we at Bassett Medical Center have been providing much needed medical care to our friends, neighbors and generations of families living in rural central New York. The way in which we deliver that care has evolved in order to better meet the needs of the population we serve while also adapting to an increasingly challenging health care environment.

We are fortunate to have a wonderfully diverse group of practitioners and staff whose passion is to heal, teach, discover and advance the art and science of patient care. In this look back on 2019, you will see evidence of our collective commitment to improving the health and lives of our patients and the communities we serve.

On page 2, you will read about practitioners who grew up locally and returned to their hometown of Norwich. They’re using their medical degrees to give back.

On page 4, you will find the Voice of the Patient. Bassett Medical Center launched a program in 2019 that aims to assure we are hearing what our patients and their families have to say. This will help us do what we do even better.

On pages 7, 8 and 9, we introduce you to three patients whose lives were changed significantly because of medical care provided by practitioners, nurses and other members of the care team at Bassett Medical Center. Their stories are inspiring.

The hospital’s continual pursuit of excellence led to the initiation in 2019 of The Right Path, a new hospital operating system that has resulted in a series of performance improvement successes. Read about those wins on pages 12 and 13.

The Bassett Research Institute and the Northeast Center for Occupational Health and Safety sent a team to the New England Coast last summer to save lives in the fishing industry. Lifejackets for Lobstermen, covered on page 18, was tremendously successful.

We are using technology to improve access to care in our rural region; you will read on page 22 about the expanded use of telemedicine at Bassett Medical Center and in our network.

Humanity. Teamwork. Innovation. Diversity. Compassion. Those words resonate with the people who come to work every day at Bassett to care for our patients. As we begin 2020, we recommit to the journey to excellence and providing our patients with the best possible care.
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WHY WE CARE
Returning Home to Give Back

When she was 21 years old, Jennifer O’Reilly was hospitalized for six weeks and on life support as the result of bacterial meningitis, a serious infection that can be deadly.

“Dr. Scott Cohen diagnosed me in the emergency room at Chenango Memorial Hospital,” recalls O’Reilly. The year was 2001.

At the time, Cohen was a primary care physician with Bassett and chose to practice at the Norwich location specifically because he could also take call at a rural hospital.

“When I arrived and saw her, I knew it was something bad and not what the ER practitioner initially surmised. Anytime you have a college student with a fever of 106 and a weird rash, meningitis has to be top of mind.”

Cohen started her on intravenous antibiotics and had O’Reilly transferred to Bassett’s intensive care unit (ICU). Her recovery was touch and go for a month and a half; full recovery took a year.

“I was in a coma in the ICU for over a week,” says O’Reilly. “Drs. Dalton, Kramer and Kozak took care of me. Dr. Reiss did my skin grafts, Dr. Rosen managed my dialysis, and Dr. Bauer was my pulmonologist. I owe my life to the staff, the nurses and practitioners at Bassett.”

It was then that O’Reilly made the decision to pursue a career in medicine. Her goal was to return home and join Bassett’s team of primary care providers. Today, she practices family medicine alongside Dr. Cohen and seven other practitioners at the Norwich health center.

“This is my way of giving back,” explains O’Reilly, who earned her Doctor of Medicine degree from State University of New York Upstate Medical University and completed her family medicine residency at University of Massachusetts/Worcester.

In the same practice as O’Reilly and Cohen is nurse practitioner Trevor Tompkins, who joined Bassett in August of 2019. He also grew up in the Norwich area and returned so he could apply his medical skills to help improve the lives of the people here.

“I did a clinical with Dr. O’Reilly, saw the impact she was having on the community and that got me thinking about where I could have the biggest influence and impact, and that led me to Bassett.

“Absolutely, I wanted to work where I grew up,” says Tompkins. “Rural communities are typically underserved when it comes to health care, and coming back to Norwich allows us to help a whole community gain access to the health care they need – including mental care and addiction services.”

The Norwich area, like so many other communities, has been hit hard by the opioid epidemic.

“It’s awful,” says Dr. Cohen who, as medical director for the
“Through a training collaboration with the University of Massachusetts Medical School and using funding from the Delivery System Reform Incentive Payment program, our project has brought evidence-based treatment to a population in great need.”

James Anderson, PhD, clinical psychologist

Through a training collaboration with the University of Massachusetts Medical School and using funding from the Delivery System Reform Incentive Payment program, our project has brought evidence-based treatment to a population in great need.

James Anderson, PhD, clinical psychologist
VOICE OF THE PATIENT

Thank You

Oct. 21, 2019

To: Bassett Medical Center, Linda Beers, Nurse Manager

I believe that this letter needed to be written in regards to my recent hospital stay in Cooperstown, NY, from October 14 - October 21, 2019, for low back surgery with Dr. Shannon.

I have had the ability to have been able to work alongside several outstanding hospitals in Oklahoma, Texas and Kansas, and with some great doctors during my deployment with the military, but all of these individuals have come short in comparison to Bassett Medical Center and the Excellent care I have received from every department, from Housekeeping and Food Service to Nursing staff and the Medical-Surgical Department.

I believe that Cooperstown Bassett Medical Center is one of the Very Best Hospitals in North America and has some of the Very Best Medical Personnel around. Thank you for the Great Care as always.

Sincerely,

Richard Sniffen

Patient and Family Partnership Program

Ensuring our patients and their families’ voices are heard helps us to provide high-quality care that puts patients first. In 2019, Bassett Medical Center introduced a new way for patients to voice their experiences through our Patient and Family Partnership Program. This program allows patients and family members to become an “advisor” and share input to help drive the way we deliver care.

Advisors have opportunities to:
- Tell Bassett Medical Center about what matters most from a patient or family perspective
- Help us improve care and how it’s delivered
- Identify areas to consider for improvement
- Be an advocate for health care innovation and improvement

Participation opportunities include:
- Collaborate with our staff members to guide improvement efforts related to a specific care setting or health condition
- Provide feedback, suggestions and solutions on topics such as communication, safety and patient education
- Participate on committees, governance councils, and team huddles with other Bassett team members

“I think we’re all here to help others. There is no more noble reason than to help others.”

Walter Keller, Patient-Family Advisor
“I’ve been a caregiver for over 40 years, and this is the third time I’ve ever wanted to recognize a staff member because he was just that good and was that good to my sister.”

The visit experience was impactful enough that Daniel Jones, acute care RN II in the emergency department, was nominated for and won the DAISY Award for nursing excellence because of how he interacted with the family member’s severely disabled sister.

