

PARTNERS IN CARE

COBLESKILL REGIONAL HOSPITAL,
BASSETT HEALTHCARE
NETWORK, AND YOU



Bassett Healthcare Network

*Dr. Roy Korn, Cobleskill Regional Hospital
medical director and internal medicine physician
at Cobleskill Primary Care.*

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MARKING A MILESTONE

A Message from the CEO and Board Chair

Eric Stein and Barbara DiCocco

This year marks the 20th anniversary of Cobleskill Regional Hospital's (CRH) affiliation with the Bassett Healthcare Network. It's been a wonderful partnership, one that has allowed us to offer our community a wide spectrum of health care services and programs, all built around the needs of our patients.

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*Eric Stein, President and CEO
Cobleskill Regional Hospital*

keep you well, to emergency services, inpatient care and short-stay rehabilitation when you're sick or injured. The services of two more Bassett partners, At Home Care and First Community Care, round out the continuum, offering our patients convenient care in the comfort of their own homes, and access to oxygen and durable medical equipment. No matter what the level or setting of care, the Bassett connection is there.

Over the past 20 years, the health care landscape has changed significantly, and, thanks to our affiliation with Bassett, we've been well positioned to change with it. In challenging times, Cobleskill Regional Hospital has not only survived, but thrived as part of the Bassett network and with ongoing community support. As we look forward to the next 20 years of this successful partnership, we'll continue working to earn your support and to fulfill our mission to be the best health care resource for our community.

“The affiliation has brought us opportunities that we simply wouldn't have if we were still standing alone as a community hospital.”

*Barbara DiCocco,
Cobleskill Regional
Hospital Board of
Trustees chair*

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READY FOR PRIME TIME



Dr. Joseph Sellers; Faith Eckler, ADA; Frederic Atkins, RPA-C; Carrie Mead, LPN; Lori Rouse, LPN; Courtney Thomas, ROI Specialist; and Elizabeth Pitt, Ambulatory Office Assistant I.

Cobleskill Primary Care Opens in Spacious New Building

A modern, new health center is open for business adjacent to Cobleskill Regional Hospital, offering expanded access to primary care in a convenient, spacious setting. The Bassett Healthcare Network primary care practices on Legion Drive moved into the new building and began seeing patients there on June 2.

“We have put a lot of effort into getting the right people—the physicians, the nurses, the physician assistants, the nurse practitioners, the support staff—and a lot of work into technology with our Epic electronic medical record system. Now, we finally have the space to take advantage of that and make the people and the technology work well for our patients,” said Dr. Joseph Sellers, the center’s medical director.

The 20,000-square-foot center has two spacious waiting rooms, including a child-friendly area with a TV and coloring table; 42 exam rooms, four nurse’s stations, two labs, 17 provider offices and a conference room where community health education programs will be held. The center is divided into four distinct care teams—designated red, blue, yellow and green. The goal is to schedule patients with their provider or a provider within the same care team at every visit.

The larger facility will allow Bassett to add providers in order to meet growing demand for primary health care in Schoharie County. Over the past 20 years, patient volumes at the Cobleskill health center have nearly

doubled, from 16,500 visits in 1987 to more than 30,000 in 2013.

The practice has 13 physicians and advanced practice clinicians in internal medicine, family medicine, geriatrics and pediatrics. A family practice physician and a nurse practitioner will join the team this summer, and two more providers will be hired, along with additional nurses and office staff.

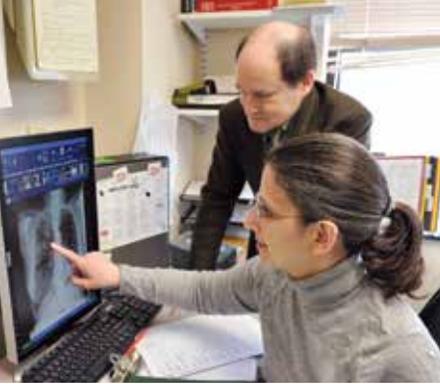
Staff from all five Bassett Healthcare Network Schoharie County primary care practices—Cobleskill, Delanson, Middleburgh, Schoharie and Sharon Springs—will rotate evening and Saturday shifts at the new center in order to help patients get timely care.

