



## Littauer Primary Care earns national recognition for Patient-Centered Care

*NCQA Patient-Centered Medical Home™ standards emphasize enhanced care through patient-clinician partnership*

The National Committee for Quality Assurance (NCQA) announced the Primary and Specialty Care Centers of Nathan Littauer Hospital have received NCQA Patient-Centered Medical Home (PCMH) Recognition for using evidence-based, patient-centered processes that focus on highly coordinated care and long-term, participative relationships.

"We are pleased that the NCQA has recognized our high-quality of medical care being provided at all eight of our Primary and Specialty Care Centers. We have all focused on becoming a Patient-Centered Medical Home (PCMH) because we believe that is what is best for our community" said Patrice McMahon, Vice President of Primary Care for Littauer.

"We have collaborated with our entire medical team and spent the last several years investing in and reforming our practice to provide better, more comprehensive care for our patients."

The NCQA Patient-Centered Medical Home is a model of primary care that combines teamwork and information technology to improve care, improve patients' experience of care and reduce costs. Medical homes foster ongoing partnerships between patients and their personal clinicians, instead of approaching care as the sum of episodic office visits. Each pa-

tient's care is overseen by clinician-led care teams that coordinate treatment across the health care system. Research shows that medical homes can lead to higher quality and lower costs, and can improve patient and provider reported experiences of care.

"NCQA Patient-Centered Medical Home Recognition raises the bar in defining high-quality care by emphasizing access, health information technology and coordinated care focused on patients," said NCQA President Margaret E. O'Kane. "Recognition shows that Littauer has the tools, systems and resources to provide its patients with the right care, at the right time."

To earn recognition, which is valid for three years, Littauer demonstrated the ability to meet the program's key elements, embodying characteristics of the medical home. NCQA standards aligned with the joint principles of the Patient-Centered Medical Home established with the American College of Physicians, the American Academy of Family Physicians, the American Academy of Pediatrics and the American Osteopathic Association.

To find clinicians and their practices with NCQA PCMH Recognition, visit <http://recognition.ncqa.org>.

NCQA evaluates nine Physician Practice Connections®-Patient Centered Medical Home™ standards, including 10 "must-pass" elements, which can result in one of three levels of recognition. Level 3 is the highest level of recognition. The PPC-PCMH program reflects the input of the American College of Physicians, American Academy of Family Physicians, American Academy of Pediatrics, American Osteopathic Association, and others.

"With a PCMH, our patients' health should improve as we strive to provide seamless coordinated care" added Littauer's McMahon.

### About NCQA

NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®) is the most widely used performance measurement tool in health care. NCQA's Web site ([ncqa.org](http://ncqa.org)) contains information to help consumers, employers and others make more informed health care choices.



Holiday 2014

# VITALsigns

WELCOME

**Melissa Bown, ANP**

To Johnstown Primary/  
Specialty Care

## GIVING:

*The many ways NLH supports the community*

## CELEBRATING

*The Holidays  
NLH Style*

*Tim Forte, Littauer's General Manager of Nutrition Services distributes turkeys to Littauer employees for the holiday season.*

*Engineering's Laurie Mickel receives one for her family.*



Nathan Littauer Hospital and Nursing Home

99 East State Street . Gloversville, NY 12078  
(518) 725-8621 [www.nlh.com](http://www.nlh.com)



## A MESSAGE FROM THE CEO

I am happy to reflect upon 2014 as yet another great year for Nathan Littauer Hospital & Nursing Home. This time allows me to recognize and be grateful for the work we have done together throughout this past year. May I express my most sincere appreciation for the dedication, goodwill and loyalty you each exhibit endlessly here at Littauer.

We have much to be thankful for in the past year...

Proudly, all eight of our Primary and Specialty Care Centers were recognized by the National Committee for Quality Assurance (NCQA.) Littauer received NCQA Patient-Centered Medical Home (PCMH) Recognition at Level Three, for using evidence-based, patient-centered processes that focus on highly coordinated care and long-term, participative relationships. Very few capital region physicians practices have achieved Level Three, none other in our three county area (Fulton, Montgomery, Hamilton.)

Patient services and patient care remain our top priority, and over 90 percent of our patients would recommend our health care services to another. We continue to work on patient relationships and recognize the important role AIDET plays establishing their trust.

