



Samaritan
Medical Center

Samaritan's Newsletter to the Community

good Health Matters

Healing Has a New Home

Samaritan Medical Center to Open New Pavilion in November

This November, Samaritan Medical Center is building on its legacy of caring with the opening of its 4-story, 130,000 square foot, state-of-the-art Pavilion. This building, which represents one of the largest capital expansion projects ever undertaken in the City of Watertown, embodies the commitment to quality that defines Samaritan Medical Center.

The \$61 million Pavilion is the new home to our Emergency Department, Surgical Care Center, Intensive and Progressive Care Units, and a Medical/Surgical Floor.

The construction of the Pavilion was made possible in part through the community's support of the Samaritan Foundation of Northern New York's recent *Advancing Healthcare ... Close to Home* Campaign. The campaign raised \$13.5 million in pledges, gifts and grants, says Thomas H. Carman, President/CEO of Samaritan Medical Center, who praised the "unprecedented outpouring of

generosity and support" that Samaritan received from over 600 community donors.

As part of Samaritan's Facility Master Plan and overall strategic goals, the Pavilion was constructed in just over two years. By expanding and modernizing its facilities, Samaritan will be able to accommodate new technologies for improved medical and surgical diagnosis and treatment; enhance quality, comfort and convenience for patients; and showcase modern efficient space to attract new physicians and staff.

According to Mr. Carman, the new Pavilion is truly a group effort. "Thank you to every single person who worked to improve the health of our community through the building of this beautiful new Pavilion," he says.. "Community members can feel

confident that they will receive the best possible care in the best possible place."



Medical/Surgical staff members pose on the staircase in the Pavilion lobby. L to R: Bruce Smith, RN, Cheryl Schloop, RN, Becky Randall, RN, Candice Matthews, Nursing Assistant, Tracy Polick, RN, and Melissa Ackley, Unit Clerk

"This project was a massive undertaking that would not have been possible without the dedication, support and hard work of our partners in design and construction, our Trustees, our employees, our physicians, our volunteers and every member of this great community."

Thomas H. Carman, President/CEO of Samaritan Medical Center



Watertown area residents can expect some new ways of providing care when the new Samaritan Medical Center Emergency Department (ED) opens as part of the Pavilion.

Outfitted with the latest in high-tech equipment, the new ED will house a minor treatment area, critical care rooms, decontamination and isolation areas, and a total of 42 private rooms. This is an increase to the current 28 beds that are separated into curtained cubicles.

Just as important, the ED will feature new treatment processes that will strive to aid patients more quickly and get them in and out of the emergency area more comfortably.

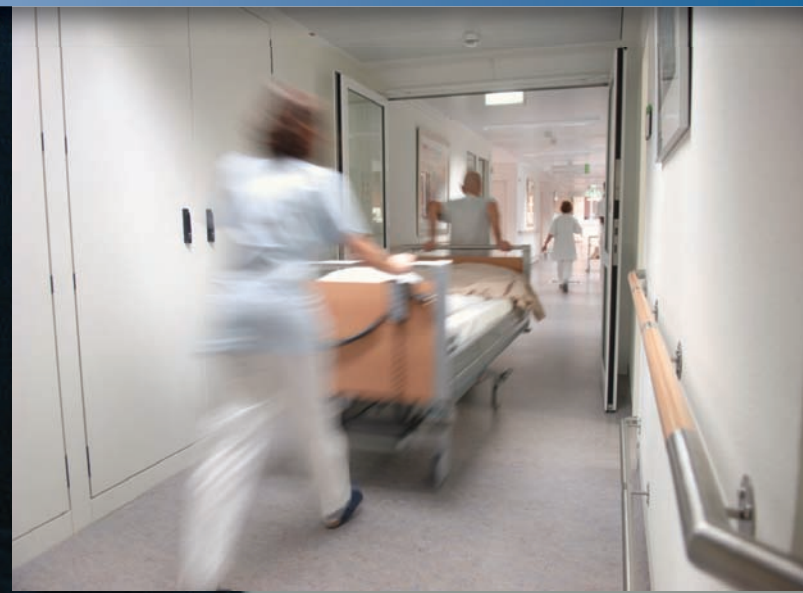
"Our goal is to bring the care to the patient as quickly as possible," says Dr. Joseph Quigg, Chairman of the Emergency Department.

