

# focus on caring

Oneida Healthcare Center Community Newsletter

Winter 2003-2004



Caring...is Our Business!

www.oneidahealthcare.org

## Setting New Standards OHC Raises the Bar in Diagnostic Imaging...Again!

Focus on Caring is a publication of the Oneida Healthcare Center

Oneida Healthcare Center's position as the area's top provider of diagnostic imaging services has been further solidified with the acquisition of a new Siemens MAGNETOM Symphony 1.5 T MRI system.

usually associated with older style machines. The revolutionary new "short bore" design of OHC's new Siemens MRI produces a light and airy patient space that can be much less intimidating, without sacrificing the superior image quality demanded by our referring physicians and radiologists. Studies have shown that a relaxed patient is more cooperative and this in turn permits more accurate imaging.



### The best of both worlds

Oneida Healthcare Center's new MR system provides the highest quality images available while also addressing some of the patient comfort concerns

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## Revolutionary Ultrasound

Oneida Healthcare Center has acquired a new ultrasound system from Philips Medical Systems that promises to enhance diagnostic confidence and patient care in many common medical applications.

"This new technology gives our patients the most state-of-the-art ultrasound imaging available for many

routine exams," said Dr. Michael Maresca, Chairman of the hospital's Radiology department.

Dr. Maresca explained that the new ultrasound system features SonoCT Real-time Compound Imaging technology. This revolutionary way of acquiring and processing ultrasound images provides clinicians with significantly more

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## Meet Our New Physicians

**J**anice E. Bach, MD has joined Child Health Associates of Madison County and serves on the Oneida Healthcare Center Medical Staff in the practice of Pediatric Medicine.

A native of Oneida, Dr. Bach is a graduate of Wright State University School of Medicine in Dayton, Ohio and completed her Pediatric Residency at SUNY Upstate Medical University in Syracuse.

She is a member of the American Academy of Pediatrics and the American Society of Addiction Medicine. Dr. Bach's office is located on the second floor of the Fields Professional Building at 600 Seneca Street in Oneida and appointments may be scheduled by calling 363-4070.



**K**eith L. Harden, MD has joined the Emergency Department at Oneida Healthcare Center.

A native of Fort Benning, Georgia, Dr. Harden graduated Magna Cum Laude from Morehouse School of Medicine and completed his Family Practice Residency at Halifax Medical Center in Daytona Beach, Florida.

Dr. Harden is board certified in the practice of Family Medicine. He is also employed by the Oneida Indian Nation Health Center and is an active member of the Oneida Healthcare Center Family Practice Department.



**M**ichael J. Garrett, MD has joined the Emergency Department of Oneida Healthcare Center.

A native of Belfast, Northern Ireland, Dr. Garrett received his medical education at Emory University Medical College of Georgia and completed his residency at M. I. Bassett Hospital in Cooperstown.

Prior to joining OHC, Dr. Garrett served for fifteen years as Director of the Emergency Department at Faxton-St. Luke's Hospital in Utica and currently serves as Director of Midstate Emergency Medical Services. Dr. Garrett is board certified in the practice of Emergency Medicine and is a fellow of the American Academy of Emergency Physicians.



**B**rett R. Gandhi, MD has joined Dr. Robert Pavelock of Digestive Disease Medicine of Central New York in the practice of Gastroenterology at Oneida Healthcare Center.

Dr. Gandhi received his medical degree from the University of North Carolina at Chapel Hill. He completed his Residency in Internal Medicine and Primary Care at the University of Rochester and a Fellowship in Gastroenterology at Strong Memorial Hospital in Rochester, NY. Dr. Gandhi is a member of the American College of Gastroenterology and the American Society for Gastrointestinal Endoscopy.

Digestive Disease Medicine is located in the Orchard Hill Building at 301 Genesee Street in Oneida and the phone number is 363-9183.