“I bought her there for non-stop vomiting and severe diarrhea. She is non-verbal and had no understanding of what was going on. Daniel was assigned as her nurse. The man was outstanding in all areas. He realized almost immediately how impacted my sister is, and definitely acted accordingly.”

Jones remembers the patient and how he tried to approach providing the care she needed.

“Springbrook and Pathfinder Village are right around the corner, so I’ve become familiar with working with this patient population,” explains Jones. “I try to approach each patient as an individual. I like to see what their personality is, if they’re verbal or nonverbal, and how they respond to interactions.”

In the narrative nominating Jones for the DAISY Award, the patient’s brother noted that historically, medical visits have not gone very well for his sister. The experience with Jones as her nurse was dramatically different.

“He spoke in a soft, reassuring voice to her. … this enabled my sister to remain calm and not move. He had to draw blood and start an IV. He did so slowly, taking all the time he needed to make sure he could access her vein with one stick. This meant the world to me as she is historically not a one-stick patient.

“We have been to other ERs all over the state with my sister. Most nurses come in, do what they need to do and usually pay no attention to my sister.

… Daniel highly impressed me. He is an excellent caregiver and Bassett is lucky to have him on staff!”

Jones has been a nurse at Bassett for a little more than a year and a half. Nursing is his second degree. He originally studied biomedical photography and was an ophthalmic photographer for four years.

Jan.-Nov. 2019

17,559

Emergency visits (Jan-Nov 2019)

571 Trauma patients

147 Level 2 Trauma

7 Level 1 Trauma

106 Trauma consults
Internationally Respected Urogynecologist Joins Bassett Medical Center

Bassett Medical Center announced in July of 2019 that Samuel Badalian, MD, had joined the organization as chief of Women’s Health for Bassett Medical Center. Urogynecologists are specialists in the female urinary and reproductive tract and treat problems associated with dysfunction of the pelvic floor and bladder. Dr. Badalian’s decision to join Bassett makes available important surgical and non-surgical treatments for incontinence, pelvic prolapse and other women’s health issues in the eight-county region served by Bassett Healthcare Network.

“Prior to my arrival, patients had to travel long distances for these services. This is a quality-of-life issue rather than life or death. Many women just learn to live with incontinence and pelvic prolapse, and they should not have to do this,” says Badalian. According to the National Association of Continence, incontinence affects 25 million Americans, and it is nearly twice as common in women. “We are making women’s lives better, whether they are in their 50s or their 90s, correcting incontinence and prolapse. It is so rewarding, seeing how we are changing lives every day,” Badalian says.

Chief Clinical Officer Steven Heneghan, MD, notes, “Bassett is extremely fortunate to have Dr. Badalian join our medical group. He is respected internationally for his credentials and expertise in the field of urogynecology, and there is great demand for his skills and the treatment options he offers to women in upstate New York.”

NEW PROCEDURES TO TREAT PELVIC FLOOR AND BLADDER DYSFUNCTION

Percutaneous tibial nerve stimulation (PTNS) and the BTL EMSella chair are a few of the non-surgical treatments that Badalian brings to Bassett. PTNS is a minimally-invasive treatment that delivers electrical stimulation to the tibial nerve to treat urge incontinence and overactive bladder. With the BTL EMSella chair, a non-invasive, non-surgical technique for urinary incontinence, patients undergo a 28-minute treatment that uses electromagnetic technology to penetrate targeted tissues of the pelvic floor to stimulate and strengthen the pelvic floor muscles.

Over the last two decades, Dr. Badalian has also performed thousands and trained hundreds more surgeons in sling surgery, which corrects stress urinary incontinence. “We now do this procedure with a small incision and patients can go home after just a few hours,” Dr. Badalian explains. “We also have surgical options for vaginal reconstruction to treat pelvic prolapse in as minimally invasive a way as possible—vaginally, laparoscopically or through robotic surgery.”

A diplomate of the American Board of Obstetrics and Gynecology and Female Pelvic Medicine and Reconstructive Surgery, Dr. Badalian trained in his native Armenia as well as in Russia and the United States. He routinely travels to Ghana, Kazakhstan, France, Armenia and other countries to train physicians and surgeons in surgical and non-surgical treatments for women’s health issues.

“We are making women’s lives better, whether they are in their 50s or their 90s. It is so rewarding, seeing how we are changing lives every day.”

Samuel Badalian, MD, Chief of Women’s Health
HELPING PATIENTS LIVE AGAIN

Scott Butler’s Weight-loss Journey

At his highest weight, Scott Butler from Milford was 40 years of age and not living the life he wanted.

“It got to the point where I was nearly 600 pounds and life just wasn’t happening for me,” recalls Butler.

“I was just going to work and coming home.”

Now 44 years old, Butler made the decision two years ago to undergo weight-loss surgery after a weeklong hospitalization, caused in part by complications associated with his weight.

“Just getting around was a struggle. I’d be exhausted just walking through the store. It was just a very sad existence, so I felt like I needed to do something.”

Butler chose to undergo gastric sleeve surgery, which involves the removal of 75 to 80 percent of the stomach. The procedure, which is the most commonly performed weight-loss surgery in the world, was performed by Dr. Stephanie Oceguera and Dr. Steven Heneghan at Bassett Medical Center.

Bassett’s qualification process for the bariatric surgery program is rigorous and includes a requirement that patients lose five percent of their weight before undergoing surgery.

Butler lost more than 115 pounds over the course of a year. He underwent the gastric sleeve procedure in February of 2018 and has lost more than 300 pounds total.

“It requires a lifestyle change to be successful. I’ve completely changed my eating habits and now opt for lean meat and vegetables for dinner, yogurt for lunch, and a banana and breakfast shake. I do water aerobics at least five days a week, and just a couple of months ago I purchased a dog so I’m also walking,” says Butler.

“I would say to others, don’t rule out weight-loss surgery. I’m living now. I am doing stuff I wasn’t able to do before. I probably would have died if I hadn’t had this done.”
The diagnosis of high-risk prostate cancer was a surprise for Tim Green, a lifelong farmer from Worcester. In the fall of 2017, the 70-year-old was only taking vitamin C and glucosamine for his knees and never had any health concerns. But when Green began experiencing urinary discomfort, his primary care doctor ordered a PSA (prostate-specific antigen) test. The blood test is one of the first tests done in men who have symptoms that might be caused by prostate cancer—and also for screening in men without symptoms. Green’s PSA level came back suspicious for prostate cancer, and a biopsy confirmed the diagnosis.

