



UHS Stay Healthy

ISSUE 3 / 2019

YOUR RESOURCE FOR HEALTHY
LIVING AND WELLNESS

Star Students

UHS and New Visions prep
future healthcare pros

A GATEWAY TO HEALTH

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enhance UHS Wilson
Medical Center campus

SPOTLIGHT ON TELEHEALTH

UHS brings walk-in care
to your smartphone
and telehealth visits
to local schools

Building for tomorrow



If you've visited or driven past our UHS Wilson Medical Center campus in recent months, you've doubtless seen all of the construction activity. The construction is our Gateway project, which will replace most of the old Picciano Building with a

new, four-story structure, creating a modern kitchen, dining space and retail grab-and-go snack service, as well as areas for offices, meeting rooms and supply-chain functions. You will see an enhanced UHS Wilson campus, more accommodating to the thousands of patients and visitors who access the facility in a year's time, as well as the 2,000+ providers and employees who work at the site every day.

Similarly, in Norwich, the Chenango Medical Neighborhood Plan is underway. This will redesign and redeploy UHS Chenango Memorial Hospital resources to improve access to essential and specialty services and enhance outcomes. It will include right-sizing the Emergency Department, creating an urgent care service, improving imaging services and expanding cardiology and cardiac rehabilitation.

This year we also opened a fourth Walk-In Center, at Weis Plaza at 160 Robinson St. on Binghamton's East Side. We made a live visit with your healthcare provider just a click away on your smartphone with our Virtual Walk-In service. And we launched a retail pharmacy at 33 Mitchell Ave., across from UHS Binghamton General Hospital.

We have embarked on these enhancements to enable our campuses and clinical services to function more efficiently and effectively. Our goal is simple but profound: a better patient experience across the UHS System. Through all of these actions, we are ensuring that you and your family have access to the best healthcare resources, delivered in a safe, comfortable, healing and restorative environment. So stay tuned as we build for tomorrow!

John M. Carrigg
PRESIDENT & CEO OF UHS



CONSTRUCTION ON THE GATEWAY BUILDING IS EXPECTED TO BE COMPLETED THIS FALL.



+ Interior renderings of the new Gateway Building show how some of the new space will be used. The project will bring food services, including a full kitchen, back to the UHS Wilson Medical Center campus as well as room for staff and visitors to dine. New meeting rooms will offer UHS administrative and medical staff more space to collaborate.



MORE UHS CONTENT ONLINE

GET THE LATEST NEWS

Sign up for our e-newsletter, direct to your inbox, to receive the latest UHS updates and stories from our community. Visit stayhealthyuhs.org.

a gateway to health

New construction project to enhance UHS Wilson Medical Center campus

You may have noticed some changes at the UHS Wilson Medical Center campus in Johnson City this summer. Demolition of 75% of the old Picciano Building has been completed and work is now starting on the Gateway project, which will renovate the remaining 25% of the Picciano Building.

“The new Gateway Building will primarily be a support building,” says Gail Thalacker, vice president for Operations at UHS. “One of our biggest priorities is a brand-new, fully operational kitchen and dining area, which will span three floors.”

In addition to providing a place for patients, families and UHS staff to eat on the UHS Wilson campus, the Gateway Building will also maintain support functions with a basement tunnel to move materials efficiently and a bridge allowing patients and employees to walk from one end of the building to the other easily. The facility also includes a helipad for emergency patient landings and meeting and office space for UHS medical and administrative staff.

John M. Carrigg, president and CEO of UHS, remarked on these enhancements: “This will make the medical center more accommodating to the patients, visitors, providers and staff who access the facility on a daily basis.”



Walk On In

UHS opens new Walk-In Center on Robinson Street in Binghamton

Greater Binghamton recently became home to the newest UHS Walk-In Center, our fourth in the area. This new Walk-In Center is located at 160 Robinson Street on Binghamton’s East Side, sharing a building with UHS Primary Care Robinson Street.

Expanding walk-in care and making access to care easier for our community is an important part of The UHS Way. This new center brings the high level of care patients expect to a recently renovated space in a portion of the Weis Plaza.



WALK IN TODAY

Visit the new Robinson Street Walk-In Center today at 160 Robinson St. It is open from 8 a.m. to 8 p.m., seven days a week. Check wait times and reserve your place at nyuhs.org, or call 607-296-2222 to learn more.



GAME ON

Register now at nyuhs.org.