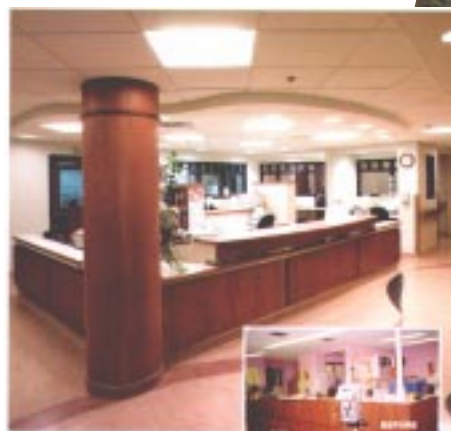
## Magazine Features Lullaby Center



**O**neida Healthcare Center's beautiful new maternity unit is featured in the September '03 issue of "Healthcare Design", a national magazine for architectural professionals. The Lullaby Center is one of two birthing centers featured in the magazine's "Architectural Showcase Issue".

Clark Patterson Associates of Rochester, NY, the project architects, submitted The Lullaby Center for consideration by the magazine's editorial staff.

The article includes dramatic color photos of the unit and a descriptive narrative, which concludes: *"Today, the new Lullaby Center serves as a model for future projects that seek to achieve balance between the physical and emotional needs of patients and family."*



## ECF Alive With Change and Activities

Recent months have brought some exciting changes to the ECF as well as some that will soon be coming to fruition.

### A breath of fresh air

One of our most popular locations where residents gather is our front patio. In good weather, residents can always be found on the patio, basking in the sunlight and enjoying the fresh air. As the excavation for the new Laundry progressed, it became apparent that expansion of the patio would flow naturally into the overall landscaping scheme. The patio expansion was completed in late November and will allow for more area for our residents to roam safely and enjoy the outdoors.

### Portability...with dignity

One of the aspects of care that makes the Extended Care Facility distinct in the region is our Ventilator unit. We have made it our focus to assimilate our ventilator residents with the rest of our population. This has not always been an easy task, as these residents require a large cart-based system wheeled behind them to aide in their breathing. As you can imagine, some residents are very self-conscious about being seen outside with such a device.

The Oneida Healthcare Foundation provided a very generous donation this year that has enabled the facility

to purchase *four* new ventilators.

These units are actually smaller than a laptop computer and can be placed on a small portable cart or hung from the back of a wheelchair. This is a significant technological



*A social worker enters notes into the system in a resident's room*

breakthrough for both the resident and the facility in that it allows greater mobility and will help improve residents' self-esteem.

### New technology improves documentation, care

Electronic Charting is the latest method for documenting our residents' care. Numerous products are on the market but we chose one that would allow us to convert our current paper forms into an electronic format. Hospital nurses were the first to use this technology

well over a year ago. Social Services was the first ECF department to document at our residents' bedsides in our building. They literally are able to utilize a laptop computer to complete their forms while gathering data from our residents. Once a form is complete it is immediately available for the rest of the healthcare team to view.

In early December our 4<sup>th</sup> Floor started using the same technology to document vital signs and resident intakes/outputs. It's an exciting use of

technology that will benefit our residents by improving documentation.

### What's cook'n?

No ECF resident goes without a Christmas present on



*ECF staff assist residents with Christmas Shopping*

Christmas morning. To ensure this we have had active fundraisers throughout the year, often with the assistance of the Auxiliary and numerous volunteers. One of the latest efforts was a cookbook that is comprised of recipes from residents, staff, and volunteers throughout the facility. Through pictures and words this cookbook captures the essence of the facility for what it is...*family*.

## Ultrasound Imaging

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diagnostic information upon which to base their diagnoses. In less advanced systems, up to half the ultrasound information coming back from the body is lost. OHC's new system can handle as much as twice the acoustic information of other systems and Dr. Maresca said that makes a big difference.

"Our clinicians are now able to detect and define subtle abnormalities, which can potentially lead to earlier diagnosis and treatment. For instance, SonoCT Imaging is a



*3-D imaging clearly shows a female fetus sucking on her fingers in the third trimester.*

great advance in the evaluation of breast tissue and, in some instances, this technology may permit an ultrasound exam to replace more expensive and/or invasive imaging procedures. It also enables expectant parents to see 3-D images of their baby. We're committed to providing the best diagnostic imaging services to our physicians and patients and this is one more example of our leadership in this area," Dr. Maresca concluded.

