



# MADE DIFFERENCES

**2021 NATHAN LITTAUER HOSPITAL  
REPORT TO THE COMMUNITY**



**EMBRACING THE  
CHALLENGES**



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# A MESSAGE FROM SEAN

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It has been more than a year since I've introduced myself to you as the President and CEO of Nathan Littauer Hospital & Nursing Home. Last year, I mentioned that Nathan Littauer would embrace the challenges ahead of our organization and our community. That still rings true.

Not surprisingly, 2021 was an extraordinary year. Not a single person could have predicted the complications COVID-19 has caused. Know this: Nathan Littauer remains committed even through COVID-19 challenges, to provide healthcare access to our community and is focused on the healthcare needs of our community members.

Recovering from the COVID-19 pandemic has been a challenge, but your local hospital has met that challenge daily. Our workforce is resilient and determined to see you and your loved ones through this pandemic, and to make sure you and your family get the care you need and deserve.

Nathan Littauer has accomplished a great deal for the communities we serve, and has made a tremendous difference in the region. Nathan Littauer's accomplishments during 2021 include:

- We successfully upgraded our electronic medical records system, our organization's largest project to date!
- In accordance with the CDC and the Public Health Department, Nathan Littauer implemented effective, stringent COVID guidelines to keep our patients and community safe
- Littauer added talented, diverse providers to our medical team
- We've improved our wages across our organization to a minimum starting wage of \$15.10 an hour as part of a multifaceted workforce plan
- Nathan Littauer launched our very own COVID Recovery Program, one of the only clinical programs for those with long-COVID
- We installed a new call system for our Medical/Surgical floor to improve our patients' experience during their stay
- We invested in the Amsterdam area with a brand-new Primary and Urgent Care Center with Albany Med, worthy of the people in Montgomery County
- Nathan Littauer achieved an organization-wide readmission rate of 3%; well below the federal average of 5%
- We are actively investing in our workforce as part of a five-year plan

Nathan Littauer's amazing accomplishments would not have been possible without our equally amazing and talented workforce. Our team of clinicians, nurses, clerical, and support staff have adapted operations where necessary, solved problems safely and creatively, worked collaboratively, and continue to accomplish more with fewer resources.

This year, we invite you back to your medical home. Get routine healthcare visits. Because of the pandemic, many of you may have delayed wellness visits, checkups, or screenings for life-threatening illnesses. Make seeing us a part of your health plan.

Nathan Littauer will continue to monitor the impact of COVID-19 on our communities, and strive for improved outcomes of our patients. As your neighbor, we are here for you and your healthcare needs today and always. Instead of thinking words like "crisis" and "pandemic," it is now time we embrace words like "prevention" and "health."

Remember, it's your life... live it well!

Fondly,



Sean Fadale, FACHE  
President and CEO of Nathan Littauer Hospital & Nursing Home

# THE YEAR

## JANUARY

7 | Vaccination Day in the Nursing Home

17 | Littauer receives an amazing amount of support from community; thank-you cards from Fonda-Fultonville Central School and Broadalbin-Perth Central School Districts, care packages, snowmen outside our Nursing Home

8 | Nathan Littauer experiences a post-holiday COVID surge

## FEBRUARY

27 | The city of Gloversville sends Nathan Littauer staff a video message, providing us their support

12 | Gloversville Enlarged School District showed their appreciation for our staff by buying our nurses lunch!

## MARCH

22 | Warren Street Elementary School of the Greater Johnstown School District students make thank-you cards for our staff

18 | Littauer President and CEO Sean Fadale announces Littauer's next steps

30 | Nathan Littauer celebrates National Doctors' (Providers') Day

## APRIL

6 | Vaccine eligibility expands to everyone ages 16+ in New York

27 | The CDC releases new guidance for safe activities

7 | Nathan Littauer restores limited patient visitation

## MAY

14 | Nathan Littauer staff received a gift and their Littauer poetry book, reflecting on the past year

6 | Littauer celebrates the first day of National Nurses Week and National Hospital Week 2021!

17 | Zonta Club of Fulton-Montgomery Counties donate gifts to Nathan Littauer nurses

## JUNE

8 | Nathan Littauer announces the launch of its COVID Recovery Program

30 | The Delta variant becomes the most dominant strain in the U.S.

24 | Caroga Lake Primary Care Center officially opens

## JULY

14 | Nathan Littauer launches its very own Cardiology specialty and practice

12 | Nathan Littauer's Breastfeeding and Lactation Team wins the IBCLC Award

## AUGUST

23 | Pfizer-BioNTech receives full-FDA approval for their COVID vaccine

11 | Capital Region hospitals band together to sign consensus; requiring employee vaccination against COVID

## SEPTEMBER

1 | Littauer's Electronic Medical Records "Go-Live"

21 | NLH increased its minimum wage as part of a five-year plan

30 | Nathan Littauer relocates services from Broadalbin and Decker Drive to Mayfield Primary Care Center | A "no-visitor" policy takes effect

13 | Vaccination mandate

29 | Littauer President and CEO Sean Fadale releases an open letter to the people of Fulton County

## OCTOBER

20 | Nathan Littauer resumes a temporary visitation policy

8 | Fulton County becomes an "extremely high risk" due to COVID activity

22 | Nathan Littauer releases a campaign worthy of the organization - The Difference is YOU

## NOVEMBER

9 | Nathan Littauer celebrates National Nurse Practitioner's Week

22 | Littauer launches a social media campaign on safe gathering, in preparation for Thanksgiving

## DECEMBER

13 | Amsterdam Primary/Specialty Care Center opens

20 | Nathan Littauer and St. Mary's CEOs team up for community vaccination awareness

16 | Nathan Littauer's 28th Annual Gingerbread Project collects hundreds of gifts for children during Christmas

30 | Nathan Littauer launches a COVID Testing Center

# A PASSION TO HEAL: OUR STAFF WANT YOU TO KNOW...

## **DEBRA TRUMBULL**

*Director of Materials  
Management*

"The Materials Management (MM) team provides the tools, goods, and services used in the care of our community members. The products the MM team sources, orders, receives, and delivers every day are necessary items which provide critical services to those who need us most. This includes the packages that brighten the day of our Nursing Home residents! We care about what we do, and it shows!"

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## **LYNN GUISTI, RN**

*MDS Coordinator and  
Infection Preventionist*

"Our Nursing Home is AMAZING! I commend all of our NH staff as they continue to work as a team to make each day better for the residents. We have a really good group of workers here."

