



UHS Stay Healthy

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YOUR RESOURCE
FOR HEALTHY LIVING
AND WELLNESS

A new **Front Door** to care

The UHS Wilson Project will transform
UHS' flagship medical center

+ Pictured: A rendering of the future
UHS Wilson Medical Center patient
tower on Main Street in Johnson City.

Building the future of quality care

Creating a great patient experience is what the Wilson Project is all about. The goal of the exciting new



clinical tower taking shape at UHS Wilson Medical Center is to provide a state-of-the-art healing environment for the patients we serve in the Southern Tier well into the future.

The project is the culmination of an incredible amount of

foresight, dedication and hard work on the part of a number of people: community supporters, board members, foundation donors, providers, employees and project partners.

The groundbreaking ceremony we held in April represents a major step forward in the enhancement of UHS Hospitals' facilities. The result will be not just a magnificent building—and it will be magnificent—but a great place to provide and receive care.

The structure is the largest capital project UHS has ever undertaken, and the first expansion of the UHS Wilson campus in more than 30 years. The tower will give us even more capacity to deliver quality care. We will also be able to recruit and retain outstanding physicians, advanced practice providers and clinical staff who will be attracted to a modern, state-of-the-art medical center complex.

For all of us, for our neighbors and loved ones, and for the generations yet to come, the Wilson Project will support excellence in care and address the needs of the critically ill in our region.

We are thrilled by the opportunity to move ahead with a project of this magnitude and importance. We are incredibly grateful for the community support that has made it possible. And we are committed to using the clinical resources that will be available here to save lives and serve tens of thousands of individuals and families in the years ahead.

John M. Carrigg
PRESIDENT & CEO OF UHS



Next-level Virtual Care at UHS

UHS Virtual Healthcare is improving access for patients

Seeing the value virtual healthcare provides to our community, UHS has organized its telehealth services under one banner—UHS Virtual Healthcare—to allow patients increased opportunities to get the care they need from the comfort of their own homes. “We’re at the point where we have a unified program,” explains John Giannone, MD, medical director of UHS Virtual Healthcare.

Sean Britton, system program manager, Virtual Health and Digital Transformation, says this unification reveals UHS’ commitment to virtual healthcare. “It shows that UHS really has a wide variety of offerings for our community,” he says.

There are currently four programs included under the banner of UHS Virtual Healthcare, explained at right.



STAY CONNECTED

Check out stayhealthyuhs.org to sign up for our e-newsletter and get the latest UHS updates.



Dr. Giannone says feedback from patients has been that of astounding appreciation, providing a new level of convenience for those who wish to take advantage of UHS Virtual Healthcare. “I think people really appreciate not having to leave their house to see the doctor,” he says.

Mr. Britton adds that this initiative exemplifies UHS’ mission of quality care and service. “We’re pursuing our organizational values of innovation and helping to provide patients in our community with the most cutting-edge methods of care available,” he says.



TRY A VIRTUAL VISIT TODAY

For more information on how to access any of the programs offered under UHS Virtual Healthcare, visit nyuhs.org.

ACCESS YOUR RECORD ANYWHERE

Take advantage of the MyChart Patient Portal

Did you know that UHS patients have access to MyChart, a secure online platform that allows you to view your medical record? MyChart is an easy-to-use and convenient system that puts you in control of your medical information, allowing you to be a more active participant in your healthcare.

You can do much more than simply view your medical record in MyChart. You can also:

- View test results
- Send messages to your care team
- Manage appointments
- Request prescription refills
- Track your health (such as your blood pressure, blood glucose, etc.)
- View after-visit summaries
- Receive health maintenance notifications
- Pay your bill
- Access your medical information outside of business hours

If you haven’t signed up for MyChart yet, now is a great time to get started! UHS is continually updating the platform and adding new features that make keeping track of your health easier.



GET ACCESS

Sign up for MyChart today at nyuhs.org/mychart.