The Emergency Department was last updated in 1995. At that time, the hospital received 25,000 annual emergency visits. During the past year, the department saw close to 50,000 patient visits – with, at times, as many as 190 visits in a single day.

"There was a definite call for us to expand our space to meet the growing emergency care needs of our community," Kacey Sleeman, RN, ED Clinical Leader explains. "Not only has there been an increase in patients, but new technology has also created a demand for more space."

Kacey Sleeman, RN, ED Clinical Leader

Expanded Emergency Department Gets Ready to Open



The new Emergency Department is approximately 21,000 square feet, more than double the size of the current department. Upon arrival, each patient will be assessed by a registered nurse in one of three new triage rooms, and will then be routed to the proper care.

As part of a new process, patients with minor complaints may stay right within the triage room. This will allow them to be registered, treated, and discharged, all without taking the additional time of transfer to a treatment room. Since this process debuted in the current ED in July, the overall average patient visit time has decreased to almost half.

The Minor Treatment Area will also still be available to quickly treat patients with minor injuries or illnesses such as sprains, minor fractures, sore throats, colds, cuts, or minor burns.

More seriously ill or injured patients will be brought to a private treatment room, where they will be registered and receive care. Each of the rooms has its own television and phone.

The new Emergency Department also includes a spacious waiting area, three nurses' stations and specialized areas, such as three critical care rooms and two negative pressure (isolation) rooms with special ventilation systems. A five-room, self-contained, secure evaluation area will treat patients with behavioral health issues. In addition, the department will now have its own X-ray unit and CT scanner, as well as multiple portals to a vacuum tube system that transfers blood samples and other specimens directly to the lab.

Mrs. Sleeman says that staff members are excited to be working in the new facility. "This ED is very important to our community, and everything is well-designed, new, clean and beautiful," she says. "It's all patient-centered, which is going to improve the patients' overall experience."

“There was a definite call for us to expand our space to meet the growing emergency care needs of our community.”

Kacey Sleeman, RN, ED Clinical Leader



Marisa Vespa, Patient Care Assistant (L) and Karen Jobson, RN, with one of the new Emergency Department resuscitation equipment booms.

Highlights of the New Emergency Department:

- **42 Private Treatment Rooms**
- **3 Triage Rooms**
- **Minor Treatment Area** – designated for patients with non-life-threatening ailments, such as sprains, cuts, and flu-like symptoms
- **3 Critical Care Rooms** – with the resuscitation equipment needed to care for cardiac and respiratory emergencies
- **2 Isolation Rooms** – to accommodate patients with infectious diseases
- **Obstetric/Gynecologic Room** – featuring a private bathroom and designed for patients with OB/GYN emergencies
- **Behavioral Health Rooms** – five specially designed rooms for patients who are experiencing psychiatric emergencies
- **On-site Radiology Services** – CT scan and X-ray equipment available right in the department to speed diagnosis and treatment

Samaritan Advances Healthcare with 21st Century Surgical Care Center

With the opening of the new Surgical Care Center on the second floor of the Pavilion, Samaritan Medical Center will now have a state-of-the-art physical space to match its excellent surgical care.

"Our previous surgery suites had served us well for more than 30 years, but new technology, new procedures and greater volumes meant we had outgrown the old facility," explains Cheryl Fazio, RN, Director of Surgical Services.

The new Surgical Care Center will combine what is currently a separate main operating department and ambulatory (same day) surgery unit into one area providing comprehensive surgical services.

The eight new operating rooms (ORs) are nearly 50-percent larger than those in the current Surgical Department. They are designed to accommodate the technology and staff needed to perform a full range of advanced surgical procedures in specialties that include: Ear, Nose and Throat, Gastroenterology, General Surgery, Gynecology, Neurosurgery, Ophthalmology, Oral Surgery, Orthopaedic, Plastic and Reconstructive, Podiatry, Thoracic, and Urology.

New to these ORs are ceiling-mounted jointed columns, better known as "booms," which house many of the essentials for surgery - such as monitors, oxygen, suction, and computer data ports. The booms move easily to where they are needed, without ties to wall-mounted cables or wires, and without taking up valuable floor space.

"For the physicians and staff, the booms represent a consolidation of everything they need right around the patient. Also, when physicians or nurses need access to a patient for a particular procedure, both the boom and the bed

can now be turned to accommodate it, or to allow space for any other equipment that may need to be brought into the OR," explains Carrie Ford, RN, Operating Room Nurse Manager.