“For years we have provided evening hours and Saturday hours,” Dr. Sellers said. “That’s part of the ‘medical home’ concept [see story, next page], having extended hours for availability. We’ll continue to do that here, and we’ll also continue to offer 24/7 phone access to on-call providers.”

**MAKE THE CONNECTION:
For information and
appointments, call
1-800-BASSETT.**



Laura Hoyt, AOAI; Lori Rouse, LPN; Samantha Wall, LPN; Janet Simeon, DI Tech II; Rebecca Louch, LPN; Jill Kealey, AOAI; Cheyanne Tivedt, LPN; Carrie Mead, LPN; Deb Zvirzdin, AOAI; Melanie Ray, AOAI; Shari Amey, AOAI; Wendy Adams, AOAI; Tina Denton, RNII.



WELCOME TO YOUR MEDICAL HOME

Bassett Model Offers Patient-Centered Coordinated Care

The design of the new Bassett Healthcare Network - Cobleskill Primary Care center supports the patient-centered “medical home” style of health care delivery, which uses a team-based, coordinated approach to facilitate better access to care, increase patient satisfaction and improve health.

“The medical home is not a place, it’s a system of care,” said Dr. Joseph Sellers, the center’s medical director. “Our system is to provide patients with coordinated, seamless care and to avoid any duplication of services. With one electronic record and one coordinated system across the Bassett network, patients will hopefully have improved health outcomes and a friendlier, less stressful means of obtaining care.”

A medical home is a medical office where a team of professionals works together to provide and coordinate your health care across multiple settings. Your medical home team includes your health care provider, others who support you, and—most importantly—you. YOU are the most important person on the health care team. Different members

of the team will interact with you to provide care and support within their area of expertise.

“The medical home model provides more coordination and planning for better managing our whole population of patients,” said Dr. Roy Korn, Cobleskill Regional Hospital medical director and internal medicine physician at Bassett’s Cobleskill Primary Care.

Using a team-based model of care is nothing new for Bassett, which began using this approach decades before the term “medical home” was coined. In recognition of this work, Bassett’s primary care practices in Cobleskill, Delanson, Middleburgh, Schoharie and Sharon Springs have all attained national NCQA Patient-Centered Medical Home certification.

Joseph Sellers, MD, Carrie Mead, LPN, and Frederic Atkins, RPA-C are part of the Green Team at Cobleskill Primary Care.

What You Can Expect

- A personalized care plan created just for you
- Answers to your questions to help you better understand your care needs
- Information about local and online resources to help you manage your health
- Preventive immunizations and screening tests
- Evidence-based guidelines and recommendations for chronic conditions
- Electronic access to the practice through MyBassett Health Connection to request appointments, renew medications and ask for clinical advice
- Prescriptions e-prescribed to your pharmacy



TEAMING UP FOR BETTER CARE

Advanced Practice Clinicians Play Vital Roles On Our Health Care Team

More than 40 years ago, Bassett instituted a new, team-based model of care. Then and now, our health care provider team includes advanced practice clinicians (APCs)—nurse practitioners, physician assistants, nurse midwives and nurse anesthetists who care for patients in the primary care, hospital and specialty settings.

“It’s difficult to recruit primary care physicians, and we couldn’t serve the community the way that we do without the advanced practice clinician staff,” said Dr. Roy Korn, medical director for Cobleskill Regional Hospital and internal medicine physician at Bassett Healthcare Network - Cobleskill Primary Care.

APCs work in collaboration with the attending physicians and other members of the health care team in caring for patients, providing improved access to care, quality and continuity of care, and an emphasis on patient education.

“By using a team, we’re able to provide more care to more people, and yet ensure that that care is of the best quality,” said Dr. Joseph Sellers, medical director for Cobleskill Primary Care.