We completed the new MRI building on schedule and the new magnet will be ready for patients in January.

I am also happy to add that we successfully

met the grade with our D.N.V. accreditation survey earlier this month. We are recommended for full accreditation.

As expected, Littauer staff reacted professionally when presented with a possible Ebola case in our ECC. Everyone worked according to plan keeping our staff and hospital safe while compassionately caring for our patient's immediate needs. Though we concluded the patient did not have Ebola, it was proof once again that we are prepared for whatever walks through our door.

Littauer is in the forefront with patient care and medical records. Our Hospital Patient Portal — a secure, online patient access to medical record information from an inpatient stay was launched in July. Our Primary and Specialty Care Centers also launched a patient portal called "Tree House" for patient access to their provider office record information.

Thank you for your hard work and dedication to our patients. All 1000 of us together can be proud of the care and service we provide every day.

Best wishes for a happy and healthy New Year.

*Laurence E. Kelly*

Laurence E. Kelly, President and CEO



"Thank you for your hard work and dedication to our patients. All 1000 of us together can be proud of the care and service we provide every day."

- Laurence Kelly

## THANK YOU LITTAUER STAFF!

Hundreds of gifts donated to deserving children and families

Through the

## NLH GINGERBREAD PROJECT



## 125 TURKEYS DONATED

by Littauer employees to the community. Coordinated through our own Rev. Bonnie Orth

Pastoral Care Coordinator at Nathan Littauer Hospital and Nursing Home



## EXTEND-A-HAND

Littauer Nursing Home  
Holiday Program

## SHARING IN THE SPIRIT

Thanks to the Littauer staff, all 84 extended-care facility residents received wonderful presents to open on Christmas morning.



## 2014 FOURTH QUARTER GOODWILL EMPLOYEE

NOMINATIONS

MUST BE SUBMITTED BY JAN 2, 2015

Please email ([GoodwillChair@nlh.org](mailto:GoodwillChair@nlh.org)) or mail your nominations. You may also fill out one of the forms available at the boxes located outside the cafeteria, at the information desk in the main lobby, or at the west nurses stations in the ECF and leave it in one of the boxes when completed. Also, the form is now available on line by following the Forms link on the intranet page.

Tell the Goodwill Committee what really sets your nominee head and shoulders above all others.  
Be specific. Give examples.

Join the Littauer family for a benefit

## Basket Raffle

To assist employee Kelly Curtis  
with medical expenses

NLH main lobby:

Thursday, January 16 and Friday, January 17, 2015

Drawing to be held Jan. 16 at 2:30 p.m.

If you would like to donate a basket or  
have any questions, call:

Jeannine Spraker, Operating Room, ext. 5772



## Still “WOW-ing” the staff

**WOW Tickets continue to recognize the efforts of NLH employees**

**September:** Alicia Nourse

**October:** Ann Kenyon, Brian Rubscha, Brianne Ropeter, Christine Bradt, Christine Decker, Deb Phillips, Kathy Simons, Lisa Hallam, Michelle Porter

**November:**

Alan McLain, Amber Miller, Amy Mogensen, Andrea Patterson, Annette Looman, Arlee Perry, Ashley Hemstreet, Barb Smith, Brandi Maye, Bridget Bell,

Brittany Ferjanec, Cari Hudson, Chris Buyce, Christine Akowicz, Cindy Newton, Cindy Ormiston, Cindy Sedaker, Deb Henry, Debbie Quinn-Skrowonek, Debra Trumbull,

Donna Sanders, Dorothy Esposito, Dr. Filippone, Emily D'Onofrio, Emily Tondreau,

Florangel Delacruz, Heidi Atty, Jadine Johnson, Jeannine Spraker, Jen Toomer,

Jenn Lachmayer, Jess Sweet, Jessica Brothers, Jill Bulger, Jodi Bronk, Joe Slovack, Kathleen Zapp, Kathy Agnew, Kathy Posillico, Kathy Walker, Katie Guisti, Kelly Rogers, Kevin Calyer, Kevin Laymon, Kevin Lincoln, Kirsten Lennon, Kris Allen, Linda Ferrara, Linda Sweet, Lindsay Wilson-Rhodes, Lisa Grosse, Lisa Washburn, Lori Salvagni, Lorrie Elmendorf, Lynne Kaiser, Marcia Hallenbeck, Maria Gardiner, Mary Jock, Matt Romell, Maureen Mosher, Melissa Nicoscia, Michelle Donohue, Michelle Jones, Nicki DiMaio, Olivia Bassett, Rebecca Lyons, Rob Alund, Sari Stewart, Sharon Bump, Therese Pollard, Thresa Araiza, TJ Dufel, Tracey Cranker, Traci Bartow, Wendy Kwiatkowski, Yvonne Hart