The new operating rooms will also be equipped with high-tech cameras and monitors that allow the surgeon access to more information, such as X-rays, EKGs and pathology images, without having to leave the patient's side. During the procedure, the surgeon can look at one of three boom-mounted high-definition monitors to find the archived images he or she needs. A larger, wall-mounted, flat screen monitor in each room will provide an additional real-time display of the surgical procedure for educational purposes.

In addition to the eight operating rooms, the Surgical Care Center will also have four endoscopy rooms that will be used for procedures such as colonoscopies and upper gastrointestinal (GI) endoscopies. Each of these rooms will also be equipped with a boom, and will be about 100 square feet larger than the current rooms.

"The larger rooms provide enough space for even the most involved surgical procedures," says Kellie Bush, RN, Nurse Manager. "Our new Surgical Care Center will give our surgeons the space and access to high quality equipment they need to provide the best care to our patients."

In addition to the benefits of state-of-the-art surgical equipment and space, the Surgical Care Center was designed to ensure comfort for patients and their families. Both the new pre-operative area and the recovery area, for example, will feature larger and more private patient bays.

Highlights of the New Surgical Care Center

- **Combined Center that provides both ambulatory surgery** (patient returns home within 23 hours or less, may stay overnight) **and inpatient surgery** (patient is admitted into the hospital after surgery)
- **Larger operating rooms and endoscopy rooms**
- **Ceiling mounted booms that hold equipment in all ORs and endoscopy rooms**
- **Mounted cameras in the ORs for greater depth of view and instantaneous video consultations**
- **Expanded pre-op and recovery areas**
- **Centralized monitoring in the recovery area for increased patient safety**
- **Large family waiting area and consultation rooms**

"The idea is to put the patient and his/her family at ease, allowing as much access to each other as possible," explains Ms. Ford. "As patients prepare and recover from their procedure, they will remain in individual patient bays, where they will be able to rest and be united with their families."

The Surgical Care Center will also incorporate a new, high-tech Central Sterilization Department that is about six times larger than its current space. Central Sterilization is responsible for the cleaning, decontamination and sterilization of all surgical instruments for the hospital and all of its satellite locations.

The department's new, state-of-the-art equipment will not only be automated, but will also be larger – allowing for more instruments to be processed at one time. According to Sonja Ward-Ough, Central Sterilization Supervisor, "this increased efficiency and the ability to turn over instruments more quickly will allow the Surgical Care Center to schedule more of the same type of procedures per day."

"In fact, the entire Surgical Care Center has been designed to take care of patients now and into the future," she adds. "Samaritan has built this so that we are open to possibilities, so that we can grow with technology as it changes, and so that our patients will continue to receive the very best care."



*Dr. Robert Kimball
(General Surgeon)*



*Dr. Leo Gosselin, Jr.
(General Surgeon)*

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Sonja Ward-Ough, Central Sterilization Supervisor



Each year, more than 1,700 seriously ill or injured patients are admitted to Samaritan Medical Center's Intensive Care (ICU) and Progressive Care (PCU) Units, where they receive the highest level of care by a skilled, multidisciplinary team. Most are patients with life-threatening conditions – such as heart attacks, strokes, neurological disorders, renal failure and respiratory distress.

With the opening of the new Samaritan Medical Center Critical Care Center in the Pavilion, these patients will now receive that same level of exceptional care in an environment that will bring them more comfort and healing.

Patients in both the ICU and the PCU will have the comfort of private rooms with an outside window to bring in natural light. New furnishings, including a fold-out loveseat, will allow family members to stay comfortably for longer periods of time to offer encouragement and support. Each room will have its own flat screen television and phone.

Because many patients in the ICU require intricate variations of critical life-saving equipment, the larger ICU rooms were intentionally designed with extra space to accommodate this type of equipment. The extra room also allows physicians, nurses and therapists to move about with ease while working with patients.

Each room in the ICU has glass doors that allow nurses and patients to remain within sight of one another, helping to ease patients' anxieties and enabling nurses to observe their patients while they work. The fully equipped ICU will also feature computers in every room so that staff can chart patient progress without leaving the bedside.

