiting for a handicap apartment to become available. Social worker, Julie Vanderwall, BSW, got the ball rolling to find Drew an apartment. Stephen Lash, BSW, took the ball from Julie and ran with it. "He helped me find my new apartment at North Street Apartments (part of Finger Lakes Health), move into it and get settled. "Steve played a huge part in getting my independence back," said Drew. He gave a big shout out to "Hilda McNicholas, Nurse Manager, on Unit I and all of the staff in the living center for all that they did for me," while he was there.

Bill Garrity, Vice President of Long Term Care, commented, "I am very proud that through our continuum of care at Finger Lakes Health, we were able to provide Mr. Davie with all these services and assisted him to achieve his ultimate goal of living independently again."

Drew is very happy in his new apartment. He is able to drive his truck to go see his mother and shares, "It feels good to be able to get around again."



Long Term Care Activities



★ St. Patrick's Day crafts at The Homestead in Penn Yan

→ Residents and staff of the Living Centers at Geneva celebrated TWOsday (2/22/2022) with a twins social. Staff and residents paired up to dress alike and enjoyed a fun fashion show along with famous foods pairs like bacon and deviled eggs, peanut butter and jelly cupcakes, crackers and cheese and chips and dip.



■ A member of the National Guard assisted residents with March Madness basketball activities at Huntington Living Center





(Front L-R) Dr. James "Bo" Mark: Caiti Sharman, ATC: Andrew Meister. ATC: Julianna Tyler. DPT. OCS: and Dr. Grace Freier. (Back L-R) Maureen Loyal, DPT, Director, Rehabilitation Services; Luis Zuniga, ATC; Tom DelPapa, DPT; and Jim Modera, DPT.

Finger Lakes Health's (FLH) commitment to our community extends to the athletes at Geneva High School, Mynderse Academy, Penn Yan Academy and Dundee High School. FLH contracts with each of these schools to provide athletic training services by our team of certified athletic trainers.

Athletic Trainers are highly skilled health care professionals educated in injury prevention, clinical evaluation and diagnosis, immediate care, treatment, rehabilitation and reconditioning, organization and administration, and professional responsibility. These individuals further work with the schools on emergency and preventive care, inclement weather protocols, facility and equipment safety, and other sports related matters. A valuable member of our sports medicine team, the athletic trainers are often the first to address an injury, assess safe playing/practice conditions, create preventive programs to keep our athletes safe on the field and to rehab student-athletes to quickly/safely return them to play.

Each school has an assigned athletic trainer that works closely with school administration, school nurses, coaches, parents and the student athletes. Each trainer is on-site every day. The FLH Athletic Training program allows for the athletic trainer and the school to develop a connection and relationship

that promotes safety and teamwork in the best interest of the athletes. FLH's athletic trainers achieved the National Athletic Trainers' Association's "Safe School First Team" designation for Penn Yan Academy and Geneva High School, and are working towards this distinction for Mynderse Academy and Dundee High School. To be a "Safe School", schools must adhere to the following:

- Create a positive athletic health care administrative system;
- Provide or coordinate preparticipation physical examinations;
- Promote safe and appropriate practice and competition facilities;
- Plan for selection, fit, function and proper maintenance of athletic equipment;
- Provide a permanent, appropriately equipped area to evaluate and treat injured athletes;
- Develop injury and illness prevention strategies, including protocols for environmental conditions:
- Provide or facilitate injury intervention;
- Create and rehearse venue-specific **Emergency Action Plan;**
- Provide or facilitate psycho-social consultation and nutritional counseling/education; and
- Be sure athletes and parents are educated about the potential benefits and risks in sports as well as their responsibilities.

In addition to providing daily coverage

for practices and contests, the athletic trainers work closely with other members of our FLH medical team. This includes physicians, physical therapists, nutritionists and other health care professionals. If a student-athlete requires other care as an extension of the Athletic Training program, FLH staff can streamline the student-athlete through our services of physician and therapy appointments, imaging needs or any other necessary testing. All this is with the goal of returning the player safely and efficiently back to play.