“Roy and Fred and Shannon—all of them—they are super people,” Green says. “They really want to help you. Sometimes even when I don’t have an appointment, I just go in to see them.”

A TEAM APPROACH
At Bassett, radiation therapists play a large part in patient care, as they see patients multiple times—in Tim Green’s case, 44 times—for radiation treatments.

Green’s wife, Barbara, who continues to be a wonderful support to her husband, agrees and says, “They made things easy and very comfortable.”

EXPLORING HIS OPTIONS
Green was referred to Nicholas Hellenthal, MD, Bassett urologist and chief of surgery, who encouraged Green to meet with Timothy Korytko, MD, radiation oncologist at Bassett, to learn about all of his options.

Options for treating prostate cancer include:

- Active surveillance (waiting and continued testing).
- Radiation (with or without surgery).
- Androgendeprivation therapy, used along with radiation treatment to improve cancer control.

“I first thought I was definitely going to have surgery to remove it and be done with it,” Green says. “But I changed my mind, and I think that was the best decision for me.”

When I first meet with a patient, we go over what they want from treatment, what do they expect from treatment, and what their goals are,” says Dr. Korytko.

“We take a look at how aggressive their cancer is; then we come up with a treatment plan.”

Green decided he wanted to proceed with radiation treatment supplemented with a medicine called Lupron. Lupron therapy reduces levels of male hormones, which stimulate prostate cancer cells to grow.

“I had a real good experience with Dr. Korytko,” says Green. “He was really up-front about everything and the side effects that might come down the road.”

On his last day of radiation therapy, Green rang the bell to signify the end of that part of his treatment—a tradition in the Cancer Treatment Center. “My neighbor friend, Scott Brady, also came with me and played the bagpipes.” That’s just like Green—upbeat from start to finish.

Clinical trials find ways to prevent, treat and cure cancer with innovative treatments—and Bassett patients can reap the benefits. Visit trialsbassett.org or call 877-547-1750.
How Lung Cancer Screening Saved Joanne

“I really feel like she saved my life,” says Joanne Tibbatts of physician assistant Nicole Dunn. Last fall, Tibbatts saw Dunn for bronchitis—not suspecting she might have cancer. Tibbatts quit smoking in 2012, but with a decades long history of smoking, she was still at high risk for lung cancer. Dunn sent Tibbatts for a low-dose computed tomography (CT) lung cancer screening. Unfortunately, the results showed Tibbatts had lung cancer. However, because Tibbatts’ cancer was diagnosed at an early stage—stage I squamous cell lung cancer—her chances of survival were very good.

EARLY DETECTION LEADS TO BETTER ODDS

“Without the screening, I wouldn’t have known at all. I would have thought it was maybe my COPD getting worse,” says Tibbatts. “And it’s so painless; it’s really nothing. There’s no reason not to be screened. And if you do have cancer, grab it early and you’ll survive.”

Tibbatts was not an appropriate candidate for chemotherapy or surgery, as she was on blood thinners, but she is doing very well after five high-dose stereotactic radiation treatments. This treatment aims radiation only at the affected area and is a noninvasive way to cure small lung tumors. “I was a little queasy and weak after the treatments, but other than that I was fine,” Tibbatts says. Tibbatts has periodic CT scanning to make sure no additional cancerous cells are developing.

“My husband and I are so grateful for the care we get at Bassett,” she says. “I can’t say enough about the care, and the doctors are wonderful. I have confidence in them. “I’m thankful, I really am. I tell my kids and grandkids, ‘please don’t smoke.’ My granddaughter, who is 14, says she is not going to even try it, which I am quite happy about.”

Bassett one of longest-standing accredited cancer programs

The Commission on Cancer (CoC) of the American College of Surgeons granted three-year accreditation to the Bassett Cancer Institute in 2019. The accreditation maintains Bassett’s position as one of the longest standing accredited programs in the country. Bassett’s cancer program has been continuously accredited since 1947.

“There is a real sense of comfort for the patient and their family in knowing they’re receiving care from an accredited cancer program,” says Dr. Alfred Tinger, medical director and chief of the Bassett Cancer Institute. “And, Bassett’s accreditation is a significant source of pride for the team of practitioners and staff who care for our patients. We’ve met the CoC’s high standards, often with commendations and no deficiencies as we achieved in this latest audit, for more than six decades. This consistently high performance says to our patients that we are committed to providing them with the best care we can.”
ISSUES OF THE HEART

Cardiac Ablation Therapy at Bassett Medical Center

TEEING IT UP
For years Frederick Hendricks, of Sprakers, New York, experienced fatigue, shortness of breath and a tightness in his chest while on long walks with his wife and golfing with his son. However, he passed cardiac stress tests, and medication failed to control his symptoms.

A HIDDEN HEART PROBLEM
To solve the mystery, Hendricks’ cardiologist at Bassett Medical Center, Daniel Katz, MD, fitted Hendricks with a heart monitor. With that, Dr. Katz discovered the problem: Hendricks had atrial fibrillation (AFib). AFib is a type of abnormal heart rhythm that can have serious consequences, including cardiac arrest and stroke, if left untreated. Heart disease—including high blood pressure—and certain congenital heart defects predispose people to this condition, and the prevalence of arrhythmias increases with age.

EXPERT OPTIONS
Dr. Katz recommended that Hendricks have cardiac ablation therapy to correct the irregularity. That brought Hendricks to James Storey, MD, a board-certified cardiac electrophysiologist (EP). He and physician assistant Victoria Dow, who together have more than three decades of experience in electrophysiology (which treats disorders of the heart’s electrical system) lead Bassett’s EP program. “Cardiac ablation therapy is a procedure that creates scar tissue inside the heart to help stop the arrhythmias,” explains Dr. Storey. Physicians use radiofrequency current to heat the area of the heart muscle, creating scar tissue that helps stop the arrhythmias.

THE COLD CURE
Dr. Storey used a similar procedure, cryoablation, to remedy Hendricks’ irregular heartbeat. Rather than heat, cryoablation uses extreme cold to create the scar tissue and fix the abnormal heart rhythm.

“The benefits of cryoablation are that it is a quicker procedure, there is less destruction to the heart tissue, less discomfort for patients, and there are fewer hospitalizations after the procedure and fewer repeat procedures,” Dr. Storey says.

For Hendricks, the benefits of the cryoablation therapy procedure have been life-altering.