At the Cobleskill primary care practice, there are five APCs plus one new APC provider starting in July. An additional four APCs work at the Bassett health centers in Sharon Springs, Schoharie, Delanson and Middleburgh. At Cobleskill Regional Hospital, there are two APC hospitalists, as well as 18 APCs who come to CRH to see patients in the specialty clinics and the OR.



Stan Brooks, PA, talks with patient Virginia Garber in the ENT specialty clinic at Cobleskill Regional Hospital.

WHAT APCs DO

Physician assistant (PA) and nurse practitioner (NP): Treat illnesses and teach patients how to stay healthy. Prescribe medications, order and interpret lab tests, and help coordinate health care services. As part of a care team, communicate regularly on patient care issues with supervising or collaborating physicians.

Certified registered nurse anesthetist (CRNA): Specializes in providing anesthesia and related care for procedures. Collaborates with physicians, anesthesiologists and fellow APCs.

Certified nurse midwife (CNM): Provides a full range of services for women of all ages, including care during births, reproductive care and primary care.

Bassett hired its first physician assistant in 1970 and its first nurse practitioner in 1974.

THERE'S NO PLACE LIKE HOME

At Home Care Helps Schoharie County Patients Recover in Comfort, Close to Loved Ones

After three weeks in Cobleskill Regional Hospital recovering from a stroke this past April, 84-year-old Mary Decastole faced a dilemma: “She didn’t want to burden us, but she didn’t want to be in a nursing home,” said her daughter Virginia Sefcik.

With the help of At Home Care (AHC) and First Community Care, Mary found the perfect solution, moving into her daughter’s home on a quiet dirt road in the hills of Middleburgh to continue her recovery. During house calls twice a week, At Home Care physical therapist Jeremy Pain worked with Mary on exercise sessions designed to improve her coordination, balance and mobility—with the ultimate goal of getting her up and walking, safely and independently.

“I appreciate him making the trip, and he listens to what I have a problem with,” said Mary, who had made so much progress that Jeremy was preparing for his final week of care when he saw her on June 3.



Jeremy Pain, PT, At Home Care Director of Rehabilitation and Clinical Support, visits with patient Mary Decastole.

PATIENTS MAY BE ELIGIBLE FOR HOME HEALTH CARE IF THEY NEED:

- Treatment of new health conditions
- Post-surgery care
- Physical therapy
- New medications
- Pain management/palliative care
- Wound management
- IV therapy - antibiotics, chemotherapy or hydration therapy
- Symptom management
- Personal care support

Health plan participation includes Medicare, all regional health plans, NYS Medicaid, sliding scale (based upon eligibility), and privately supported home programs.



**FOR MORE INFORMATION:
CALL AT HOME CARE AT
1-800-783-0613.**

After being discharged from At Home Care, she'll transition to outpatient care with additional support from a home health aide.

“It’s helped her so much,” said Mary’s daughter Virginia. “Jeremy has been wonderful. He’s got a great personality, he makes her laugh a lot, and he really motivates her, which is important.”

Mary is one of hundreds of patients who are recovering from surgery or illness, healing wounds, and learning to manage new health conditions in the comfort of their own homes—with a little help from At Home Care Inc.

Founded in 1987 in Oneonta and with a newly opened office in Cobleskill, the independently run, not-for-profit organization is a Bassett Healthcare Network partner that recently began serving patients in Schoharie County. At Home Care has 180 employees, including registered nurses, home health aides, physical, occupational and

respiratory therapists, clinical dietitians, social workers and professional and support staff. Nurses are mobile, working out of their homes and vehicles to see an average of five to six patients each day, seven days a week. They also rotate being on call, visiting patients at 2 a.m. if needed.

With an aging population, the trend toward shorter hospital stays and the shift away from hospital and nursing home-based care, there is a growing need for home care services. On average, AHC serves 800 patients each day. The agency also operates At Home Care Partners, a private-pay, personal-care program that serves another 100 to 150 patients each month.

