



*"We are what we repeatedly do.*

*Excellence, then, is not an act, but a habit."*

*~Aristotle*

THE NATHAN LITTAUER HOSPITAL & NURSING HOME

2013 REPORT TO THE COMMUNITY

# We are on a quest.

Nathan Littauer Hospital & Nursing Home's quest is to continually deliver a level of clinical excellence unsurpassed in this area.

We use the most rigorous standards of safety and challenge every staff person to deliver superior care to every patient we treat. Every patient.

We are ambitious. We talk about your care at every meeting. We wear our mission on our badge, and when you need us, our hard work is realized.

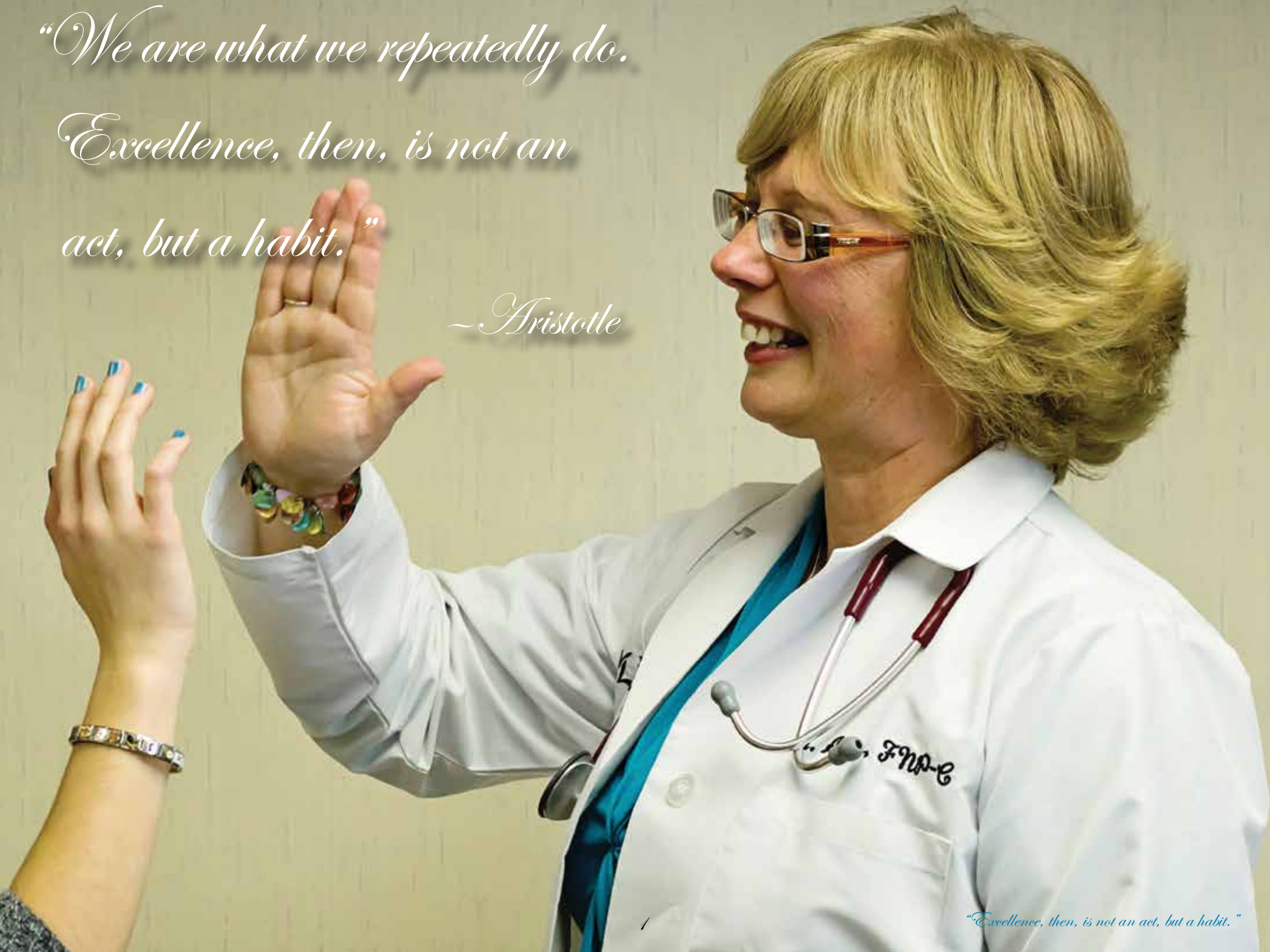
*Learn how we strive for excellence every day...*



*"We are what we repeatedly do.*

*Excellence, then, is not an  
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*~ Aristotle*



*"Excellence, then, is not an act, but a habit."*



Nursing home resident Therese Macklin and physical therapist Maria Gardiner show-off a handmade quilt donated by the Gloversville Sew Busy Quilt Guild.



*"We are what we repeatedly do."*

# A MESSAGE

## From Laurence E. Kelly

Dear Friends:

At Nathan Littauer Hospital, our business is you. And we want to keep you healthy. When you arrive at our hospital, our goal is to start your healing process immediately so you can go home. As the only community hospital in our region, we offer a full spectrum of health care services with an outstanding team of dedicated physicians, practitioners, nurses and staff members, all working to get you back to your best health possible.

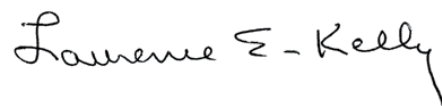
We know that experience matters. So I proudly remind you that we have been serving the needs of our community longer than any other hospital in our region!

Our mission is not a static sentence gathering dust in a binder. We live our mission. In the simplest terms, this community is our mission. You are our mission.

Our vision for Nathan Littauer Hospital is to be your destination hospital. We do not want to be there just when you need us; we want to be there even before you need us, preparing our doctors and nurses in advance and offering the latest preventive care so that you and your family can live your life well.

As you read through our reflections of the past year, you will see common themes emerge. We are thriving. We are committed to excellence. Our staff is the embodiment of compassion. We bring new technology to this community, frequently before other metropolitan hospitals can. Our 1,000 employees strive every day to deliver a brand of care that exceeds your expectations. So go enjoy all this beautiful area has to offer, and when you need to heal, we will be here.

Sincerely,



Laurence E. Kelly  
President & CEO







*"We are what we repeatedly do."*

# A HISTORIC FIRST FOR LITTAUER

In July 2013, Nathan Littauer Hospital made history as Dr. Jian Shen performed the Northeast's first surgery using robot guidance technology. The hospital invested in a robot designed to assist in spine surgeries, manufactured by Mazor Robotics. The purchase landed Littauer in the Wall Street Journal, Google Financial News and other national publications. Only 39 other hospitals in the US have this technology.

This and other minimally-invasive surgeries Dr. Shen regularly performs at Littauer put us at the forefront of minimally invasive spine surgeries in the nation. Dr. Shen has been at Littauer for over four years. Although he could have been employed by any major city or large university hospital, he fully appreciates being at our small, rural community hospital.

"This is a great partnership. Why not here, why not Nathan Littauer?" said NLH President and CEO Laurence Kelly.

Minimally invasive surgery results in less tissue damage and quicker recovery than conventional surgery. Dr. Shen uses a broad range of minimally invasive techniques to effectively treat all aspects of complex spinal disorders.



*"Excellence, then, is not an act, but a habit."*





*"Littauer's ER was there when we needed it most. As a mother, I am so glad I trusted Littauer."*

—Northville resident

*"We are what we repeatedly do."*



# NURSES

## Littauer excellence in action

In the past year, our nurses have developed new approaches to better meet the needs of specific patient populations as part of their ongoing effort to be champions at patient- and family-centered care. The nursing team has made strides in patient communication and has fostered quality, safety and effectiveness while serving as role models for others in the field. Littauer is especially proud of this incredible team of professionals who consistently identify opportunities to improve the Littauer work environment and patient care.

