

CARE CONNECT

Issue 11

BREAKING NEWS



We Did It!

Joint Commission Awards SPHP Integrated Care Certification

When St. Peter's Health Partners began its journey to provide world-class care coordination to every patient we touch, we knew one indication that we were on the right course would be recognition from The Joint Commission.

That recognition came in early December, when The Joint Commission notified us that we're the first organization in New York State, and one of only a few in the United States, to receive Integrated Care Certification. It's a relatively new, but much-coveted, honor.

The certification demonstrates SPHP's focus on improving care coordination across the continuum of care, particularly as it relates to information sharing, transitions of care, hand-off communications, and other key activities impacting patients moving between the hospital and other care settings, like patients' own homes, inpatient rehab and the primary care providers.

SPHP affiliates and practices included in the certification (which is good for three years) are Samaritan Hospital, Sunnyview Rehabilitation Hospital, Eddy Visiting Nurse & Rehab Association, Troy Internal Medicine and Troy Medical Group. Each of those organizations underwent a rigorous onsite review this fall to assess our compliance with the certification's standards. Surveyors from The Joint Commission evaluated several areas, including communication, information technology integration, patient and family engagement, service integration, and quality improvement activities that span the continuum of care.

While receiving certification was never our ultimate goal, it's recognition that we're heading in the right direction on our journey to provide healthcare in a well-coordinated, patient-centered way...ensuring patients get the right care, at the right time, in the right setting.

“Becoming a truly integrated health care system has always been the vision of St. Peter’s Health Partners. This recognition by The Joint Commission is an important step in realizing that vision. I offer my sincere thanks and a hearty congratulations to everyone who played a role in bringing this incredible honor to our system.”

James Reed, M.D.

President and CEO

St. Peter’s Health Partners

“The Joint Commission is the premier health care quality improvement and accrediting body in the nation. By achieving this certification, we are fostering improved collaboration and patient centeredness, while also helping to reduce the risk of adverse events.”

Kim Baker, M.A.

President, Continuing Care Network

Executive Sponsor, Integrated Care Coordination System

St. Peter’s Health Partners

“This certification signifies that the partners covered by Integrated Care Certification have strong links between health care settings, and it provides a pathway for leaders to improve patient satisfaction and reduce preventable admissions and emergency department use.”

David W. Baker, M.D.

Executive Vice President

Division of Health Care Quality Evaluation, The Joint Commission

PATIENT SUCCESS STORY



Right Care & Intervention by Alert SPHP Staff Saves Would-Be Human Trafficking Victim

She had no idea of the horror and danger luring her from the other side of the world. Developmentally disabled, Sade met a man online and planned to fly to Nigeria to meet and marry him. Flight reservations confirmed, all that was left were the immunizations he told her to get.

Fortunately, Sade went to her primary care physician at Capital District Internal Medicine where she told staff her plans. Staff were immediately concerned for Sade's developmental disabilities and history of serious health conditions.

Deb House, manager of case management and social work at Sunnyview Rehabilitation Hospital, was called in to consult. The first concern was for human trafficking. The man had suspiciously directed Sade through the whole process of acquiring a passport and immunizations, and paid for everything. Staff feared something heinous awaited Sade.

When Sade shared the man's name and address, Google Earth showed a shack with women, children and visible sewage. Fearing criminal intent, Deb called Adult Protective Services which initially agreed to take the case but later declined to intervene. The National Center for Human Trafficking was also contacted, along with police agencies, to no avail.

Deb and Vickie Crowder, CCM, Capital District Internal Medicine, contacted the Center for Disability Services which shared our concerns. While Sade was her own guardian, all

the professionals involved agreed that she wasn't capable of discerning the danger she was placing herself in.

Deb quickly reached out to the Mental Hygiene Legal Service (MHLS) and swiftly advocated on behalf of Sade. MHLS would go to an article 81 hearing that day in hopes of getting Judge Paul Morgan of Rensselaer County Court for emergency guardianship to stop Sade from boarding the plane.

Deb also contacted Janelle Shults, Health Home director, SPHP, to find safe and affordable housing for Sade who could no longer live in her apartment due to threats from her predator. Meanwhile, Lauren Cramer, Care Transitions coordinator, offered support with meeting some of Sade's immediate community based needs and recently secured an apartment that Sade can move in soon!

"The collaboration that has happened over the past week and even more so in the last 24 hours may have saved one of our patient's lives and kept her from becoming property within the human trafficking world," says Deb.

The Center for Disability Services was impressed with our efforts, and realizing that Sade's was not an isolated case, they hope to collaborate with SPHP to form a community task force to protect disabled patients and work through such situations in the future.



"OUR ROCK STARS!"

Congratulations to all our Rock Stars who contributed to Sade's success story: Priyangika Pathirana, MD, Capital District Internal Medicine; Vickie Crowder, RN, CCM, Capital District Internal Medicine, SPHP Medical Associates; Deb House, manager of case management and social work, Sunnyview Rehabilitation Hospital; Ann Hango-Costa, manager of care coordination, SPHP Medical Associates; Shelia Shea, Esq., Mental Health Hygiene Legal Service of New York State; Michael Fields, Esq., assigned attorney for Rensselaer County, Mental Health Hygiene Legal Services of New York State; Timothy Nugent, Esq., assigned attorney for patient; Justice Paul Morgan, Rensselaer County Court; Health Home director, SPHP; Lauren Cramer, care transitions coordinator, SPHP; Kirstein DonVito, deputy commissioner, Rensselaer County Mental Health; and Mark Mastroianni, director, Center for Disability Services.

DID YOU KNOW?



The team at the Pelvic Health Center at Albany Memorial Hospital

The team at the Incontinence Treatment Center at St. Mary's

Pelvic Health Center at Albany Memorial & St. Mary's Incontinence Center Help Patients Return to Active Lifestyles

Almost every woman experiences some type of pelvic health issue over the course of her lifetime. From chronic pelvic pain to overactive bladder to bowel dysfunction, pelvic health issues can be embarrassing and even debilitating.

The Pelvic Health Center at Albany Memorial Hospital offers comprehensive services for the diagnosis and treatment of pelvic floor disorders, with a multidisciplinary, individualized approach to helping patients return to their active lifestyles.

Led by co-directors, Dr. Gennaro Daniels and Dr. Brian Murray, and supported by Cindy Cook, NP, our experienced team also includes expert nurses and highly educated physical therapists offering a one-on-one evidence-based treatment approach to help patients obtain their personal goals.

Services include anorectal manometry, biofeedback and electrical stimulation therapy, urodynamic studies and diagnostic cystoscopies. For more information, please call **(518) 429-2566**.

The St. Mary's Incontinence Treatment Center (ITC) offers medical evaluations and treatment for urinary incontinence at its Hoosick Street office in Troy, and in all Eddy skilled nursing facilities.

Leading the team is Cindy Monaghan, director, Incontinence, Wound and Hyperbaric, St. Mary's; Dr. Kandasamychetty Perumal, medical director, ITC; and Keisha Burrell, NP.

More than 13 million people suffer bladder control problems, including at least half of the residents in long-term care facilities. The ITC program focuses on identifying underlying medical causes which increase symptoms of urgency, frequency and loss of bladder control.

Treatment can help decrease the urgency to go, waking up at night to go, volume of urine loss, urinary tract infections, and most importantly, improve the quality of life for individuals. For more information, please call **(518) 268-5380**.

QUESTIONS?

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

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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.