

## Lisa Hoyle takes on 'difficult job'

Lisa Hoyle, who is the new Vice President of Nursing Services at Community Memorial, is able to sum up her complex duties simply.

"My job is to make sure we have the right staff and resources so the nurses can provide the best care to our patients. I think this is a really exciting time at Community Memorial and we have a top quality nursing department."

Hoyle, who began her career as an RN at St. John's Riverside Hospital in Yonkers, NY, and first came to Community Memorial in 1987, has taken on increasingly important management roles throughout her career while continuing her education and adhering to the fundamentals of care giving.

"When I was a bedside nurse I took a lot of pride in delivering the best care I could. Now I want to help the nursing staff be successful in providing their best."

Hoyle, a registered nurse, holds both a bachelors and masters degree and is nationally certified in Nursing Administration.

After her work at St. John's she moved to Central New York and began at Community Memorial Hospital in 1987 as a charge nurse on the medical/surgical unit. She has been a staff nurse at the Colgate University Student Health Center and was director of nursing for emergency and critical care services at Chenango



Lisa Hoyle, Vice President of Nursing

Memorial Hospital. Hoyle served as an administrative assistant in charge of regulatory compliance and later interim clinical director of nursing for regulatory affairs at Cortland Memorial Hospital before returning to Community Memorial in 2001 as assistant vice president for nursing.

Among her duties, Hoyle has been charged with overseeing a performance improvement educational program, monitoring the acute care and skilled nursing units and assisting in the planning, organizing and directing of all activities of the nursing department. In addition to her involvement with day to day operations, Hoyle has done extensive work with the State Department of Health and provides support for the hospital's nine nurse managers to make sure the staff has the resources to care for their patients.

"Lisa Hoyle has an extensive background in nursing and nursing

leadership and we are delighted she is continuing at Community Memorial Hospital," said Hospital President David W. Felton in announcing the promotion. "She is taking on one of the most difficult jobs at the hospital, overseeing one of the largest staffs. With her education, experience and personality, Lisa will continue to ensure our nursing care is the finest in Central New York."

Community Memorial Hospital has a top quality nursing staff, a claim the new vice president backs up with several indicators. The hospital has documented a reduced number of patient falls, complaint numbers are way down and cases of health care acquired ulcers are almost non-existent.

Like her predecessor Bonnie Diefendorf, who is staying on at Community Memorial to work on special projects, Hoyle is a firm believer in education and providing mentoring and support.

"You have to have high standards and backing from the administration. Building mentoring programs takes time and money. Our nurses volunteer for special training all the time," said Hoyle citing the skin care team that has been so effective in treating complex wounds. "The nurses take ownership of a program and that makes it successful. Problem solving on the front lines is so powerful.

"Our staff works hard and very well together. We deliver top notch nursing care here. Community Memorial is in the forefront today and I don't think you could ask for a better community hospital."

Lisa Hoyle lives in Hamilton with her husband John and their two children, Nicholas and Natalie. ♦

# Foundation announces new goals

The Community Memorial Hospital Foundation has announced goals for the final phase of its \$1.1 million Golden Anniversary Campaign.

“We want to successfully complete this significant campaign by raising funds to help the hospital build the new Hamilton Family Health Center and purchase a 16 slice CT scanner,” said Community Memorial President and CEO David W. Felton. Felton, the Foundation Board of Directors, Campaign Co Chairs Patty Caprio and Lee Woltman and Director of Development John Hubbard intend to contact individuals and organizations for capital support. Felton also stressed that, as in previous hospital fundraising efforts, everyone is invited to participate.

“Community Memorial was founded and has been sustained through the generosity of the very people the hospital serves. We have a pressing need for space and updated equipment and every gift counts.”

The proposed Hamilton Family Health Center will be built south of the hospital’s administration building. The health center is now housed in a temporary modular structure behind the Women’s Center.

No hospital service is more important or more heavily utilized than the



Head of Radiology Dr. David Wellenstein studies images from the Community Memorial Hospital’s CT scanner.