2019 UHS GOLF EXPO PRESENTED BY DR. BAI LEE

As part of the Dick’s Sporting Goods Open, join UHS and Jack Nicklaus for a live presentation. The Expo begins at 4 p.m. on August 14, 2019, with “Stories with Jack” starting at approximately 6 p.m. It will take place at the En-Joie Golf Course in Endicott, N.Y. Mr. Nicklaus will share with the crowd stories of his legendary career. The event will be emceed by SiriusXM Radio’s Dave Marr and guests will also have the opportunity to ask questions of the six-time Masters Champion.



virtual VISITS

The new UHS Virtual Walk-In Program brings walk-in care directly to patients

The next time you're sitting at home and feeling the telltale symptoms of a cold—stuffy and runny nose, scratchy throat or watery eyes—instead of heading to the Walk-In Center, consider turning to your phone or computer. The recently launched UHS Virtual Walk-In Program allows anyone to have appointments with UHS providers over the internet in real time.

"After answering a few questions online, patients will confer with local walk-in providers," says Anthony Consolazio, MD, lead physician of UHS Walk-In Centers and one of the providers participating in the program at UHS Vestal Walk-In. "We review the patient's electronic health record and then enter into a video conference with them, which works on any internet-connected device with a camera, such as a smartphone, tablet, laptop or desktop computer."

ADVANTAGES OF ACCESS

Dr. Consolazio explains that the Virtual Walk-In Program provides several benefits for members of the UHS community, whether they are current patients or have never visited a UHS location. Not only is it a convenient way to get checked for the types of problems seen at a Walk-In Center—including colds, flu, rashes and pink eye—but it also means you don't have to sit in the waiting room with other patients, being potentially exposed to their illnesses.

"It improves access because the prevalence of connected smartphones or other devices is relatively

high, and for a lot of folks it's higher than the prevalence of easy transportation," says Dr. Consolazio. "It also makes us more efficient because we don't have to have open rooms for patients. Once we're done with a Virtual Walk-In patient we can see the next patient with a few clicks."

THE UHS WAY

According to Dr. Consolazio, possibly the most important aspect of the UHS Virtual Walk-In Program is that the providers you conference with are UHS providers, rather than the third-party unaffiliated doctors that some virtual care systems use. And for current UHS patients, providers can also access a patient's electronic health record and the virtual visit will become a part of that permanent record.

"Unlike many services, you're seeing actual local UHS providers," says Dr. Consolazio. "Because of this, if the provider deems the patient's issue is more serious and an in-person visit is necessary, the patient can come in to see that same provider—or visit their local UHS Walk-In Center which can receive the information from the virtual visit."

And Dr. Consolazio also emphasizes that whether patients are seen virtually or in person, they receive the same treatment. Patients who use the Virtual Walk-In Program will not only receive instructions and contact information for follow-up questions or care, but they can also be prescribed medicine virtually, just as if they were there in person. 📺



CHECK IT OUT

The UHS Virtual Walk-In Program recently launched. Visit nyuhs.zipnosis.com to take a look, or to see a UHS provider now if you're feeling ill.

the new SCHOOL

UHS brings its successful telehealth initiative to a local high school

For the past few years, UHS has quietly expanded its telehealth offerings. To put it simply, telehealth allows UHS providers to bring the same personal and individualized care that they give to patients in person to other patients remotely, using the internet.

Beginning with telemental health services at UHS Delaware Valley Hospital and continuing with other projects, such as follow-up diabetes care, cardiology, endocrinology and dermatology, UHS is now bringing telehealth care to its Walk-In Centers (see “Virtual Visits” on page 4) and to local schools.

WHY TELEHEALTH?

While the convenience factor of telehealth is obvious—it allows patients to receive care closer to where they live, making traveling for care less onerous—it also provides access to services for people who might not otherwise have that access. John J. Gianonne, MD, family medicine specialist at UHS Primary Care Deposit, who is heading up the UHS school-based telehealth program, explains that for a significant portion of the UHS community, the travel time required to visit a specific location for specialized services can be a barrier to care.

“If you think about it, there are many services specialists provide that don’t require patients going to the specialist’s office,” he says. “There are many things that can be done with a patient at a remote site, so they don’t have to worry about traveling long distances to seek specialty care.”

MEETING STUDENTS WHERE THEY ARE

After a launch at the Windsor Central High School this spring, UHS’ school-based telehealth program will expand to the entire Windsor Central School District in Windsor, N.Y., this fall. Students who are ill will be able to video conference with UHS physicians while at school, and physicians will be able to examine them, recommend treatments and prescribe medications if appropriate.

This program has many advantages for students and their parents. Not only does it keep students in school and also make getting treatment for everyday illnesses easier for them, but it also means they don’t need to be picked up from school and taken to the doctor,

saving their parents a trip and the need to leave work.