By design, the floor will also be quieter, which is good for staff and patients. "Our Critical Care Center is designed around the patient, the caregiver, and the family," explains Kimm Smith, RN, Critical Care Nurse Manager at Samaritan. "The privacy and soothing color schemes will bring a sense of comfort and reassurance to our patients and families."

New Critical Care Center is Designed for Patients, Caregivers & Families

Nicole Marconi, RN and Jennifer O'Donnell, RN



A spacious visitor lounge provides comfortable seating for family members. While the current waiting room accommodates five individuals, the new room will hold four times this number. There will also be a consultation room, where families can speak or meet with physicians and other caregivers privately.

The Critical Care Center will also be the new home of Samaritan's Respiratory Care Department, which provides 24/7 coverage and services including ventilators, cardiopulmonary monitoring, therapeutic respiratory treatments and diagnostic procedures.

"This new Critical Care Center is a long awaited dream for our entire staff," explains Mrs. Smith. "The environment of the ICU/PCU will now match the high standards and quality of care that the critical care team provides to our patients every day."

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Kimm Smith, RN, Critical Care Nurse Manager

Thank You to our Donors for Their Support!

In early 2007, the Samaritan Foundation launched the biggest campaign in its history – *Advancing Healthcare ... Close to Home*, the Campaign for Samaritan. The Campaign hoped to raise \$7-\$8 million in support of the hospital's \$61 million capital expansion and modernization plan. Instead, in just three years, \$13.5 million was donated, pledged or bequeathed to the campaign.

"The tremendous success of the capital campaign is a tribute to the more than 600 friends, employees and area businesses who generously gave to this important effort," says Jenna Cleaves, Executive Director of the Samaritan Foundation. "In both small amounts and large, friends came forward to do their part to ensure that the quality healthcare we have grown to expect and rely on from Samaritan continues. Seeing this Pavilion come to life is a milestone for our hospital and for our community."

The campaign's largest donors were honored with special recognition within the new Pavilion. This includes the Emergency Department, a generous gift of Children's Miracle Network of Northern New York at Samaritan; the Intensive Care Unit, a generous gift of Car-Freshner Corporation; the Progressive Care Unit, a generous gift of New York Air Brake Corporation; and the Medical/Surgical Floor, a generous gift of Northern New York Community Foundation.

For more than 125 years, Samaritan Medical Center has existed partially because of the financial support of its friends and neighbors. This tradition of caring has created a unique institution in the true spirit of partnership with the community. Community generosity helped build this hospital and continues to keep it growing today.

Samaritan acknowledges and thanks all of the individuals, businesses and organizations who contributed charitable gifts in support of *Advancing Healthcare ... Close to Home*, the Campaign for Samaritan.

Highlights of the New Intensive Care/Progressive Care Units

- **Private Patient Rooms** – 10 in ICU and 20 in PCU
- **Large family waiting area and consultation rooms**
- **High-tech ceiling lighting** – so that physicians and nurses have the best lighting possible for medical procedures
- **Isolation Rooms** – for treatment of patients with communicable diseases - 2 in ICU and 2 in PCU
- **Dialysis Rooms** – 6 in ICU and 6 in PCU
- **On-site Respiratory Care Services** – this department will also be part of the Critical Care Unit

New Medical/Surgical Unit Provides a Whole New Patient Care Experience



A new inpatient experience can be found at Samaritan Medical Center with the opening of the Medical/Surgical Unit on the fourth floor of the Pavilion. While the unit will still accommodate 36 beds, patients and visitors will notice an immediate change. The new medical/surgical floor offers modern and comfortable private patient rooms designed to provide the most personal care possible to a wide range of patients hospitalized with an illness or recovering from surgery.

"Private rooms are now considered the standard of care in hospital building design," explains Becky Randall, RN, Medical/Surgical Clinical Leader at Samaritan. "And from a patient care perspective, having private rooms contributes to a patient's recovery by decreasing risk of infection, reducing anxiety over disturbing or being disturbed by a roommate, allowing for a more secure atmosphere for the exchange of information, and providing a more restful setting for patients."

According to Ms. Randall, private rooms also allow for more family involvement. "Studies indicate that, because space is available in private rooms, family members are likely to spend more time with the patient," she says. "And, since we know that family support can help with the healing process, each room has a comfortable fold-out sofa/sleeper, so a patient's loved one can stay overnight."