## **TRAVIS RISCEN**

*Dietary Aide -  
Nutritional Services*

"The Nutritional Services Team is dedicated to providing healthy, enjoyable meals for the patients, residents, and visitors at Nathan Littauer. As a team, we put great effort in making meals for the members of our community. We are here for our community's nutritional needs to ensure they get the healthy nutrition they need and deserve."

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## **LESLIE BEADLE**

*Vice President and  
Administrator of the Nathan  
Littauer Nursing Home*

"Our team has shown incredible tenderness and strength during these challenging times. I am grateful for their commitment to provide the care they do, and to keep people safe under such extraordinary conditions."

## **RONALD FORTES**

*Laboratory Manager*

"Laboratory staff are highly skilled professionals who test and analyze blood, other body fluids, and tissue samples. We provide clues that are key in the diagnosis and treatment of disease or injury, and we are the 'detectives' of the healthcare world. We give back to the community by assisting in the maintenance of healthy lifestyles and in the promotion of health in general. We are part of the community, and caring for each other is our number one priority."

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## **ANN MARIE MOGENSEN, BSN, RN**

*Director of Nursing for  
Nathan Littauer's Nursing  
Home*

"Our Nursing Home team is amazing. No matter what department or area, we come together to provide the best possible care to our residents and their families."

## **CHRISTINE WAGHORN**

*Director of Performance  
Improvement*

"The Performance Improvement department supports the organization as a whole as we continually improve the delivery of healthcare to our community. Through data analysis, the PI team monitors and evaluates trends within the hospital (both clinical and non-clinical processes) to improve our patients' experiences and clinical outcomes."

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## **KATHERINE PANK**

*Respiratory Therapy  
Manager*

"Our staff cares for the community 24/7/365 for any respiratory and or cardiac concerns. We treat patients how we would want our own family members treated. Our department communicates well with every other department at Nathan Littauer, and works as a team to make sure our patients receive the best care possible every day."

## **DWAYNE EBERLE**

*Director of Imaging and  
Cardiopulmonary Services*

"The Imaging staff at NLH are the greatest group of patient advocates that I have ever worked with. The image quality that our staff produces on our state-of-the-art equipment is second to none. This is not all due to the equipment. The technical knowledge and abilities that our Imaging staff at NLH have, the care, the compassion, and the empathy that our staff offers to every patient every day, makes me proud to be a part of this team."

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## **SCOTT DUGAN, MSN, RN**

*Manager of Special/  
Intensive Care Unit*

"Our team in the Special Care Unit provides the community with skilled nursing services in a rural setting. This has become vital to our community given the challenges in healthcare at this time and the limited ability to obtain a higher level of care for our patients."

## **SEAN FADALE, FACHE**

*President and CEO*

"Our staff does amazing things every day for our patients and community but it is the little things that matter so much – paying for a cab to get home, buying a meal or groceries for patients, assisting with support at home, walking patients to their appointments, or just taking the time to listen to a story. We all remember that we can't do what we do without the community's support. And in turn, we support the community by showing up each day and giving our best — in the best of times and in the most challenging times. It is that community focus that is the cornerstone of what we do at NLH. We are neighbors taking care of neighbors, we provide exceptional healthcare close to home, we are a part of the communities we serve, and we need your support as much as we want to support you. We are grateful for the opportunity to serve you all."



**MARGARET  
"MAGGIE"  
LUCK**

*Lifeline Manager*

"We at Lifeline play a very important role for our community. We interview and install a personal response system (Lifeline) in the homes for our seniors, disabled persons, and persons that live alone. During these past few years, we offered our community a peace of mind in their safety. Our services allow an individual to remain in their home longer, and with the mobile button we provide, the ability to remain active in the community. Knowing they could get help at the push of a button, we are dedicated to the people we provide services to, and dedicated to making them safe. Providing these services to the community, giving them the best options so that they can remain active with a sense of security."

**JENNIFER  
LACHMAYER**

*CNA - Nursing Home*

"I'd like the community to know that we are providing the best care we possibly can for our residents in the Nursing Home. We take great pride in providing our residents the care they need. We work together to ensure that residents and rehabilitating patients are comfortable and well cared for."

**SARAH  
HORNING**

*Engineering Project  
Coordinator*

"The Engineering Team at Nathan Littauer is responsible for maintaining everything from as low as the ground, to the height of our roofs. This includes life safety systems, the heat, lights, cooling, the fire alarm and sprinkler systems, snow removal, and our lawn. Nathan Littauer's Engineering team does this all for the safety of our community!"

**MARC  
PORTER**

*Supervisor of Security and  
Emergency Management*

"We work as a team to provide a safe and secure environment where the members of our community can receive high-quality healthcare services. We go above and beyond to assist community members with directions, escorting those in need of extra care to their appointments, assisting with visitation management, de-escalate critical situations, respond professionally to emergency situations, and manage safe landing zones for LifeNet landings on our campus. Our staff is a very dedicated, mission-oriented group."

**REV. DR. BONNIE M.  
ORTH**

*Pastoral Care Coordinator*

"Pastoral Care is an integral part of the Nathan Littauer healthcare team, and is here not just for our patients and our residents, but also for our staff."

# "OUR DEDICATION GOES BEYOND THE HOSPITAL DOORS."

**KERRY  
BUTTON, BSN, RN**  
*Emergency Department  
Manager*

**&  
ARIC  
BUTTS, BSN, RN**  
*Emergency Department  
Assistant Manager*

"The Emergency Department is a dedicated team with longevity and a vast diversity of emergency medicine experience to bring a comprehensive level of care for each patient. Our priorities are focused on furthering growth and professional development to ensure the best evidence-based practices are provided. We are committed, as a team, to overcoming any challenges together with our community."

**JACKIE  
WHITMAN, BS, LPN**  
*Project Coordinator for  
Primary/Specialty Care*

"The numerous things our staff do cannot be measured. The simple task of being a part of the community's care, seeing the patients' smiles when they come for their visits, and the triumphs in care that are recognized by each provider, clinical support, and even medical receptionists, shows the commitment they all have to our community. We provide the support and care they need to be as healthy as we could hope, while showing that we have the tools to assist them in that fight, through use of the patient portal, care management services, to those with additional needs identified or requested, and preventative tools for the staff for recognition of gaps in care to improve outcomes. We are strong, we are determined, and we want the patients' needs to prevail!"



# COVID RECOVERY PROGRAM



Nathan Littauer's COVID Recovery Program launched in early June 2021. As of this publication, Nathan Littauer helped treat 120 patients for their long-COVID symptoms in 2021.

One of the few programs of its kind in the country, patients from across the U.S. are seeking treatment for their long-COVID symptoms at Nathan Littauer.

