We have been working on becoming a Level II Trauma Center for the past seven years. It has been a challenging journey. Trauma is a complicated, life-saving program requiring highly specialized physicians and staff. My sincere thanks to Dr. Mohammad Siddiqui, Trauma Program and Acute Care Surgery Medical Director; Jasmine Garces-King, Trauma Program Director; Gregg Geisler, Senior Administrator of Trauma and Perioperative Services and all our physicians and staff for their hard work to make this program a great success.

I am pleased to share that our recent American College of Surgeons (ACS) survey went very well. In a few weeks we will get the final results of our survey.

Trauma centers provide specialized medical services and resources to patients suffering from traumatic injuries. In 2018, we treated over 2,500 patients in our Trauma Program. The most common causes of injury that bring patients to trauma centers are falls, motor vehicle crashes and gunshot wounds. These events cause life-threatening injuries in multiple areas of the body and treatment at trauma centers has been scientifically proven to reduce the likelihood of death or permanent disability to injured patients.

A Level II Trauma Center is able to initiate and manage definitive care for all injured patients. Elements of Level II Trauma Centers include: 24-hour immediate coverage by general surgeons, as well as coverage by the specialties of orthopedic surgery, neurosurgery, anesthesiology, emergency medicine, radiology and critical care.

To become a Level II Trauma Center requires organizational commitment with resources, finances and very specific standards of care. I am pleased to inform you that we have made great progress in creating our trauma center infrastructure to include:

- Full-time general surgeons who are Board-certified in surgical intensive care and trauma Fellowship-trained with 24/7 in-house presence
- Physician liaisons to the trauma program from anesthesia, radiology, neurosurgery, emergency medicine and orthopaedic traumatology
- Hiring an Orange Regional Medical Group orthopaedic traumatologist
- Increase in trauma Advanced Practice Providers from three to seven full-time employees with 24/7 in-house presence
- Expansion of trauma program staff with additional registrars and a Process Improvement Coordinator
- Creation of policies, implementation of evidence-based standards of care and data collection with regional, state and national reporting

Thank you to the Trauma team and all who have supported the process of becoming a Level II Trauma Center. I appreciate all your hard work and dedication.

Sincerely,

Scott Batulis, President & CEO
Greater Hudson Valley Health System Medical Group Update

Have You Seen Our Featured Content?

We aim to get a "triple play" for our content. Did you know that we turn each of our radio segments into authored articles that are sent out to local newspapers? It is then showcased on our new website sidebar 'Featured Content'. This often gives patients and community members three chances to catch the excellent content we are creating for the Medical Group. If you’d like to submit an article, post or radio pitch for consideration, please contact Jolie DeFeis at jdefeis@ghvhs.org.

HIPAA Guidelines Refresher

Question/Answer:

Q. Who may access confidential information?
A. Only those people who need access for business reasons and who have been authorized to receive it.

Q. What is meant by having access to the "minimum necessary" information to do our jobs?
A. We have access to all information that we need to do our jobs, but we should not have access to unnecessary information.

Q. Who is our privacy officer? Who is our security officer?
A. Privacy Officer: Trish Manna and Security Officer: Jacqui Budakowski

Q. Why do we need privacy and security officers?
A. They are responsible for the overall protection of patient privacy and the security of all our information, whether on paper, in the computer or in conversation.

Q. Who is responsible for maintaining a secure environment and patient privacy?
A. We all are.

Q. May I discuss patients with my spouse if he/she doesn’t work here and promises to keep it secret/confidential?
A. No. Under the federal law, it’s illegal for health care providers to share patients’ treatment information without their permission.

Q. We know that medical records, whether paper or electronic, are confidential. What about handwritten notes and phone calls?
A. All forms of information written, spoken or electronic are confidential and must be protected.

Q. How should I dispose of confidential papers?
A. Put all papers containing patient information in the locked secure HIPAA bin in your area. Make sure you always leave your work space free of paper/PHI before you leave at the end of your shift.

Some basic HIPAA rules include, but are not limited to:

- Do not discuss your patients with friends, family or acquaintances in any way that they may be identified.
- Do not discuss a patient with anyone not directly related to the patient’s medical care.
- Do not discuss a patient’s progress with anyone but the patient without express permission from the patient or the legal guardian.
- Do not discuss a patient’s case, even with a colleague, if you are in an area where the conversation may be overheard (such as in the lobby, elevator, cafeteria, etc.).
- Do not read or access a patient chart belonging to someone you are not caring for.
- Log off your computer or application that contains protected health information.
- Include encrypt in the subject line of emails containing protected health information sent outside of the GHVHS network.
- Review all printed documents for proper patient identification.

For further questions, contact Trish Manna at 333-7188
Congratulations to our February 2019 BEE Award Winner, Sarah Ruggiero. Sarah is the lead Vascular Access Nurse for Orange Regional’s Diagnostic Imaging Department. Thank you for all that you do for our patients. We’re honored for your dedication to delivering exceptional service to our patients. Sarah demonstrates, on a daily basis, what it means to be exceptional every day.