James "Bo" Mark, M.D. and Grace Freier, M.D. both work closely with our athletic trainers. Dr. Mark is board-certified in sports medicine and orthopaedic surgery. It is important for an athlete to see an orthopaedic physician as these medical professionals specialize in sport related injury and can properly assess an athlete's readiness to return to activity. Dr. Freier, board-certified pediatrician, is also the school physician at some of our contracted schools. Dr. Freier works closely with our athletic trainers on a variety of injuries/illnesses that may impact our athletes. Our athletic training and physical therapy teams works closely with Dr. Freier regarding concussion management and return to learn/play programs for student-athletes. Our athletic trainers are proficient in the assessment of concussions and work closely with Tom DelPapa, DPT, FLH's

regionally recognized physical therapist specializing in concussion care. Dr. Robert Anderson, M.D. also lends his expertise in the care of student-athletes who have suffered concussions with prolonged symptoms. Our extensive team of experts at FLH work together with our athletic trainers to provide quick access to care and safe return to play.

In addition to working with the student-athletes during the school year while their sports are in-season, our athletic trainers and physical therapists work together in the offseason to create strength and injury prevention programs that are free to all area student-athletes during the summer.

FLH's Athletic Training programs are a highlight for our community, as they create a terrific continuum of care for our student-athletes to receive stellar care right in their home town. Each school has their point athletic trainer on campus, daily, to address any concerns. If you would like to find out how FLH could provide athletic training services to your school, please call 315-787-4577 for more information.

QUICK FACTS

- 62% of organized sports injuries happen during practice (FLH athletic trainers are on campus daily to provide medical coverage for practices/games)
- About 25% of coaches/parents/ athletes don't do anything for injury prevention (FLH athletic trainers provide prevention programs year round)
- 54% of athletes say they played injured (FLH athletic trainers are on-site to assess injuries and ensure athletes are safely playing)
- 37% of high schools employ full-time athletic trainers (FLH athletic trainers are full-time at their schools developing relationships with athletes/ coaches/school personnel and parents everyday)

Attitude of Gratitude

Finger Lakes Times

Thanks to all who cared for loved one so well

To the Editor:

We, the Rogers family, would like to extend our sincere, heartfelt gratitude to Finger Lakes Health and North Seneca Ambulance, and for all who served my wife, Ann Rogers. She was in ICU from Dec. 17 until she passed on Dec. 27, 2021.

During this now moment in time, we know the dedication and heart it takes to be in this line of work and want you to know it does not go unappreciated. Thank you so very much to all the aides, nursing staff, unit clerks, doctors, environmental and nutrition staff. We were not able to visit or communicate with her, and the clerks and nursing staff did an incredible job of keeping us informed, as well as communicating our love, care and concern back to Ann whenever we called.

Although we haven't all the names, we want to highlight some nurses. Candy, Simon and Lauren, thank you for your kindness, concern and advocacy for Ann. Ann was a registered nurse, and we know that the "main line" of communication are the frontline, hands-on workers getting vital information to the doctors. We appreciate your care in feeding, bathing and loving my wife and kids' mother in our absence and ensuring a peaceful departure.

Thank you from the bottom of our hearts to all the nurses, doctors, environmental staff, nutrition for what you do EVERY day and especially for Ann in her last moments.

Sincere regards.

DAVE, DEB, JEFF, MAUREEN The Rogers Family

Chronicle Express

LETTER TO THE EDITOR: Thanks to emergency responders and hospital staff

Letter to the Editor On Wednesday evening, Dec. 22, 2021, my wife, Nancy, collapsed at home. Because she was unresponsive and I couldn't move her, I called 911. Within minutes, EMTs Lydia, Kevin, and Maggie were moving Nancy gently to an ambulance and to the Soldiers & Sailors Memorial Hospital Emergency Room.

I will always be grateful to the medical staff in the ER and Acute Care floor of the hospital for the loving, tender, professional care they demonstrated for the woman I have loved for 74 years. In Nancy's final hours on this earth, she was treated with the respect and dignity deserving of someone 90 years old. Our family is grateful to Dr. [Dale] Freier and all those who devoted their experience and skill to make Nancy's final hours on Earth comfortable. She lived a long and beautiful life and she died in her sleep on Christmas Eve morning.

Her spirit now soars with the angels. Bruce Westerdahl Penn Yan

Thank you for being awesome and making this patient feel better and more relaxed.

