



ISSUE 2 / 2023

Stay Healthy

YOUR RESOURCE
FOR HEALTHY LIVING
AND WELLNESS



UHS Wilson Project: Driving Patient Care Forward

How we're investing in the
patient experience



+ With the UHS Wilson Project and new partnerships, UHS is dedicated to bringing advanced and innovative care to patients in our community.



CLOSER TO HOME
Bringing lifesaving innovation to the Southern Tier

STAYING SAFE AND PREVENTING INJURIES
The UHS Trauma Center is offering programs to prevent injuries

A partnership for care and research



We at UHS are proud of our partnership with Binghamton University and the many benefits the relationship yields for the people of the Southern Tier. The launch of the Binghamton Brain and Body Imaging Research Center, profiled in this

issue of *Stay Healthy*, is the latest example of our exceptional collaboration in action.

The center features the region's most powerful magnetic resonance imaging machine. The community will benefit immediately from a diagnostic option available for the first time in New York's Southern Tier. And the center will make both of our organizations more competitive in attracting and retaining practicing physicians and research-active faculty. We appreciate the work of everyone on both of our dedicated teams in making this major new resource possible.

The center's opening occurs alongside UHS' ongoing collaboration with the University in other areas, particularly Johnson City. One only has to look at the skyline-changing construction of the new Wilson Main Tower and the educational opportunities of Binghamton University's nursing and pharmaceutical schools to understand the impact our two organizations are having on upstate New York. These developments call attention to the world-class medical care available right here in our own community.

The new MRI center will be a truly lifesaving innovation. As we worked with Binghamton University to launch the facility this summer, we recognized its importance as the next step in our cooperative journey of learning and healing. We look forward to walking side-by-side with the University as we take patient care and clinical research to a higher level.

John M. Carrigg
PRESIDENT & CEO OF UHS



Expanding our services

UHS Delaware Valley Hospital patients will soon have access to a permanent full-time MRI service

Access to advanced healthcare services in rural areas has never been more vital than it is today. A new magnetic resonance imaging (MRI) machine is coming to UHS Delaware Valley Hospital, representing a significant improvement in the accessibility and quality of healthcare for the Walton and greater Delaware County.

This new imaging machine will help our physicians provide accurate diagnoses quickly and efficiently, ensuring that patients are given the best care possible.

UHS Delaware Valley Hospital currently provides a mobile MRI service up to twice a week. Beginning in October, patients will have access to the permanent MRI machine five days a week, along with a comfortable new waiting area. This addition to our lineup of imaging resources is aimed at reducing the need for patients to travel an hour or more to an out-of-town facility for certain imaging services.

"About one in 12 people in Delaware County lacks access to a vehicle," said Randy Taylor, manager of Imaging and Cardiopulmonary at UHS Delaware Valley. "This, coupled with few public transportation options, poses a challenge for us to provide as many high-quality service options as we can, so patients don't need to travel long distances to seek care."

UHS has also recently partnered with Binghamton University to offer the region's most advanced MRI center at UHS Vestal. Read more about what this offers patients in the Southern Tier on Page 6.

UHS physician named top educator

Jocelyn Young, DO, MSc, FAAFP, has been named “Family Practice Educator of the Year” by the New York State Academy of Family Physicians. Dr. Young serves as chairperson of the Department of Family Medicine at UHS Hospitals and practices at UHS Primary Care Clinton Street.

In her teaching role, she is part of the core faculty at the UHS Family Medicine Residency Program. She is also an assistant clinical professor of family medicine at the State University of New York’s Upstate Medical University and works with third- and fourth-year medical students.



FAMILY PRACTICE EDUCATOR OF THE YEAR

Jocelyn Young, DO, MSc, FAAFP

Dr. Young has been with UHS for four years. She received her degree from the New York Institute of Technology’s College of Osteopathic Medicine. She completed a family medicine residency and a master’s degree program in health professions education at the University of Rochester.

The Academy of Family Physicians established the “Educator of the Year” award for excellence in family practice education in 1991. It recognizes physicians like Dr. Young “who have made outstanding contributions to education for family practice” in undergraduate, graduate and continuing education.



New UHS pharmacy location to offer drive-thru and delivery

The new consolidated pharmacy will be open 24/7 and include a vaccination clinic

UHS’ Specialty Pharmacy and Wilson Place 24/7 Pharmacy are merging into one convenient location later this year. The new building, located at 345 Main St. in Johnson City, will include a vaccination clinic, a medication packaging area for patients’ medications and a drive-thru prescription pickup window. The pharmacy will

remain a 24/7/365 store — one of very few in the region and the closest to UHS Wilson Medical Center. The specialty pharmacy focuses on patient access to unique medications for complex diseases. These conditions can range from cancer and multiple sclerosis to rheumatoid arthritis and rare genetic disorders.