4 PROGRAMS UNDER THE BANNER OF UHS VIRTUAL HEALTHCARE



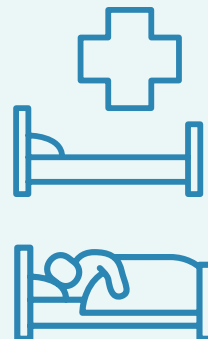
UHS VIRTUAL WALK-INS

First launched in June 2019, this service allows patients with minor acute medical issues to seek treatment by a UHS provider via a real-time video call. “[This program] was the first accredited consumer-to-provider telehealth offering by a healthcare system,” Mr. Britton says.



UHS VIRTUAL PROVIDER CARE

If patients are unable to make the trip from home to see their provider, they can request a virtual appointment by calling their provider’s office. These requests are ultimately granted or denied by UHS providers, as a virtual visit may not be appropriate for certain healthcare needs.



UHS HOSPITAL CARE AT HOME

This service is for patients who need hospital care but are otherwise able to receive treatment at home. There are two options for patients: inpatient and outpatient. “Outpatient Hospital Care at Home involves a short hospital stay at a UHS facility followed by early discharge of the patient to their home, where they are still monitored virtually (and in person, if needed) by UHS medical staff,” says Dr. Giannone. “Inpatient Hospital Care at Home is giving patients the exact same care they would receive during a normal hospital visit except they’re located in their living room.”



UHS REMOTE PATIENT MONITORING

Patients who are dealing with chronic illness, such as COPD, are provided with medical instruments or devices, such as an automated blood pressure cuff or pulse oximeter, to allow for remote monitoring of their vitals. This saves patients from having to travel to have these measurements taken.

BY THE NUMBERS

The UHS Wilson Project is a huge undertaking for our community. Here are a few of the features it will have:

- 6-story, 183,000 sq. ft. tower
- 120 private rooms
- Built to serve 50,000 Emergency Department patients per year, a 25% increase in capacity
- 7 to 9 minute improvement in time from helipad to bed

The UHS Wilson Project will transform UHS' flagship medical center

a new

FRONT DOOR

to care

Innovation is a main priority at UHS, and nowhere is that more clear than in the UHS Wilson Project, which is part of a multiyear plan to update and transform the UHS Wilson Medical Center campus in Johnson City.

“The overwhelming goal is increased patient privacy and improved patient experience,” says Michelle Karedes, senior director, strategic facility planning, at UHS. Ms. Karedes explains that there have not been any major additions to the UHS Wilson campus in about 30 years, and the project will better equip the organization to effectively deliver the next generation of care.

MAKING AN IMPACT

An innovative plan for expansion and renovation was developed to guide the project, and construction of the new main patient tower and Emergency Department (ED) began in January, with an official groundbreaking in April. The new, six-story, 183,000-square-foot clinical tower will be the most striking aspect of the project, creating 120 private patient rooms in a beautiful building full of natural light, while including modern equipment and conveniences patients and clinicians alike expect in a hospital experience.

The first thing patients will notice is UHS’ new “front door.” Community members who are familiar with the current facility know that the entrance is off Main Street, which can sometimes be confusing for newcomers to locate. However, the new UHS Wilson patient tower is designed for its front door to be right on Main Street, making wayfinding easier for patients and creating an impressive visual impact for the community.

ATTENTION TO DETAIL

Of course, the new entrance is far from the only improvement patients will experience because of this

construction. Here are just some of the important updates that will happen as part of the UHS Wilson Project:

- **Creating 120 private patient rooms.** Construction of the new tower will help UHS get to nearly 100 percent private patient rooms at UHS Wilson Medical Center. Privacy creates a more comfortable healing environment for patients.
- **Increasing space for patient support.** The new private rooms also will have space for patients’ caregivers. The space will also make communication between providers and patients easier—when everyone will be in the same room, everyone will be part of the care conversation.
- **Providing new technologies in every room.** Computer access in each room will make the experience easier for clinicians and patients. These technologies support modernized care delivery models, so medical center staff can continue to effectively serve the community.
- **Adding an inpatient MRI.** This will enhance available imaging capabilities.
- **Expanding emergency services.** The project will create a new ED and Trauma Center, with 45 private treatment rooms and four semi-private trauma suites, in a space three times larger than the current ED. A recovery room and surgical support area will be included.
- **Installing a helipad on the tower roof.** Patients being transported via helicopter will have direct access to the ED. This improves the time from arrival to a hospital bed by 7 to 9 minutes—an extremely beneficial enhancement for emergencies when time is of the essence.