CT scanner. Community Memorial hopes to upgrade this essential piece of equipment from its single slice unit to a much more accurate and faster 16 slice model.

Computed tomography scanners use an x-ray tube that spins around the patient who moves through a circular opening while laying flat on platform. A powerful computer processes the information and reconstructs images that are remarkably detailed and invaluable for exploring every part of the body.

Radiologists “read” the images and are able to detect cancers, fractures, causes of abdominal pain and the results of trauma.

“The CT scanner is one of the more important devices in the hospital,” says Head of Radiology Dr. David Wellenstein. “The 16 slice unit is much faster, making the tests much easier for patients. It also improves detail and stops action, like a camera’s fast shutter speed, so blurring due to breathing and bowel motion is reduced. We will be able to visualize smaller and smaller blood vessels. A 16 slice CT scanner would also allow us to see the renal arteries and examine the arteries in the lower extremities.”

The updated scanner would even allow physicians to pinpoint pulmonary embolisms in the very sickest patients. In 2005, 3,803 CT scans were performed at Community Memorial. Much more than a convenience, this service ensures patients their physicians are making medical decisions aided by powerful technology.

“Community Memorial was founded by the people of Central New York to ensure quality healthcare would be available close to home. The hospital has relied on people within the 27 communities we service ever since and in times of skyrocketing medical costs and ever greater demands for patients’ services we ask for your support,” said Felton. ♦

A recent Hamilton Forum featured Congressman John McHugh, who met with Community Memorial Hospital President David W. Felton. Both men are involved in state and federal healthcare issues.



# The focus of everything we do

Everyone at Community Memorial Hospital, the 52 members of the medical staff, the nursing staff, technicians, administrators, all of our nearly 400 employees, is in a state of readiness as we await a visit from the Joint Commission of Accreditation of Healthcare Organizations.

Three years ago Community Memorial was awarded the commission's Gold Seal of Approval and the hospital scored 94 out of a possible 100. This time around the visit will be unannounced and accreditation surveyors will be interviewing not just managers but personnel at every level.

Of course, it doesn't take a tri-annual evaluation to keep us on our toes. At Community Memorial we are constantly working on quality issues and improving our patient safety programs. It is this commitment to excellence and the dedication of our family in taking care of your family that has made this much more than a rural hospital. We are a healthcare system that really is close to home.

A quick review of 2005 numbers indicates the hospital's number of patient visits remained stable. Orthopedic cases in the operating rooms increased and we expect that trend to continue. There are now five orthopedic surgeons on the Community Memorial medical staff and it is a pleasure to welcome Dr. Raman Dhawan. Dr. Dhawan is a remarkably well-trained spine surgeon. His expertise in treating spine and neck pain can mean relief for many long-suffering patients.

Community Memorial will also add two general surgeons to the medical staff this year. Recruiting efforts are going well and are greatly aided by the hospital's state-of-the-art operating suites and the reputation of the medical staff and nurses. Quality of life issues are always important, too, and as we well know Central New York is a wonderful place to work and raise a family.

Technological advances play a vital role in the practice of medicine and Community Memorial plans to keep pace



## THE PRESIDENT'S REPORT

by adding a 16-slice CT scanner this year. This faster and more powerful piece of equipment provides physicians with detailed images of the body, from head to toe, and is indispensable as a diagnostic tool. Most hospitals our size can't provide this service but we feel it is essential in fulfilling our mission to treat patients with the utmost quality available.

Also in the year ahead, we anticipate beginning construction on a new home for the Hamilton Family Health Center. In addition to building this facility just to the south of the administration building on the hospital campus, we will also hire a second family practice physician to join Dr. Ken Werner in Hamilton.