"I have enjoyed collaborating with Nathan Littauer Hospital staff and providers as they create a responsive, clinical program for people suffering with long-COVID," says Brian Curtis, MD, of Peoria, Illinois, an Internal Medicine specialist specializing in Long COVID care. "Through our sharing, I believe Littauer has the building blocks to assist their patients in their trajectory for recovery. I applaud their entrepreneurial, forward-thinking approach to rural medicine."

More information can be found at: <https://www.nlh.org/2021/news-stories/covid-recovery-program-for-long-covid-nlh> or by calling the COVID Recovery Program hotline number: (518) 774-1883.

***We listen. We treat.  
We support.***

**SURVIVOR CORPS**

# SPECIAL REPORT: AMSTERDAM PRIMARY CARE & DR. JOSEPH CARROZZA

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Joseph Carrozza, MD, is one of Nathan Littauer's new Internal Medicine providers, practicing at the new facility. Joining Littauer in December 2021, Dr. Carrozza brings nearly 40 years of healthcare and medical experience to the Amsterdam community.

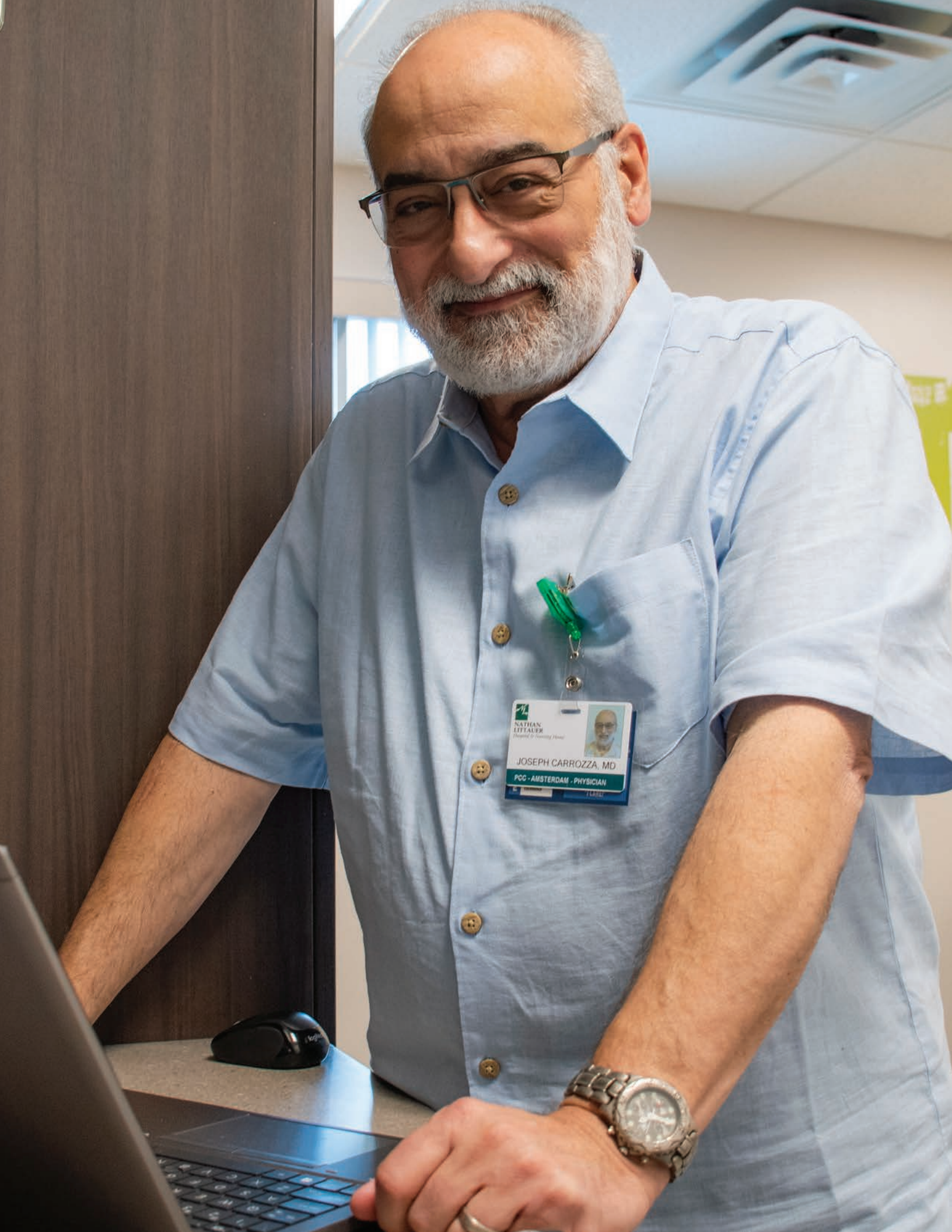
"I want the people of Amsterdam to know that they will receive the care they need from a caring, competent physician," says Joseph Carrozza, MD. "You'll receive access to specialties, as needed - no unnecessary referrals. I also speak Spanish."

As an Internal Medicine provider, also more commonly known as an "Internist," Dr. Carrozza sees patients over 18 years of age. As an internist, he prevents, diagnoses, and treats diseases for all adults, from chronically ill patients, to short-term care. "I see a wide range of patients," he adds. "I feel it is important to listen to the patient and make sure they feel heard to ensure an accurate diagnosis. That's why I am the doctor that I would want seeing and treating my own family members."

"The best part of my day as a medical provider is leaving an examination room with a patient who is satisfied with their medical visit, and establishing a relationship where we can work together in addressing their health concerns," adds Dr. Carrozza. "We invite the people of Amsterdam back to a routine of good health."

Nathan Littauer's Primary/Urgent Care Center in Amsterdam is currently accepting new patients and accepts most forms of insurance. More information about the new care center can be found on the Nathan Littauer website, here: [www.nlh.org/health-centers/amsterdam-primary-care-center](http://www.nlh.org/health-centers/amsterdam-primary-care-center). For urgent care during the hours of 8 AM - 8 PM every day, you may call (518) 212-6070. For primary care services, you may call (518) 212-6090.





NATHAN LITTAUER  
Hospital & University Health

JOSEPH CARROZZA, MD  
PCC - AMSTERDAM - PHYSICIAN



# ANN MARIE MOGENSEN & RUSTY

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*Director of Nursing,  
Nursing Home*



## **What is your favorite thing about working for Nathan Littauer?**

"Being here for 22 years, I can't see myself anywhere else. It is a great facility. It offers a great opportunity for growth. I started here as a nursing assistant and worked my way up in education. The support we receive here from leadership and the teams is phenomenal, and you can grow your career here. I'm really happy with my career."