“I think that telehealth is going to be an extremely valuable tool for us moving forward,” says Doris Hughes, FNP-BC, BC-ADM, nurse practitioner at the UHS Diabetes & Endocrinology Center. Since she started administering diabetes follow-up visits using telehealth, Ms. Hughes has had over 150 telehealth visits, including over 100 visits just this year. “We have a huge region to cover, and the technology allows us to provide these services to more patients.”

While the school-based telehealth program is currently only operating at Windsor Central High School, the plan is to push it to other school districts in the area. In general, Dr. Gianonne explains that the expansion of telehealth is an important way for UHS to reach out to its growing community and, ultimately, provide better access to services.

“When I think about the future of telemedicine, what we’re doing now is the first step,” he says. “And that’s where UHS is headed.”



CONVENIENT CARE

In addition to its various telemedicine programs, UHS also recently launched the UHS Virtual Walk-In Program. Visit nyuhs.zipnosis.com to learn more.

New Visions graduate
Sonia Nunez, RN

STAR *students*

*UHS and New Visions prep
future healthcare pros*

“The clinical staff is so phenomenal—they share their experience and expertise with the students. This year students got to see a birth, a life flight transfer and a circumcision. They help roll a patient out at discharge, instead of just sitting in the classroom.”

—REBECCA FRANCO, RN

If you have ever stopped to wonder where the newest crop of healthcare professionals is coming from, you don't have to look any further than the hospitals in the UHS system. For 25 years, UHS has partnered with the New Visions Program administered by the Board of Cooperative Educational Services (BOCES) to provide an in-depth internship program for high school seniors interested in pursuing healthcare careers.

Students from all area school districts can apply for the program, which has rigorous standards, in February of their junior year. They must submit their grades, an essay and three formal recommendations. Those who pass the first hurdles then meet with an interview panel. Ultimately, 28 students are selected for the New Visions Health Academy each year. There are also four other academies, for Business, Education, Engineering, and Law and Government.

ON-THE-JOB EXPERIENCE

After that sort of application process, it's clear that this is not a glorified field trip. The students begin orientation in the summer, which includes training on healthcare protocols, patient privacy requirements and professionalism. Maureen Malloy, New Visions Health Academy coordinator for Broome-Tioga BOCES, instructs the students and oversees their progress. “It's a full-year, college-to-career program,” she says. “After completing summer assignments, the students begin orientation with classroom time when school starts in September. During school, they are in program classes from 8 to 11 a.m. every day.” Once students have been thoroughly grounded in everything from taking blood pressure to how to answer the phone, they begin their rotations. Each student spends two days a week in a different

department observing procedures and patient care, and occasionally lending a hand.

A COLLEGE PREVIEW

New Visions isn't just a job-shadowing kind of internship; students must write detailed reports on their rotations, complete college-level coursework, conduct evidence-based research and attend high school in the afternoons.

"They are graded on their coursework and participation," says Academy coordinator Maureen Malloy, and those grades are reported back to their high schools as well as to the colleges, like SUNY Broome, that grant course credits.

Besides the academic credits, New Visions students might also be able to take advantage of other options for college: The Albany College of Pharmacy and Health Sciences offers a \$5,000 scholarship for New Visions students. "They've had great success with New Visions students in the past, so they want to reward them," says Rebecca Franco, RN, New Visions allied health coordinator and teacher at UHS Chenango Memorial Hospital, which partners with the Delaware-Chenango-Madison-Otsego BOCES for their program.

Sonia Nunez, RN, participated in the program in 2013. "My mom works as a dental hygienist, and I always knew I wanted to be in healthcare. I had a friend who did New Visions in the previous year, so I decided to apply."

"It was awesome to see everything," she continues. "We saw a teaching autopsy, and were hands-on. I did a rotation with the ambulance and ER, and I saw a patient have wisdom teeth pulled." Ms. Nunez went into the program thinking that she wanted to have a career in dental surgery. "But every single rotation I went to, there was a nurse, and whenever I wanted to do anything or know anything, the nurse helped me."

CAREER INSPIRATIONS

Not surprisingly, Ms. Nunez changed course, pursued a bachelor's degree in nursing and is now an RN in the observation unit of the UHS Wilson Medical Center ER.

"A lot of our students come back to Chenango," says Ms. Franco. "Through this experience, they can ask themselves, 'Can I see myself doing this?' So often the answer is 'yes.' It's great to see my current students working with my former students!"