Our specialty medications include oral, injectable and biologic types. Need a medication delivered? Our network of providers and pharmacists provides rapid delivery of medications directly to your home, along with regular monitoring to ensure you get the best outcome. In the meantime, our staff can assist you at our current pharmacy locations in Endicott, Binghamton, Johnson City, Vestal and Walton.

Visit nyuhs.org for all the latest updates, including our opening date.



To view our various UHS pharmacies, visit nyuhs.org.

UHS WILSON PROJECT: *Driving patient care forward*

Why UHS' commitment to quality facilities and staff is a commitment to the community



+Emergency room



+Lobby



+Renderings of what patients can expect at the new UHS Wilson Medical Center campus, which is designed to offer both patients and staff a more positive hospital experience.

Southern Tier residents who drive down State Route 17 can't help but notice the new six-story addition to the UHS Wilson Medical Center campus that's under construction, a tower that already has altered the Johnson City skyline. The first thing to catch their eye is likely the project's sheer immensity: It includes more than 183,000 square feet of what will soon be state-of-the-art healthcare architecture, featuring 120 private rooms, a new trauma center and emergency room that will be three times larger than the current one, as well as a new imaging center that will include a dedicated on-site MRI suite.

Those features are headliners, to be sure. Each will improve the standard of care patients expect to receive at UHS. Yet the Wilson Main Tower's greatest impact

will go far beyond the infrastructure that's visible from the highway. It will focus on how the new building will better support the UHS culture and caregivers, enabling staff to demonstrate UHS' core values of compassion, trust, respect, teamwork and innovation as never before.

"The new facility is being built as a healing environment that is restorative, not only for our patients but also for our caregivers — less congested, with more natural light and a more positive experience overall," said Peggy Thomas, MSN, RN, CENP, vice president for Nursing and chief nursing officer at UHS Hospitals.

Ms. Thomas is most excited about some of the less-heralded features of the new building that will support her nursing team and enhance the patient

“*The number of ways that a private room improves the patient experience of care really can't be overemphasized.*”

—JEFFREY GRAY, MD

experience. These include such innovations as dedicated spaces for caregivers to gather, a computer in every room, and digital whiteboards that enable caregivers, patients and families to sync up regarding critical information, such as a patient's post-discharge diet, medication and rehabilitation plan.

By making it easier for nurses to record patient data and share information with patients and families, the new facility will enable caregivers to spend their time more productively. “They will have more time to interact with patients, creating more meaningful relationships,” Ms. Thomas says. “That's what healthcare delivery is all about.”

IMPROVING THE PATIENT EXPERIENCE

The addition of 120 private rooms with private bathrooms also is likely to make a substantial impact on the experiences of patients and caregivers alike. Shared rooms are often darker because of the screens and shades used to separate patient areas, whereas the rooms in the tower will be open and flooded with natural light from large windows.

Shared rooms also pose challenges for caregivers, according to Jeffrey Gray, MD, internist and vice president for Hospital-Based Services at UHS and chief medical officer of UHS Delaware Valley Hospital. For example, he said sharing a serious diagnosis in front of another patient can be difficult. A tight space can also be challenging when several providers and care team members must assemble quickly to provide quick-response care.

“The number of ways that a private room improves the patient experience of care really can't be overemphasized,” Dr. Gray noted.

Another benefit of the new facility is speed. Even though the Wilson Main Tower will add 183,000 square feet to the UHS Wilson campus footprint, the time required to perform several essential tasks will be shortened dramatically. For example, patients needing highly urgent, lifesaving care will receive it seven to nine minutes faster because of the proximity of the tower's helipad on the rooftop to the Emergency Department on ground level through a dedicated elevator.

Similarly, cardiology patients can easily access MRIs within the new tower rather than going to an off-site facility in an ambulance. That's especially important for inpatients. MRI is rapidly becoming a test of choice to evaluate the heart due to the excellent resolution it provides without using any radiation. Nationally, the number of cardiac patients who receive MRIs has increased twentyfold in the last five years, according to Afzal ur Rehman, MD, PhD, senior vice president Cardiovascular Services at UHS.

By combining simplified imaging logistics with enhanced patient privacy and a lighter, more modern environment, UHS is poised to benefit from added capabilities and an environment that is less stressful for patients, families, providers and staff.