## **How do you and Rusty make a difference?**

"Rusty has made a huge difference in our Nursing Home. The first day I brought him, everyone was smiling. He has had a huge impact on the staff and the residents. Every day I bring him for rounds to see the residents and staff. It just warms your heart when they give him hugs and say, 'He's so cute!' It's like a true family pet for the residents and staff in the facility. Bringing that sense of companionship to them has been amazing for them, and it touches my heart every day to see that."

## **Could you tell us about a patient story that touched your heart?**

"There are a lot of those, that's a good question. Throughout my career, there is one that stands out to me that was quite a few years ago when I first started. We had one patient who came in and was sick, and would come in a lot. She was scared, and you are their person who sits there and holds their hand. Sometimes, they tell you information that they would never tell anyone else. There are certain things you say to make them feel better. For her, she said, 'I want to be pretty. Can you help me with that?'"

I said, 'Sure!' I brushed her hair and painted her nails, and sat with her for as long as I could. I held her hand and spent that time with her. It just warmed my heart. She needed that, and it made my day."

## **What do you want people to know about the work culture/atmosphere at Nathan Littauer?**

"As long as I have been here, it's a great, family atmosphere. Everyone supports each other, no matter the department or area you work in. Everyone truly cares for our patients, residents, peers, and team members. The support and concern for everyone that you may go through — is truly phenomenal here."

## **Could you tell us something amazing that is happening within your department? Or a story that you find interesting?**

"My whole department is truly amazing. I could not be prouder of my team, management, and leadership. The CNAs, LPNs, and RNs. They truly love our residents and really love what they do. That really shines in their work. It shows how they really care for each other. We have to do that to run a good department and facility. This is the residents' home, and we do that for them and keep them safe."

## **For someone who might be thinking about a career in healthcare, what advice would you give them?**

"I built my career here. I wouldn't have wanted it any other way. I completely love what I do. Every time I get up in the morning to when I leave. It's a good start, whether you are working in the kitchen, housekeeping, finance — we'll help you move up in your career. We are here to support you every step of the way."

## What are some of your favorite things about working for Nathan Littauer?

"Nathan Littauer saved my career. I have been in the field of nursing for 15 years, with most of it being in Emergency Medicine. After two years with the pandemic, I was significantly burned out. I needed a change to rejuvenate and something to heal my passion. I found Nathan Littauer Hospital, and it was a step back. The mass volume of patients are not here, like you would find elsewhere. It's rural healthcare, and it brought me back to my roots in nursing."

## Could you tell us something that is currently happening in your department?

"We are working on developing our very own Nursing Residency Program for new nursing graduate students. It is designed for those who are coming out of nursing school and looking to start a career. It is a long-term project, but one we're excited about."

## How do you and your team make a difference in our community?

"Our team and I make a difference based on the size of our community. Our organization serves the Adirondacks. North of us, there are not too many healthcare facilities. Our people here don't have easy access to healthcare. When they come to us, they are sick, and they need us. And we're here to serve them."

## Tell us about a time you thought, "I love my job".

"There are a few times where I thought that. Healthcare is a profession where we are constantly giving, giving, and giving. At times, we do not get much back. What makes it all worth it, is that one patient who truthfully and heartily thanks you for what you do. I had a patient who was having a cardiac experience. She was panicking and petrified of the outcome. I looked at her and said, 'You can't panic until I panic. If I don't panic, then you can't panic.' Hearing the confidence in my voice, it relaxed her and she had a positive outcome."

## For someone who may be thinking about a career in healthcare, what advice would you give them?

"Healthcare is a career that is very rewarding and hard working. It's one of the only careers where 100 pounds is considered light weight. At times, it's emotionally exhausting. But, I'll tell you, it's worth it. When you see the difference that you're making in someone's life, and helping them change it for the better, it's a good feeling to know that you're making a difference in somebody else's world."

## What is something you would want our community to know about Nathan Littauer?

"Nathan Littauer is a small, community hospital. But, that does not mean the population that we serve is small. It's actually quite large. We have to service such a large community that does not have easy access to health care. We are here to take care of our patients."



# ARIC BUTTS

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*Assistant Nurse  
Manager, ER*



## Could you tell us why someone might enjoy working at Nathan Littauer?

"I love the people here. Our residents in the Nursing Home are awesome, and so fun to be around. The team in the Nursing Home have been here for years, and they are very approachable and knowledgeable. I'm still learning, but I've noticed the hospital is in a small town, and everybody knows each other. It's cool to make those connections with people as you go about your day and your job."

## What do you want people to know about the work culture of the environment here at Nathan Littauer?

"I find that there's a lot of laughter that I hear, which always brightens my day. I'll be chit-chatting and I hear laughter down the hall, and they are just having a moment. That sort of thing makes you know that the day is going to go really well, because people are happy. People could use some laughter every day, so it is always nice to have that."

## Could you tell us something that is currently happening in your department?

"I am super excited, because we planted flowers for the residents.

Some of our residents helped us, and they have been watering them every day. They started sprouting, and so we're super excited about that. We're going to transfer them to pots, and get the residents to plant them. They'll soon be on the patio, and it's sort of a time-capsule for us and the residents."

## What are some of your favorite things to do in the area?

"I spend a lot of my spring and summer time paddleboarding in Caroga. I coach a high school track team, so I get to spend a lot of my time outdoors."

## Who do you think would play you in a movie?

"I think who I would want to play me in a movie would be Jennifer Lawrence. She is really funny and really cool. Although, I don't know if I am cool enough for that."

## Tell us about a time you thought, "I love my job".

"So we did a door-decorating contest in February. Staff would talk with residents about what they wanted on their door. One of our residents wanted us to print out lyrics to a song and put it on their door. We asked her about

it, and she said, 'It's my wedding song.' Together, we talked about how important that song was to her, and I remember thinking it was so sweet how something small we did meant so much to her."

## What is something you would want our community to know about Nathan Littauer?

"I would say that the people here that are caregivers and work here are really, really caring people. 'Caregivers' is the perfect term for the people here. The people here go the extra mile and make sure people are happy, and I think that makes for a really great work environment."

## Could you describe what working at Nathan Littauer is like in three words?

Fun – I have so much fun every day.

Confidence-Boosting – I've learned so many more skills in my job, and I feel more confident.

Cozy – It's a small town, so you make more connections with people and share the history of the town together.



# LINDSAY THERRIEN

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*Recreation Therapy  
Coordinator,  
Nursing Home*





**LIBERTY  
ECKERT**

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*Materials Management*



**Is there a patient story that has really resonated with you?**

"When I was working in Environmental Services, there was an elderly lady walking down the hallway with her husband. They were both holding each other's hands and singing Italian music together. It was really cute to see that. It made me smile."