# Meet Our Newest Promise Keepers



OHC's Customer Service Committee recently selected more employees for recognition as keepers of our "Promise to Care". We are proud to acknowledge their outstanding acts of kindness and exemplary customer service.

## Beth Collins, CNA, and Theresa Joslyn, Ward Clerk, Extended Care Facility

An ECF resident experienced one of life's more difficult tragedies when her husband passed away after a long illness. This was her greatest fear when she came to the ECF and the staff all



Beth Collins, CNA

pitched in to enable a frail, elderly, dependent woman to be part of her husband's funeral and have the closure she needed. After working all day, Beth and Theresa took our resident to the calling hours from 7 pm to 9 pm. Then, on her regularly scheduled day off, Beth worked several more hours transporting our resident back and forth to the funeral, church and cemetery. This

dedication and compassion is a beautiful reflection of our "Promise to Care."



Theresa Joslyn, Ward Clerk

## Carol Peryer, LPN, Lullaby Center

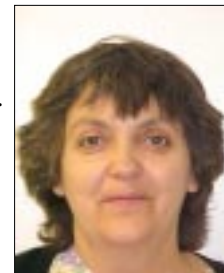


Carol Peryer, LPN

"I had just given birth to my second child and in a lot of pain. My five-year-old daughter was with me and is quite the 'busy body'! Not only did Carol do an excellent job of caring for me and making sure I had EVERYTHING I needed at all times - despite how busy it was -but she also helped out with my daughter by letting her help change my bed and the couch. Carol was very personal, loving and caring and comforted me throughout my stay." *A grateful mother.*

## Laura Shetler, Canastota-Lenox Health Center

A patient of our Canastota-Lenox Health Center found herself experiencing chest pain and called the health center for help. After assessing the situation and alerting the physician, Laura contacted 911 and arranged for ambulance transport to OHC, where the patient was admitted and treated. She recovered fully and was so pleased with the caring concern and prompt response to her needs that she wrote a letter praising Laura's efforts to the local newspaper.



Laura Shetler

## David Gauthier, Laboratory

Waiting for news about a loved one's condition or test results can be a very anxious and stressful time. It can sometimes be emotionally overwhelming, especially if the individual is waiting all alone. When Dave observed one such visitor, he took the time to sit with her in the hospital chapel and to offer reassuring comfort at a time when it was most needed.



David Gauthier

## Laundry Makes a Clean Start

The laundry building construction project is complete and operations are underway at the new site. Steam began billowing from the new boiler right on schedule on October 20<sup>th</sup>, signaling an exciting new chapter for OHC.

Of course, the laundry operations had been located at the site of the former hospital on Broad Street, since the mid-1930's. Laundry has been trucked back and forth to the current hospital for over 30

years. Now, the only laundry that is trucked is from our other sites, such as the Rehabilitation & Wellness Center and our community health centers. The laundry carts are



wheeled through a new tunnel extension that connects the hospital to the new building. The nearly \$3.5 million project has resulted in a roomy new building and some new state of the art washers & dryers and other related equipment. One

of the design highlights is a sophisticated air handling system that prevents air from the dirty laundry room from infiltrating the room with the clean laundry. The expanded capacity also opens the possibility of other area facilities contracting with OHC for their laundry services. Housekeeping/Laundry Director, Richard O'Grady, said that the staff is understandably pleased to be working out of a brand new facility. "There's a real sense of pride and it shows in everything they do," he said.

# 35,000 Reasons To Choose OHC for your Imaging Services...

✓ In 2003 OHC performed some 35,000 X-ray, CT, MRI, Ultrasound, Nuclear Medicine and Mammography exams for our patients, making us the largest imaging center in Madison County—a testament to the quality, convenience and excellence of our services

✓ The most up to date and best imaging equipment and technology available in the region and only getting better with the recent acquisition of two “state of the art” Philips ultrasound systems, and the soon to be available Siemens MAGNETOM MRI

✓ Digital imaging technology that creates the sharpest, clearest, and highest quality radiology images available anywhere today



✓ Expertly trained Radiologists who possess the clinical excellence and specialized training one typically finds in much larger healthcare facilities

