

# CARE CONNECT

Issue 9

## PATIENT SUCCESS STORY



### Coordination delivers quality care to mother and son

Eddy Heritage House in Troy stepped up to care for two members of a family at one time...and it all started when a 79-year-old woman arrived at the Samaritan Hospital Emergency Department. She had fallen and broken her hip, but she was also the primary caregiver for her 58-year-old son. Except for a one-hour daily visit from an aide from the Eddy Visiting Nurse & Rehab Association, the son was dependent on his mother for many of the activities of daily living.

Keith Mayhew, an Eddy VNRA home health aide, and Ann Marie Moran, an Eddy VNRA manager, quickly realized the son couldn't live alone, and that started a rapid sequence of coordinated efforts to secure quality care for both mother and son.

While a local relative was called upon to temporarily help with some of the caregiving the son needed, Moran called Ellen Haegele, director of nursing at Eddy Heritage House to check on the availability of a respite bed. That first day after the fall, Moran

made a home visit to begin pre-admission screening, and arranged for him to see his doctor for additional screening that same day. Michelle Bell, an Eddy VNRA RN case manager, visited the house a couple days later to read the results of a required TB test.

In the meantime, staff at Eddy Heritage House made sure the son would have his stay covered by insurance. And just three days after the mother went there to begin her rehab, the son arrived there as well. His presence helped her heal: she was able to go through rehab knowing he was safe.

The mother was discharged home first to give her time to settle in, then five days later he came home and his daily aide visits resumed. At the same time, she started six weeks of physical and occupational therapy, also provided by Eddy VNRA.

Today, thanks to care coordination efforts at Samaritan, Eddy VNRA and Eddy Heritage House, both mother and son remain at home and are doing well!



"OUR ROCK STARS!"

Michelle Bell, RN, Eddy VNRA; Marcia Cushman, admissions coordinator, Eddy Heritage House; Ellen Haegele, director of nursing, Eddy Heritage House; Mary Jane MacDonald, CNA, Eddy Heritage House; Keith Mayhew, home health aide, Eddy VNRA; Anne Marie Moran, manager of aide scheduling, Eddy VNRA.



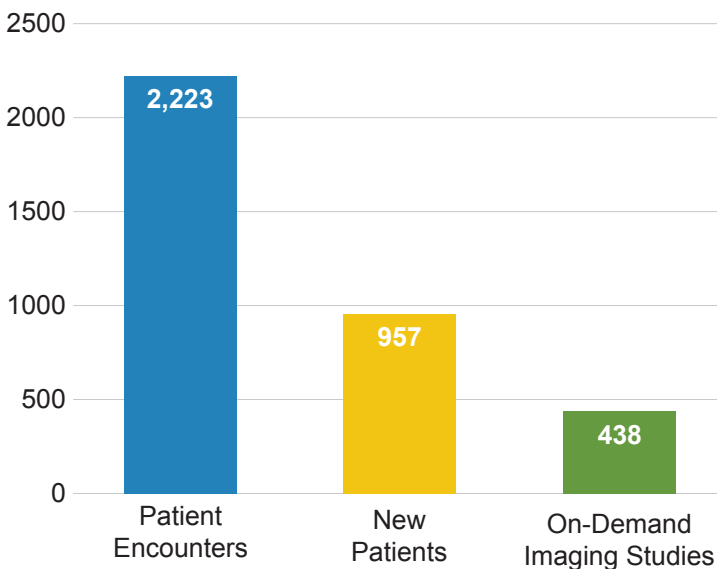
# DID YOU KNOW?



Some members of the Same Day Heart Clinic team: Sabin Hassan, LPN; John Keefe, PA-C; Elize Alamin, MA; Dr. James Phillip; Megan Mendelson, FNP-BC

**Cardiac patients who have symptoms that are not life threatening no longer have to wait for an appointment with a specialist!** The Same Day Heart Clinic at Albany Associates in Cardiology (AAC), 2 Palisades Drive in Albany, accepts walk-ins on a first-come, first-serve basis weekdays from 8:30 a.m. to 4 p.m.

**Same Day Heart Clinic**  
January 15, 2018 – September 21, 2018



The Same Day Heart Clinic, which began welcoming patients January 15 of this year, always has one of AAC's 20 staff cardiologists available to assist patients. Besides a visit with a doctor, the clinic can provide cardiac assessment and diagnostics.