“It has changed how I feel about living and … opened up a whole new world in which I can do things again that I never thought I would be able to do,” he says. “Since the surgery, I have cut trees, cleaned our yard and mowed, which I could not do before. I can go up and down the stairs several times. Before, if I went up and down the stairs once, I would need a nap. It has brought my life back to me. It is just a great feeling. Anyone that’s going through what I went through, it can change your life overnight.”

Cardiac Ablation Therapy at Bassett Medical Center
A year ago, Anthony Winkler’s health took a serious turn for the worse and he didn’t know why.

“I was really starting to sweat it because I was going downhill so fast.”

Winkler, 72 years old and from Franklin, NY, was used to leading a pretty active lifestyle caring for the family’s home, walking and pursuing his photography.

“I do digital photography, but it got to the point where I was very fatigued, and I couldn’t walk to the woods or even the mailbox without being out of breath. My memory started to fail. It was just a terrible downhill spiral.”

Then Winkler suffered congestive heart failure last fall, followed by a heart attack. He was diagnosed with pulmonary hypertension and aortic stenosis, a narrowing of the heart’s aortic valve that restricts blood flow. He wasn’t a candidate for open-heart surgery because of his pulmonary hypertension.

Dr. Dhananjai Menzies, director of Bassett’s cardiac catheterization lab and interventional program, suggested Winkler could benefit from a minimally invasive procedure known as transcatheter aortic valve replacements (TAVR).

“We replace aortic valves through a catheter that is advanced from the groin to the heart without the need for open-heart surgery,” explains Dr. Menzies.

When it first became available about a decade ago, TAVR was available only to patients for whom traditional open-heart surgery was high risk or unavailable. “The procedure has exponentially grown, has been studied in patients with severe symptomatic aortic stenosis and has been found to be superior to surgical aortic valve replacement in the vast majority of patients [regardless of risk category],” notes Menzies.

Winkler spent just one day in the hospital following the TAVR procedure and says the improvement in his breathing and strength was noticeable almost immediately.

“It was amazing. I’m so thankful to the doctors at Bassett. I was worried I wasn’t going to see my granddaughter graduate from high school next year. They saved my life.”

Winkler hasn’t been able to return to everything he would love to do because of a bad hip and cataracts, but he has appointments with specialists at Bassett and is hopeful they’ll be able to fix those problems too.

“I was worried I wasn’t going to see my granddaughter graduate from high school next year. The TAVR procedure saved my life.”

Anthony Winkler, heart patient
IN PURSUIT OF EXCELLENCE
Significant Progress in Areas Affecting Safe Quality Care, Patient Experience and Financial Stewardship

Bassett Medical Center completed the implementation of a new hospital operating system in 2019 called The Right Path. The Right Path promotes effective communication and coordination of care, shared responsibility and shared problem solving to assure patients get the high quality care and services they need, when they need it. As part of this work, more than two dozen performance improvement initiatives were undertaken in 2019 with significant progress made in key areas affecting safe quality care, patient experience and financial stewardship.

**SPECIAL CARE UNIT LENGTH OF STAY – A RIGHT PATH SUCCESS**

**PROBLEM:** More than 50 percent of patients discharged from Bassett Medical Center were not meeting the expected length of stay (LOS) in the hospital. They were overstaying more than their illness necessitated.

**THE PROJECT:** Launched January 2019 in all hospital inpatient units with the goal of achieving the appropriate length of stay for admitted patients.

**DID WE IMPROVE?** Yes. We found for the last 20 weeks of 2019, compared to the prior 19 weeks, that the change in the LOS performance mean (average) was statistically significant – from 46 percent to 55 percent, which is about an 8.5 percent increase in patients hitting expected LOS.

In addition, the percentage of patients at the expected LOS for the first 11 days of January 2020 was 69.2 percent. This means that almost 70 percent of SCU patients are meeting their expected LOS in the hospital for their respective illness. This is a huge satisier for patients and their families.

**SUCCESS FACTORS:**

1. Daily morning SNAP rounds. SNAP stands for Status Now, Action Planning. Barriers to discharge are identified, documented, and acted on to promote the safe, timely discharge of patients.

2. Weekly operational rounding huddles with the unit at their performance improvement boards to identify issues, and propose and work on small incremental process improvements that engage the entire unit.

This structure allows an aligned scientific approach to problem solving.

3. The SCU, under the leadership of Jean Marie-Cocivi, has been diligent in the execution of SNAP rounds, which has resulted in a remarkable improvement in length of stay performance. Another factor critical to the project’s success has been the strong executive (clinical and administrative) support.
INPATIENT PSYCHIATRY HITTIN EXPECTED LOS NEAR 100%

Inpatient Psychiatry has made remarkable progress hitting expected length of stay (LOS) targets for patients, with nearly 100 percent of patients discharged on time over the last month. When they began their LOS work last spring, Inpatient Psychiatry was over two or more days than necessary based on patients' diagnoses.

“This resulted in having to transfer patients to other facilities or hold patients in the emergency department longer than desired until a bed became available on the inpatient psychiatric unit,” explains Jeanne Payne, network administrative director for Inpatient Psychiatry.

The LOS work began in earnest last May when Chief of Psychiatry Dr. Celeste Johns added three key positions with a renewed focus on meeting the needs of Inpatient Psychiatry (IP) and improving access for patients coming in through the Emergency Department. The new hires in IP included:

- Shawn Gulati, MD, full-time psychiatrist overseeing the management of all inpatient psychiatry patients
- Barbara Sepp and Vince Solomon are licensed master social workers (LMSW) dedicated to inpatient psychiatry
- June Bade is a licensed creative arts therapist (LCAT)
- The new positions are supported by a highly experienced nursing staff

Sue Norbury, BSN, is the full-time inpatient psychiatry nurse manager. Six days a week, a LMSW and LCAT provide clinical care and help resolve any barriers to a timely discharge. In addition, because they are now hitting the expected length of stay, Inpatient Psychiatry is able to provide more access to patients in need.

Bassett Medical Center has earned The Joint Commission’s Gold Seal of Approval® for Hospital Accreditation by demonstrating continuous compliance with The Joint Commission’s performance standards. The Gold Seal of Approval is reflective of an organization's commitment to providing safe and effective patient care.

Bassett Medical Center underwent a rigorous, unannounced onsite survey in 2019 by a team of Joint Commission expert surveyors who evaluated compliance with hospital standards related to several areas, including environment of care, infection prevention and control, leadership, medication management, and emergency management. The surveyors also traced the patient experience by observing care provided in the hospital and by speaking with patients, doctors, nurses, and other staff who interact with patients.