Ms. Nunez feels the same way. She works the night shift and sometimes sees the current crop of New Visions students as she heads home in the morning,

CELEBRATING OUR NEW VISIONS STUDENTS 2018-2019

- | | | |
|---|--|---------------------------------------|
| Evan Anderson — Seton Catholic Central | Kendra Faughnan — Binghamton | Haley Ritter — Maine Endwell |
| Krista Anderson — Maine Endwell | Alexis Gombach — Bainbridge | Madison Schmerder — Vestal |
| Nicholas Anderson — Seton Catholic Central | Grant Grabowski — Johnson City | Jecholiah Stephenson — Vestal |
| Madison Baciуска — Afton | Isaac Hadac — Greene | Brooke Symonds — Sherburne |
| Brenna Baker — Norwich | Jacklyn Hardler — Chenango Valley | Maria Thompson — Oxford |
| Jaylen Bennett — Windsor | Olivia Hopko — Maine Endwell | Kaiyu Tio — Susquehanna Valley |
| Zamira Caldwell — Bainbridge | Ashley King — Sherburne | Jade Whitney — Greene |
| Hailey Colabelli — Norwich | Kristina Knight — Newark Valley | |
| Morgan Conklin — Norwich | Lauren Loiselle — Sherburne | |
| Kerri Cook — Deposit | Jenna Mack — Greene | |
| | Katelyn Porter — Bainbridge | |

"I see them in their white coats, they're so nervous and don't want to get in anyone's way."

CULTIVATING YOUNG PROFESSIONALS

New Visions has served as an important pipeline for UHS hospitals. Program participants have returned to work in the hospitals as physicians, nurses, advanced practice providers, radiologic technologists, physical therapists and more. "One of ours is working at the Women's Health Center," says Ms. Franco, "and three others have applied to medical school—UHS Chenango Memorial has given them terrific recommendations."

"The program helped me to be more comfortable," says Ms. Nunez. "I learned professionalism—how to dress and what to say—so I went into nursing school with those skills."

At the end of the program year, participants write a 20-page paper and give a 30-minute oral presentation on a topic they are interested in. Hospital staff are invited to be in the audience, along with students' high school administrators. 🌱



GREAT START
 For more information about New Visions, visit btboces.org/NewVisionsHealth.aspx.



on the safe side

Have a worry-free summer with these sports safety tips

The sun's out, temperatures are rising and summer sports and outdoor activities are in full swing. Before you run outside, Micah Lissy, MD, MS PT, ATC, CSCS, UHS orthopedic surgeon and sports medicine physician, offers some tips to stay healthy and injury-free this season:



TAKE IT SLOWLY.

It takes 7 to 14 days for a body to adapt to exercising in the heat. "You can't go outside on a 90-degree day and do the same things you were just doing when it was 70 degrees. You can get seriously ill," says

Dr. Lissy. He recommends taking frequent breaks and slowly acclimating to the searing temperatures.

STAY HYDRATED.

Drink water before, during and after exercise. "As a rule of thumb, athletes should be drinking 200–300 ml for every 15 minutes of exercise," Dr. Lissy says. "And most sports drinks have as much sugar as soda these days, so they don't adequately hydrate you." According to the National Athletic Training Association, dehydration can also reduce muscle strength, so not only will you feel better by drinking water, you'll perform better, too.



CHECK THE WEATHER.



In addition to extreme high temperatures and humidity, thunderstorms bring their own dangers. If lightning is present, athletes should stay inside or seek an enclosed building that has plumbing, Dr. Lissy cautions. "Dugouts don't count," says Dr. Lissy. He adds that an enclosed school bus or other vehicle is better than nothing.

PROTECT YOURSELF.



Whether riding a bike or playing baseball, protective equipment like a helmet or pads must be worn. To avoid overheating, unnecessary equipment can be taken off for training, but be sure to put them back on for games, Dr. Lissy says. And don't

forget the sunscreen, sunglasses and hats to shield your skin and eyes.

REST.



Dr. Lissy says that approximately 50% of serious injuries for middle schoolers and high schoolers are overuse in nature, like throwing too many pitches during baseball season. "Some sports like baseball are now year-round," says Dr. Lissy. "A three-month break from any sport is recommended, ideally filled with cross-training a different activity." If something hurts, listen to your body and take a breather.

KNOW YOUR TERRAIN.



A field is not as predictable as a gymnasium floor, so be

cautious. "Some of our fields can have uneven aspects that can lead to injuries like ankle sprains," says Dr. Lissy. Field hockey has the most reported ankle injuries of any sport, followed by other outdoor sports like football, soccer, lacrosse and softball.



TREAT INJURIES.

If you're unsure if you need medical attention, Dr. Lissy says there are a few things to look for. "If there is a deformity, the pain is so severe you can't put weight on it or use that limb, or if the discomfort is lasting for a long period of time, the injury needs to be looked at by a doctor." Also seek medical attention if you have suffered a head injury or suspect a concussion.