### NLH nurses ranked among the best in the nation

Nurse communication with their patients at NLH is rated in the top 88 percent of all hospitals in the country. Our nurses listen to their patients and exemplify medical excellence every day. (Press Ganey database, results from Q4 2013)

Littauer proudly offers a program to help transition its new nurses into the field. The PEARL (Promoting Education and Relationships at Littauer) program is a clinical coaching program designed to give professional preceptors the tools necessary to assist new employees.

Sari Stewart, RN, and her two children, Brittany and Bradley—all in the NLH nursing department!



### Share a smile with Paul Perreault, MD

Dr. Paul Perreault has had his family medicine practice based out of Littauer's Mayfield Primary and Specialty Care Center for 24 years. He also travels frequently to the Speculator Primary and Specialty Care Center.

### Background

Dr. Perreault began his career in forestry and soon realized his true passion was medicine and helping others.

### In his own words

"Laughter is actually therapeutic, and can really be the best medicine."

### To find him

Contact our Mayfield Primary and Specialty Care Center at 661-5493.

### A minute with Dr. Perreault

- Listens to John Denver
- Loves pizza
- Hikes the Adirondacks; favorite hike is Kane Mountain
- Likes to play cards

# IN HIS OWN WORDS

## Proud to be alive here

To all who have told me over the years that there's nothing positive in the paper, read this.

At 12:30 p.m. on Dec. 30, I was working out on the treadmill at the Fulton County YMCA. I later learned I went into cardiac arrest, hit my head three times on the machine and lay clinically "dead" for a couple minutes.

While this was happening, though, desk attendant Susan Ives gave me CPR, and I came back. Simultaneously, others shocked me back into existence with the Y's defibrillator. I was saved. Words cannot describe how thankful I am for people such as the quick-thinking Susan Ives. I hope the YMCA rewards her.

I was taken to Nathan Littauer Hospital by a wonderful JAVAC staff and taken by the Ambulance Service of Fulton County to Ellis Hospital. I had my own defibrillator put in, and I'm recovering. I have always been proud to live and work in my adopted home -Fulton County.

But today, I'm humbled and especially proud to be alive in Fulton County, where outstanding and caring people continue to inspire me as I move forward in my life.

—MICHAEL ANICH

*Published in the Leader-Herald newspaper.*

*"Nathan Littauer Hospital Emergency Medicine staff, especially Dr. Robert Werblin, did a tremendous job making me feel so comfortable at a time when I was so scared. They assured me of what was happening and what was to be expected with my transfer to the Ellis Cardiac Unit. Their compassion and complete understanding is the reason why I think the world of Littauer. My two children were born here, and this has been my hospital since moving here in 1984. Thank you, Littauer, for being here for me and my family."*

—Michael Anich



# NURSING HOME

## Excellence in extended care



IPRO CEO Theodore O. Will, MPA, FACHE, left; Nathan Littauer Hospital & Nursing Home Vice President/Administrator Leslie S. Beadle and IPRO's Dave Johnson

The Nathan Littauer Hospital Nursing Home is an extended residential care facility providing medical, rehabilitative, and skilled nursing to long- and short-term residents with the Littauer standard of excellence. The environment is safe and caring, providing individual care to residents to increase their physical and emotional well-being.

## NLH Nursing Home recognized by IPRO

### Award is attributed to staff

On June 4, 2013, Nathan Littauer Hospital & Nursing Home was recognized with a 2013 IPRO Quality Award at the company's 29th annual meeting. The awards, given annually by IPRO, recognize organizations and professionals that demonstrate a commitment to improving the quality of care provided to New York's Medicare beneficiaries.

"Nathan Littauer Hospital Nursing Home has demonstrated significant commitment in the care it provides, as a result of a collaborative and focused effort," says Clare B. Bradley, MD, MPH, senior vice president and chief medical officer, IPRO. "We thank Nathan Littauer for their commitment to improving the health of New Yorkers."

## An amazing gift

### Handmade quilts donated to NLH by Sew Busy Quilt Guild

In 2013, the Sew Busy Quilt Guild of Gloversville presented and donated 46 handmade quilts to the residents of Nathan Littauer Hospital & Nursing Home. Littauer residents were able to pick their favorite quilt for their own room. Needless to say, they were delighted with the unique designs, the painstaking handiwork and the diversity of color in each quilted work of art. We are so grateful to the Sew Busy Quilt Guild for their talent, their hours of work and their dedication.



### Trusted excellence in women's health care with Ume Farwa, MD

Nathan Littauer Hospital & Nursing Home welcomed Dr. Ume Farwa to women's health, obstetrics and gynecology at its Perth Primary/Specialty Care and Gloversville Primary/Specialty Care sites in 2013.

### Background

Dr. Farwa has been fascinated with medicine since she was a child, and knew she wanted to become a doctor. She now brings the highest-quality clinical excellence to women in our region.

### In her words

"I was looking for something where I could raise my family and at the same time work as a very professional and passionate physician, and I think I've gotten both here at Littauer," said Dr. Farwa.

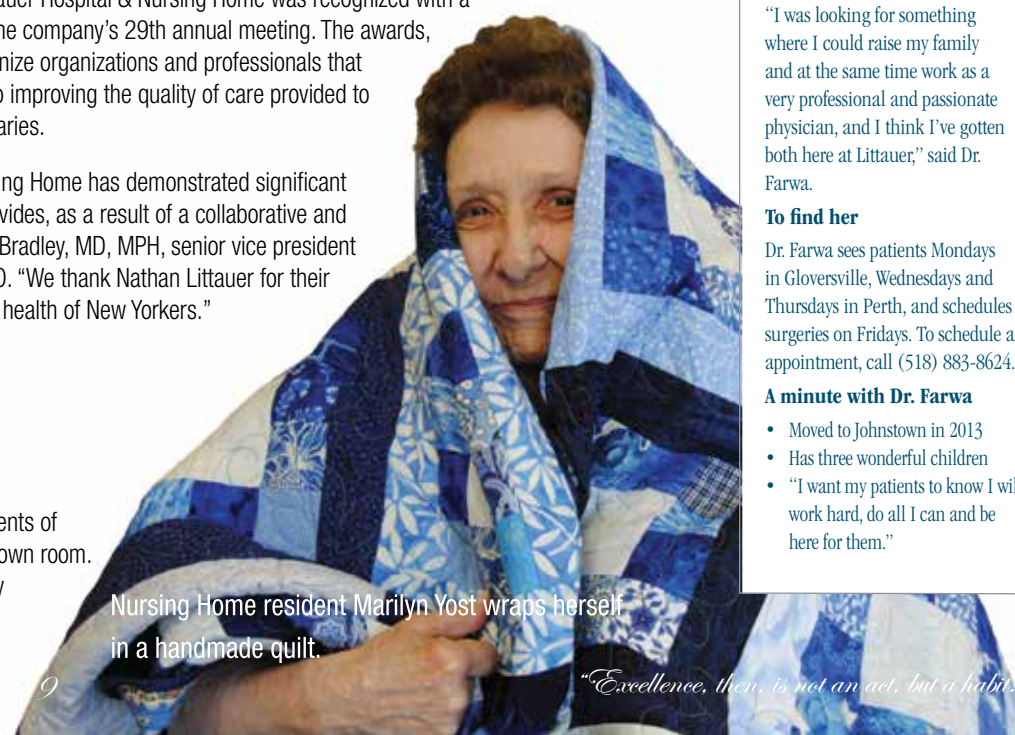
### To find her

Dr. Farwa sees patients Mondays in Gloversville, Wednesdays and Thursdays in Perth, and schedules surgeries on Fridays. To schedule an appointment, call (518) 883-8624.