**What is your favorite thing about Nathan Littauer?**

"One of my favorite things about working here is that everyone gets along great with each other. No matter where you go, you'll always hear somebody laughing. I really like that."

**What is a reason someone might enjoy working at Nathan Littauer?**

"The atmosphere here is very tight-knit. Everyone gets along with one another and is supportive of each other's success. Everyone is hardworking and encouraging of one another. My coworker and I have so much fun. I typically go home with a smile on my face because of good days at work."

**How do you and your team make a difference in our community?**

"We make a difference by supplying all the hospital's departments with what they need."

**Could you describe what working at Nathan Littauer is like in three words?**

"I would describe Nathan Littauer as entertaining, educational, and encouraging."

**Are there any TV shows that you are currently binging on?**

"*Survivor!* I love *Survivor*, and I love re-watching it. I just finished *Under the Banner of Heaven*, too."

**What makes Nathan Littauer different from other organizations?**

"I think we are different because Nathan Littauer is a small, community hospital. Everyone knows everyone somehow, and because of that, if anyone working here has a question, there is always someone to point them in the right direction."

**If someone was deciding on a career path, what advice would you give them about choosing a pathway into healthcare?**

"I would tell them to go the way that I did, and start in a department like Environmental Services or Materials Management, a place where you can get to know Nathan Littauer and its people."

**What is something you would want our community to know?**

"We are very dedicated to making sure that you are in good health and that you have the best possible experience."



### **Could you tell us why someone might enjoy working at Nathan Littauer?**

"My favorite thing about Nathan Littauer is the people I work with. I really enjoy coming to work, seeing them, and working with them to get things done. You may enjoy working at Nathan Littauer because you are helping your community, your neighbor. You are going to see your community when you work here. I come here every day to help my neighbors. Plus, there are a lot of different opportunities and jobs to choose from."

### **What do you want people to know about the work culture of the environment here at Nathan Littauer?**

"It is a close-knit community here. Our culture here, is that it is always for the patient. We are here to help the community – that's our culture. It's what we strive for."

### **Could you tell us about a story that resonated with you?**

"I don't necessarily work directly with patients, but I love when the hospital would call Code Rocky's. It is very heartwarming to see patients who were once positive with COVID to leave and go home to their families."

### **What are some of your favorite things to do in the area?**

"I enjoy golfing and going up north. My wife and I spend a lot of time on Indian Lake and in Speculator."

### **Tell us about a time you thought, "I love my job".**

"There are a few times I've thought that. The benefits here are great, but I feel when someone I know, or someone close to me comes to Nathan Littauer, I feel responsible to help in some way. I play a part in their care. I help be a part of making sure they can get the care they need."

### **How do you and your team make a difference in our community?**

"Our team is everywhere. We visit all the Primary/Specialty Care Centers to ensure that people get the care they need, right in their neighborhood. We just opened another Specialty Care Center in Amsterdam. I think it's great that we are expanding our services to help the community."



**TJ**

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*Engineering,  
Primary/Specialty  
Care*



## Could you tell us why someone might enjoy working at Nathan Littauer?

"My favorite thing about working at Nathan Littauer is that it is like a family here. You create relationships with the people here. Someone might enjoy working at Nathan Littauer because of how small we are and how close you can become with your coworkers."

## What do you want people to know about the work culture of the environment here at Nathan Littauer?

"The work culture at our hospital is that we are a small community, within a small community. It is very rare that you walk down the hallway and don't know the person you walk by, and that you don't say 'Hi!' to them."

## Tell us about a time you thought, "I love my job".

"I often think that multiple times a day. I really love my job when someone I know, like my friends and family has a baby. I get to be that familiar face and comfort them. I got the privilege to be there when some of my cousins were born."

## For someone who may be thinking about a career in healthcare, what advice would you give them?

"For someone who might be interested in a career in healthcare, I would say — take the chance. You might not know it, but you *could* LOVE it! Give it a try."

## Are there any TV shows you are currently bingeing on?

"I am currently bingeing on, and re-watching, *Yellowstone*."

## Could you describe what working at Nathan Littauer is like in three words?

"Challenging, Rewarding, and Awesome!"

## What is something you think that makes Nathan Littauer different from other organizations?

"Something that makes Nathan Littauer different is our size, and how small we are. It allows us to have a better connection with our patients."

## How do you and your team make a difference in our community?

"My team and I make a difference every day by bringing life into this world."







**KATIE  
HAUSER**

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*Assistant Nurse Manager,  
Birthing Center*



**TARA  
KEANE**

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*Supervisor,  
Laboratory*



## Could you tell us why someone might enjoy working at Nathan Littauer?

"The small community feeling. Everyone is local. It's an easy drive to work. It's comfortable. I think some might enjoy working at Nathan Littauer because you're closer with your coworkers like they are family members. It's a smaller facility. In terms of the laboratory, larger facilities are specific, and you may only work in one area. When you work at Nathan Littauer, you are using your full degree and work in various areas."

## What do you want people to know about the work culture of the environment here at Nathan Littauer?

"The atmosphere here is very relaxed and very friendly. You could walk down the hallway and everyone will say hi to you. If you look confused, someone will stop you to make sure if you need directions or assistance. We love to help."

## Could you tell us about a story that resonated with you?

"In the lab, we don't get much interaction with the patient. But, we get the interaction of seeing patients who were once in our hospital, getting outpatient work done. It is very satisfying to see them out and about in the community, and doing well."

## How do you and your team make a difference in our community?

"We are a full-service laboratory. We offer services that are local, and are quick tests and comps. We are efficient, close, and there's no need to travel long distances for tests."

## Could you describe what working at Nathan Littauer is like in three words?

"Rewarding, Challenging, and Relaxing."

## What are some of your favorite things to do in the area?

"I like to hike. I recently took up snowshoeing in the winter. I also like to kayak in the summer. You can usually find me up north."

## What is something you find satisfying about your job?

"It's kind of an odd thing for me. One of the satisfying things about my job is being able to see the patient leaving and going home. Then, you know *we've* done a good job."



# YOU

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Join our team,  
and help make a  
difference in your  
community.

Visit [nlh.org/  
careers](https://nlh.org/careers)  
to find your next  
calling!





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# CAROGA LAKE PRIMARY CARE CENTER

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Our Caroga Lake Primary Care Center, completed in 2020, has been providing accessible healthcare services to the people of Caroga Lake. The care center has seen a total of 1,397 patients in 2021!

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## CARING FOR OUR STAFF

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Nathan Littauer staff are incredibly good at what they do. That's why we give them cool gifts! For 2021, staff received an NLH fleece jacket or vest of their choice, an extra paycheck, and more!