It means a lot to a patient when you take your time, reassure them, and put their fears to rest, during a very challenging time in this world.

I appreciate, and I'm grateful for each of you...

Thank you! **Urgent Care Patient**



Our Urgent Care services are designed for all minor injuries and unexpected illnesses. Urgent Care is staffed with highly qualified and experienced physicians, physician assistants, nurse practitioners, and nursing staff who are ready to provide on-the-spot care for orthopaedic injuries, dental pain, minor wounds requiring sutures, minor cuts and burns, sexually transmitted infections, urinary tract infections, colds and flu-like illnesses, sore throats, earaches, and cough. We also offer COVID-19 testing as well as antibody testing.

- · Part of Finger Lakes Health
- · We accept most insurances
- Consistent providers who live in our community
- Integrated Electronic Medical Record for most patients
- Fast and convenient
- Walk-ins always welcome



SSMH Nationally Recognized for National STEMI Award!

Soldiers & Sailors Memorial Hospital has received the American Heart Association's Mission: Lifeline® Referring Silver Achievement Award for implementing specific quality improvement measures to treat patients who suffer severe heart attacks.

This is the second year in a row that SSMH has been awarded this unique recognition that showcases our dedicated staff as well as our outstanding outcomes.

Soldiers & Sailors Memorial Hospital is one of ONLY five hospitals in the United States and the ONLY hospital in New York State to receive the Mission: Lifeline STEMI Referring Silver Award!

SSMH received this by identifying, treating and transferring patients with STEMI (heart attacks) rapidly, safely and to the highest standards of evidence-based medicine for the entire year of 2021.

Each year, more than 250,000 people experience an ST elevation myocardial infarction (STEMI), the deadliest type of heart attack, caused by a blockage of blood flow to the heart that requires timely treatment. To prevent death, it is critical to restore blood

flow as quickly as possible, either by mechanically opening the blocked vessel or by providing clot-busting medication.

The American Heart Association's Mission: Lifeline program helps reduce barriers to prompt treatment for heart attacks

- starting from when 9-1-1 is called, to EMS transport and continuing through hospital treatment and discharge. Optimal care for heart attack patients takes coordination between the individual hospital, EMS and healthcare system. Program participants apply for the award recognition by

demonstrating how their organization has committed to quality care for STEMI patients.

"Soldiers & Sailors Memorial Hospital is honored to be recognized by the American Heart Association for our dedication to providing optimal care for heart attack patients," said Matthew Talbott, M.D., Director of Emergency Medicine and Medical Director, Chest Pain Center, Finger Lakes Health. "The Mission: Lifeline program puts proven knowledge and guidelines to work on a daily basis so patients have the best possible chance of survival."





Lindsey Licak, RN



Jamie Farrell, RN



Alice Radcliff, RN



Bianca Quartaro, RN



Erin Kimble, RN



Casey Brooks, RN

Clinical Ladder for Nursing

Finger Lakes Health is proud to recognize six outstanding nurses who have exceeded expectations in achieving recognition for their professional development through the Clinical Ladder Program.

The Clinical Ladder Program is a structured system that provides nursing staff career advancement while remaining in the clinical setting providing direct patient care. It recognizes professional development and differentiates levels of nursing expertise and contribution.

The following six nurses were recognized: Lindsey Licak, RN; Jamie Farrell, RN; Alice Radcliff, RN; Bianca Quartaro, RN; Erin Kimble, RN; and Casey Brooks, RN.

"Congratulations to our clinical ladder recipients. This journey has been one of learning, professional growth, and teamwork at its best. You have exceeded all expectations and I am so very proud of all of you," states Ardelle Bigos MSN, RN, CMSRN, NE-BC, Chief Nursing Officer for Finger Lakes Health.

Did you know that Finger Lakes Health offers a Free Monthly Stroke Support Group?

- Educational Support
- Motivational
- Practical
- Resourceful
- Fun
- Informative
- Interactive
- Social

Our support provides monthly topics and guest speakers for stroke survivors, family members and caregivers.

The Support Group is held at the Garnsey Outpatient Rehabilitation Center at Geneva General Hospital the second Tuesday of the month from 3-4 p.m. Parking and entrance is at the rear of the hospital.