### A minute with Dr. Farwa

- Moved to Johnstown in 2013
- Has three wonderful children
- "I want my patients to know I will work hard, do all I can and be here for them."

Nursing Home resident Marilyn Yost wraps herself in a handmade quilt.



*"Excellence, then, is not an act, but a habit."*



#### **Surgical Excellence**

##### **Bennet Togbe, MD**

As a child living in Ghana, Dr. Bennet Togbe knew he was destined to practice medicine. He had good role models. Dr. Togbe came from a family of health care providers, as his father was a doctor and his mother was a nurse. Dr. Togbe is a board-certified surgeon and is specializing in minimally invasive surgeries.

#### **A great honor**

Shortly after joining Littauer, Dr. Togbe spoke at the 2013 Clinical Congress of the American College of Surgeons in Washington, D.C.—one of the largest international meetings of surgeons in the world—and presented on “Minimally invasive resection of retroperitoneal tumor.”

#### **In his words**

“My medical passion is minimally invasive surgery, and striving to be the best at it. I’d really like people to know all I am willing to do for them, as their physician,” said Dr. Togbe.

#### **Did you know?**

Not only is Dr. Togbe a locally based surgeon operating only at Nathan Littauer, he is also now our neighbor, settling in Johnstown with his family.

#### **To find him**

Contact his office at 773-5687.

#### **A minute with Dr. Togbe**

Question: You could practice anywhere in the world. Why did you choose Littauer?

Answer: “It is simply a great fit for my career and family.”

# LIFELINE

## Celebrating 25 years

### **Lifeline with AutoAlert can detect falls, automatically calls for help**

In 2013, Nathan Littauer Hospital & Nursing Home’s Lifeline celebrated 25 years of service. Lifeline enables people to live with greater independence, peace of mind and dignity in the place they feel most comfortable—their own homes. Because the Lifeline service also helps family caregivers balance the needs of their loved ones with the demands of their own busy lives, Lifeline is of immense benefit to them as well.

“We have offered a specialized service to our community for 25 years now, and launching AutoAlert is further proof of our commitment,” said Lifeline Coordinator Margaret Luck. “NLH is at the forefront, embracing new technology for the betterment of our patients and community.”

NLH Lifeline with AutoAlert is an enhanced medical alert service. This integrated solution offers an added layer of protection by combining a medical alert service with automatic fall-detection capabilities. Even if someone cannot press their button, the system will activate the response system once it perceives a fall.

“One of the greatest threats to seniors’ health is falls and associated injuries,” said Luck. “Lifeline with AutoAlert can help seniors maintain their independence and provide their caregivers even more peace of mind by detecting falls.” For more information about Littauer’s Lifeline with AutoAlert, please visit [www.nlh.org/health-services/lifeline](http://www.nlh.org/health-services/lifeline) or call (518) 773-5507.



Lifeline Coordinator Margaret Luck



# QUALITY & SAFETY

## We're proud of our safe environment



**Jonathan S. Waldman, MD**  
**NLH Hospitalist Program**  
**Director**

In 2013, NLH welcomed Jonathan Samuel Waldman, MD, to Littauer as the hospitalist program director.

### Background

Dr. Waldman is IBIM board certified in internal medicine and nephrology and studied at the Sackler School of Medicine in Tel Aviv, Israel. He earned his undergraduate degree at McGill University in Montreal, Canada. Previously, he worked at Albany Medical Center, where he was assistant professor of medicine for the division of nephrology. Most notably, he established an expanded outpatient dialysis program in Albany County and served as its medical director. Dr. Waldman also worked at the Stratton VA Medical Center.

### A minute with Dr. Waldman

- Can be found windsurfing the Great Sacandaga Lake in his spare time
- Enjoys hiking the in Adirondacks
- Likes working at Littauer because of its Adirondack foothills location, and because it is an intimate workplace where people are known by name

Nathan Littauer Hospital & Nursing Home is focused on creating a safe environment where patients and those who care for them are free from harm. We are constantly creating and employing strategies for hospital quality and safety.

### At Littauer, we...

- Are a member of the National Patient Safety Foundation
- Have a long-established program for identifying falls and other hospital risks
- Have a state-of-the-art patient safety lift system in use
- Meet regularly to review quality measures
- Give all newborn babies electronic bands that sound an alarm if the baby is taken from The Birthing Center
- Use a wristband medical scanning system to administer medications, protecting patients and ensuring the right medication goes to the right person every time
- Offer patients who are at risk a free month of Lifeline services
- Make follow-up phone calls to all discharged patients
- Hold safety rounds with key hospital leaders
- Regularly hold fire and disaster drills so we are ready for any event

# ELECTRONIC MEDIA REPORT



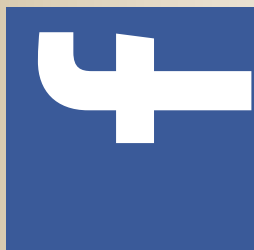
111,878 VIEWS

70 VIDEOS

ESTIMATED MINUTES

WATCHED:

56,828



1620 FOLLOWERS



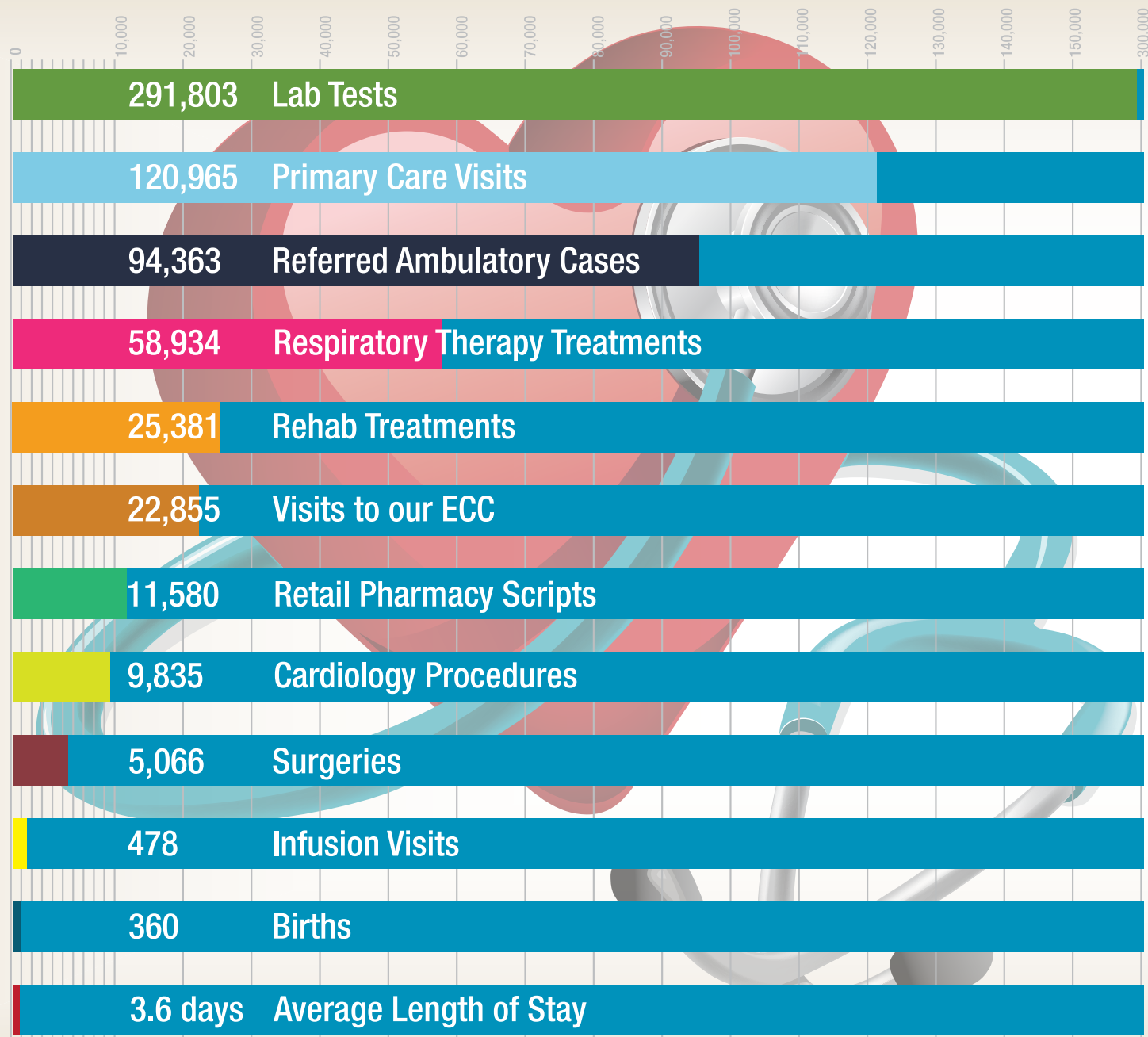
1,287 TWEETS

305 FOLLOWERS



82,272 VISITS

TO NLH.ORG





Over 90% of our patients would recommend our health care services to another.

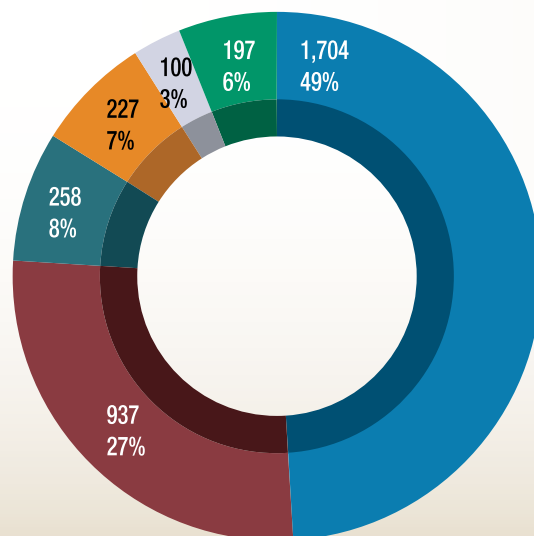
## Direct and Indirect Impact in Our Community

### Economic Impact

Payroll	\$101,720,000
Supply Purchases	\$43,558,000
Capital Spending	\$14,748,000
<b>Total Impact</b>	<b>\$160,026,000</b>

## PATIENT DISCHARGES

Total 3,423



**25** Years of HealthLink Littauer (1989-2013)

**179,658** Attendees

**7,368** Programs

**15%** of our power comes from Hydro Power

**25 YEARS OF LIFELINE**

506 units in our community

# ACCOLADES

## Excellence from within

The NLH Goodwill Award is given out quarterly and once annually to an employee, recognizing goodwill and promoting "people caring for people."

1. First quarter: **Melissa Naumann**, CNA, and **Jonmichael DiMezza** and **Bridget Bell** of Nutritional Services
2. Second quarter: **Cindy Sparks**, RN
3. Third quarter: **Amanda Senese**, family practice medical receptionist
4. Fourth quarter: **Robert Grich**, NLH courier
5. 2013 Goodwill Employee of the Year: **Maureen Mosher**, RN manager of Maternal Child Health



## Kathie Rohrs receives award for clinical strengths and vision

Kathie Rohrs, MSN, RN, CDE, a patient education coordinator and diabetes educator at Littauer, was awarded the prestigious Ellen Burns Award by the Nursing Organization from Fulton, Montgomery and Schenectady counties. The award is given annually to a nurse who has a vision of nursing and meeting nursing challenges of the future.



## Littauer salutes a 50-year employee

"Shirley Cook is as much a part of NLH&NH as the foundation the building was built on," stated Timothy J. Forte, CDM, CFPP, and general manager of Nutrition Services for Nathan Littauer Hospital & Nursing Home and Shirley's supervisor at her retirement.



## NLH receives donation from Sorooptimists toward "Core Visions" stereotactic equipment

In March 2013, Nathan Littauer Hospital & Nursing Home received a donation from Sorooptimist International of Fulton County to secure the newest technology, Faxitron, LLC's Core Vision stereotactic breast



SIFC Club President Laurie Agee, SIFC Club VP Deb Sidney, Club Finance Committee Chair Drue Wallach, NLH Foundation Chair Deb Finkle, NLH Chief of Radiology Dr. McBiles and NLH Development Coordinator Kelly Colby.

biopsy equipment suite for Nathan Littauer Hospital's Women's Breast Health Department. The new technology is used to help physicians correctly diagnose breast cancer.

"We owe a debt of gratitude to the local Sorooptimist group," stated Littauer President and CEO Laurence E. Kelly. "Ultimately, it is the women in our area who will benefit."

This is a real coup for our region.

## NLH honored in Tournament of Roses Parade

Nathan Littauer Hospital & Nursing Home is recognized each year with a rose on the Donate Life Float in the annual Tournament of Roses Parade on New Year's Day. Littauer partners with the Center for Donation & Transplant (CDT) to facilitate lifesaving organ and tissue donation.





# Breaking Bad Habit

## NLH is a smoke-free facility

In 2013, Nathan Littauer Hospital & Nursing Home facility and grounds became 100 percent smoke free. All smoking must remain off premises.



## Winter fun encouraged by NLH HealthLink

Annually, as in the winter of 2013, Nathan Littauer Hospital & Nursing Home's HealthLink sponsors healthy winter activities, such as snowshoe walks and cross-country ski days at Lapland Lake in Benson. Events are well attended and are led by Littauer's Sue Cridland RN, BSN, Nordic Ski Patrol.



## Littauer's biggest losers

In March 2013, Nathan Littauer Hospital & Nursing Home announced the total weight loss of its employee weight loss challenge. Employees lost 346 pounds during the eight week challenge. Employees worked individually and in teams to achieve their goals. Littauer continues to offer weight loss incentive programs and healthy eating habits information to its employees and the community.

## NLH Zumba

As part of National Hospital Week in May 2013, Nathan Littauer Hospital & Nursing Home employees participated in a facility-wide Zumba workout, encouraging employees and administrators to get up and move.



## Walking and rolling to school with NLH

Nathan Littauer Hospital & Nursing Home partnered with local school districts and public health organizations to encourage kids to walk to school. The event aimed to increase activity and to address our regional health goal of reducing childhood obesity rates. At Johnstown's Glebe Street School alone, 77 percent of the students walked to school, traffic was reduced by 76 percent and teachers reported more attentive students.



## Karuna Narala, MD, brings care and compassion to NLH and beyond

Dr. Karuna Narala practices Family Medicine at Littauer's Mayfield Primary and Specialty Care Center.

### Background

Her father practiced family medicine for 50 years in India in a small town much like Mayfield. He also instilled his very high standards for clinical excellence in Dr. Narala, who grew up to be a professional, caring and compassionate physician.

### In her words

"I'd believe my father is very proud of me," said Dr. Narala.

### Did you know?

Dr. Narala volunteers her time helping patients in Honduras. While under the watch of armed guards, Dr. Narala, together with a group of medical volunteers travels miles into the remote villages of Honduras to treat 300 to 400 patients. For many, it is their only exposure to health care.