# BY THE NUMBERS

*A Look at 2021*

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## ECONOMIC & COMMUNITY IMPACT

FULL-TIME EQUIVALENTS | 767

ECONOMIC ACTIVITY | \$202,000,000

PAYROLL EXPENDITURES | \$71,000,000

TAX DOLLARS GENERATED | \$29,000,000

BABIES DELIVERED | 357

EMERGENCY ROOM VISITS | 18,757

HOSPITAL ADMISSIONS | 2,485

OUTPATIENTS | 235,000

[Partial data provided by HANYS]

# QUALITY HEALTHCARE AT NATHAN LITTAUER

## LAB TESTS | 362,391

Radiology | 44,175

CT Scan | 10,628

MRI | 3,123

PET | 110

Nuclear Medicine | 783

Ultrasound | 10,529

Mammography | 5,492

## TOTAL PHYSICAL THERAPY VISITS | 35,352

Physical Therapy - Hospital | 16,401

Occupational Therapy - Hospital | 2,382

Speech Therapy - Hospital | 873

Physical Therapy - Nursing Home | 7,563

Occupational Therapy - Nursing Home | 7,826

Speech Therapy - Nursing Home | 307

## AVERAGE LENGTH OF PATIENT STAY

4.5 days

## INPATIENT TRANSFERS

157

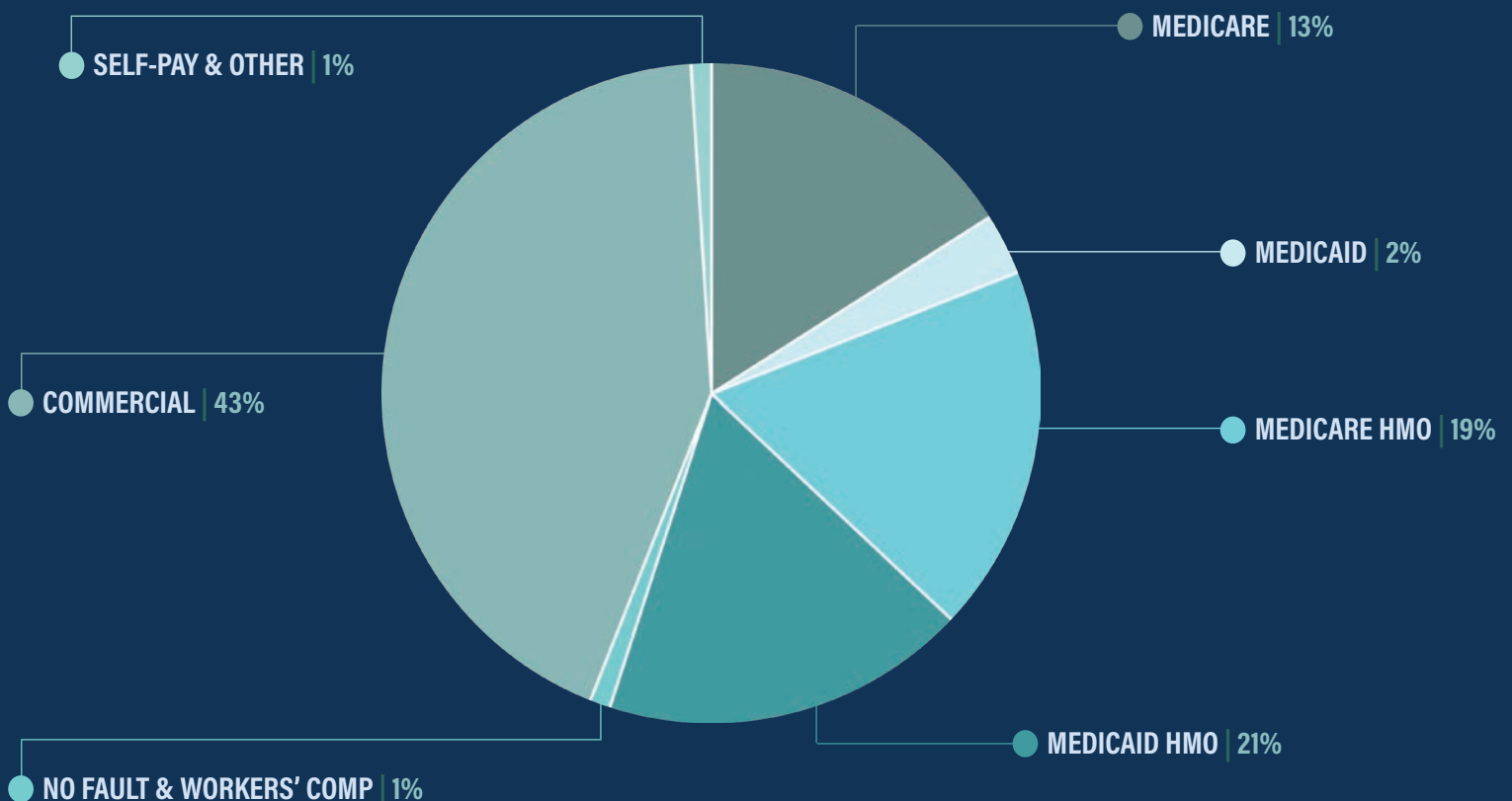
## TOTAL DIAGNOSTIC IMAGING VISITS

74,840

## SLEEP CENTER STUDIES

469

## PAYOR MIX





# MAKING A DIFFERENCE IN AMSTERDAM

## Amsterdam Primary Care Center

We opened our equally owned Care Center with Albany Medical Center in December 2021. We're expanding our services and growing with our community; the Amsterdam Primary Care Center has already seen 376 patients as of this publication!

### ADDRESS:

375 Golf Course Road  
Amsterdam, NY 12010

### PHONE:

(518) 212-6090

### QUICK N SICK (weekends):

(518) 212-6070

### HOURS:

Monday – Friday  
8 AM – 8 PM  
7 days a week

### SERVICES PROVIDED AT THE AMSTERDAM PRIMARY/ URGENT CARE CENTER:

- Primary Care
- Urgent Care
- Pediatrics
- Lab draw and specimen collection
- X-ray
- CT scan



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# NEW PROVIDERS FOR THE YEAR 2021

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Our new providers are eager to make a difference in our community!