Come early, from 1-3 p.m., for a FREE blood pressure screening. For more information, please call (315) 787-4620. To view our

upcoming schedule, visit: https://www.flhealth.org/events/stroke-support-group

Find heart healthy recipes from the American Heart Association at recipes.heart.org.

























BALANCE LOSS OF BALANCE HEADACHE OR DIZZINESS EYES
BLURRED VISION

FACE ONE SIDE OF THE ARMS
ARM OR LEG

SPEECH SPEECH DIFFICULTY

TIME
TIME TO CALL
FOR AMBULANCE
IMMEDIATELY

Geneva General Hospital is a Joint Commission accredited Primary Stroke Center, a New York State designated Stroke Center and received the Get With The Guidelines Gold Plus Performance Achievement Award.

International Nurses

America is in the middle of a nursing shortage that has been an issue since long before the pandemic, but will likely worsen. According to an article from Marymount University, several factors contribute to the growing shortage including more nurses and nurse educators reaching retirement age; an aging patient population requiring more care; and staff burnout that has been exacerbated by the pandemic.

In 2018, Finger Lakes Health took proactive steps to mitigate the nursing shortage by contracting with the Avant Healthcare program. Founded in 2003, Avant Healthcare is a recruiting and staffing specialist that focuses on preparing and integrating internationally educated healthcare professionals into the United States healthcare system. The program coordinates licensing, immigration, clinical, and cultural transition to help prepare them for life and work in the US.

Avant nurses can help alleviate staff stress and address the shortage as a long-term solution, as most international nurses stay at their facility for three years and many convert to full-time nurses, following the end of their contracts. FLH was the first, and is still the only healthcare facility in the Finger Lakes Region to partner with Avant's

International RN program. To date, FLH has engaged 39 Avant RNs to work in Geneva General and Soldiers & Sailors Memorial Hospitals.

Ardelle Bigos MSN, RN, CMSRN, NE-BC, Chief Nursing Officer at FLH, was instrumental in bringing Avant nurses to our facilities. She says, "We welcome the Avant nurses with open hearts and they are vital members of our FLH community."

An Avant nurse (not pictured) at Geneva General Hospital shared some information about his background and experiences at Finger Lakes Health:

Where are you from? Can you describe your homeland?

I am from Binmaley, Pangasinan,
Philippines. It is geographically situated in the northwestern part where the weather is most of the time sunny and torrid during summer. However, it is along the coast, we still get cold breezes, especially at night. Most of the land is composed of fishponds which makes it one of the main livelihoods of our people. Every year we celebrate our festival called, "The Seafood Capital of the North," when every house prepares food and openly welcomes visitors regardless if they know them or not. In terms of culture, we really value respect

for elderly and helping our neighbors. We normally see one another on the sidewalk during afternoons and share stories or problems.

Why did you choose healthcare as a career?

When I enrolled in college, I was choosing either engineering or nursing. I told myself, I may be good at math, but I find engineering a boring subject, whereas with nursing, I get a chance to travel to different hospitals and meet a lot of people. I am very cheerful and always very eager to help those in need. It reminds me how I was when I was young being in the hospital most of the time. I was greatly inspired by the nurses who took care of me and their white uniform that signifies purity attracted me very much.

How long have you been working in this field?

I worked for 5 years in the General Intensive Care Unit in the Philippines. Then, when I moved to the UK, I was in the Hepatopancreaticobiliary Surgical Unit for almost 3 years.

Tell me about your experience at Finger Lakes Health

I have had a great experience at Finger Lakes Health. As soon as I took the first step in the hospital, I felt a very warm



welcome that started with the receptionist and continued with the bunch of people present during my meet and greet day. Honestly, I felt very special at that time when they introduced themselves and their roles. At that moment, I already perceived a fun and exciting shift with them. The open door policy of the managers is definitely a great strategy to reach out to staff and engage them, which I greatly appreciate. The value of teamwork is highly regarded. When something is new and I am unsure about it, my colleagues are reachable and willingly share their knowledge. The training programs in Geneva General Hospital are excellent, it gives the nurses a chance to grow in a different field. If I work in a medical-surgical unit, I will also get training in telemetry and acute care nursing in ICU. The majority of our patients highly valued the care we rendered to them. They always say thank you and are very appreciative of what we are doing, especially during these times of pandemic.