At Community Memorial we adhere to the Joint Commission's goals for patient safety:

1. Improve the accuracy of patient identification.
2. Improve the effectiveness of communication among caregivers.
3. Improve the safety of using medications.
4. Eliminate wrong-site, wrong-patient, wrong procedure/surgery.
5. Improve the safety of using infusion pumps.
6. Improve effectiveness of clinical alarm systems.
7. Reduce the risk of health care-associated infections.
8. Accurately and completely reconcile medications across the continuum of care.
9. Reduce the potential of patient harm resulting from falls.
10. Reduce the risk of influenza and pneumococcal disease in older adults.
11. Reduce the risk of surgical fires.
12. Encourage the active involvement of patients and their families in the patient's own care as a patient safety strategy.
13. Prevent health care-associated pressure ulcers.

These goals all add up to the focus of everything we do; ensuring that quality healthcare is delivered through the coordination of all available services. The people of Community Memorial Hospital are ready, as well as willing and able, to improve the health of all the communities we serve.

David W. Felton  
President/CEO

## Community Memorial Auxiliary has something cooking

The Auxiliary plans to publish a cookbook in time for the 2006 holiday season and is asking chefs from all across the mid-York region to contribute favorite recipes.

To be a part of this culinary collection, cooks can e-mail us at [letsgetcooking@cmhhamilton.com](mailto:letsgetcooking@cmhhamilton.com). Whether it's an appetizer, entrée or dessert, your specialty can add to

the wonderful flavor of this project. Thanks to the Auxiliary we'll all soon be able to eat well and support Community Memorial Hospital at the same time.

# Bicentennial baby born at Community Memorial

Harry and Michele Pittman should have no trouble keeping track of various holidays. First, daughter Jeanna, five, arrived at Easter time, then son Paul, two, was born on the Fourth of July. Now third child Colin Harold has claimed his place on the calendar, January 2, 2006. He is also the first Madison County baby born in the bicentennial year.

Colin, like his sister and brother, was born at Community Memorial Hospital, weighted in at seven pounds one and three quarter ounces and measured 19 and a half inches. Mother Michele is a charge in the hospital's Woman's Center which added to the excitement of the big event for her colleagues.

"It is an awesome place to have a baby," says Michelle of the unit where she has worked since 1999. "I was pregnant with my first right after I started here so I was watching every-

one closely. The support I saw was fantastic. The department is small so you know you are going to see your nurse, know the staff is going to participate when you're in labor, know you are their focus."

"It's wonderful the bicentennial baby is one of our own," says Nurse Manager Pat Strong. "Everyone is always excited about New Year's babies and there is always a race with Oneida to see who will have the first birth in the county." In addition to Colin's landmark arrival, Community Memorial is the site of the millennium's first local birth and two years ago the staff turned the calendar by delivering twins.

The Pittmans live in Morrisville where Harry is a herdsman and partner in a joint venture at Maple Bush Farms. Michele says being a mother "is joyful, for the most part," and feels her personal experiences at Community Memorial Hospital give her a bit more credibility with mothers to be.

"They know I felt comfortable having babies here and it makes them feel safe," says Michele, who helps her patients know what to expect and is involved in all aspects of the birthing process. She also provides new mothers with breastfeeding and post partum support.



Harry and Michele Pittman with Paul, Jeanna, and Colin

"I love my job," says Michele. "I come to work because I know I'm going to be appreciated and that I can make a difference."

Colin's bicentennial birth date came as a bit of surprise for his mother, who figured he would be early like both his siblings, and arrive before Christmas. Instead, young Colin will go down in Madison County history and provide his family with one more extra special holiday to celebrate. ♦

## Runner with a cause

Anne Laubscher, a registered nurse in Community Memorial Hospital's Ambulatory Surgery Unit, recently completed a half marathon at Walt Disney World. She was walking, running and fundraising as a member of the Leukemia and Lymphoma Society's Team in Training.



Anne Laubscher, RN

Laubscher, of Cazenovia, who was not a runner before the event, raised \$4,215, mostly by raffling a Mathews compound bow donated by AJ's Archery of Cazenovia and sending out appeal letters. She competed with Community Memorial President David W. Felton as her honored teammate. Felton was diagnosed with non-

Hodgkin lymphoma in September, 2004. He underwent extensive chemotherapy and received a bone marrow transplant at Roswell Park in September 2005. Felton's adult son John had Hodgkins lymphoma several years ago. Both diseases are now in remission.