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+ (Below left) When completed, the UHS Wilson patient tower will be an impressive landmark on Main Street in Johnson City. (Right) Every aspect of the UHS Wilson Project has thoughtful design behind it, such as the new reception area, pictured in a rendering here.



FINDING OUR NICHE

One of the biggest priorities when planning the UHS Wilson Project was better serving the UHS community. UHS is recognized by NICHE (Nurses Improving Care for Healthsystem Elders) as a Senior-Friendly facility. It was important that elements of the physical environment were considered to ensure the needs of older adults will be met.

Stephanie Jester, MSN, RN, NE-BC, director of nursing at UHS, explains: “We were able to incorporate many of the evidence-based elements that are recommended for the population we serve into the design,” she says. “We made sure that we had aspects like ample lighting—both natural and electric—and features like grab bars and larger restrooms. We were able to successfully interweave these into the design for the overall betterment of our patients and their experience.”

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- **Adding dedicated ED parking.** Providing a dedicated parking area for ED patients and visitors will improve accessibility to the department.

A HEALING ENVIRONMENT

“We talked about the feeling of the new building and the environment from the beginning of the project,” says Ms. Karedes. She explains that when designing the new building, plentiful natural light and giving the building an organic feel were both big priorities to make it feel like a space for healing.

“There will be a lobby terrace outside for visitors and staff to collect their thoughts as well as get some fresh air,” she says. And inside the building, a new meditation room will be available in addition to the existing campus chapel, so there are multiple options for visitors and employees to collect themselves and de-stress.

ATTRACTING THE BEST

“While not the main goal of the UHS Wilson Project, one great benefit of improving the facility is that it will be more attractive to providers as a place to practice medicine,” says UHS cardiologist Hisham Kashou, MD. Dr. Kashou points to the strong ties that

UHS has with Binghamton University, SUNY Broome Community College and SUNY Upstate Medical University.

“The collaborative educational opportunities with these academic entities, in addition to our own fellowship programs, will be enhanced by the new state-of-the-art facility,” he explains. “We have many young, educated individuals who come here to train at the beginning of their careers. They receive excellent training, and not all choose to stay.” A more modern facility will help with recruitment and retention of clinical professionals.

In every way, the UHS Wilson Project is an investment in the future of our community. Completion of the new tower is planned for 2024, and the full project will be completed by 2025. The immediate result will be improving the care UHS can provide to patients and making their experiences at the hospital as comfortable as possible. And with this brand-new, modern building, UHS will be situated to provide high-quality care for years to come.

“Most importantly, the goal of the Wilson Project is to create an exceptional patient experience by modernizing our UHS Wilson Medical Center campus,” says John Carrigg, president and CEO of UHS.

Learn more about the status of the UHS Wilson Project at nyuhs.org.



✦ (Left) The groundbreaking ceremony for the Wilson Project occurred April 28 on Main Street in Johnson City.



The UHS Wilson Project would not be possible without generous donations from our community. To learn how you can donate or get involved with the UHS Foundation, visit nyuhs.org/give-back.



✦ The new, modern ED at UHS Chenango Memorial Hospital improves privacy, safety and much more.



A worthy FACILITY

The new UHS Chenango Memorial Hospital ED and Walk-In Center serves as a beacon of care for the community

“It stops me every time we walk in. Looking at the old versus the new—it’s jaw-dropping,” says Hans Franklin, UHS Chenango Memorial Hospital Emergency Management lead, as he stands surveying the Norwich hospital’s new 16,000-square-foot Emergency Department (ED) and Walk-In Center.

The new ED replaces the 6,600-square-foot emergency room that has served the community for the past 25 years. It sits next to the new Walk-In Center, which is the only urgent care facility of its kind in Chenango County. According to Tanya Harkness-Huggins, nurse manager of Emergency Medicine at UHS Chenango Memorial, only a handful of healthcare facilities across the country have a similar hybrid model.