### A minute with Dr. Narala





- Enjoys gardening
- Loves to cook
- Listens to Veena music

# EXCELLENCE IN EVERY DEPARTMENT

## WE ASKED A FEW DEPARTMENTS TO SUMMARIZE SOME HIGHLIGHTS FOR YOU

DEPARTMENT	ENGINEERING	RECREATION THERAPY IN OUR NURSING HOME	FACILITATED ENROLLMENT PROGRAM
<b>Fearless leader</b>	David Bruhns	Rachel Johnson	Susan White
<b>Employees</b>	18	6	3
<b>What did your department accomplish in 2013?</b>	We did not have to cancel any patient procedures or visits as we wrapped up five years of capital improvements.	Our biggest accomplishment in 2013 was starting the Music and Memory iPod program for the residents. This program provides free iPods loaded with their favorite music to our residents.	We wrote and received the NYSDOH grant for enrollment into the New York State of Health Marketplace. We now have a state certified navigational staff that can assist the community in obtaining affordable health insurance coverage.
<b>You should know:</b>	Senior and experienced people cross-train younger staff, to raise the level of skill and allow us to be less reliant on outside contractors for service and repair.	I want the community to know we have new dementia programs like the iPod project, pet therapy and the new Forget-Me-Not Lounge for residents.	We are state trained and certified to assist the community with health insurance enrollments.
<b>Three words to describe your team</b>	<b><i>Practical, responsive, persistent</i></b>	<b><i>Resident-based programming</i></b>	<b><i>Caring, efficient and courteous</i></b>



<b>CRITICAL CARE SERVICES:</b> (SPECIALTY CARE UNIT AND EMERGENCY CARE CENTER)   Yvonne Hart	<b>LABORATORY DEPARTMENT</b>   George Jones	<b>MANAGEMENT INFORMATION SYSTEMS</b>   Mary Nelli	<b>REGISTRATION AND PATIENT ACCESS</b>   Stacey Palmer
61	36	6	30
<p>Our biggest accomplishment is that our department got new bedside cardiac monitors.</p> <p>We are promoting the attitude of "never stop learning."</p>	<p>We obtained a high-speed centrifuge to be able to perform testing and ensure quality test results from lipemic samples, which were previously required to be sent to a reference laboratory, improving our speed.</p>	<p>We upgraded to a new print server and a domain controller to help optimize the resources of the hospital's network.</p>	<p>We started bedside registrations for the Emergency Care Center (inpatient, observation, extended monitoring and emergency department patients). We purchased two new mobile units to do the bedside registrations.</p>
<p>Our teams truly care about the department, the hospital and the community. We are patient advocates.</p>	<p>We require continuing education and routine meeting attendance to review and ensure continuation of quality services and safety of our patients.</p>	<p>We play an important part in the everyday lives of our patients. We are here to ensure that all employees in the clinical areas are able to do their part in taking care of patients.</p>	<p>We are here for the patient to make the first step of their visit to NLH easier.</p>
<b><i>Caring, empathetic, knowledgeable</i></b>	<b><i>Caring, quality services</i></b>	<b><i>Detail-oriented, responsible, innovative, and helpful</i></b>  (I know that's more than 3)	<b><i>Efficient, friendly, helpful</i></b>  (And professional, caring, committed, hardworking. We need MORE than three!)


**Janis Freeman, FNP**

Janis Freeman, Family Nurse Practitioner can be found practicing at Littauer's Caroga Lake Primary Care Center. Her goal is to keep her patients healthy, stressing preventive health care, annual physicals, and healthy lifestyles.

**In her own words**

"My goal with my patients is keeping them well and feeling as good as they can, it is very individual and different for everybody," said Freeman.

Acting as a rural health care provider at the Caroga Lake center, she is intimately involved with many levels of health care, including annual physicals, women's health care, screenings and blood draws as well as sick calls.

**Her passion**

Freeman stresses sun safety skin cancer prevention, encourages skin exams and does skin cancer screenings at her office.

**To find her**

Contact our Caroga Lake office at (518) 835-2341.

**You may see her because**

She is a new examiner for the Federal Motor Carrier Safety Administration (FMCSA) program.

**A minute with Janis**

- Favorite Adirondack place is Good Luck Lake
- Teaches yoga and fitness
- Favorite apps on her phone are My Fitness Pal and Sworkit



### Compassionate health care with Robin Adams, FNP

#### Her passion

"I just love kids," says Littauer's Robin Adams, FNP, who specializes in pediatric care at Littauer's Mayfield Primary and Specialty Care Center.

#### Background

Adams grew up in nearby Amsterdam and knew even as a child that she wanted to help people. She has been a member of Littauer's health care system since 2011.

#### On your initial visit

Expect Robin to take her time getting to know you and your child. Her warm and comfortable demeanor is an asset to her patients; she puts children at ease while she assesses their health.

#### To find her

Contact our Mayfield pediatric office at (518) 661-5725

#### A minute with Robin Adams

- Her first car was a Chevy Vega
- If you look in her refrigerator, you will find fruit, vegetables and milk
- She follows the CDC on her iPhone
- She can frequently be found on the Great Sacandaga Lake

# GIVING BACK

## NLH sets record with basket raffle collection

The Nathan Littauer Hospital & Nursing Home Courtesy Council announced a partnership with Make-A-Wish Northeast New York in 2013 with their annual basket raffle. In the course of two days, NLH employees and guests raised \$5,963, a record amount for the fundraiser.



## Impact on the community

Nathan Littauer Hospital is proud to provide care to our community. Our doors are open 24 hours a day, seven days a week, 365 days a year. Each year, we serve thousands of individuals and keep our community healthy, strong and vibrant in the face of significant economic challenges and unforeseen emergencies.

Littauer is integral to strengthening and supporting social and family infrastructures in our local community as we:

- deliver high-quality health care to the communities we serve regardless of ability to pay;
- allocate scarce health care resources strategically when an emergency or disaster strikes;
- bring life into the world;
- care for the aged and provide comfort at the end of life;
- proactively educate the community about the impact of lifestyle choices on their health and well-being; and
- enable communities to be stronger and more productive.

## Littauer donates holiday gifts to deserving children

At Littauer, we know that every child is special and deserves to have a wonderful holiday with gifts. Nathan Littauer Hospital & Nursing Home employees came through for the community by providing gifts for children from the Fulton Montgomery Mental Health Association through our 2013 Gingerbread Project.



## Philippine Typhoon Haiyan hits close to home for NLH employees



Nathan Littauer Hospital & Nursing Home reacted quickly in November of 2013 to a global disaster and collected over \$1,400 in the course of one week for the victims of Typhoon Haiyan, which hit the Philippines on Nov. 8, killing over 5,200 people and leveling over half a million homes.

Three employees of the NLH lab, Christine Antipuesto, Jasmine LoFranco and Monariza Acantara had families effected by the disaster and organized a bake sale and gift raffle. Typhoon victims and families displaced from Northern Cebu,

Philippines graciously thanked NLH with photos and cards, showing the donated funds being applied to critical work.

## Dinner on Littauer...

On May 21, 2013, employees of Nathan Littauer Hospital sent pizzas 1,480 miles away to the employees at the Oklahoma University Hospital Trauma Center, where they were working tirelessly treating many people - including 24 children - who were injured in devastating tornadoes that hit their part of the country.



# CT SCANS

## The real story on “low dose”

### Cleaner, clearer, sharper imaging at Littauer

Did you know Nathan Littauer Hospital & Nursing Home medical imagery is amongst the finest in the country, while still committing to low-dose radiation?