In addition to the switch to private rooms, another top priority was making those rooms more accommodating. Each room has a private bathroom with a walk-in shower and is decorated with soothing colors.

Bruce Smith, RN and Tracy Polick, RN

Highlights of the New Medical/Surgical Unit

- **All private patient rooms with new beds, fold-out sofa/sleepers, private bathrooms with showers, phones and televisions**
- **3 nursing stations, each with its own medication station** – bringing staff closer to patient rooms
- **A "Serenity Room"** – for visitors and staff needing a quiet place to get away for a moment of peace
- **A conference room/classroom** – equipped with a large screen television, DVD player and computer for on-going nursing education

New flat screen televisions in each room provide access not only to the usual programs, but also to a special healthcare education channel that can be used by the nursing staff to help patients and their families understand the patient's condition, treatment and any necessary follow-up care.

"We tried to do as much as we could to soften the clinical look of things," Ms. Randall says. "Our goal was to provide a welcoming, soothing, healing atmosphere designed to reduce anxiety and stress during a difficult time."

"The department's new space is a complete change, and I feel very fortunate to be involved in all of this," she adds. "The nurses and other staff members had a lot of input on the new unit, and we're really looking forward to working there. Our physical space will now mirror the high level of patient care that we provide."

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Becky Randall, RN, Medical/Surgical Clinical Leader

Moving Forward: Renovations to the Existing Hospital Building to Begin in 2011

The new Pavilion may be complete, but Samaritan Medical Center isn't done yet. Plans are already in place for renovations to modernize the current facility to continue to raise the bar on how Samaritan delivers healthcare.

The renovations, which are estimated at \$15.8 million, will include consolidating outpatient services, creating another medical/surgical unit with private patient rooms, expanding the Maternity Department and building a connector between Samaritan Medical Center and Samaritan Keep Home.

"From a patient perspective, one of the biggest changes that will take place with the renovations is the consolidation of outpatient services into one convenient location that is easily accessible from the parking garage," explains Krista Kittle, Director of Marketing and Community Relations at Samaritan. "Currently, patients who need outpatient tests, such as X-rays, ultrasounds, CT scans, EKGs or blood work have to travel to multiple locations on different floors to get everything done. This can be both time consuming and confusing for our patients."

The planned renovations will bring lab, radiology, EKG and registration together in a single location, which will simplify the healthcare experience, especially for patients who need to have multiple tests completed.

The renovations will also transform the hospital's other medical/surgical unit to private patient rooms. Private rooms are now considered the standard of care in hospital building design.

Changes will also be seen in the Maternity Department. Samaritan's Level II Neonatal Intensive Care Unit (NICU) will be relocated to the space currently used for the Intensive Care Unit (ICU). The re-location of the NICU will then free up space in the Maternity Department for further service enhancements.

In addition to these interior renovations, the project will also include the construction of an enclosed connecting corridor that will link Samaritan Medical Center with Samaritan Keep Home. This two-level corridor will allow for the movement of residents between the nursing home and hospital and will eliminate the current need to transfer nursing home residents to the hospital by ambulance.

Pending a New York State Department of Health approval of Samaritan's Certificate of Need, work will begin on these renovations as early as January 2011, with completion scheduled for the end of 2013.



Flowers & Food: First Floor Provides Services for Patients & Visitors



Patricia Snyder, Gift Shop and Starbucks Manager (L) with Samaritan volunteer, Alberta Pitkin (R)

In addition to the Emergency Department, the first floor of the new Pavilion will be home to a number of services that help make life easier for visitors, staff, and, in some cases, patients.

Samaritan Cafeteria

The new Samaritan Cafeteria will be taking an already good dining experience and making it even better. Located at the rear of the new Pavilion, the cafeteria will be easily accessible from both the Pavilion and the existing hospital.

"We have a much larger space, more seating, lots of windows, and new, state-of-the-art equipment," says Food Service Supervisor, Bill Monica. "This is a great opportunity to really wow our customers!"

The new cafeteria will seat 150 patrons, about 50 more than the current cafeteria can accommodate. As they enter the serving area, patrons will encounter a built-in salad bar, a deluxe deli bar, a grill station, and a variety of menu choices.

"We'll be offering daily grilled specials which will be cooked to order right there," adds Mr. Monica. "We're also planning to expand our menu. We'll now be offering a heart healthy dish and a vegetarian dish every day."

