



## A brief update on our efforts to provide world class “care coordination” across the SPHP system



In 2016, SPHP started moving toward centrally-led, integrated care coordination, focused on ensuring we provide the right care, to the right patient, at the right time. We've been working on all aspects of what that means, and now we're looking forward to providing you with regular updates...and success stories!

One of our key goals: making sure—as a patient moves across our SPHP continuum from one place to another, or from one level of care to another, that his or her care is well- coordinated at every step. This is something we can all play a role in achieving, and we're confident this will result in:

- Higher patient and family satisfaction
- Increasing your job satisfaction (both those coordinating the discharge and those receiving!)
- Better patient outcomes (a key goal we have is lowering unnecessary readmissions)



## The art of the handoff

In football, a properly executed handoff from the quarterback to a running back is an important part of a team's success strategy. If it's not done right, there could be a costly fumble. In the healthcare world, we don't want any fumbles either when a patient is handed off from one part of our organization to another (like from the ER to a hospital admission, or from Medical Associates to one of our hospitals, or from Sunnyview to home care).

**That's really what care coordination is all about!**



The Terrace at The Glen at Hiland Meadows

## DID YOU KNOW?

**Eddy Senior Living's Terrace communities offer respite care.**

Respite care is often the choice for patients who are leaving the hospital or rehab, but want a chance to continue to get stronger without the responsibilities of being back home. Meals, medication management and other support are provided. Our Terrace communities in Troy, Slingerlands, Niskayuna, Queensbury, and Cohoes all have respite care apartments, and offer one complimentary week with the purchase of two weeks. For more information, call **518-280-8385**.

“This is about making sure each person receives the right level of care, at the right time, and ensuring those transitions are seamless for the patient.”

James Reed, MD  
SPHP President & CEO

## SUCCESS STORY



"YOU'RE BOTH  
ROCK STARS!"

Sometimes our nurses who work out in the community identify situations where a patient's health is quickly deteriorating in their current situation. That's exactly what Eddy VNRA nurse Billie Jo Forst encountered recently when visiting the apartment of a new wound care patient, a 92-year-old woman living in senior housing in Troy. The patient has recently been to her primary care physician, then visited the ER, then saw a surgeon, who recommended she go to St. Peter's Wound Center. But when Billie Jo encountered her, she was in between doctors and referrals, and needed immediate steps to be taken to care for what had quickly become an out-of-control wound.

“There were a lot of hand-offs, and appropriate referrals, but the patient's condition had changed quickly,” says Patrick Archambeault, Director of Clinical Specialties at Eddy VNRA. So Billie Jo quickly got in touch with Judi Siler, an **SPHPA RN Case Manager in the patient's physician office**, and they worked together to get her care and treatment immediately.

“Once we escalated it, it was a smooth process. This patient was very lucky to have both Billie Jo and Judi on the case,” wrote Patrick in an e-mail to both of the nurses, and their managers. “They wouldn't give up until her needs were met. You're both rock stars!”

## QUESTIONS? REACH OUT TO ONE OF US...

If you have questions about care coordination, how it works or what we hope to accomplish, we're here to help. We're the care coordination directors...helping chart our course as SPHP embraces this new way of looking at patient care.

Nora Baratto  
IHANY/Alliance  
Ad Hoc Representative  
Nora.Baratto@ihany.com  
518-701-2198

Maria Baum  
Director, Project Integration DSRIP  
Maria.Baum@sphp.com  
518-525-6080

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

Kimberly Smith DNP, RN, ACNS-BC,  
GCNS-BC, CPHQ, CMAC  
Director, Care Coordination,  
St. Peter's Hospital  
Kimberly.Smith001@sphp.com  
518-525-6807

Cindy Ciabotte  
Manager, Patient Access/Meditech,  
Patient Registration, Acute Care  
Cynthia.Ciabotte@sphp.com  
518-271-3538

Rosann Demeo  
Vice President, Patient Care Services  
Sunnyview Rehabilitation Hospital  
Rosann.Demeo@sphp.com  
518-386-3540

Rachel Handler  
Executive Director,  
Behavioral Health Services  
Rachel.Handler@sphp.com  
518-271-3188

Michele Horan  
Director, Quality and Care Coordination  
SPHP Medical Associates  
Michele.Horan@sphp.com  
518-525-5783

Karen Julian  
Manager, Care Coordination,  
Samaritan Hospital  
Karen.Julian@sphp.com  
518-271-3326

Karen LeBlanc  
SPHP Senior Information  
Services Director  
Karen.Leblanc@sphp.com  
518-525-1071

Irene Magee  
Director, Northeast Home  
Medical Equipment  
Irene.Magee@sphp.com  
518-880-1014

Michelle Mazzacco  
Vice President, Community Services  
Michelle.Mazzacco@sphp.com  
518-724-0284

Eileen Reiss  
Director of Social Work,  
Admissions Coordinator  
Eddy Village Green – Cohoes  
Eileen.Reiss@sphp.com  
518-238-4113

Terese Seastrum  
Manager, Care Coordination,  
Albany Memorial Hospital  
Terese.Seastrum@sphp.com  
518-471-3216

Janelle Shults  
Manager of the Health Home  
Janelle.Shults@sphp.com  
518-271-3620

Mary Stehr  
SPHP Employee  
Communications Specialist  
Mary.Obrien@sphp.com  
518-525-1232

Diana Stulc, MD  
Physician Advisor SPHP,  
Acute Care Albany  
Diana.Stulc@sphp.com  
518-525-1170

Vickie Tower  
Director, SPHP, Patient Therapies  
Vickie.Tower@sphp.com  
518-271-3734

Christina Yerdon  
Director Care Coordination,  
Acute Care Troy  
Christina.Yerdon@sphp.com  
518-271-3401

---

Special thanks to the Care Coordination Council, which is providing guidance as we continue to move forward:

Kim Baker, M.A.  
President, Continuing Care Network

Missy Belotti  
Director, Clinical Informatics, St. Peter's Hospital

Judith Bodnar, MD  
Prime Care Physicians

Samuel Bosco, MD  
Emergency Services, St. Peter's Hospital

Aimee Carlson  
VP Clinical Operations, Continuing Care

Thea Dalfino, MD  
Chief of Hospitalist Services, Acute Care Albany

Chip Eisenman  
Vice President, Sunnyview

John Janikas, MD  
Emergency Services Albany Memorial,  
Samaritan and St. Mary's Hospitals

John Krisa, MD  
Hospitalist, Samaritan and St. Mary's

Tom Lawrence, MD, MBA  
Chief Medical Officer, Innovative Health Alliance of  
New York

Mary Beth Pace  
Care Management, Trinity Services

Lori Santos  
Vice President, Acute Care Finance

Joann Siry  
Director, Eddy Licensed Home Care Agency

Elizabeth Kirby Walsh  
Manager, Palliative Care Services

Yelena Zack, MD, Acute Care Troy  
Chief of Psychiatry

*Some of the care coordination directors also serve on  
the Care Coordination Council*