Favorite Part of Your Day

My favorite part of the day is when I get to see the patient well and be able to go home. During this moment, I can tell myself that we did the best of what we can in order to help the patient. Seeing that smile on my patient's face lightens our workload and inspires us more to help other people.

Jose Acevedo, M.D., MBA, President & CEO of Finger Lakes Health stresses, "Nurses are the backbone of healthcare. At Finger Lakes Health, we have long known this and value all those who serve this most noble profession. For many years, we have experienced and anticipated a growing need for nursing. Therefore, we have a multi-pronged approach to invest in and 'grow our own' nursing leaders, locally – from our longstanding LPN School, Marion S. Whelan School of Practical Nursing, to the formation of our own, Finger Lakes Health College of Nursing and Health Sciences and the creation of generous and innovative tuition support programs. Now we add our relationship with Avant nurses, as one more arrow in our quiver to engage international nurses, here in the region. We are pleased that our Chief Nursing Officer had the vision to contract with Avant, two years before the onset of the pandemic. These international nurses who have joined us have demonstrated exceptional clinical skills and appreciate being welcomed into our local community."







Leah Hovt, RN

Pamela Washak, RN

Extraordinary Nurses

Finger Lakes Health honored three nurses with "The DAISY Award for Extraordinary Nurses®".

Leah Hoyt, RN, 3 North at Geneva General Hospital, and a graduate of Finger Lakes Health College of Nursing & Health Sciences.

Kimberly Nicandri, LPN, Lifecare, who was working on the Step-down Unit at Geneva General Hospital during the pandemic.

Pamela Washak, RN, Intensive Care Unit at Geneva General Hospital.

The DAISY Foundation, is a not-for-profit organization, established in memory of J. Patrick Barnes by members of his family. This award recognizes nurses who have had a profound impact in the lives of their patients and patient families. Patrick died at age 33 in 1999 from complications from Idiopathic Thrombocytopenic Purpura (ITP), a little known, but not uncommon, autoimmune disease. (DAISY is an acronym for Diseases Attacking the Immune System). The care Patrick received from the nurses at his bedside inspired this national award.

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For your convenience, we are now offering online appointment scheduling for urgent

- FLH Medical, P.C. Urgent Care-Geneva
- FLH Medical, P.C. Urgent Care-Seneca Falls

To schedule an appointment, please click on the link https://www.flhealth.org/locations/ physician-practices and select your practice name.









Carley Shick, MS, FNP-C



Arielle Hagner, MSN, CPNP-PC

Jennifer Whitmore, MSN, AGPCNP-BC





Welcome Providers

Bushra Ahmad, M.D.

Specialty: Emergency Medicine Medical School: SUNY Upstate Medical University, College of Medicine, Syracuse, New York Residency: University of Rochester Medical Center, Rochester, New York

Matthew Firman, D.O.

Specialty: Emergency Medicine Medical School: Lake Erie College of Osteopathic Medicine, Erie, Pennsylvania Residency: University of Buffalo, Buffalo, New York

Anjanet Perez-Colon, M.D.

Specialty: Gastroenterology Certification: Board-certified, American **Board of Gastroenterology** Certification: Board-certified, American Board of Internal Medicine Medical School: Universidad Central del Caribe School of Medicine, Bayamon, Puerto Rico Residency: Icahn School of Medicine at Mount Sinai, Mount Sinai Beth Israel Hospital, New York, New York Fellowship: Gastroenterology and Hepatology-University of Rochester Medical Center, Rochester, New York Office: Finger Lakes Gastroenterology 821 Pre-Emption Road, Suite 300, Geneva For an appointment: (315) 787-5310

Albert Shih, M.D.