“The accreditation process is an important outside evaluation of our performance and is critical to measuring the quality of our organization,” explains Ronette Wiley, executive vice president and chief operating officer for Bassett Medical Center. “Knowing the hospital earned accreditation provides another level of comfort to our patients and their families, and it is a significant source of pride for our practitioners and staff. The survey process is demanding, it occurs every three years, and is a demonstration of our commitment to evidence-based practices and providing patients with the best care we can.”

The Joint Commission’s standards are informed by scientific literature and expert consensus to help health care organizations measure, assess and improve performance.

“Joint Commission accreditation provides hospitals with the processes needed to improve in a variety of areas,” says Mark G. Pelletier, RN, M.S., chief operating officer, Division of Accreditation and Certification Operations, The Joint Commission. “In addition, our accreditation helps hospitals enhance their risk management and risk reduction strategies. We commend Bassett Medical Center for its continuous quality improvement efforts in patient safety and quality of care.”

The Joint Commission, which has accredited hospitals for more than 60 years, accredits approximately 88 percent of hospitals that are accredited in the United States.
Infant Care – Bassett Medical Center received the New York State Perinatal Quality Collaborative (NYSPQC) 2019 Safe Sleep Project Quality Improvement Award in recognition of the work and dedication of staff to improve safe sleep practices for infants. The work includes verbal education and documentation of caregiver sleep education during the birth hospitalization; modeling a safe sleeping environment while in the hospital; and caregiver or parent understanding of safe sleep educational messages.

Bariatric Surgery – Bassett Medical Center is a designated Blue Distinction Center+ for Bariatric Surgery by Excellus BlueCross BlueShield. Programs that receive this distinction must demonstrate success in meeting patient safety measures as well as bariatric-specific quality measures. They must also be nationally accredited at both the facility and bariatric program-specific levels, and demonstrate cost-efficiency compared to their peers.

Stroke Care – Bassett Medical Center has been a New York State designated Stroke Center since 2005, and in 2019, Bassett again received the American Heart Association (AHA)/American Stroke Association’s Get With The Guidelines®-Stroke Gold Plus Achievement Award. Bassett earned the Stroke Gold Plus Achievement Award by reaching an aggressive goal of treating patients with 85 percent or higher compliance to core standard levels of care as outlined by the American Heart Association/American Stroke Association® for two consecutive calendar years.

“I’m living now. I am doing stuff I wasn’t able to do before. I probably would have died if I hadn’t had this done.”

Scott Butler, weight-loss surgery patient
For the second year in a row, the ACS National Surgical Quality Improvement Program (ACS NSQIP®) has recognized Bassett Medical Center for achieving meritorious outcomes for surgical patient care. As a participant in ACS NSQIP, Bassett Medical Center is required to track the outcomes of inpatient and outpatient surgical procedures and collect data that assess patient safety and can be used to direct improvement in the quality of surgical care.

The ACS NSQIP recognition program commends a select group of hospitals for achieving a meritorious composite score in either an “All Cases” category or a category that includes only “High Risk” cases. Risk-adjusted data from the July 2019 ACS NSQIP Semiannual Report, which presents data from the 2018 calendar year, were used to determine which hospitals demonstrated meritorious outcomes.

Only 10 hospitals in New York State earned the ACS NSQIP® distinction, and Bassett Medical Center was one of only five to achieve meritorious outcomes in both the “All Cases” and “High Risk” categories.

“It is very exciting to receive this recognition from the American College of Surgeons for a second year in a row,” says Chief of Surgery Nicholas Hellenthal, MD. "The award further validates what we all prioritize as our number one goal - to continue to ensure high quality results with low complication rates for our surgical patients. We have a great group of care providers, and I am proud to be a part of it.”

METHODOLOGY
Each composite score was determined through a different weighted formula combining eight outcomes. The outcome performances related to patient management were in the following eight clinical areas: mortality, unplanned intubation, ventilator > 48 hours, renal failure, cardiac incidents (cardiac arrest and myocardial infarction); respiratory (pneumonia); SSI (surgical site infections-superficial, deep incisional, and organ-space); or urinary tract infection.

“This program is about promoting safety during surgery. They look at 30-day post-operative occurrences, including 30-day mortality and unplanned return to operating room rates. The goal of NSQIP is to reduce certain surgical complications such as readmissions and blood clots. We place a lot of value on this because it is a clinically reviewed set of data,” notes Dr. Hellenthal.

Bassett has been participating in NSQIP for a decade.

About ACS NSQIP
ACS NSQIP is the only nationally validated quality improvement program that measures the care of surgical patients. This program measures the actual surgical results 30 days postoperatively as well as risk adjusts patient characteristics to compensate for differences among patient populations and acuity levels.

The goal of ACS NSQIP is to reduce surgical morbidity (infection or illness related to a surgical procedure) and surgical mortality (death related to a surgical procedure) and to provide a firm foundation for surgeons to apply what is known as the “best scientific evidence” to the practice of surgery. Furthermore, when adverse effects from surgical procedures are reduced and/or eliminated, a reduction in health care costs follows. ACS NSQIP is a program of the American College of Surgeons and is currently used in nearly 850 adult and pediatric hospitals.

“This award further validates what we all prioritize as our number one goal - to continue to ensure high quality results with low complication rates for our surgical patients.”
Nicholas Hellenthal, MD, Chief of Surgery
ACADEMIC MEDICAL CENTER

Bassett Medical Center’s commitment to its missions of patient care, teaching and research began nearly 100 years ago and remains strong today. Our staff, clinicians and practitioners provide science-driven, patient-centered care in an environment that embraces diversity and promotes a humanistic approach to medicine and continual innovation and learning.

PATIENT CARE

The journey to continually improve and achieve the highest quality care in the safest environment never ends. We are driven to help our patients heal and the population we serve achieve the best health possible.

EDUCATION

Bassett Medical Center has a reputation for providing excellent clinical training in a unique environment that allows for greater hands-on opportunities, diverse care experiences and longitudinal experiences that emphasize the humanistic aspects of medicine.

RESEARCH

Scientists at Bassett have a long history of meaningful contributions to the medical community’s understanding of health and disease. The Bassett Research Institute’s threefold mission is: to improve the health of the rural communities served by the Bassett Network, to study the function of Bassett and other rural resources in the delivery of health services, and to foster and support the research endeavors of Bassett clinicians.
2019 BASSETT AMBASSADOR OF THE YEAR
Empathy and Compassion in Medicine

There are 600,000 doctors in the United States and only a small minority of these MDs also hold PhDs. Dr. William Richtsmeier of Bassett Medical Center is one of them. He specializes in head and neck surgery within a field called Otolaryngology, more commonly referred to as ENT for Ear, Nose and Throat.