Mary Kate Revella, Greater Hudson Valley Health System Director of Cardiology Services, has been selected as the 2019 Tri-County American Heart Association’s Heart Walk Committee Chair.

Orange Regional Medical Center is the ‘Healthy for Good’ Sponsor of this year’s Heart Walk to be held on May 5 at Lake Welch Beach in Harriman State Park.

At the Heart Walk Kickoff event, Mary Kate introduced Sydney Lundgren, Heart Hero and Junior Honoree for the Tri-County Heart Walk. Since birth, Sydney has been battling a complex congenital heart defect.

“We are so pleased to be a part of this event. We invite the community to join us to support the Tri-County Heart Walk to celebrate Sydney’s life and the lives of all those affected by heart disease and stroke,” Ms. Revella said.

To register for the walk, visit www.TriCountyHeartWalk.org. The non-competitive 3-mile walk raises awareness and funds for American Heart Association programs and research.

To reach Mary Kate, contact mrevela@ghvhs.org.

GHVHS Board Welcomes New Member

Dr. Phillip Massengill is the newest member of the Greater Hudson Valley Health System Board of Directors.

Dr. Massengill joined the Medical Staff at Orange Regional’s Horton Campus in 2006. He is a partner at ENT and Allergy Associates, LLP in Middletown, New York. He attended Medical School at Boston University School of Medicine, performed his Surgical Internship at Walter Reed Army Medical Center in Washington, DC and completed his Residency at the University of Washington in Seattle, Washington.

Dr. Massengill also served as Chief Resident at the Madigan Army Medical Center in Tacoma, Washington.

Dr. Massengill is Board-certified in Otolaryngology – Head and Neck Surgery and is a member of the American Academy of Otolaryngology Head and Neck Surgery Foundation, American Rhinological Society, New York State Society of Otolaryngologists, Medical Society of Orange County, New York, American Medical Association, Boston University School of Medicine Alumni Association and is a Fellow of the American College of Surgeons. Dr. Massengill has several published works, honors and military awards. He is President of the Medical Staff at Orange Regional Medical Center and was the recipient of the 2016 Physician Recognition Leadership Award.
Good Catch Awards

Employees Terry Bianchi, Citriona Fraser, Julia Galea, Nadia Ganapolsky and Akin Makinde received Good Catch awards for their proactive patient care measures. Scott Batulis, President and CEO, as well as all Executive Team Members, like to recognize those who take an active role in ensuring the quality of care at Orange Regional. A good catch occurs when corrective action and/or timely intervention prevents an incident or medical error from happening. Nominations are judged by the Patient Safety Sub-committee. For more information about the Good Catch Award, contact QA Data Coordinator, Katie Haun, at 333-1294 or khaun@ormc.org.

Valet Service Now Available at the Spagnoli Family Cancer Center

In addition to our valet service offered at our Main Lobby Entrance, we now offer valet service at the Spagnoli Family Cancer Center.

Valet service at the Spagnoli Family Cancer Center is available Tuesday through Friday, 8:00 a.m. to 4:00 p.m.
Congratulations to Orange Regional’s recipients of the DAISY Award for Extraordinary Nurses, Sarah Huckabone, RN and Laura Abkarian, RN. Thank you to these wonderful, compassionate caregivers! DAISY Award honorees personify Orange Regional’s remarkable patient experience. Nurses who demonstrate nursing excellence by providing exceptional patient care in a progressive, dynamic and healing environment can be nominated and winners will be recognized as outstanding role models within our nursing community. To nominate a nurse for the DAISY Award, visit www.ormc.org/daisyaward.

Orange Regional Medical Center will celebrate National Nurses Week from May 6-12. This annual recognition provides us the opportunity to celebrate our amazing nursing team.

In 1982, National Nurses Week was declared a national proclamation recognizing the work of nurses. The celebration culminates on the founder of modern Nursing, Florence Nightingale’s birthday, May 12.

Our nurses are caring professionals driven by standards of excellence, who go above and beyond to provide an exceptional patient care experience. Thank you for all that you do! To join our team, visit www.ormccareers.org.
What is a “Culture of Safety”?  
A culture of safety can be defined as one in which risk is acknowledged; the response to events or near-misses is blame-free; encourage reporting; collaboration across disciplines and settings is promoted to help seek solutions; and there is a commitment to provide the resources necessary to adequately address safety concerns.

GHVHS will once again be participating in AHRQs Survey on Patient Safety. It will be your opportunity to provide feedback on how the organization is working to prevent harm. Promotion of change is the driving force behind the survey.

As employees, you are encouraged to read the following article and use the various tools offered throughout the organization to help maintain a culture of safety: Leadership and Vision for a Culture of Safety written by Tejal K. Gandhi, Chief Clinical and Safety Officer, Institute for Healthcare Improvement.

For more information on Culture of Safety and the tools and resources offered to support patient safety, contact Quality Services Data Analyst, Katie Haun, at 333-1294 or khaun@ghvhs.org.