"We were running for people who are going through therapy and are survivors. They were our motivation and strength," said Laubscher, who now has plans to run in Lake Placid this summer.

"The work of the Society and volunteers like Anne is vital in finding a cure for these blood cancers. Anne did a super job and I am indeed honored to have been her teammate in this effort," said Felton.

The society is a nonprofit voluntary health organization whose mission is to cure leukemia, lymphoma, Hodgkins disease and myeloma and improve the lives of patients and their families.

"It was a worthwhile cause and the race was great. I'll do it again but probably the 26 mile event next time," said Anne Laubscher. ♦

# A volunteer for all boards

Barbara Wheler is one of Community Memorial Hospital's most involved volunteers. She serves on the Hospital Board, the Community Memorial Hospital Foundation Board and the Crouse Community Center Board.

"Serving is a way to pay back to the community what the community has given me and my family," says Barbara, who lives in Cazenovia with her husband Gordon. "It's rewarding working with exciting people. To be on a board that is functioning well is very satisfying."

When Barbara was first approached to become involved with the hospital in the early '90s, she resisted. Her focus had been on Cazenovia and Syracuse, where she was devoting her time to the Syracuse Symphony Board (she is also a Trustee Emeritus of Cazenovia College). Community Memorial President Dave Felton and board member John Morris persisted and Barbara relented.

"I never hesitated once I understood the goals of the hospital."

Community Memorial has "blossomed" in recent years says Barbara. She cites teamwork between the board and administration and points to a medical staff that has been "co-operative and helpful" as the hospital has moved forward.

Barbara is proud of what has been achieved but looks to the future with the clear eye of a realist.

"What I see as our greatest challenge in the next year is balancing the budget. That is always a struggle for a small hospital and it is my one-year goal. My three-year goal for Community Memorial is to survive. Healthcare is at a precarious stage with the tightening of funding and demands on services. Because I am a great believer, I think we have a chance to be a top survivor. We have to maintain our geographic area of service, be aware of the competition and continue to have quality leadership.

"My five-year goal for Community Memorial is for the hospital to be a financially secure institution that is widely recognized as a fine medical facility providing excellent care to our constituents."

Concern with the welfare of Central New York is a long standing affair for the Wheelers, who came to Cazenovia in 1955. Gordon is a Partner Emeritus at Stearns & Wheeler, the engineering firm, and the couple's two children, and grandchildren, have moved back to their hometown. The Wheelers' list of civic involvements is impressive and Community Memorial has certainly benefited.

"Serving on the board has been interesting enough and challenging enough that I've enjoyed the long term commitment," says Barbara, whose major interests have been finance and board recruitment. At Crouse Community Center, she is a member of what she feels is "another

hard working board." The particular challenges for the Community Memorial Hospital Foundation revolve around fundraising. "The Foundation has had difficulty meeting its goals as quickly as the board had hoped," says Barbara, who both serves and supports Community Memorial.

"Philanthropy is the soul of our existence.

"The hospital is an important industry in the area with the people it employees and the people it serves and because you may need these services, it is essential Community Memorial Hospital be in a good, strong position." Barbara Wheler is helping lead the way. ♦



Barbara Wheler

# Bill Schiess' march on Selma

Dr. William Schiess has had a remarkable career in medicine and administration. The straight talking outdoorsman has also been an activist, encouraged by his wife Betty Bone Schiess, who is a member of the Women's Hall of Fame, and his own experiences.

It was March of 1964 and television was broadcasting horrifying images as Alabama police clubbed demonstrators and turned fire hoses and dogs on civil rights protestors.

"There was a lot of violence and I thought, 'Well, I'm a doctor, I'll go down there and help.'" Dr. Schiess joined a group organized by Grace

Church in Syracuse (Betty was told, as a woman, she would be ineffective) that made the arduous drive to aid in the efforts of the Southern Christian Leadership Conference and the Student Nonviolent Coordinating Committee.