Richtsmeier, the hospital’s 2019 Ambassador of the Year, recently, talked about why Bassett has been such a great fit with his background for the past two plus decades.

Richtsmeier has been able to use his MD/PhD to help further all three of Bassett Medical Center’s missions: patient care, teaching and research.

TEACHING
As a teaching hospital and medical school campus affiliated with Columbia University, and a nationally renowned Research Institute, Bassett offers Dr. Richtsmeier the opportunity to teach residents, medical school students, and even expose high school students to medicine, and to teach patients about their illnesses.

PATIENT CARE
According to Michele Trzepacz, RN, who nominated Dr. Richtsmeier for the Ambassador award and has worked closely with him for five years, Dr. Richtsmeier excels at patient care.

“I like being a surgeon. I like helping people,” said Dr. Richtsmeier.

After interacting with many other ENT doctors during her 33 years as a nurse, Trzepacz observed, “Dr. Richtsmeier goes above and beyond for his patients … He has a way about him. He is one of a kind.”

It is important to Richtsmeier to keep empathy and compassion at the forefront of patient care.

“I think I’ve had a few patients who have had very difficult malignancies who I’ve helped get through that. They were conversations I’ve had with patients which helped them deal with their illnesses. Although everybody is going to die someday, a lot of people do not think about the end of life.”

Richtsmeier credits a volunteer job he had for several summers working in an emergency room with giving him a “taste of the seriousness and the intimacy of practicing medicine.” He says, “I think it was that early experience in the emergency department which hooked me.”

RESEARCH
During his 25-year career at Bassett, Dr. Richtsmeier has devoted himself to the clinical side of medicine. For another half of his career, Dr. Richtsmeier worked for two prestigious universities, Johns Hopkins and Duke, excelling at research and teaching medical students. In those roles, “cancer was my surgical focus as there are many tumor related illnesses.” Immunology is what fascinates Dr. Richtsmeier the most.

“I was lucky to have an excellent education. Research taught me to evaluate things differently and to be able to turn around and explain very complicated concepts to patients in a language they can understand.”

Dr. Richtsmeier continues to do research at Bassett by assessing the outcomes he has with each patient. He takes great pride in his work saying, “We’re good at what we do here.” The salaried physician model at Bassett provides an added benefit: “We can collaborate together.” Patients have a team of doctors, nurses and staff. “Support is so important” to a patient’s recovery and to their caregivers.
Commercial fishing is one of the most dangerous occupations, and the East Coast has the highest number of commercial fishing fatalities in the United States. For New England commercial lobstermen, falls overboard are the most frequent cause of death. Researchers at the Northeast Center for Occupational Health and Safety (NEC) have been working to change that, one lifejacket at a time.

Based out of Bassett’s Chamberlain Center in Fly Creek, the NEC is one of 11 agricultural centers across the country designated and funded by the National Institute of Occupational Safety and Health (NIOSH). Serving a 12-state region from Maine through West Virginia, the NEC promotes health and safety research, education, and prevention activities in the high-risk areas of farming, commercial fishing and logging.

Since 2016, NEC researchers evaluated barriers that lobstermen have experienced when considering lifejackets. In April, researchers embarked on a campaign distributing lifejackets from two vans travelling from port to port along the Maine and Massachusetts coastlines. The “Lifejackets for Lobstermen” vans carried 11 models of PFDs, distributed at a 50 percent discount. The selection was a culmination of more than 550 lobstermen giving guidance over the course of three years on the “ideal” working lifejacket.

“The fishermen have guided all of our research, telling us what would help and, equally importantly, what wouldn’t work,” said Rebecca Weil, research coordinator for the study.

Two fieldwork coordinators navigated 10,000 miles up and down the coastline, parking the vans at 53 ports for a total of 159 days to promote the project and give lobstermen the chance to try on and purchase the lifejackets. The project surpassed expectations, distributing 1,076 personal flotation devices (PFDs) to Northeast lobstermen.

“We are seeing pictures of fishermen wearing their new gear out working on their boats,” said Weil. “At least one life has already been saved, and that makes all this effort worth it.”

One Cohasset, MA, lobsterman told researchers at one of the vans’ port stops, “We all know someone that hasn’t come home. Most of us know many.”

The project has been so successful that Fishing Partnership Support Services, a fishing industry health and safety non-profit organization, will be continuing the work of the Lifejackets for Lobstermen project in 2020. As part of Fishing Partnership’s free courses on safety and survival at sea, one of the vans will be used to provide fishermen the opportunity to learn about the importance of lifejackets, the options available to them and the chance to purchase lifejackets at the same 50 percent discount.

“We couldn’t have done this without all the community support and we are so excited to see it continue,” noted Jessica Echard, research coordinator. NEC is collaborating on this project with Fishing Partnership Support Services, Maine Lobstermen’s Association, Massachusetts Lobstermen’s Association, McMillan Offshore Survival Training and the Atlantic Offshore Lobstermen’s Association.

See images and follow the vans’ journey from port to port on the project’s Facebook page, @lifejacketsforlobstermen. Preliminary study findings were reported in an article written by NEC and Bassett Research Institute researchers in the October issue of the Journal of Agromedicine issue. The project was also featured in the April issue of Forbes’ magazine as well as by a wide variety of television, radio, print and online media sources throughout New England.
EXPANDING ACCESS TO QUALITY CARE

Bassett Develops FNP Residency Program

A $2.7 million dollar start-up grant was awarded to Bassett Medical Center in 2019 for the development of a Family Nurse Practitioner Residency Program in the Bassett network. Bassett was one of eight institutions nationwide to receive the Health Resources and Services Administration grant in 2019.

The post-graduate family nurse practitioner (NP) residency will be integrated into Bassett’s primary care practices at FoxCare Center in Oneonta. The program will accept four NP residents in year two, eight in year three, and ten residents in year four.

Gregory Rys, DNP, FNP-BC, lead researcher for the grant project, is director of the Nurse Practitioner Residency Program.

“We envision a program that will provide an integrative training platform for new nurse practitioners so they can confidently and proficiently serve as a primary care provider in a complex health care arena,” explains Dr. Rys. “Our desired outcomes from this training program include improved job satisfaction for new nurse practitioners and for the practitioners and support staff in the primary care practice. Ultimately, we expect this residency program will lead to improved global health of the rural communities we serve by expanding access to quality health and wellness services.”