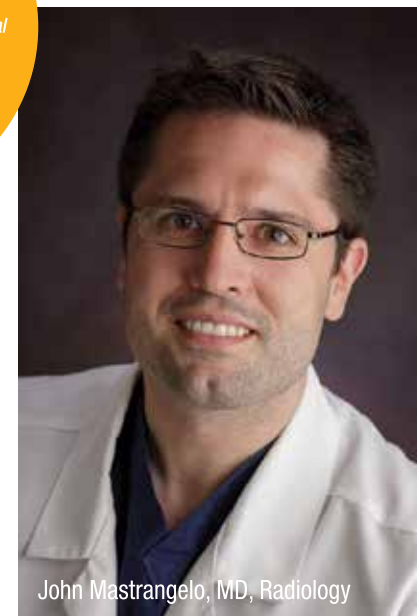
Having worked in several hospitals, radiologist Dr. John Mastrangelo prefers and is most satisfied with the imagery at NLH. Much has to do with the 64-slice CT ASIR upgrade, and the support and knowledge of the staff with the equipment.

Littauer Chief Radiologist Dr. Michael McBiles states, “The standard of care here at NLH is as good if not better than

anywhere. We use the most updated low-dose software, which regulates the radiation level in patients depending upon the scan, patient age and body habitus. The amount of radiation is the lowest that can be used.”

Nathan Littauer Hospital & Nursing Home is accredited by the American College of Radiology (ACR) and adheres to the rigid standards set by the program.

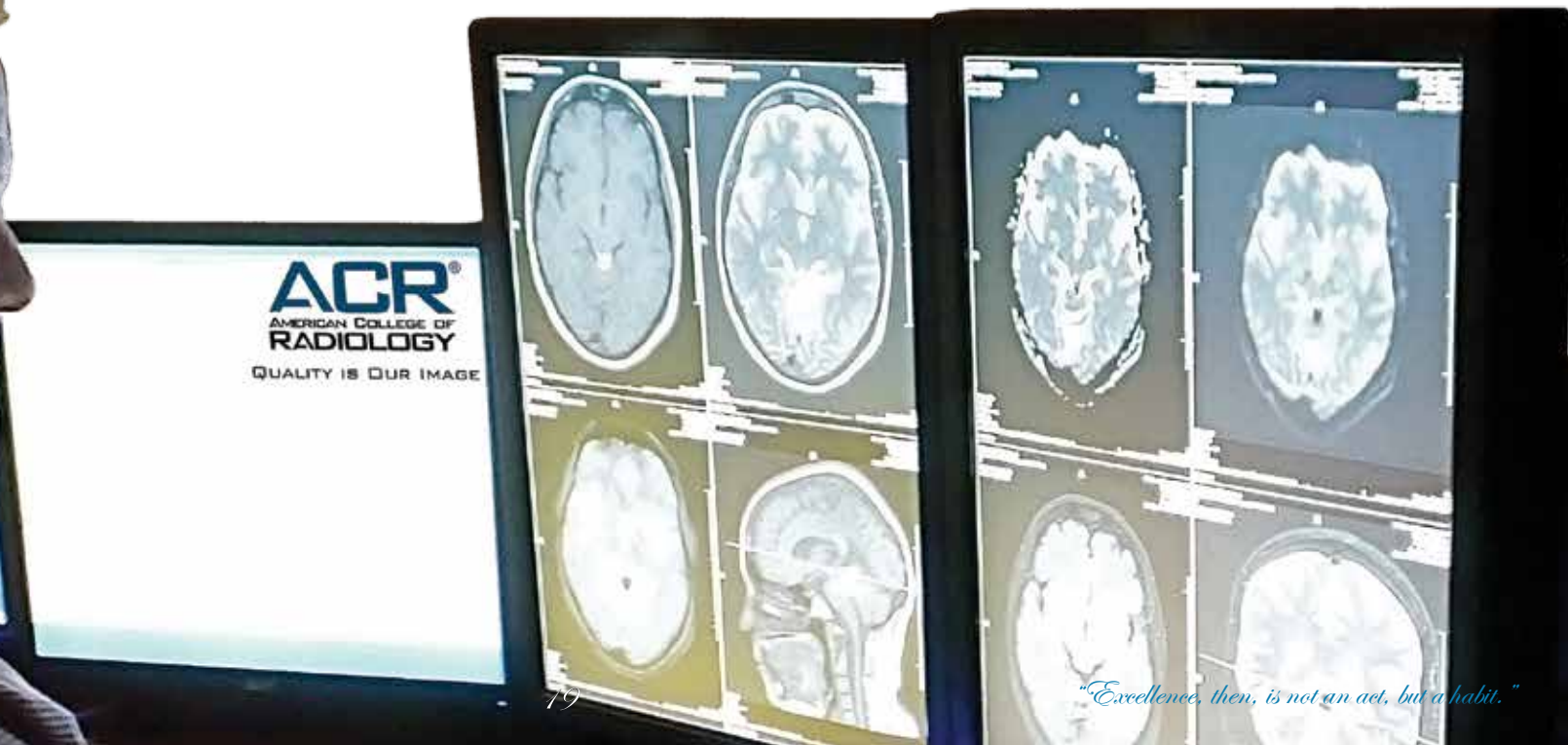
*“The image quality here is of the highest quality anywhere. The equipment and protocol used at NLH, along with the expertise of the staff, allows for optimal imagery with the lowest reduction in radiation. You could not get a clearer image at major hospitals. Good imagery means better diagnoses.”*



John Mastrangelo, MD, Radiology



Mike McBiles, MD, Chief of Radiology



# IMPROVING THE HEALTH OF OUR COMMUNITIES

Increasingly, state and federal regulators are requiring that hospitals work with other community partners to identify and address community health needs. Well ahead of the requirements, Nathan Littauer has had a strong, cooperative relationship with Fulton County Public Health and other health and human service providers for many years, as evidenced by our mission statement and past health initiatives.

As the result of the most recent comprehensive community health needs assessment, two priorities were identified for Littauer to focus our efforts on over the next few years. Working with Public Health, we will address a high rate of childhood lead poisoning by increasing awareness of this threat and what can be done to eliminate it, as well as increasing screening rates to identify those children at risk so follow-up/treatment can be initiated. Littauer will also seek to reduce the incidence/impact of diabetes, a significant health threat for this and many other communities, by increasing awareness of the risks for developing diabetes, as well as prevention strategies, and increasing screening rates so those with abnormal blood work can be identified and treated, minimizing long-term impact. This second initiative is closely tied to one chosen by Public Health, reducing obesity.

# LITTAUER STAGES DISASTER DRILL TRAINING



Nathan Littauer Hospital & Nursing Home set in motion a full-scale disaster drill in April of 2013. Although the event was the culmination of a two-year plan, coincidentally, the drill took place only a couple weeks after the Boston Marathon bombing, driving home the importance of emergency preparedness. Throughout the drill, NLH staff remained calm and professional.

We frequently hold emergency drills so that if we are called to do so, we will be a resource to our community.



“Victims” played by HFM  
BOCES students



# AUXILIARY

## A positive influence and a warm smile at NLH



The Nathan Littauer Hospital & Nursing Home Auxiliary has been supporting health care in our community since 1894 with a welcoming, positive attitude. Our 300-plus members support countless projects throughout Littauer's facilities, including volunteering at the nursing home and leading tours around the hospital. Since 1980, our volunteers have raised over \$600,000; they donate 16,000 hours in a typical year.

To become a volunteer or to join our Auxiliary, call Susan McNeil, Director of Volunteer Services, at (518) 773-5408 or e-mail [semcneil@nlh.org](mailto:semcneil@nlh.org).