**December:**

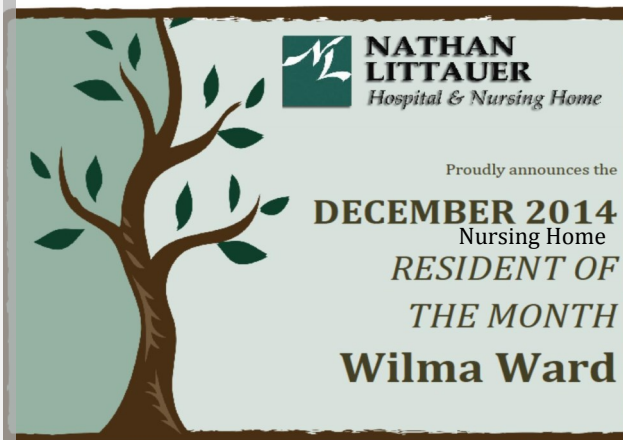
Alexandra Barbieri, Andrea Patterson, Ann Brown, Becky Horan, Bonnie Burroughs, Brandi Maye, Brenda Baker, Brian Rubscha, Brittany Chatterton, Bruce Jones, Candace Gleaves, Carla Kolbe, Carrie Newkirk, Cathy Caringi, Cindy Stagliano, Dave Bruhns, Dave Flansburg, David Carey, PA; Deborah Clemons, Donita Crankshaw, Donna Lewis, Dorothy LaPorta, Dr. Sunkara, Dr. Werblin, Eileen Spannbaauer, JayeKaye VanValkenburgh, Jen Davis, PA; Jerry Woodward, Jessica Brothers, Jessica Vickerson, Judy Larrabee, Karen Lawson, Katelyn Holmes, Kathy DelCostello, Kathy Posillico, Kathie Masaitis, Keri Bramer, Kevin Lincoln, Kim Calhoun, Kirk Watkins, Krista Walker, Linda Hidde, Lisa Langlois, Lisa Washburn, Liz Kadle, Lori Talcott, Mary Johnson, Mary Valachovic, Mary Zullo, Melissa Tambasco, Michelle Wessendorf, Mindy Morrison, Nancy Davison, Nancy Deumaga, Nicole Cleary, Nicole Guere, Olivia Bassett, Rachel Posillico, Rachel Veltri, Rene Dell'Arena, Ruth Ann Craven, Sandra LaFountain, Sandy Edwards, Sara Schrum, Scott Hojohn, Scott Norris, Shawn Cronin, Stephanie DiMichele, Stephanie Fishel, Sue Fazio, Tammy Kennedy, Terri Schumacher, Tim Forte, Tina Barber, Vickie VanNostrand, Zachary Dubois

**PLEASE NOTE - Most recent list at time of publication.**

### Urologist Dr. Paul Husson



### CONGRATULATIONS:



### WELCOME BACK

## MELISSA BOWN, ANP

**Melissa A. Bown, ANP, brings her practice back to Littauer**

We are pleased to welcome back Melissa A. Bown, ANP, as she joins the Johnstown Primary and Specialty Care Center on South Perry Street.

“Littauer is where I belong” said Bown. “This is my community, and it is my ambition to provide health services locally where I live.”

Melissa Bown is no stranger to the Littauer community and has made her impact locally for years. She is Littauer’s former Employee Health/Infection Control Practitioner where she provided physicals, health and drug testing, immunizations, fit testing, infection control, monitored, investigated and followed through on infectious outbreaks. She was the Chair of the Infectious Control Committee, and a bioterrorism coordinator alternate at Littauer. Bown also worked with the staff and community on various committees

Now, Melissa Bown works as a practitioner diagnosing and treating acute and chronic health conditions. She teaches and promotes healthy behavior to her patients, prescribes medications and works closely in collaboration with other health care providers.