For people with severe symptoms the walk-in clinic is not a substitute for a visit to the emergency room. But the clinic can provide a variety of services in a timely fashion such as reviews of a primary care provider's EKG, analysis of what may seem to be a reaction to medication and clearance for surgery. Same day advanced imaging (echocardiogram, stress tests, and nuclear stress tests) is available to patients (pending insurance approval).

The Same Day Heart Clinic at Albany Associates in Cardiology's Albany office, is in the Executive Woods Office Park, just off Everett Road. The main office number is **(518) 458-2000**.

# CARE TRANSITION SPECIALIST DIRECTORY



ST PETER'S HEALTH  
PARTNERS

## What is a Care Transition Specialist?

A representative at each affiliate site to help navigate customers through their affiliate or service line. Customers may include: employees from another affiliate who are working with a patient/resident/client at their site, or an employee who has a personal family need. These resources can help you make connections across the system.

## ACUTE CARE

**Albany Memorial Hospital**  
Care Coordination Department  
TEL 518-471-3217

**Samaritan Hospital &  
St. Mary's Hospital**  
The Hub  
TEL 518-271-3401

Behavioral Health  
Kerry Strnad, Director of Operations  
TEL 518-271-3927  
Kerry.strnad@sphp.com

**St. Peter's Hospital**  
Department of Care Coordination  
TEL 518-525-1364

**Sunnyview Rehabilitation Hospital**  
Deborah House, Manager  
Case Management  
OFFICE 518-382-4516  
CELL 518-423-1891  
Deborah.house@sphp.com

## SPHP MEDICAL ASSOCIATES

Primary Care Practice Managers for new patients/outside employees, and for active patients the RN Embedded Case Managers.

For a directory of primary care and specialty care contacts, visit:

<http://sphp.che.org/MedicalAssociates/Directories/Forms/AllItems.aspx>

## CONTINUING CARE

*The Eddy is a nationally recognized network of health care, supportive housing, and community services reaching 22 counties and serving more than 48,000 people every year.*

### NURSING HOMES (LONG-TERM CARE & SUB-ACUTE CARE)

Whether you need long-term nursing care or short-term rehabilitation to recover from surgery, an accident or stroke, The Eddy offers a comprehensive range of compassionate care in friendly and homelike environments located throughout the region.

09.12.18

*At our facilities, we encourage residents to remain as independent as possible while we provide as much personal assistance as necessary.*

Care Transition Specialists  
For sub-acute referrals from  
SPH & AMH: Karen Masi, 518-588-4547  
SAM: Marcia Cushman, 518-708-4799

For long-term care referrals:  
Eileen Reiss, 518-238-4042

### Eddy Heritage House Nursing and Rehabilitation Center

Marcia Cushman  
OFFICE 518-833-0109  
CELL 518-708-4799  
Marcia.cushman@sphp.com

### Eddy Memorial Geriatric Center

Deb Matheson  
TEL 518-271-5933  
Deborah.M.Matheson@sphp.com

### Eddy Village Green at Beverwyck

Cindy Lagios, LMSW  
TEL 518-533-6936  
Cindy.lagios@sphp.com

Paula Kalamejski  
TEL 518-451-2121  
Paula.kalamejski@sphp.com

### Eddy Village Green at Cohoes

Eileen Reiss  
TEL 518-238-4113  
Eileen.Reiss@sphp.com

### Our Lady of Mercy Life Center

Karen Masi  
OFFICE 518-464-8150  
CELL 518-588-4547  
Karen.Masi@sphp.com

### Schuyler Ridge Residential Healthcare

Fran Sendzik  
OFFICE 518-373-3102  
CELL 518-410-4922  
FrancesM.Sendzik@sphp.com

### St. Peter's Nursing and Rehabilitation Center

Jamie Shuhart  
OFFICE 518-525-7662  
CELL 518-441-1474  
Jamie.Shuhart@sphp.com

## INDEPENDENT LIVING

*Independent living means having the freedom to enjoy an active lifestyle without the burdens of home maintenance. It means having a choice of activities, amenities and services suited to your personal needs. It provides opportunities to interact with active and interesting people living within the community you call "home."*

- Beechwood at Eddy Memorial (Troy)
- Beverwyck (Slingerlands)
- Eddy Hawthorne Ridge (East Greenbush)
- Glen Eddy (Niskayuna)
- Glen at Hiland Meadows (Queensbury)