Hours:	Monday – Sunday	
	Continental breakfast	6:30 a.m. – 7:00 a.m.
	Hot breakfast	7:00 a.m. – 9:30 a.m.
	Salad bar & deli bar	10:30 a.m. – 7:00 p.m.
	Hot lunch	11:30 a.m. – 2:00 p.m.
	Hot dinner	4:30 p.m. – 7:00 p.m.

Samaritan Auxiliary Gift Shop

If you arrive at the hospital empty handed to visit your favorite aunt, don't worry. The Samaritan Auxiliary's Gift Shop provides the opportunity to pick up a card or flowers right on site.

The new Gift Shop, which is about 15% larger than the current location, will be located right off the main lobby in the Pavilion. "With the additional space, this new Gift Shop will allow for a greater variety in what we can provide for our visitors, patients and staff," says Patricia Snyder, Manager of the Gift Shop and Starbucks Coffee Shop.

Plans include expanding into higher end jewelry and adding merchandise from a second greeting card company. In addition to a large collection of snack foods, drinks, stuffed animals and gifts for patients of all ages, the shop also has flower coolers that are stocked by local florists.

"We also accept phone orders from friends and family members who live outside of the area but want to cheer up or congratulate a patient here at Samaritan," says Mrs. Snyder. "We've even had a few new dads call from Afghanistan!"

Hours:	Monday – Friday	10:00 a.m. – 7:00 p.m.
	Saturday	11:00 a.m. – 8:00 p.m.
	Sunday	11:00 a.m. – 5:00 p.m.

Starbucks Coffee Shop

Also located just off the main lobby will be a new built-in Starbucks Coffee Shop. This will replace the Starbucks cart that has been located in the previous lobby for the past four years. The shop will provide a menu of Starbucks coffees, espressos, lattes, teas and other hot and cold beverages, plus pastries, muffins, bagels and other food.

The money raised by the Auxiliary at both Starbucks and the Gift Shop goes to the hospital and the nursing home to support equipment purchases, new services and expansion.

Hours: Monday – Friday 8:00 a.m. – 5:00 p.m.

Follow the Signs: Finding Your Way Around Samaritan

With about 130,000 square feet of new and unfamiliar space in the Pavilion, patients and visitors will undoubtedly need a helping hand in finding their way around. That's where the hospital's new signage program comes in.

"Hospitals in general can be very complex and difficult to navigate. Add to that the stress that people may be under because they or a loved one are ill," explains Krista Kittle, Director of Marketing and Community Relations at Samaritan. "We're trying to make it as easy as possible for our patients and visitors to find their way. In fact, we've spent much of the past year completely re-thinking and improving how people come in to Samaritan Medical Center and find their way through it."

The Samaritan parking garage, located on the corner of Washington and Woodruff Streets, provides the most convenient parking for patients and visitors. From there, you can easily make your way to the main entrance and lobby of the Pavilion, which will now serve as the main point of entry for the entire hospital.

Once in the lobby, easy-to-read signage will guide you to the most appropriate elevator for your destination. At the elevator, additional signage will provide detailed directions to the correct floor and, from there, to your specific destination.

Directories and signs are positioned at multiple spots along

every public hallway in the new Pavilion so that patients and visitors can verify that they are still heading in the right direction. You'll see them as you make your way to the elevator, as you wait for the elevator and even inside the elevator.

Whether you're new to the hospital or you've been to Samaritan Medical Center before and are familiar with its previous layout, Ms. Kittle advises everyone to take the time to look for and read the new signs. "Things are going to be very different," she says. "Some departments are in new locations. And things will continue to change as we start renovating the existing hospital space. The signs will also assist with routing people around construction areas or to temporary homes for certain services."