Bloodless Medicine/Surgery Program

Director of Pre-Surgical Testing and Perioperative Program Outcomes, Margaret (Peg) Laggner, now oversees the Bloodless Medicine and Surgery Program. The program began transitioning from Sara Sargente, Head and Neck Cancer Nurse Navigator, to Perioperative Services in 2018. Moving forward, the primary goal of the program is to gain a larger footprint, in both the inpatient and outpatient areas, to further establish Orange Regional Medical Center’s commitment to keeping our patients close to home and providing culturally sensitive care with the support of a strong Bloodless Medicine/Surgery Program.

The Bloodless Medicine and Surgery team can be reached at 333-2701.

We Celebrated Patient Access Health Care Week

In April, we congratulated our Patient Access staff for diligently and continuously improving their services to meet the demands of the Hospital and its outpatient locations. The Patient Access receptionists, schedulers and registrars are often the first to make an impression on our customers. Great customer service is a priority. Congratulations on doing a great job.

Inside the Colon

Staff and guests had an opportunity to walk through an inflatable colon brought to us by Boston Scientific!

The exhibit featured both benign & malignant polyps. Our staff was on hand to share information about screening guidelines.

Orange Regional is a proud member of 80% Screened for Colon Cancer by 2018.
We often hear about our staff’s children and their creativity, so it was natural that we extend an invitation to display their treasures as part of our rotating art exhibits at the Hospital.

“With this particular exhibit, we are helping to nourish our staff by exploring their lives beyond that of a clinical setting,” said Director of Healing Environment & Hospital Art Curator, Nina Favata. “We are lifting morale and validating our staff’s proudness.”

We all enjoyed Alyssa’s Van Gogh-inspired rainy night and Brayden’s mechanical medical robots. How about Slade’s armadillo lizard or Dev’s sunflowers and sun? They were awesome, too! Each are children of staff members and have a story behind their masterpiece.

All art exhibits are made possible through our Healing Arts Program at Orange Regional. For more information, visit www.ormc.org/art.

To make a donation to the program, visit www.ormc.org/givenow.

Thank you to members of our Purchasing Department for your helping hands. Because of your kindness and hard work, hundreds of children will receive their warrior kids gift bags courtesy of our Community Health Department.
Blood Drive
First Wednesday of the month
10:00 a.m. to 3:00 p.m.

The American Red Cross Donor bus will be located outside of the Main Lobby Entrance at ORMC

American Heart Association Heart Walk
May 5, 2019
Check-In at 9:30 a.m.
Walk starts at 10:30 a.m.

Lake Welch Beach, Harriman State Park

Multiple Sclerosis Walk
May 5, 2019
9:00 a.m. to noon
Walk starts at 10:30 a.m.

Crane Park, Monroe

Auxiliary Vendor Sales Program
Sales take place on the ground floor of the Main Campus in the Conference Center Lobby.

<table>
<thead>
<tr>
<th>Date</th>
<th>Vendor</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 3</td>
<td>Clog Shop</td>
</tr>
<tr>
<td>May 6</td>
<td>Scrubs Nyack</td>
</tr>
<tr>
<td>May 10</td>
<td>D &amp; D Designs</td>
</tr>
<tr>
<td>May 13</td>
<td>Pampered Chef</td>
</tr>
<tr>
<td>May 17</td>
<td>Mostly Silver</td>
</tr>
<tr>
<td>May 20</td>
<td>Magnolia &amp; Vine</td>
</tr>
<tr>
<td>May 24</td>
<td>Tupperware</td>
</tr>
<tr>
<td>May 31</td>
<td>Nuts Plus</td>
</tr>
</tbody>
</table>

Screen Free Week is April 29-May 5, 2019

Join us for a screening of the film “Screenagers”

May 2, 2019
SUNY Orange, Middletown Campus, Rowley Center for Science and Engineering Room 10
6:00 p.m. Vendor Tables & Registration
7:00 p.m. “Screenagers”
8:00 p.m. Panel Discussion

Featuring our very own
Joseph Chavez Carey, MD, FAAFP
Primary Care Medical Director Orange Regional Medical Group
Catskill Regional Medical Group

RSVP for the event by visiting www.bit.ly/ScreenagersOrange

May is for Moms, Marigolds and Mammograms…
Take a Moment for You!

Employee Evening
Wednesday, May 15, 2019, 4:00 p.m. to 6:30 p.m.
Ray W. Moody, M.D. Breast Center Outpatient Building

- Mammograms will be available by appointment by calling 333-2615 and walk-ins are welcome.
- Prescriptions are needed for all mammography services.
- If you need help obtaining them, let us help you!
- Real time imaging results will be available that day.
- Refreshments served, enter to win a chance at our “Spa Basket” for all employees.

Connections Newsletter

For more information about Connections or to make a submission for consideration, contact Senior Marketing and PR Specialist, Lauren Kropf-Zuckerman at 333-2363 or lzuckerman@ghvhs.org.