Auxilians Jeanne Wilkinson and Gladys Meola

*You play the piano. You sing. You greet patients for surgery. You greet visitors at the front door. You work in the gift shop. You deliver mail. You stuff envelopes. You help with blood drives. You are creating a garden. You are serving spaghetti.*

*You give love to someone who may not be able to speak, yet you can see the "thank you" in their eyes.*

*You are a volunteer who gives from the heart and touches someone else's heart.*

*Thank you.*

Susan McNeil, Director of Volunteer Services



*"Excellence, then, is not an act, but a habit."*



# List of Donors

We are grateful for the individuals listed below who share our vision and passion to make a transformation in local health care a reality. Their gift is an investment which assures our hospital is always prepared to deliver exceptional health care. With our heartfelt thanks, we list all our donors for the year 2013.

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In Memory of Esther L. Marshall Boulevard Elementary School  
Carole Canale and Buck Martin  
Guy and Joan Claccio  
Mark and Mary Eschler  
Nicholas Gillen  
Melinda J. Harrington  
Kelly Hiltz  
David and Deborah Hoffman  
Elaine Hoyer  
Edward and Alice Janusz  
Mary Jo Lomanto  
Richard and Carol Palmateer  
Linda Ruggeri  
Barbara Shell  
Robin Simonds  
Mr. and Mrs. David Walrath  
Linda Zilka  
In Memory of Maxine V. Matis Ronald M. Olinsky and Nancy A. Travis  
In Memory of Paul A. Matthews Jo-Anne M. Matthews  
In Memory of Florence L. McClary Kenny Ackerman  
Barbara Bakuzonis  
Michele Bauer  
Dick and Deb Calderwood  
Robison & Smith, Inc.  
Thomas M. Ryan and Pat Finlayson  
In Memory of Albert Melita Benjamin Moore & Co. Matching Gift/Scot Boivert  
Kathryn Garno  
In Memory of Beverly Miller Lloyd and Janet Sweet  
In Memory of Anne B. Miner Ruth E. Gavin  
In Memory of Mom and Dad Frank Deredatti  
In Memory of Anna Rose Murkey Nancy A. Collins  
Ronald M. Olinsky and Nancy A. Travis  
In Memory of Dr. Gregory B. Nellis Dr. and Mrs. Alexander Yvars  
In Memory of Sophie K. Nessel Ronald M. Olinsky and Nancy A. Travis  
In Memory of Walter W. Newland Gayle W. Newland  
In Memory of Jacob and Sally Olinsky Ronald M. Olinsky and Nancy A. Travis  
In Memory of Gary L. O'Rourke John and Beverly Granath

Debbie O'Rourke  
In Memory of Shirley O'Rourke James O'Rourke  
In Memory of "Our Families" Anita Moore and Charles Ashelman  
In Memory of Avis W. Ovitt CSEA Unit Local 818 GUSD  
Ken and Linda Dingman and Family  
Eric and Arlene Elzenbeck and Erica  
Mr. and Mrs. Roger E. Gray  
Richard and Fay Holt  
Edward and Joyce Oliver  
Robison & Smith, Inc.  
Rick and Kim Spagnola  
Raymond and Eileen Spawn  
Helga Stone  
In Memory of Richard and Neale Parkhurst  
Robert Ferguson and Priscilla Parkhurst Ferguson  
In Memory of Linda Patton Ronald M. Olinsky and Nancy A. Travis  
In Memory of Frank Person Dorothy Person-Burdick  
In Memory of Herbert E. Pierce Ronald M. Olinsky and Nancy A. Travis  
In Memory of David Stinton, MD NLH Medical Staff  
Dr. and Mrs. Alexander Yvars  
In Memory of George R. Prokop Ronald M. Olinsky and Nancy A. Travis  
In Memory of Helen Quackenbush Lathers Daryl Lathers  
In Memory of John Quick Marvin Blunck  
Charles and Karen Brown  
Edward and Elizabeth Murphy  
David and Carol Quick  
Andrew Roy  
In Memory of Carl Rich Vernon W. Colditz  
In Memory of Emma Rich Vernon W. Colditz  
In Memory of David Richtmyer Jean Richtmyer  
In Memory of Joseph G. Salamack, Jr. Madalene Salamack  
In Memory of Floris J. Sax Ronald M. Olinsky and Nancy A. Travis  
In Memory of Abraham V. Seroussi Ronald M. Olinsky and Nancy A. Travis  
In Memory of George and Doris Sherman Diane Hollar  
In Memory of Frank Sherman Janet Shepard  
In Memory of Ingeborg Shwajlyk Ronald M. Olinsky and Nancy A. Travis  
In Memory of Lillian and Jack Shwartz Alan Shwartz  
In Memory of Ronald G. Sleezer Mr. and Mrs. Richard C. Sleezer  
In Memory of Lois Spelman William Spelman  
St. Monica Chapter 486

Order of the Eastern Star  
In Memory of Ann Stewart Boshart Ronald M. Olinsky and Nancy A. Travis  
In Memory of Robert A. Subik Doris B. Subik  
In Memory of William M. Subik Doris B. Subik  
In Memory of Eunice and Chester Teetz Larry Teetz  
In Memory of Harrison O. and Alberta A. Travis Ronald M. Olinsky and Nancy A. Travis  
In Memory of George J. Vacek Arla Fonda  
In Memory of Dr. and Mrs. Robert J. Valachovic Glenn and Kathy Valachovic and Family  
In Memory of James W. Van Every Ida May Van Every  
In Memory of Robert Vogelgesang Robert and Barbara Weiner  
In Memory of Carol S. Walsh, Jr. Ronald M. Olinsky and Nancy A. Travis  
Dr. and Mrs. Alexander Yvars  
In Memory of Jean Holly Ward Jack Ward  
In Memory of William (Bill) Washburn Susan A. Kiernan  
In Memory of Ronald G. Wierzbicki Ronald M. Olinsky and Gary J. Greco of The Greco Olinsky Wealth Management Group of Wells Fargo Advisors, LLC  
In Memory of Charles Garfield Zeitler Gretchen Zeitler

## Tributes

In Honor of The Honorable Richard T. Aulisi – For Receiving the Honorable Anthony V. Cardona Award  
Ronald M. Olinsky and Nancy A. Travis  
In Honor of Tammy A. Gerdes William and Sharon Rogers  
In Honor of Jaron (David) K. Kang William and Sharon Rogers  
In Honor of Henry Legendziewicz - on his retirement  
Community Health Center  
Home Health Care Partners  
In Honor of Kamini M. Ramani, MD Sandra Maceyka  
In Honor of Arlene M. Sitterly on Her 90th Birthday  
Karen S. Smith  
In Honor of James J. Vacek, MD Iva R. Brown  
William and Sharon Rogers  
In Honor of Kelly A. Viscosi, PA Candace R. Gleaves

Please note, while we have made every effort to ensure the accuracy of this list, please call Kelly Colby with any changes or corrections: 518-773-5505.