Specialty: Emergency Medicine Medical School: University of Texas Medical Branch, Galveston, Texas Residency: University of Rochester Medical Center, Rochester, New York

Jamie Barber, MSN, APRN, AGPCNP-BC

Certification: Adult-Gerontology Primary Care Nurse Practitioner Master's Degree: Keuka College, Keuka Park, New York Office: Lifecare Medical Associates 1991 Balsley Road, Seneca Falls For an appointment: (315) 539-9229

Arielle Hagner, MSN, CPNP-PC

Certification: Pediatric Nurse Practitioner Master's Degree: University of Rochester, Rochester, New York Office: Lifecare Medical Associates 1991 Balsley Road, Seneca Falls For an appointment: (315) 539-9229

Yvonne Jolly, MSN, ANP-BC

Master's Degree: Syracuse University, Syracuse, New York Office: Geneva General Cardiology Associates 200 North Street, Suite 203, Geneva 418 North Main Street, Penn Yan

For an appointment: (315) 787-4204

Certification: Adult Nurse Practitioner

Carley Shick, MS, FNP-C

Certification: Family Nurse Practitioner Master's Degree: St. John Fisher College, Rochester, New York Office: Dundee Family Health Center 50 Millard Street, Dundee For an appointment: (607) 243-7881

Jennifer Whitmore, MSN, AGPCNP-BC

Certification: Adult-Gerontology Primary Care Nurse Practitioner Master's Degree: University of Rochester, Rochester, New York Office: Seneca Family Health Center 367A East Main Street, Waterloo For an appointment: (315) 787-4977

Jennifer Yancey, MSN, AGPCNP-BC

Specialty: Long Term Care
Certification: Adult-Gerontology Primary
Care Nurse Practitioner
Master's Degree: Keuka College, Keuka
Park, New York
Office: Huntington Living Center
369 East Main Street, Waterloo

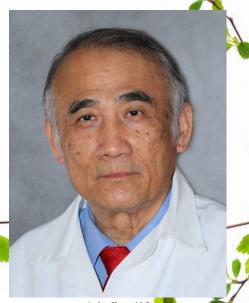
Luke Chen, M.D.

Specialty: Internal Medicine

Certification: Board-certified, American Board of Internal Medicine Certification: Board-certified, American Board of Pediatrics Medical School: Taiwan Residency: Internal Medicine-The Brooklyn Hospital, Brooklyn, New York Residency: Pediatrics-SUNY at Downstate Medical Center in Brooklyn, New York Office: 367A East Main Street, Waterloo For an appointment: (315) 568-2606



Jennifer Yancey, MSN, AGPCNP-BC



Luke Chen, M.D.

Homestead Unit 4 Renovation

The Homestead Unit 4 is a secure. neurobehavioral unit that provides skilled nursing and special needs care for cognitively-impaired residents. Bill Struzzi was a resident of the unit, after being diagnosed with Frontotemporal Degeneration (FTD), a form of dementia. Bill passed away at The Homestead in December 2019, at the age of 35. His family, who spent much time visiting him, conceived of a renovation project for the Unit 4 common area to honor Bill's memory and the extraordinary care provided to him during his four year stay in the Unit.

Bill's family recognized that the Coronavirus pandemic has underscored that now, more than ever, long term care residents and their loved ones benefit from a healing home environment – that the simple comforts of home provide some security and relief amidst such great uncertainty. The renovation will create a comfortable, inviting, and safe space that will help maintain residents' dignity, improve their quality of life and allow their loved ones, who may not be able to be with them, to breathe a bit easier.

In late 2020, Bill's mom, Cathy Sperrick and his sisters, Megan Houppert and Sarah Struzzi, spearheaded a successful \$100,000 fundraising campaign for the renovations that included direct mail and personal solicitations and that culminated in March 2021 with an event called, "Heels Up...Bottom's Up," at their brewery, the Abandon Brewing Company.

Megan shared the family's sentiments in a statement posted on social media the day after the event at the brewery writing, "Yesterday we exceeded our goal of raising \$100K for the Finger Lakes Health Foundation to benefit Unit 4 of The Homestead. The funds will be used to renovate the common area where the residents and their families spend most of their day.

Billy lived on Unit 4 for over four years. At the end, my mom, sister and I moved into the unit to be together the last three days of his life. Watching someone die is indescribable, but watching the staff care for him showed me something I could have never seen if I wasn't there.

I often said that it felt like we were losing Billy slowly to FTD. But that staff could see past his deteriorating brain and failing body in a way my anger and grief wouldn't allow at the time. They could still see the hilarious, charismatic magic that was Billy. Through their empathy and love I could see my full brother again for the first time in years. I've struggled to articulate this experience for over a year, so all I know is the gift the staff gave me those three days is worth more than \$100K."