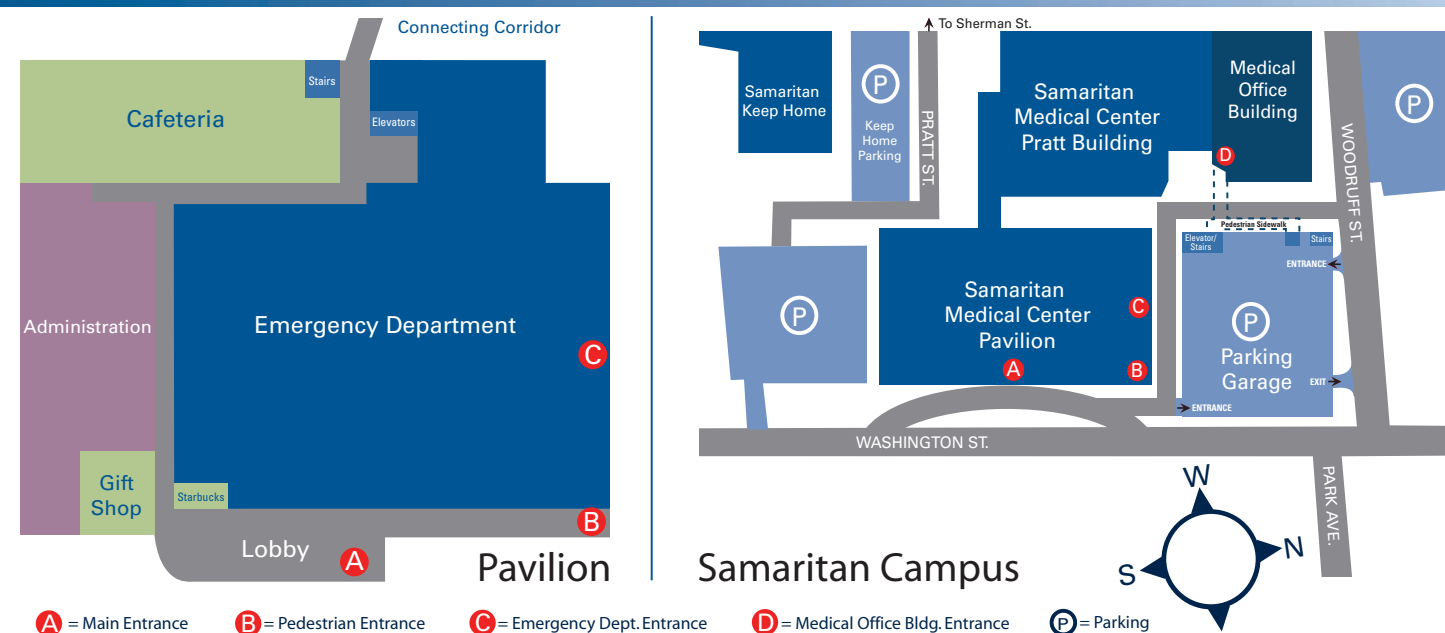
For those who are still hesitant or have questions about how to find a specific department, an information desk will be located in the lobby of the Pavilion. It will be staffed by volunteers who can assist patients and visitors in finding their way or escort them to their destination.

Staff members are also available to help. "All of our staff members wear identification badges," says Ms. Kittle. "If you are having difficulty at any point along the route – or even if you just want to confirm that you're headed in the right direction, please ask. Any of our staff members would be happy to assist you."

Remember – Parking is FREE at the Samaritan Medical Center Parking Garage!

You'll find plenty of spaces in our large, well-lit, free parking garage located on the corner of Washington and Woodruff Streets. A parking ticket will be automatically issued to every car entering the garage. Take your ticket inside the hospital with you. Before returning to your car, have your ticket validated once you reach your destination in the hospital or Medical Office Building.

Use our FREE parking garage the next time you visit Samaritan Medical Center!





Samaritan Medical Center
830 Washington Street
Watertown, NY 13601



samaritanhealth.com

Samaritan Medical Center is interested in your comments! Please write or call and let us know your thoughts about this newsletter or any of our healthcare services. *Good Health Matters* is published quarterly by Samaritan Medical Center, 830 Washington Street, Watertown, NY 13601, 315-785-4504.

Come see what makes the new Samaritan Medical Center Pavilion so special!



Community Open House

Saturday, October 16, & Sunday, October 17, 12:00 p.m. to 4:00 p.m.

You're invited to help us celebrate the completion and opening of our new Pavilion!
As the new home to our Emergency Department, Surgical Care Center, Intensive and Progressive Care Units, and a Medical/Surgical Floor, this facility will help us continue to advance healthcare, close to home.

- **Get a rare, behind-the-scenes look at our new facilities**
- **Talk with healthcare professionals**
- **Enjoy complimentary refreshments**

As always, convenient and FREE parking is available in our parking garage
on the corner of Washington and Woodruff Streets.

Built on a legacy of caring



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