## Littauer Primary & Specialty Care Centers

### Caroga Lake Center

1840 State Highway 10, Caroga Lake

(518) 835-2341

- Family Practice
- Occupational Health
- Retail Pharmacy
- Laboratory services on site -

### Gloversville Center

99 East State Street, Gloversville

- (518) 773-5690 - Adult Medicine
- (518) 775-4201 - Family Practice
- (518) 775-4300 - Easterly Street Family Practice
- (518) 775-4234 - Pediatrics & Lead testing
- (518) 773-5729 - Women's Health
- (518) 773-5687 - General Surgery
- (518) 773-5691 - Neurology
- (518) 775-4133 - Urology
- (518) 775-4073 - Occupational Health
- Laboratory services on site -

### Gloversville Center

182 Steele Avenue, Gloversville

(518) 773-7520

- Pediatrics & Lead testing

### Johnstown Center

23 South Perry Street, Johnstown

- (518) 736-1500 - Internal Medicine
- (518) 867-4999, Ext. 103 - Alzheimer's Association Consultations
- Laboratory services on site -

### Johnstown Center

110 Decker Dr., Suite 100, Johnstown

(518) 762-6731

- Pediatrics & Lead Testing

### Mayfield Center

2497 State Highway 30, Mayfield

- (518) 661-5493 - Internal Medicine
- (518) 661-5441 - Family Practice
- (518) 661-5725 - Pediatrics & Lead Testing
- Laboratory services on site -

### Perth Center

4104 State Highway 30, Perth

- (518) 883-8620 - Family Practice
- (518) 883-8624 - Pediatrics & Lead Testing
- (518) 883-8634 - Women's Health
- (518) 883-6339 - Neurology
- (518) 883-8862 - Podiatry
- (518) 883-4762 - Occupational health
- Laboratory services on site -

### Speculator Center

P0 Box 148, Route 8, Speculator

(518) 548-8155

- Family Practice
- Pediatrics & Lead Testing
- Retail Pharmacy
- Laboratory services on site -



*"We are what we repeatedly do."*

## July 9, 1990

First hospital-based primary care clinic opened in the Littauer Medical Arts Building, giving birth to the primary care model



## April 19, 1995

Grand opening of the NLH Johnstown Medical Center, established as the first free-standing hospital-based group practice at 21-23 Perry St. in Johnstown



## January 1, 1996

New primary and specialty care center opens on State Highway 30 in Mayfield



## January 1, 1997

New primary and specialty care center opens on Route 8 in Speculator



# PRIMARY/SPECIALTY CARE CENTERS

## A compassionate culture of medical excellence, expanded...

Nathan Littauer Hospital & Nursing Home's eight primary and specialty care centers are a huge part of who we are today, and are definitive of Littauer's commitment to community based health care. Our primary and specialty care centers saw nearly 121,000 patient visits in 2013, and they remain integral in the communities we serve.

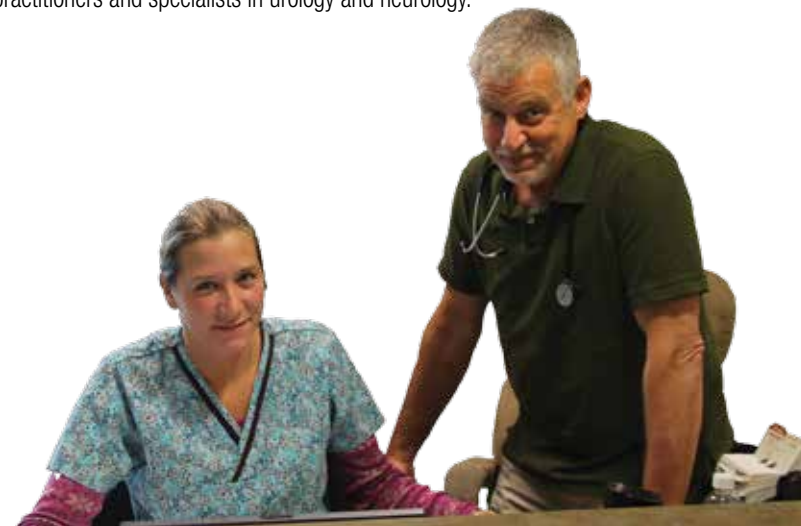
Our primary and specialty care centers span a 50-mile radius—an accomplishment worth celebrating.



### A culture of medical excellence, expanded

In the 1990s, a growing need for primary care/physician services defined the decade as Littauer opened outpatient centers in Gloversville, Johnstown, Mayfield and Speculator, offering adult medicine, pediatrics, OB/GYN, general surgery and occupational medicine.

In the 21st century, Littauer opened a new surgical center. The community donated over \$4 million to the project. We also opened additional primary care centers in Gloversville, Caroga Lake, Perth and two in Johnstown, and hired additional family practitioners and specialists in urology and neurology.





**March 22, 2000**

Primary and specialty care center (99 East State St., Gloversville) opens in the new NLH Medical Arts Building

**October 22, 2005**

Primary and specialty care center opens at 1840 State Highway 10 in Caroga Lake

**March 22, 2006**

Primary and specialty care center opens at 182 Steele Ave. in Gloversville

**June 25, 2007**

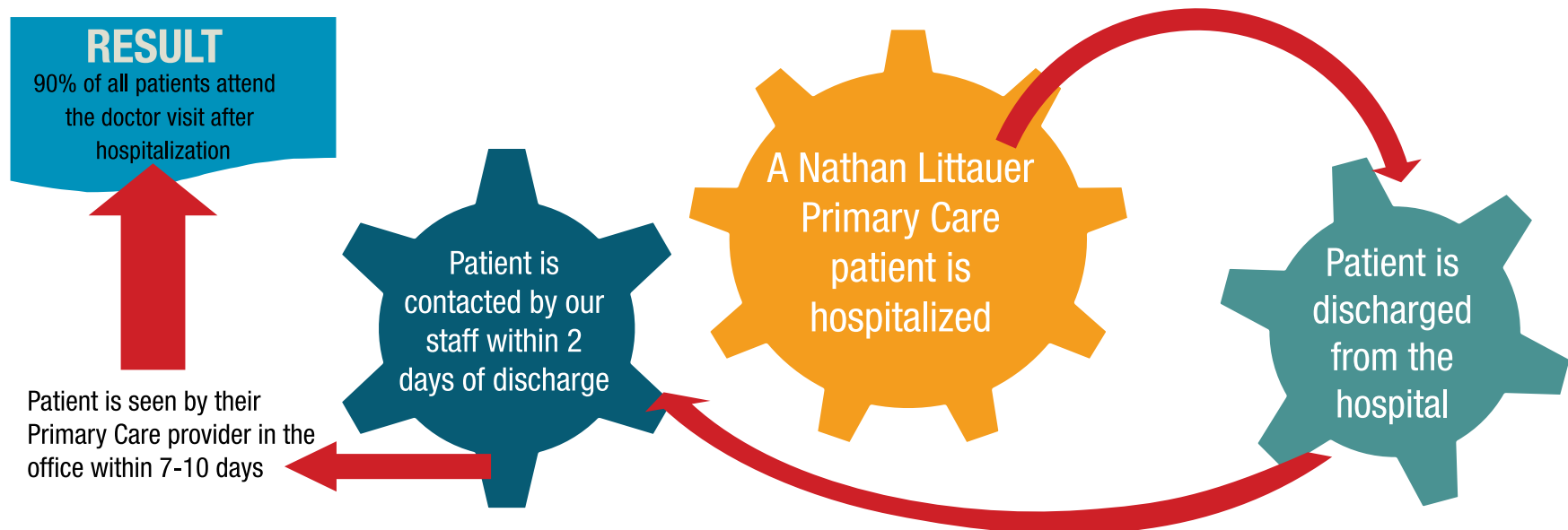
New primary and specialty care center opens on State Highway 30 in Perth



# Transition of care model launched

Our primary care team implemented a transition of care model in 2013. This preventive approach, which is unique to our area, is aimed at keeping people from re-entering the hospital. Here is how it works:

## MAKING YOU HEALTHY



*"Excellence, then, is not an act, but a habit."*

**RETURN RECEIPT REQUESTED**

## VIDEO CORNER

Video Annual Report 2012



*As we ready for the years to come, watch what we accomplished in 2012.*



Meet Dr. Farwa



*You may have seen her on our billboards. Watch here to see why Dr. Farwa is so passionate about medicine.*



Littauer Thinks Pink  
All Year Long



*As we celebrated Breast Cancer Awareness Month last October, Littauer wanted to do something that would last. See what we did for women's health in our region...*



Littauer Heals in 2013



*Nathan Littauer Hospital reflects on 2013, and we will remember it as a great year with our patients.*