“Home care is the least costly, least restrictive and preferred environment for most patients,” said Laurie Neander, At Home Care CEO. “People tend to heal faster when they are near loved ones, in a familiar, comfortable environment.”

The average AHC patient is 75 years old, and most patients are admitted for 40 to 45 days. Common services include physical therapy for joint replacement patients and medication management for patients with new diagnoses, such as diabetes. AHC caregivers also provide more complicated services such as pediatric chemotherapy or care for organ transplant patients.

While recovering from a stroke, Mary Decastole has used a hospital bed, wheelchair and commode provided by First Community Care (FCC) of Bassett, a Bassett Healthcare Network partner that provides home care equipment, supplies and related services in a seven-county region.

“Having the bed has been a blessing,” said Mary’s daughter Virginia. “It’s so much easier for her to get in and out of, and First Community Care has been great. They delivered it right to the house and showed us how to work it.”

Based in Cooperstown, FCC works in collaboration with patients’ health care providers to understand their needs and create customized home care solutions. Supplies include home oxygen; durable medical equipment such as walkers, canes, wheelchairs, shower chairs, commodes and hospital beds; respiratory equipment; and sleep apnea equipment. FCC staff provide equipment delivery, set-up and instruction; follow-up visits; and on-call services 24 hours a day, seven days a week.

First Community Care of Bassett accepts Medicare, Medicaid and most private insurances and will assist patients by submitting claims.

**FOR MORE INFORMATION:
CALL FIRST COMMUNITY
CARE OF BASSETT AT
1-800-390-4395.**

CARING CONNECTIONS

An average of 150 patients are monitored each day through At Home Care’s telehealth system, which allows nurses in AHC’s Oneonta office to keep tabs on patients from a distance. Patients receive training on the user-friendly telehealth unit, which allows them to send important information—such as their weight, blood pressure, oxygen level, ECG reading and glucose levels—to AHC every day through the phone line. Telehealth works seamlessly with the electronic medical record system used throughout the Bassett Healthcare Network. Having a single patient record that’s accessible across five counties allows for centralization, efficiency and continuity of care.





EMERGENCY DEPARTMENT TO GET FACELIFT

Improved access to lifesaving care and more privacy for patients are among the features of Cobleskill Regional Hospital's (CRH) upcoming Emergency Department (ED) renovation project.

"This is going to improve our throughput time, so we'll be able to see more patients when needed and provide faster, more efficient care," said CRH Emergency Department Medical Director David Fanion, MD.

For example, the current triage area is outside the ED, in the registration area. Now, it will be inside the ED in a private room with a stretcher. "We'll be able to do EKGs very quickly, which has been shown to be very effective in treatment of cardiac issues," Dr. Fanion said. "It's only a difference of minutes, but minutes matter."

The busy ED—the only resource in Schoharie County for emergency and urgent care—has not been updated since the 1970s when it was built. The project will involve the renovation of 5,640 square feet of existing space, plus 2,050 square feet of new construction to the west side of the hospital building. It will be completed without interrupting emergency services. The ED entrance will be closed during a large part of the construction, but patients will still be able to access the Emergency Department through the main entrance on the hospital's lower level.

An August groundbreaking is planned for the eight-month project, which will include:

- improved access for patients and ambulances;
- a more private registration area;
- eight private rooms, replacing the current multiple stretcher treatment areas;
- a private patient triage room;
- a minor treatment room with recliner chairs instead of stretchers, for patient comfort;
- a private patient consultation room;
- an improved nurse's station with increased privacy for staff discussions and room for electronic medical record and bed board equipment;
- improved capacity for technologies such as telemedicine, electronic medical records and digital medical imaging; and
- an indoor decontamination room replacing tents that would be erected in the parking lot in the event of a contamination incident.

Staffed by physicians and registered nurses 24 hours a day, seven days a week, the CRH ED has 11,000-12,000 visits annually.

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