Bassett Medical Center has a long and illustrious history of training the next generation in innovation and leadership in rural medicine. The hospital started its first medical residency programs in 1927 and its first nurse training programs in the 1950s. This newest residency program responds to a 2010 report on the future of nursing by the Institute of Medicine (IOM). The IOM report called for residency training for all advanced practice registered nurses, including nurse practitioners. IOM renewed that recommendation in 2015.

Bassett will launch its newest residency program in July of 2020 in conjunction with its academic partners Columbia University, SUNY Binghamton, SUNY Upstate and SUNY Polytechnic. Candidates for the Nurse Practitioner Residency Training Program in rural primary care medicine must be recent graduates of a Masters in Nursing or Doctors of Nursing Practice program, and certified as a family nurse practitioner with a stated commitment to practice as a primary care provider in a rural or underserved setting.
Fifty eight of Bassett’s primary care, pediatric and school-based health centers have been awarded Patient-Centered Medical Home (PCMH) recognition under the New York State Patient-Centered Medical Home Program (NYS PCMH), which aims to achieve better health care, a better patient experience and lower cost.

“This is great news for our patients and the teams of clinicians, nurses and other staff that work hard to achieve and maintain the level of data-driven improvement in specific quality measures, efficiency and patient experience,” notes Chief Clinical Officer Steven Heneghan, MD. “What it means for patients is an even better care experience, improved outcomes, as well as the opportunity to become more actively involved in their own care."

The NYS PCMH program was developed in 2018 by the NYS Department of Health and the National Committee for Quality Assurance (NCQA), the original creator of the PCMH program. Of the 58 health centers that achieved NYS PCMH recognition, 19 are school-based health centers (SBHC). Bassett’s SBHCs are believed to be the only group of SBHC’s in New York State to be awarded PCMH status.

The PCMH program uses a clinician-led team approach that takes collective responsibility for each patient’s care. The emphasis is on continuous, comprehensive care that includes preventive care and the coordination of care for people with chronic conditions. Whereas primary care used to be episodic care, based on patient illness, the medical home model replaces that approach with coordinated care over the patient’s lifetime. Patients are engaged in their own health through setting wellness goals, detailed after visit summaries, and expanded communication options, including MyBassett, an electronic patient portal that allows patients to get test results quickly, make or request appointments, renew medications, and ask questions of their health care team.

Research shows that PCMHs improve quality and the patient experience, and increase staff satisfaction—while reducing health care costs.

Pet Therapy in School-Based Health

Sully is a three-year old Cavalier King Charles Spaniel and last year, he joined the school-based health center team at Unadilla Valley Central School. Sully’s owner, school-based health nurse practitioner Susan Converse, is also a trained psychiatric nurse practitioner. She has found that children who have been through a traumatic experience, are agitated, anxious or depressed, will open up and share their feelings much more readily when there is a therapy dog with them.
A program at Bassett Medical Center that introduces area high school students to career opportunities in health care has proven quite popular. Since its inception, Scrubs Club has educated 120 students about the wide range of job roles needed to keep a health system functioning day to day. In the 2019-2020 school year, 42 students from seven different schools are taking advantage of the program, with 30 staff from Bassett participating as educators. Feedback from participants, educators and parents has been positive.

Rebecca Brown’s daughter is among the students participating in Scrubs Club this year, and Brown offered the following thoughts to program organizers recently.

“Thank you for offering the Scrubs Club to our school district. My daughter was so excited last night. She told me all about the helicopter crew, the breathing, the dummies, the simulation makeup, the food. ... She was so full of stories. My husband said when he went to pick the kids up that the kids who had gone to Scrubs were sitting on the picnic table together all happy and chatty. Thank you for giving our kids this experience!”

Scrubs Club brings students to the hospital once a month during the school year for a day of educational sessions hosted by hospital staff who discuss their day-to-day work, provide some hands-on learning and answer questions from students.

Students are often surprised to learn that in addition to practitioners and nurses, Bassett employs a number of staff in such areas as finance, billing, human resources, carpentry and maintenance, security and information technology. During their time at the hospital, the students work closely with hospital employees in a variety of departments, watch virtual tours and participate in discussion groups. They actively take part in medical procedure simulations and visit the hospital helipad to speak with flight paramedics.

The 2019-2020 program will come to a close in May with a graduation ceremony for Scrubs Clubs students.
Bassett established a Center for Innovative Care (CIC) in 2019. The CIC is intended to expand and add the infrastructure necessary to support telemedicine across the network. This will allow more patients to be seen where they are and decrease practitioner “windshield time” driving to and from regional locations. The CIC is being led by Scott Cohen, MD, MBA, chief medical information officer; Henry Knoop, PA-C, MHA, medical director of the CIC; and Deanna Charles, director of the CIC.

Overall, the goals of a comprehensive telemedicine program are to:

- Decrease unnecessary ED visits for treatable primary care diagnoses
- Provide patients with better access to primary care and specialty providers
- Further improve management of chronic conditions
- Decrease travel for both patients and providers
- Decrease no-show rates at all clinics

- Provide timely inpatient specialty consults, thereby reducing unnecessary extensions of length of stay and transfers for consultations

**TELEMEDICINE THROUGH 2019**

**Convenient Care** – Walk-in patients who can’t be seen right away are offered a video visit with an off-site practitioner who has an opening. Currently a pilot program at Herkimer Convenient Care.

**Bariatric Post-Surgery Visit** – Post-surgery visits are conducted using the MyBassett app and the Zoom video platform with patients in their home.

**Stroke and Neurology Consults** – The network’s six emergency departments and five inpatient hospitals have access to on-demand stroke evaluation and general neurology consultations with a University of Rochester neurologist when a Bassett specialist is not available.

**Neurosurgery Consults** – Patients needing a neurosurgery consult at any of the network’s six emergency departments and five inpatient hospitals are connected to a neurosurgeon remotely using the Zoom platform.

**Dermatology** – Video visits with off-site dermatologists have alleviated a backlog of patients and expanded capacity.

**School-Based Health** – Students have access to concussion, psychiatry or pediatric consultations through remote visits with a specialist in Cooperstown.

**Pre-op visits** – Perform pre-op history and physical exams at the patient’s home clinic rather than having them come to Cooperstown.

**Inpatient consults** – Pilot program where patients are seen by several specialists at affiliate hospitals including infectious disease, palliative care and psychiatry.