The renovation to the common space, currently under way, will include new flooring, lighting, furniture, and paint which will transform the space where most of the residents spend their day, providing a secure, warm, home-like space for present and future residents and their visitors.

The support and love of our generous community cannot be overstated. Because of the many donations, this family's legacy will have a positive, lasting impact on the quality of life of those who call The Homestead their home.

You can have an impact as well. Please consider making a gift to support a project, site or program that is close to your heart: https://www.flhealth.org/ make-a-donation/ways-to-give.





YOUR MOST POWERFUL GIFTS YET

The Coronavirus has hit us all hard, bringing financial challenges and much uncertainty.

Because of the thoughtful and savvy planning of generous donors, the Finger Lakes Health Foundation has received non-cash and estate gifts that have helped us rise to the challenge to continue to provide high quality, vital programs and services to your family, friends and neighbors.

Will you join these donors to help us fulfill our mission today and sustain us for years to come?

Take advantage of our quick, easy and free resources, hosted by FreeWill, to create your legal will, leave a bequest or make a gift of appreciated stock.

Create your will. Make a bequest: Leaving a gift in your will is a powerful way to make a lasting impact on the health of our community while planning for your future and protecting what is most important to you. This online estate planning tool takes less than 20 minutes to complete and your gift won't cost you anything now.

Give a gift of appreciated stock: Your stock gift will make a real difference by helping us bring critical, lifesaving technology and programs to our hospitals, nursing homes and physician offices as well as scholarships for area youth and nursing education. And if you make your gift today, you can get a head start on your tax savings while making a gift when we need it most urgently.

For more information, please contact the Foundation office: (315) 787-4050 or go to https://www.flhealth.org/make-adonation/ways-to-give.



You're going to play anyway, why not play for a great cause?

In 2020, COVID caused us to cancel our 22nd annual, "Keep Your Heart Up to Par" tournament. Historically, the tournament proceeds helped fund patient scholarships for our Cardiac Rehabilitation programs at Geneva General Hospital and Soldiers & Sailors Memorial Hospital. In order to recoup these much needed funds, while maintaining the safety of our participants, last year we introduced a new virtual fundraising challenge:

108 HOLES FOR HEARTS

The event allows participating players to golf at their own rate, at the locations and on the dates of their choosing, with the goal of completing 108 holes over a period of 12 weeks (mid-June to mid-September). All players collect sponsorships totaling \$1000 each (or the equivalent of 10 sponsors donating \$1/hole.)

Because of an outpouring of support from our generous community, last year's tournament was a rousing success – and we expect the event will be bigger and better, this year! Proceeds will benefit cardiology related services or equipment. Register to sponsor or play today: https://runsignup.com/108holesforhearts or call the Finger Lakes Health Foundation (315) 787-4050 for a registration form.

Thank you, for helping us keep the "Heart of the Finger Lakes" healthy.



New Faces at Finger Lakes Health

Tasha Coccia has been named as the Physician and Advance Practice Clinician Recruiter. In the position, Coccia leads the health system's efforts in the recruitment of physicians and advance practice clinicians including nurse practitioners, physician assistants and certified registered nurse anesthetists. She will also assist with the credentialing and enrollment of providers with third party payers. Finger Lakes Health has had much success in recruiting physician and advance practice clinicians to its practices in rural communities.

Coccia has been with Finger Lakes Health since 2019, first serving as a Human Resources Generalist. She holds a Bachelor of Business Administration & Marketing degree from St. Bonaventure University in St. Bonaventure, NY.

David Coriale, RPh, Pharm D is the new Director of Pharmacy. He achieved a board certification as a Pharmacotherapy Specialist (BCPS Pharmacotherapy) in 2011. He earned both his Doctorate and Bachelor of Pharmacy degrees from Albany College of Pharmacy, Albany, NY. He has certifications in Anticoagulation, Antibiotic Stewardship and Medication Therapy Management. He is a member of the American Society of Health-Care Pharmacists (ASHP).

Coriale has more than 20 years of pharmacy experience. Most recently, he worked for Cardinal Health at Adirondack Medical Center in Saranac Lake, NY where he served as Director of Pharmacy.

Obinna Eboh is the new Supply Chain Manager at Finger Lakes Health.