“I believe everything in moderation” said Bown. “We’re all busy, always being pulled in five different directions at once, it is important to take care of you first,” Bown added.



*Melissa Bown, ANP, at the Johnstown Primary and Specialty Care Center*

Bown practices what she preaches too. While she maintains her career as a health care provider, she and her family are active year round. She lives locally in Broadalbin with her husband Greg and two daughters who attend Broadalbin-Perth Central Schools.

“My garage looks like a sporting goods store,” laughed Bown. “We hike; camp, ski, snowshoe and some of us even participate in triathlons. We are a busy family,” she added.

“Littauer is pleased to welcome back Melissa Bown to our family of health services. Her dedication to her profession, community and family make her the perfect fit for Littauer” said Cheryl McGrattan Littauer’s Vice President of Marketing and Communications.

Melissa Bown is accepting new patients, and can be seen Monday through Friday at the Johnstown Primary and Specialty Care Center on South Perry Street from 8:30 a.m. to 5 p.m. Please call 736-1500 should you need an appointment.





Charles and Anita Ashelman of Gloversville read the names of loved ones posted at the Nathan Littauer Hospital & Nursing Home Auxiliary annual Tree of Lights program,

## Nathan Littauer Hospital & Nursing Home Auxiliary Tree of Lights 2014



\*Submitted by Susan McNeil

The Nathan Littauer Hospital & Nursing Home Auxiliary annual Tree of Lights program was held Monday, Dec. 1 before a gathering of 80 people in the Littauer Hospital lobby. Auxilian Rosanne Manuele, program co-chairman opened the ceremony saying, "This is a very special night and it means many different things to many people."

Littauer President and CEO Laurence Kelly added, "There is a reason we are all here this evening as we remember someone special. Everyone here has a story that goes with a light on the tree."

Auxilian and program co-chairman Donna Ellithorpe read a poem she composed for the evening and said, "Each of our loved ones is remembered with a light. It

really touches our hearts."

Susan McNeil, Volunteer Director said, "The Auxiliary plans the evening, and in coordination with various Littauer departments, we bring this all together." McNeil went on to say, "It's a team effort all the way, and that's what makes this night so beautiful."

Tom Hobson led the program playing piano as his wife Mickey sang "Good Christian Men Rejoice." Pianist Pat Travis-Doull led the auxiliary singers "Nate's Notes" as they sang Christmas Carols after the program. Auxilians Barb Tucci and family decorated the Tree and Toby Ortell handed out programs. The Reverend Bonnie Orth, Pastoral Care Coordinator at Nathan Littauer Hospital and Nursing Home led the Blessing.

## LITTAUER PRESENTS \$5,400 TO MAKE-A-WISH NORTHEAST NEW YORK



CEO and President Laurence Kelly, left, Littauer Courtesy Council Chairman Moshgan Jones and Make-A-Wish CEO Bill Trigg

The Nathan Littauer Hospital & Nursing Home's Courtesy Counsel annual Holiday Basket raffle raised \$5400 for Make-A-Wish Northeast New York this year. The donation remains local for a medically eligible child.

Over 20 baskets were donated from departments throughout the hospital and nursing home. "The employees here at Nathan Littauer are very giving and willing to help their community" said Moshgan Jones, NLH Courtesy Counsel Chairperson. "Each department is so creative."

"Every year we support a local community non-profit organization, and typically raise \$5000," said Jones. "We are thrilled that Make-A-Wish gives back so greatly to those in our community. We met the recipient of last year's donation, and it meant to world to our employees."

For the second year in a row,

the NLH Courtesy Counsel has partnered with Make-A-Wish Northeast New York. In the course of two and a half days on Dec. 10, 11 and 12, employees and guests of NLH brought \$5400 for the fundraiser.

Receiving the check for Make-A-Wish Northeast New York was the foundation's CEO, Dr. William Trigg. He told the crowd gathered at the celebration, "Know that you are bringing hope, strength, and joy to a special child with this generous donation." Adding "We can't thank you enough for your generosity and this money will be used locally to make a child's wish come true."

Make-A-Wish grants the wishes of children with life-threatening medical conditions to enrich the human experience with hope, strength and joy. Since 1987, Make-A-Wish Northeast New York has granted nearly 1,500 wishes in the 518 area code and currently grants 90 to 100 wishes each year.