TEL 518-280-8353 and 1-877-748-3339  
Requests for information  
<http://www.eddyseniorliving.com/>

## ENRICHED HOUSING/ASSISTED LIVING

*As an individual grows older, they may need a little help every day — with dressing, bathing, medications, or even making the bed. The Eddy's enriched housing and assisted living communities believe that needing some help shouldn't mean giving up independence and dignity.*

- The Terrace at Beverwyck
- The Terrace at Eddy Memorial
- The Terrace at Glen Eddy
- The Terrace at Eddy Hawthorne Ridge
- The Terrace at The Glen

TEL 518-280-8385 and 1-877-748-3339  
Requests for information  
<http://www.eddyseniorliving.com/>

## MEMORY CARE

*Since the 1980S, The Eddy has been committed to improving the quality of life for individuals living with Alzheimer's disease or a related dementia. We are proud of our innovative memory care communities, each providing a warm, homelike environment where dignity and independence come first.*

- Eddy Memory Care at Marjorie Doyle Rockwell Center
- Eddy Memory Care at Eddy Hawthorne Ridge

TEL 518-280-8353 and 1-877-748-3339  
Requests for information  
<http://www.eddyseniorliving.com/>

### **Eddy Alzheimer's Services**

*Offering a comprehensive range of programs and services to assist caregivers and individuals with Alzheimer's disease and other dementias.*

Andrew DeLollo  
TEL 518-238-4168

### **COMMUNITY SERVICES**

#### **Health Home**

*Health Home Care Coordination is ideal for Medicaid members with multiple chronic conditions who struggle with following through on provider directives and who have potentially preventable visits to the hospital. Additionally, these members may be lacking basic needs (food, shelter, utilities) and require these issues to be addressed.*

Lindsay Homenick  
TEL 518-271-3608  
[Lindsay.homenick@sphp.com](mailto:Lindsay.homenick@sphp.com)

#### **Eddy Visiting Nurse & Rehab Association**

*Provides in-home physical, occupational, speech and nutrition therapies to help patients recuperate in the comfort of their own homes.*

Lynn Mellon/Debbie Moore for nursing  
Lisa Lemery, or ask for any Rehab Supervisor for rehab  
518-270-1369 (Lynn)  
518-270-1348 (Debbie)  
518-270-1314 (Lisa)  
[Lynn.mellon@sphp.com](mailto:Lynn.mellon@sphp.com)  
[Deborah.moore@sphp.com](mailto:Deborah.moore@sphp.com)  
[Lisa.lemery@sphp.com](mailto:Lisa.lemery@sphp.com)

#### **PACE/Eddy Senior Care**

MAIN 518-382-3290  
Ben Baskin  
TEL 518-831-6361  
[Benjamin.baskin@sphp.com](mailto:Benjamin.baskin@sphp.com)  
Tammie Santilli  
TEL 518-831-6641  
[Tammie.santilli@sphp.com](mailto:Tammie.santilli@sphp.com)

#### **CHOICES Program Elder Care Consulting**

*Assessments, care coordination and care transitions services. Our aging life care professionals provide education, support, and advocacy to help adults aged 60 and older return or remain home safely.*  
TEL 518-525-6803  
[choicesprogram@sphp.com](mailto:choicesprogram@sphp.com)

Karen E. Meemken, LCSW, C-ASWCM  
TEL 518-525-6772  
[Karen.meemken@sphp.com](mailto:Karen.meemken@sphp.com)

#### **Service coordinators in senior housing (24 sites)**

Cindy Kocienski  
TEL 518-270-1425  
[Cynthia.kocienski@sphp.com](mailto:Cynthia.kocienski@sphp.com)

#### **Telehomecare**

Diane Gotebiowski  
TEL 518-270-1495  
[Diane.gotebiowski@sphp.com](mailto:Diane.gotebiowski@sphp.com)

#### **Managed Long-Term Care (VNSNY CHOICE MLTC)**

JoAnn Siry  
TEL 518-270-1499  
[JoAnn.Siry2@sphp.com](mailto:JoAnn.Siry2@sphp.com)

Backup: Ann Marie Moran  
TEL 518-270-1325  
[Annmarie.moran@sphp.com](mailto:Annmarie.moran@sphp.com)