**Joseph Carrozza, MD**  
Amsterdam Primary Care  
*Internal Medicine*



**Payel Ghosh, DPM**  
Gloversville Primary/  
Specialty Care Center  
*Internal Medicine*



**Diana Page, DO**  
Steele Avenue  
Primary Care Center  
*ENT/Otolaryngology*



**Kristen Baker, FNP**  
Cardiology  
Primary Care Center  
*Cardiology*



**Vikram Verma, DO**  
Mayfield Primary Care Center  
*Family Medicine*



**Ashlee Podolec, FNP**  
Nathan Littauer Hospital  
Pre-op  
*Anesthesiology*



**David Cohen, MD**  
Kingsboro GI Center  
*Gastroenterology*



**Richard Solby, DO**  
Nathan Littauer Hospital  
*Pediatrics*



**Robert Bielawa, RPA-C**  
Amsterdam Primary Care  
*Family Medicine*



**Caterina Carmona, FNP**  
Gloversville Primary/  
Specialty Care Center  
*Family Medicine*



**Jennifer DesJardins, FNP**  
Nathan Littauer Hospital  
*Gastroenterology*



**Alison Elsheikh, FNP**  
Amsterdam Primary Care  
*Family Medicine*



**Brooke McBride, FNP**  
Mayfield Primary Care  
*Family Medicine*



# WHAT OUR PATIENTS SAY



*My provider was absolutely wonderful! He was extremely thorough and was very patient with my questions. He gave great advice and took a long time with me, which I really appreciated! My provider was an answer to prayers. I thank God for him!*

*The staff at Nathan Littauer are awesome!*

*I am very impressed with Nathan Littauer. I always felt at ease by how friendly and helpful the staff was, especially the anesthesiologist. She was excellent, very funny, and made me feel very relaxed. I think she knew I was extremely nervous. I will definitely return and recommend Nathan Littauer for my health needs.*

*Everyone was very helpful, friendly, and concerned.*

*The young lady and man that did my CT scan were outstanding! I was extremely nervous and they took such great care to comfort me in a very professional manner!*

*Kudos to the staff and whatever changes they made for my care. It was a very positive visit for me. Keep up the great work!*



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# FOCUS ON OUR NURSING HOME

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*We have had another challenging year due to the pandemic.*

*Throughout the year, we have made many adjustments, as mandated requirements changed for so many aspects of our facility. Residents, staff, and families have done a stellar job in accommodating the constant changes for visitation, testing, vaccination, and the use of personal protective equipment.*

*It was a glorious day when we were able to open our doors and allow family and friends to visit residents. Staff went above and beyond, as they always do, to embrace residents as part of our family to reduce the feeling of isolation. Our team provided creative therapeutic programs and activities to brighten our environment and to keep everyone engaged, adapting to our "new normal."*

– Vice President and Administrator of the Nathan Littauer Nursing Home, Leslie Beadle



# EMPLOYEE MILESTONES FOR 2021

## JANUARY

### 5 Years

Nicole Higgins – 1/4/16 – Advanced Practice Provider  
Spencer Satterlee – 1/25/16 – Radiologic Technologist

### 10 Years

Brian Rubscha – 1/3/11 – Network Administrator

### 15 Years

Steven Crouch – 1/3/06 – Staff Pharmacist  
Lauren Kuchark – 1/9/06 – Staff Nurse  
Laureen Steenburg – 1/23/06 – LPN II Float Pool

### 20 Years

Lisa Langlois – 1/31/01 – Patient Billing Representative  
Evelyn Messenger – 1/24/01 – Central Supply Supervisor  
Karen West – 1/22/01 – Advanced Practice Provider  
Susan Whitman – 1/8/01 – Ward Clerk

## FEBRUARY

### 5 Years

Stacey King – 2/1/16 – Dietary Aide

### 10 Years

Frederick Goldberg – 2/22/11 – VP Medical Affairs

## MARCH

### 10 years

Linda Davis – 3/1/11 – OR Scheduler

### 20 Years

Karen Ferjanec – 3/26/01 – Registration Representative

### 25 Years

Elizabeth Moore-Galinsky – 3/6/96 – Clinical Lab Technologist

## APRIL

### 5 Years

William Baird – 4/25/16 – Microcomputer Specialist  
Kristen Baker – 4/4/16 – Staff Nurse  
Andrea Becker – 4/25/16 – Nurse Midwife/Practitioner  
Phyllis Durant – 4/4/16 – Switchboard Telephone Operator  
David Schaff – 4/25/16 – Chief Pharmacist

### 10 Years

Meegan Goodman – 4/7/11 –  
PCC Network Mgr/Med Staff Recruit Specialist  
Steven Mancini – 4/21/11 – Security Officer

### 15 Years

Bernadine Evens – 4/1/06 – LPN PCC  
Susan Ford – 4/3/06 – Administrative Assistant Patient Care Services  
Eva Rumrill – 4/19/06 – LPN PCC  
Michael Sturgess – 4/17/06 – Staff Pharmacist

### 20 Years

Deborah Clemons – 4/2/01 – LPN PCC  
Paul Perreault – 4/2/01 – Staff Physician PCC  
David Pesses – 4/2/01 – Staff Physician PCC  
Scott Sgambato – 4/9/01 Senior Nuclear Medicine Tech

## MAY

### 5 Years

Tiffany Mabie – 5/5/16 –  
Certified Nurse Assistant/Nursing Facility

### 10 Years

Maria Lake – 5/16/11 – Senior CT Tech  
James Morey – 5/19/11 – Maintenance Mechanic II  
Shianna Snell – 5/16/11 – Diagnostic Imaging Assistant

### 45 Years

Nancy Collins – 5/3/76 – Executive Assistant

## JUNE

### 5 Years

Helen Bunyan – 6/13/16 – Pharmacy Services Coordinator  
Catherine Shell – 6/20/16 – Environmental Services Aide

### 25 Years

Brandi Maye – 6/3/96 – Staff Nurse

## JULY

### 10 Years

Jeffrey Collins – 7/5/21 – Staff Physical Therapist  
Rebecca Lyons – 7/5/11 – Manager OR/RR



## 15 Years

Erika Serrano – 7/17/06 – Radiologic Technologist  
Carl Tubbs – 7/24/06 – Diagnostic Imaging Assistant

## 20 Years

Tammy Lasher – 7/9/01 – Environmental Services Aide  
Jacqueline Ruggeri – 7/9/01 – Care Coordinator Assistant

## 40 years

Joseph Slovack – 7/27/81 – Safety & Environmental Services Supervisor

## AUGUST

### 5 Years

Jenna Berenger – 8/15/16 – Office Coordinator PCC  
Meredith Lynds – 8/8/16 – Staff Physical Therapist  
Amanda Reed – 8/2/16 – Advanced Practice Provider  
Lucinda Ruskowski – 8/29/16 – Gastro/Endo Center Manager  
Laura Westerholt – 8/29/16 – Interventional Rad Tech  
Haley Wilcox – 8/1/16 – Advanced Practice Provider