✓ Fully accredited department, including the *area's only* CT service accredited by the American College of Radiology



✓ Specialty consultation available right in Oneida with the area's only Board Certified Neuroradiologist – you can have complete confidence in the interpretation of your exam results

✓ The largest Mammography service in Madison County with three convenient locations to satisfy the scheduling needs of today's busy woman

✓ ImageChecker digital mammography system that provides an automatic “second opinion” to the radiologist reading your mammogram—confidence you can count on

✓ 24 hour availability of consultation and image interpretation by a radiologist through a sophisticated teleradiology network that can send digital images anywhere in the world

✓ Coming soon in 2004, the ability to send your x-ray image and report directly to your doctor's office or home computer so he or she has instant access to your important clinical information

✓ A commitment to continue to bring the best available technology and services to Madison County

✓ And most of all, the OHC commitment to caring you've grown accustomed to expect

## MAGNETOM Symphony MRI

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The new MRI system works to enhance the patient's experience through three main strategies:

1. All imaging processes are automated, making them faster and simpler. The scanners can detect movement during image acquisition and make instant corrections, eliminating additional exams and facilitating faster diagnosis.
2. With this new Siemens MR system, coils only need to be positioned once during the examination. This speeds up the whole procedure, providing higher patient comfort and short exam times. The rest is done automatically for reliable, high quality diagnostic results.
3. It can be used to perform a wide array of clinical applications, including neurology, angiography, spectroscopy, orthopedic and cardiac examinations.



## Coming Soon

Oneida Healthcare Center is currently developing permanent space to house the new MRI system and this state of the art technology will be operational by the spring of 2004. Meanwhile, we continue to provide MRI service in the modern mobile unit that has been serving the hospital for several years.

### Insist on the best!

A million dollar piece of equipment is a significant investment but it is simply the latest example of Oneida Healthcare Center's ongoing commitment to our mission. That mission is to be the area's leading provider of healthcare services and

to make the best technology easily accessible. Isn't that the kind of imaging center you want for yourself and for your family? It's your choice. If you want the best, ask your physician to schedule your imaging exams at Oneida Healthcare Center.

# OHC Auxiliary Launches Special Project for Victims of Abuse

**W**hen victims of sexual abuse are treated in the Emergency Room at Oneida Healthcare Center, their clothing is confiscated by police for evidence and, until recently, they would be sent home in a hospital gown.

Jan DeRocker, nurse manager of OHC's Emergency Department, had always wished there was a way that the hospital staff could provide suitable clothing for the victims when they are discharged.

The need for this service was on DeRocker's mind when the departments at the hospital compiled their annual "wish list," items that department heads hope the Oneida Healthcare Center's Auxiliary will purchase from their fundraising efforts.

The OHC Auxiliary was surprised to hear how great a need there was for this project. Each year approximately 40 adults and children are seen at the OHC Emergency Department as suspected victims of sexual abuse and their

clothing is taken by police for evidence.

The Auxiliary voted unanimously to take on this important project. They purchase sweat pants, shirts, underwear and socks in a variety of sizes and use the clothes to prepare courtesy bags that the Emergency



*ECF Volunteer Coordinator, Phyllis Montague-Harris left and ER Nurse Manager Jan DeRocker accept the \$1,000 check from Oneida Wal-Mart Associate Tina Church.*

Department nurses can give to a victim in need. The bags also include a brush and comb set and some toiletries.

The auxiliary is being helped with this important project by the Oneida Wal-Mart, which donated \$1,000 to the auxiliary for the purchase of the clothing items. Store Manager Amy DeJohn said she thought the auxiliary's project was very worthwhile and she was pleased that Wal-Mart could help meet this important need.

Cheryl Matzke, coordinator of Child and Family Services, which runs the local Victims of Violence agency, applauded the OHC Auxiliary for their foresight and their desire to help victims at their most vulnerable.

"I am delighted that the people in the Auxiliary are conscious of the needs of the victims treated at the hospital," she said. "This is a

service to victims that has a direct impact and helps them immediately."

The Auxiliary prepares clothing bags in a variety of sizes and replenishes items as they are used.

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