“Anything we can do to take the stress level down for the patient and family in the recovery period — that actually helps the patient recover sooner,” Dr. Rehman said.



✦ The new Wilson Main Tower will include 120 private rooms with their own bathrooms to ensure more patients can be comfortable during their stay.

RECOMMITTING TO CORE VALUES

Patients and their families won't be the only people attracted to an environment suited to providing high-level care. The Wilson Main Tower also is likely to serve as a recruitment and retention driver for UHS. That's true partly because people are drawn to state-of-the-art work environments. The new facility's design specifically supports UHS' ambition to be a healthcare system defined by innovation, collaboration and compassionate care.

“Our infrastructure is the body language of our organization,” said Sheri Lamoureux, vice president for Human Resources and chief human resources officer of UHS Inc. and UHS hospitals. “The work environment has a big impact on how people feel about their organization and about the care they're providing. This facility will help us re-emphasize our values throughout UHS.”

A thriving healthcare system is important, not only for UHS' patients, staff and providers but also for the broader Southern Tier community, because healthcare is a crucial civic asset to support the area's growth and health. The caregivers at UHS don't just serve that community; they're part of it. They, too, get excited when they drive across town and see the new tower rising from the ground.

“It shows everyone's commitment toward UHS continuing to move forward and investing in the care of our community,” said Amine Hila, associate chief medical officer and vice president of Medical and Academic Affairs at UHS. “It's very important and uplifting, and I think it's going to be a huge change.”

Closer to HOME

UHS and Binghamton University have teamed up to bring advanced care to the community



✦ Located at UHS Vestal campus, the new scanner makes Broome County home to one of the most advanced MRI technologies in the region.

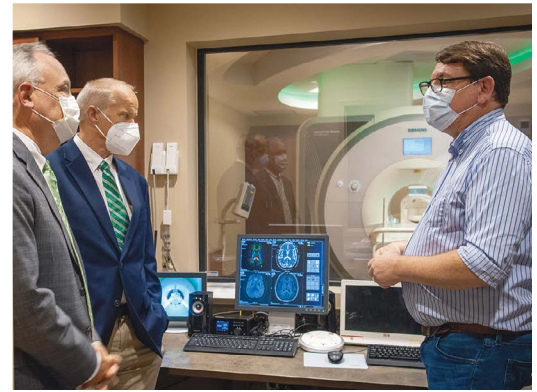
To further enhance the quality and availability of top clinical services in the Southern Tier, UHS has partnered with Binghamton University to create the Binghamton Brain and Body Imaging Research Center. Located at UHS Vestal, the center features an advanced magnetic resonance imaging (MRI) scanner. The scanner allows UHS providers to diagnose patients and University faculty to conduct academic and clinical research at UHS' facility at 4417 Vestal Parkway East. "As the two largest employers in the region, UHS and Binghamton University have a history of working together to serve and invest in the community," said John M. Carrigg, president and chief executive officer of UHS. "This partnership between our two organizations, specifically this scanner, will offer UHS physicians the latest diagnostic imaging technology available today and open new avenues of research for University faculty."

NEW TECH BENEFITS PATIENTS, PHYSICIANS

The new MRI helps diagnose brain disease and disorders, orthopedic injuries and cardiovascular disease — offering a level of service previously available only in Syracuse, Rochester and New York City. "It'll benefit both patients in the community and physicians," said Prakash Ramanathan, director of Clinical Operations and Neuroscience Services at UHS. "Because this is a cutting-edge imaging technology that no one else in the region has for cardiac MRIs, we're the only facility to offer the technology and service within a 300-mile radius."

“Physicians who do highly complex surgeries and procedures, such as cardiologists and neurosurgeons, rely on complex imaging to diagnose and treat their patients.”

—PRAKASH RAMANATHAN,
DIRECTOR, CLINICAL OPERATIONS
AND NEUROSCIENCE SERVICES



✦ Left: Harvey Stenger, President of Binghamton University (left) and UHS President and CEO, John M. Carrigg (right) celebrate the transformative care this machine brings to the Southern Tier.

✦ Above: Mr. Stenger and Mr. Carrigg assess the clinical applications of the scanner with Binghamton University Professor of Psychology J. David Jentsch.

UHS cardiology patients will reap the benefits of quality care closer to home, and UHS physicians will now have an advantage in providing care. “Physicians who do highly complex surgeries and procedures, such as cardiologists and neurosurgeons, rely on complex imaging to diagnose and treat their patients,” Mr. Ramanathan adds. “It’s one of the things that they look for when deciding where they want to establish their practice. They want access to the tools to do their job.”