### 10 Years

Paul Husson – 8/1/11 – Physician/Urologist  
Kelsey Reynolds – 8/23/11 – Staff Pharmacist  
Yvonne Seiler-Avery – 8/25/11 – Clerical Coordinator

### 15 Years

Karen Martin – 8/29/06 – Office Coordinator PCC

### 20 Years

Akhilesh Fotidar – 8/1/01 – Staff Physician PCC

## SEPTEMBER

### 5 Years

Janis Freeman – 9/13/16 – Advanced Practice Provider  
Lisa Knowlton – 9/6/16 – Patient Billing Rep  
Mona Schultz – 9/12/16 – Advanced Practice Provider  
Melissa Wood – 9/6/16 – Patient Access Representative

### 10 Years

Frederick Bochenek – 9/16/11 – Security Officer

### 20 Years

Lindsay Wilson-Rhodes – 9/12/01 – Purchasing Expeditor

### 30 Years

Tina Ambrosino – 9/19/91 – Environmental Services Aide

## OCTOBER

### 5 Years

Pamela Bell – 10/31/16 – Deficiency System Coordinator  
Candice Brownell – 10/11/16 – Manager Registration/Admissions  
Susan Carmean – 10/24/16 – Certified RN Anesthetist  
Elizabeth Oathout – 10/3/16 – Office Coordinator/PCC  
Robin Rowback – 10/17/16 – Environmental Services Aide  
Tammy Snyder – 10/17/16 – Nursing Supervisor/NF

## 10 Years

KellyAnn Kolbe – 10/3/11 – CT Technologist

## 15 Years

Rebecca Clarkin – 10/5/06 – Certified RN Anesthetist  
Kristina Wilson – 10/23/06 – Office Coordinator/PCC

## 20 Years

Charity Aguilera – 10/8/01 – LPN  
Marcia Hallenbeck – 10/15/01 – LPN II

## 25 Years

Kelly Viscosi – 10/7/96 – Advanced Practice Provider

## NOVEMBER

### 5 Years

Chanel Rodriguez – 11/14/16 – ECG/EEG Technician  
Laura Sapone – 11/7/16 – Staff Nurse  
Robert Wasiczko -11/28/16 – Physician/General Surgeon

### 30 Years

Kelly Colby – 11/11/91 – Foundation Coordinator

## DECEMBER

### 5 Years

Phyllis Ajibta – 12/5/16 – Staff Nurse  
Laura Dutcher – 12/19/16 – Switchboard Telephone Operator  
Susan Kenyon – 12/5/16 – Staff Nurse

### 10 Years

Electa Chaffin – 12/12/11 – LPN  
Catherine Narducci – 12/5/11 – Staff Nurse  
Catherine Santander – 12/5/11 – Clinical Lab Technologist

### 15 Years

Jenna Stewart – 12/4/06 – Office Coordinator/PCC

### 30 Years

Jody Palmer – Office Coordinator/PCC – 12/2/91

*We strive for accuracy.  
Please contact the  
Nathan Littauer  
Marketing Team at  
(518) 775-4194 if  
any information is  
incorrect.*



# NEW AT NATHAN LITTAUER

## LEMR GO-LIVE!

After a year of preparation, On September 1, Nathan Littauer went live with the organization's new electronic medical records system, LEMR! Nathan Littauer staff worked hard, and had fun! We upgraded our records system, and improved our technology — all for you!



## Palliative Care Service Line

Nathan Littauer's Palliative Care Team supports informed decision making, promotes dignity, and ensures that patients' and family members' wishes are identified and respected. They work closely with the hospitalist in charge of the patient's care, and the entire healthcare team during the patient's stay in the hospital.





# NATHAN LITTAUER MAKES A DIFFERENCE



## A Message from the Nathan Littauer Foundation



*The pandemic has forced all of us to adjust. 2021 was a year of changing dynamics for the Nathan Littauer Foundation. On the positive side, the Foundation endowment had grown to nearly \$15 million from less than \$5 million 10 years earlier. The Foundation Board of Directors and our investment managers worked tirelessly during that decade to build a nest egg for uncertain times. Before the pandemic, the Foundation made an annual distribution to Nathan Littauer Hospital and periodically assisted large capital projects, while the hospital capital budget met day-to-day requirements. The financial stress of two years of the pandemic changed that. For the first time in 20 years, Nathan Littauer Hospital had rainy days, and the Foundation stepped in to help. In 2021, on behalf of our generous donors, the Foundation contributed over \$530,000 with a commitment to an additional \$850,000. Those funds paid for primary care construction, staff and employee COVID-19 safety equipment, pediatric equipment for our smallest patients and mothers, pathology laboratory equipment, and the latest surgical technology. The Foundation was also able to help four Littauer employees continue their academic training with scholarships from the Ferguson Fund for Education. None of this would have been possible without the financial backing of our individual and corporate donors. Their faith in our mission and financial stewardship has allowed the Nathan Littauer Foundation to grow and meet the needs of Nathan Littauer Hospital & Nursing Home. We anticipate even greater requests as we continue to aid our hospital in 2022, and have already received an outpouring of emergency capital donations. More about that in our next report. Thank you for your trust; thank you for your support. Our lights are always on, and our doors are always open, ready to serve.*

– Executive Director of the Nathan Littauer Foundation and Vice President of Population Health, Geoffrey Peck

Contributions from individuals, businesses, foundations, grateful patients, and their families have helped to keep Littauer's services, technologies, computerization, and facilities current, allowing us to offer better and safer patient care. Donations can be made to the Nathan Littauer Foundation by visiting [www.nlh.org/giving/ways-to-give](http://www.nlh.org/giving/ways-to-give)

# LOOKING FORWARD

## Making a Difference for 2022

Despite the challenges, Nathan Littauer Hospital & Nursing Home accomplished a great deal for our community. We are ensuring the health and wellness of our residents, patients, and community members with high-quality healthcare services.

It is our privilege to be your neighbor. We look forward to another year of providing great healthcare with you!





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# CODE ROCKY

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When Nathan Littauer discharges a patient recovering from COVID-19, we call a "CODE ROCKY" on our public address system. Staff members line the hallways, clap, and cheer as the patient leaves. It is a short, but moving, celebration for the patients and staff alike.





**NATHAN  
LITTAUER**

*Hospital & Nursing Home*

**(518) 725-8621 | [www.nlh.org](http://www.nlh.org)**

99 E. State St., Gloversville, NY 12078



**THE  
DIFFERENCE  
IS**

**THANK YOU!**