“Our community spoke to us,” she says, explaining that feedback from patients, area businesses, local EMS and other stakeholders guided some of the most important decisions in developing the space, particularly the Walk-In. “Now, we finally have a facility worthy of the patients and community we serve, as well as our caregivers.”

Both Mr. Franklin and Ms. Harkness-Huggins speak with pride when they talk about the new spaces, and rightfully so. They, along with many of their colleagues, were actively involved with the design and building of the custom spaces—a highly

collaborative process that spanned more than five years and involved a multitude of clinical and non-clinical staff, medical providers, construction partners and other stakeholders.

“There was a very large team of people that made this happen,” explains Richard Stone, director of Support Services and Construction Administration at UHS Chenango Memorial. “Without the vast knowledge of these multidisciplinary teams, we could never have made this new Emergency Department and Walk-In Center a reality.”

According to Mr. Stone, patient privacy, patient safety, patient flow, staff workflows and convenience were all key considerations as the planning team worked to create flexible, modern spaces capable of meeting the constantly evolving healthcare needs of the community.

“One of the exciting things about the new space is the efficiencies and multiple capabilities that we built into it,” he says. “That includes five exam rooms that can be walk-in, emergency room or even observation. We also have the ability to have a full decontamination suite with full isolation suites occupying the same spaces. Our goal was to redesign ambulatory services to preserve critical safety-net capacity and create new space for a range of ambulatory care and social services. And that’s exactly what we’re doing.”



The new UHS Chenango Memorial Hospital Emergency Department is more than 2x the size of its previous space.

CHECK IT OUT

Visit the new UHS Chenango Memorial Hospital ED and Walk-In Center at 179 N. Broad Street in Norwich. Learn more about the new facility at nyuhs.org.

A Safe Summer

5 simple tips to keep the season injury- and illness-free



Temperatures are rising, the sun is shining and it's time for outdoor activities like barbecues and outdoor sports. With all this fun ahead, it can be easy to lose sight of safety in the summer. Here are some tips to make sure your favorite summer activities are worry-free.



Shield the sun: Too much sun exposure can raise your risk of developing skin cancer, accelerate the signs of aging or, at the very least, cause a painful sunburn. Protect yourself by wearing sunglasses and a sunscreen with an SPF of at least 30, and don't forget vulnerable spots like ears and feet. If you do suffer a sunburn, soothe it with a cold compress and moisturizer, and be sure to stay hydrated. Seek a doctor if there is blistering or you develop symptoms like dizziness and nausea.



Prevent bumps and bruises: Wear protective equipment specific to your sport (like a helmet or pads), and treat any minor injuries immediately with ice or bandages. If the injury requires the attention of a specialist, UHS Sports Medicine is available to treat you and get you back in the game. Call the UHS Sports Medicine hotline at **607-762-3865**. For anything life-threatening, immediately call **911**.

Play with peace of mind: If participating in a sport, be sure to warm up, drink plenty of water and pay attention to the weather. If it's hot and sunny, wear sunglasses, regularly reapply plenty of sunscreen and slowly build up your pace to help your body adjust to the hot temps. If a summer storm is rolling in, stay indoors and wait for it to pass, or seek shelter immediately if you're already on the field.



Mind the grill: According to the National Fire Protection Association, grills are the cause of 10,600 home fires each year in the U.S. Additionally, 19,700 patients go to the ER every year because of grill-related injuries. To protect people, pets and structures, the U.S. Fire Administration recommends making a 3-foot safety zone around your grill. Stay nearby while it is on and clean it when you're done.

Dine worry-free: Barbecues and picnics are perfect ways to enjoy the weather, but there are special considerations for preparing, serving and storing food outdoors. Make sure to keep all food in the fridge until it is ready to grill or serve, cook it thoroughly (a meat thermometer is handy), and quickly put cooked and prepared food back in the fridge once everyone has prepared their plate. And be sure not to use the same utensils for raw and cooked food.



STAY SAFE

If you have medical needs this summer, whether for sports medicine or just a simple check-up, visit nyuhs.org to find a provider near you.