#### **Personal emergency response service/Eddy Health Alert & Medication Dispensers**

Kathy Leonard  
TEL 518-833-1042  
[Kathleen.leonard@sphp.com](mailto:Kathleen.leonard@sphp.com)

#### **Coach (nurses, behavioral health, asthma)**

Patrick Archambeault  
TEL 518-270-1324  
[Patrick.archambeault2@sphp.com](mailto:Patrick.archambeault2@sphp.com)

#### **Palliative Care**

*Palliative Care focuses on relief from pain, the symptoms and the stress of serious illness with a goal of improving quality of life for patients and their families.*

Hospital-based, outpatient:  
Elizabeth Kirby-Walsh  
TEL 518-525-5508  
[ekirbywalsh@communityhospice.org](mailto:ekirbywalsh@communityhospice.org)

Home-based:  
Linda Reveal  
TEL 518-270-1322  
[Linda.reveal@sphp.com](mailto:Linda.reveal@sphp.com)

Cindy Kocienski  
TEL 518-270-1425  
[Cynthia.kocienski@sphp.com](mailto:Cynthia.kocienski@sphp.com)

#### **Hospice**

*We provide comprehensive comfort-oriented services and compassionate attention in patients' homes, in the hospital, at nursing homes, or a hospice residence. A person is eligible for hospice care if their physician believes they have six months or less to live. It is an option for people facing any disease*

Kathy Lavigne  
TEL 518-279-5666  
[Kathleen.lavigne@sphp.com](mailto:Kathleen.lavigne@sphp.com)

Backup: Ronnie Tucker  
TEL 518-279-5667  
[Veronica.tucker@sphp.com](mailto:Veronica.tucker@sphp.com)

#### **Bereavement Support (open to community free of charge including for children)**

Ciara Diemer  
TEL 518-506-1301  
[Ccovey@communityhospice.org](mailto:Ccovey@communityhospice.org)

#### **Northeast Home Medical Equipment (Durable Medical Equipment)**

Irene Magee  
TEL 518-880-1014  
CELL 518-857-3998

Robin Domm  
TEL 518-880-1021  
CELL 518-221-0491

#### **Empire Home Infusion Services**

*The area's only local, not-for-profit provider of customized home infusion pharmacy services. Pharmacy and delivery teams work closely with EVNRA to coordinate care and provide education to patients and family.*

Diana Boschi, Director  
TEL 518-289-2938  
CELL 518-396-7252  
[Diana.boschi@sphp.com](mailto:Diana.boschi@sphp.com)

Theresa Faul, Supervising Pharmacist  
[Theresa.faul@sphp.com](mailto:Theresa.faul@sphp.com)

#### **Eddy DayBreak, Adult Day Services**

*Offers a stimulating and enriching day program for adults living at home who due to illness, injury or age need a safe and secure daytime environment. With five locations including social, medical and memory loss specific medical programs, DayBreak gives family caregivers the chance to fulfill work and personal obligations, or just have some time off from the demands of caregiving.*

Jess Flynn, Community Liaison  
TEL 518-729-6523  
[Jessica.flynn@sphp.com](mailto:Jessica.flynn@sphp.com)

### **IHANY**

*A collaboration among doctors, health systems and health care providers in New York's Capital Region aimed at improving the health of the communities they serve by working together in new, more coordinated ways. In today's evolving health care landscape, clinical integration is essential to achieving the three-part aim of better health for the community, better care for individuals and lower costs of health care.*

Michele Horan, Dir. of Care Coordination  
[Michele.horan@sphp.com](mailto:Michele.horan@sphp.com)  
CELL 518-369-0062

Anne Hango Costa, Mgr. of Care Coordination  
[Anne.hangocosta@sphp.com](mailto:Anne.hangocosta@sphp.com)  
CELL 518-441-8142



**ST PETER'S HEALTH  
PARTNERS**



## QUESTIONS?

If you have questions about care coordination, how it works or what we hope to accomplish, we're here to help. Please contact:

Kim Baker M.A. CCC-SLP, President, Continuing Care Network;  
Executive Sponsor, SPHP Integrated Care Coordination System  
Kim.Baker@sphp.com | 518-525-5513

Tricia Brown, Director, Continuous Performance Improvement  
PatriciaA.Brown@sphp.com | 518-525-6044

*Please consider submitting patient stories that cross care transitions and/or service lines to be highlighted in the "Did You Know?" section of the newsletter. Your input is welcomed.*