**E-Consults for Primary Care Practitioners** – allow primary care practitioners, surgeons and other providers to refer patients to an in-network specialist pool. The participating specialties include Cardiology, Dermatology, Endocrinology, Ortho-spine, Urology and and Infectious Disease.

“I called the Bassett Dermatology scheduling line and was given an appointment that same week that fit my work schedule well. The doctor was detailed and knowledgeable, and the visit was done in 15 minutes. The treatment plan has helped me immensely.”

Lauren Marsden, teledermatology patient
Douglas DeLong, MD, FACP, began his term as Chair of the Board of Regents of the American College of Physicians (ACP) in April of 2019. The Board of Regents is the main policy-making body of the College.

A resident of Cherry Valley, Dr. DeLong is the Chief of the Division of General Internal Medicine at Bassett Medical Center. Prior to his term on ACP’s Board of Regents, he served as Chair of ACP’s Board of Governors after his term as Governor of New York’s Hudson Valley chapter. He has been a member of various committees and councils within ACP, including ACP’s New York Chapter Public Health and Policy Committee. He participated in the New York Chapter’s Leadership Day, and ACP’s Leadership Day on Capitol Hill in Washington, D.C.

Joseph R. Sellers, MD, was elected Vice President at MSSNY’s 213th annual House of Delegates meeting in Tarrytown, NY, in 2019.

Dr. Sellers is an attending physician in Internal Medicine and Pediatrics at Bassett’s primary care center in Cobleskill. He previously served MSSNY as treasurer, assistant treasurer and as secretary. He served as MSSNY’s Third District Councilor from 2004-2010, and Third District President from 1998-2004. Additionally, he served as Chair of MSSNY’s Political Action Committee from 2010 to 2019. He was president of the Schoharie County Medical Society from 1990-1994.

Kathryn Doughty, MD, MPH, MS, FAAOS, has been named to the Pediatric Evaluation Committee for the American Academy of Orthopaedic Surgeons (AAOS). Among other duties, committee members prepare the Pediatric Orthopaedic Self-Assessment Examination (OSIE) every two years. They also provide examination questions for other AAOS educational programs to help practicing pediatric orthopaedic surgeons remain current.

In addition to the American Academy of Orthopaedic Surgeons, Dr. Doughty is also a member of the Pediatric Orthopaedic Society of North America. She also serves on the volunteer faculty of The Perry Initiative, which aims to inspire young women to become leaders in the fields of orthopaedic surgery and engineering.

Chris Kjolhede, MD, pediatrician and co-director of the Bassett School-Based Health Program, received the 2019 Lifetime Achievement Award from the national School-Based Health Alliance June 24. The award recognizes “luminaries in the school-based health care field who have demonstrated a strong commitment to the mission of school-based health care ... and who go above and beyond to manifest the vision of quality school-based health (SBH) care for all young people.”

In the mid-1990s, his penchant for patient advocacy led Kjolhede to pursue growing a new model of pediatric care that would provide services in schools throughout the counties served by Bassett, thereby assuring easy access to quality health care for students from pre-kindergarten through 12th grade.

Today, Bassett’s school-based health services are in 19 schools and include medical, mental health and dental care. The total number of visits to SBH in 2019 was 37,639.
ADD A MEASURE OF COMFORT AND SAFETY TO THE HOSPITAL SETTING

Bassett Medical Center introduced its first K-9 security team to the public in 2019. Hudson, a three-and-a-half year old Belgian Malinois, and the dog’s handler, security officer Robert Meiser, began making rounds at the hospital in June. Bassett joins a growing number of hospitals around the country that have a K-9 security program in place.

Bassett Medical Center President William LeCates, MD, notes, “The development of a K-9 program was a complicated undertaking, and I am greatly appreciative of Mr. Meiser and the Bassett security team who worked to make this program a reality for Bassett. The presence of a K-9 team adds an important new dimension to our security program and represents our ongoing commitment to the safety of our patients, visitors and caregivers.”

Harold Southworth, director of Public Safety and Transportation, says Meiser and Hudson have been on the road throughout the eight-county region served by Bassett to introduce the K-9 team and its role at each of the five hospitals in the Bassett Healthcare Network as well as the dozens of health centers throughout the eight-county region Bassett serves.

“The presence of a K-9 team is shown to be extremely effective in promoting safety,” explains Southworth, who along with Andrew Zuk, manager of Security Operations, led the development of the K-9 program.

“Hudson is extremely intelligent and adaptable to the moment. His presence can immediately calm a highly charged situation, and he is an approachable, comforting distraction when called upon, such as for children in the emergency department.”

Meiser, who has 4 years of experience in hospital security, trained with Hudson for several weeks before officially beginning their work as the K-9 team at Bassett. “The training was extensive and a really good experience; we bonded immediately,” says Meiser who, in his role as the K-9 security officer, has taken on the responsibility of caring for his canine partner as well as the ongoing training of Hudson.

While Hudson’s main job is to provide an added layer of security and safety at the hospital, he will also regularly interact with patients, visitors and staff. He wears a working K-9 vest so it is clear he is “on the job,” but Hudson is approachable by simply asking his handler if it is okay to approach and waiting for an affirmative response.

In addition to the K-9 team, Bassett’s security department consists of 61 security officers who staff five hospitals, various regional health centers and act as a reassuring presence and resource for staff, patients and visitors. They respond to emergencies and are the network’s liaison with area law enforcement.
Economic & Community Benefits

$928,000,000
Economic activity

6,200
Jobs generated

$314,000,000
Payroll expenditures

$126,000,000
Tax dollars generated

$45,000,000
Community benefits & investments

Quality Healthcare

754,000
Outpatients provided care

17,000
People treated in the emergency room

10,000
People admitted to hospitals

1,000
Babies delivered

State & Federal Funding

54%
Reimbursement from Medicare & Medicaid

At this hospital, 73% of inpatient discharges and 61% of outpatient visits are covered by Medicare and Medicaid.

All data in this report are explained on the back page.
Bassett Medical Center conducted an employee engagement survey in 2019 to hear from employees what we’re doing right and where we have opportunity to improve. All employees receive feedback on the survey results from their supervisor and action plans are developed based on those results to be implemented in 2020. Below is a snapshot of comments from employees who recognize that there are areas where we can do better, but overall are satisfied with their work environment.

“I am a very happy employee; all of the communication has been wonderful.”

“The Above and Beyond stories make us feel good.”

“Keep doing what you are doing. I am satisfied as an employee!”

“I have seen many good changes in the past year to help patients and employees.”

“My team gets along and we are happy.”

“My office is a great place to work; the providers treat us well.”