He holds a Master of Business Administration degree from the State University of New York, Oswego, Oswego, NY and a Bachelor of Science in Chemical Engineering degree from Villanova University, Villanova, PA.

Prior to joining Finger Lakes Health, Eboh served as Dean of the College, Remnant Bible College in Horseheads, NY. He brings valuable background knowledge from his previous commercial operations, forecasting and engineering roles at Corning Incorporated and Kennedy Valve.

Trisha Koczent, CPA, FHFMA has been named Treasurer and Chief Financial Officer for Finger Lakes Health.

Koczent received her Bachelor of Science in Accounting degree from St. John Fisher College in Rochester, New York where she graduated, cum laude. She is a Certified Public Accountant, a Fellow of the Healthcare Financial Management Association and attended The Academy for Healthcare Leadership Advancement through the Healthcare Association of New York at Cornell University.

She has more than 25 years of experience in healthcare finance. Most recently, she worked at Auburn Community Hospital where she was the Chief Financial Officer. Prior to that, Koczent held various executive positions in healthcare leadership in the Finger Lakes region.

Paula North has joined Finger Lakes Health as the Office Manager for Seneca Family Health Center and Clyde Family Health Center.

North brings more than 30 years of healthcare experience with her. Prior to joining Finger Lakes Health, she was the front office coordinator at Portside Dental in Geneva. In addition, she was the practice manager at Cayuga Medical Associates Internal Medicine, Infectious Disease and Rheumatology in Ithaca, NY.

Melody Ponzi has joined the finance team at Finger Lakes Health as Controller. Ponzi earned her Bachelor of Science degree in Accounting from Rochester Institute of Technology in Rochester, NY. She has eight year's experience in public accounting and more than 20 years in non-profit/healthcare.

Prior to coming to Finger Lakes Health, she was the Chief Financial Officer at East Hill Family Medical in Auburn, NY. Ponzi previously served as Accounting Manager at Finger Lakes Health, early in her career.

Matthew Romania MHA, MSN, RN has joined Finger Lakes Health as Soldiers & Sailors Memorial Hospital's Site Administrator and Director of Nursing. With 25 years of health care experience, Romania oversees the daily operations

at SSMH and will be responsible for oversight of the First Acute medical surgical floor, the Swing Bed Program, and the John D. Kelly Clinic, all within the nursing division.

Romania earned his Master of Science in Nursing and Master of Health Administration degrees from Capella University in Minneapolis, Minnesota, where he is also currently pursuing his Doctorate of Nursing Practice degree. He received his Bachelor of Science in Nursing degree from Pennsylvania College of Technology in Williamsport, PA.

Shalom Simmons, AGACNP-BC, APRN, MSN, RN, BBA is the new Director of Medical/Surgical & Patient Care Services.

She has more than 20 years of healthcare experience. Most recently, she served as Administrative Nurse Manager for General Surgery and the Surgical Step-Down Unit at Montefiore Health System Moses Campus, in Brooklyn, NY.

Simmons earned her Master of Science in Nursing Administration degree from New York University Rory Meyers College of Nursing in New York, NY and recently earned her Post-Masters certificate as an Acute Care Nurse Practitioner from the same institution. She earned her Bachelor of Science in nursing degree from Stony Brook University (SUNY) in Stony Brook, NY. In addition, she earned her Bachelor's degree in Business Administration from Barnard M. Baruch College (CUNY) in New York, NY.

Kyle Vanderlip is the new Director of the Jim Dooley Center for Early Learning. Vanderlip earned her Master of Science degree in School Counseling from the University of Rochester in Rochester, New York and earned her Bachelor of Science degree in Interdisciplinary Studies, with a concentration in education, from St. John Fisher College in Rochester, NY.

Prior to joining Finger Lakes Health, she was the director of KinderCare Education in Victor, NY. Vanderlip (a Geneva native known as Kyle Simon) returned to the area and lives in Canandaigua, NY.



Tasha Coccia



David Coriale, RPh, Pharm D



Obinna Eboh



Trisha Koczent, CPA, FHFMA



Paula North



Melody Ponzi



Matthew Romania MHA, MSN, RN



Shalom Simmons, AGACNP-BC, APRN, MSN, RN, BBA



Kyle Vanderlip



To: Friends of Finger Lakes Health

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