A BOON FOR RESEARCH

Binghamton University faculty and other partners will use the scanner to contribute to biomedical research, particularly in the areas of neuroscience and computer science. Current research opportunities focus on innovative studies of the human brain to expand knowledge of brain disorders such as Alzheimer’s disease and autism. “I like to say that it’s not just a huge step forward for the region, but a number of steps forward,” said J. David Jentsch, professor of Psychology at the University.

Prof. Jentsch adds that the scanner will provide students and faculty with technology not typically available elsewhere. “It’s not uncommon for a university acting alone or for a healthcare provider acting alone to acquire new technology, but because of this partnership, we’re able to do both at once,” he said. “And that’s why this partnership is so effective.”

The partnership also builds on a foundation where the benefits can come full circle throughout the community. “From a variety of perspectives, cardiac imaging and brain diagnostic exams will be vastly expanded,” the professor noted. “Those streams feed into the community and have a positive impact because, after all, this University is where our community sends their sons and daughters to be future researchers, teachers and psychologists,” Prof. Jentsch said. “More educational and research opportunities will be available. And people will get better healthcare because they have a more advanced form of diagnostic imaging.”

A POWERFUL PARTNERSHIP

Prof. Jentsch said the new MRI compares to other, somewhat similar machines like a Ferrari compares to an ordinary car. “There are many different types of



LEARN MORE

For more information, visit nyuhs.org and binghamton.edu/centers/imaging.

MRI instruments that all share the same working properties,” he said. “But this is state-of-the-art from a clinical and a research perspective.”

A few examples that make this MRI different are that it can produce images with superior resolution all while saving time because it is so fast — a huge win for patients who may feel anxious about needing an MRI scan in the first place. “It not only benefits the organization because you can do more exams per day,” Prof. Jentsch said. “But if you’re taking an MRI exam as a patient, you know that being in the scanner is not the most pleasant. A shorter exam benefits the patient because we get better clinical information in a shorter period.”

Working together to get advanced, cutting-edge technology has only made the partnership between UHS and Binghamton University flourish. “This is a unique collaboration between two large organizations that you don’t often see,” said Mr. Ramanathan. “For the community to see and hear how two organizations are working together to benefit their stakeholders and share their resources speaks to the outstanding working relationship between the two.”



GET TREATED

Learn more about UHS' Emergency and Trauma Services at nyuhs.org/care-treatment/trauma-services-injury-prevention.

4 WAYS TO STAY SAFE

If you're interested in learning how to prevent traumatic injuries, here are some tips for you and your loved ones:



1. Wear a helmet when riding a bike to prevent head injuries.



2. Brush up on safe driving techniques with UHS courses and guidelines (Smart Driving with Aging; Car Fit for Older Adults; Impact Teen Drivers).



3. Take a Stop the Bleed class offered through the UHS Trauma program.



4. Learn how to properly install and use car seats with UHS Child Car Seat Fitting and Instruction guidelines.

Staying safe and preventing injuries

How UHS prevention education helps you avoid traumatic injuries

Trauma centers and emergency departments at hospitals see many kinds of patients in their waiting rooms. However, during active outdoor months, waiting rooms become filled with patients needing care for fractures and other traumatic injuries. Trauma centers like UHS Wilson Medical Center help care for and prevent these injuries.

UHS Wilson is a New York state-designated Level II Adult Trauma Center, the only one in the Southern Tier of New York. In addition, the American College of Surgeons (ACS) recently re-verified UHS Wilson's status as a trauma center. The hospital's practices were carefully analyzed by ACS and found to have exceeded standards. "The best way to address trauma is to prevent it," said Bethlehem Emmons-Post, MS, PA-C, manager of the Trauma Program at UHS. "Public awareness is crucial to injury prevention. That's why we're committed to partnering with community organizations, agencies, schools and businesses in prevention education efforts."



“Public awareness is crucial to injury prevention.”

—BETHLEHEM EMMONS-POST, MS, PA-C

UHS trauma team members embrace their role in establishing community outreach programs. They are always on the lookout for new opportunities to take prevention to where people live, work or go to school. The team has put together workshops, presentations, classes and safety guidelines to help groups and individuals respond correctly to traumatic situations.

There are many ways you can prevent traumatic injuries. One way UHS Wilson assisted their senior community in Broome County was through Tai Chi for Fall Prevention workshops with the Broome West Senior Center. The classes aimed to improve balance, muscle strength and coordination to reduce fall risk.

Whether you're a 7-year-old learning how to peddle without training wheels or a 70-year-old relearning the rules of the road, UHS trauma professionals are here to help.