During his four days in the south Dr. Schiess treated protesters who had taken ill, was sent to jail for protesting in front of the Selma mayor's house and was personally thanked by Martin Luther King.

One assignment meant traveling to Montgomery to check on injured students who were hospitalized there. Dr. Schiess found the care was adequate but "the doctors were not happy with our presence." Before returning to Selma, Dr. Schiess was asked if he'd like to meet the civil rights leader, who was at the heart of so much activity.

"I met Ralph Abernathy and Dr. King, who was preparing a speech.

We talked for a couple of minutes and I took his picture."

Back in Selma, Dr. Schiess was assigned to a group of clergy and students who testing the constitutional right of peaceful assembly in front of the mayor's house. He was among the many arrested for illegal picketing and held for several hours.

At the time Dr. Schiess wrote, "We returned home . . . quite certain that this was the right thing to do. . . and equally certain that much more needs to be done."

The experience was transforming for the 44-year old internist and cardiologist who as a direct result co-founded the Medical Committee for Human Rights.

"We were interested in promoting medical care for the poor," says Dr. Schiess, who volunteered at a free clinic in Syracuse's University section, treating street people and students. His activism has been encouraged by Betty, who made her own foray to the south a year later (after being told no one would listen to a woman) then became one of the first females ordained a priest by the Episcopal Church. She is now a member of the Women's Hall of Fame.

Dr. Schiess's career has been equally illustrious. He spent 25 years as Chief of Medicine at Crouse in Syracuse and also served there as Vice President for Medical Affairs. When the New York State Department of Health determined every hospital should have medical director, Dr. Schiess filled that role at Community Memorial working with Hospital President Dave Felton.

"I think 90 to 95 percent of the under-50-bed hospitals have closed. Dave has managed to create a healthcare system with the five family health centers, outpatient surgery center and skilled nursing facility and kept the place alive."

Dr. William Schiess, throughout his career, has been a leader who makes a difference, a man of action with a heart to make the world a better place. ♦

Dr. William Schiess



# Coping with flu season

By Ken Werner, MD

The best way to prevent influenza is to get vaccinated every fall. Besides vaccination, good health habits can help protect you against the flu.



Ken Werner, MD

## Helpful measures for staying healthy

- Avoid close contact with those who are ill.
- Stay home when you are ill.
- Cover your nose and mouth when coughing or sneezing.
- Wash your hands frequently.
- Avoid touching your eyes, nose or mouth.

Influenza is spread in respiratory droplets, from coughing, sneezing or contact with surfaces contaminated with the virus. A healthy adult is contagious from one day before symptoms begin until up to five days after getting sick.

## Some symptoms of influenza

- Fever [usually high]
- Headache
- Fatigue
- Cough
- Sore throat
- Runny or stuffy nose
- Body aches
- Diarrhea and vomiting

The above symptoms do not mean that one has the flu, as the common cold and other viruses can give the same picture.

## When to see your doctor

In order to receive effective medicine against influenza, one should see one's physician within the first two or three days of illness. Those at high risk of complications of influenza are:

- People over 65
- People with chronic medical conditions
- Pregnant women
- Young children
- Smokers

## Measures to help you feel better if you catch the flu

- Rest
- Fluids
- Acetaminophen

*Caution: Never give aspirin to children or teens with flu-like symptoms*

Most healthy people who catch the flu will do well. If in any doubt, contact your physician.

For more information, visit the Centers for Disease Control website: [www.cdc.gov/flu/](http://www.cdc.gov/flu/) ♦

## Hubbard joins hospital

John Hubbard has joined the Community Memorial administration as director of public relations and development.

Hubbard is charged with raising the profile of Community Memorial, the medical staff, nursing staff and 350 employees who all contribute to the hospital's reputation as one of the finest rural health care systems in New York State. He also oversees all fundraising efforts for the Community Memorial Hospital Foundation including annual giving, capital projects and growth of the endowment. The Foundation is in the final phase of a \$1.1 million campaign that has allowed the hospital to establish a state-of-the-art ambulatory unit. The goal of the final phase includes support for building projects and the addition of equipment.

Community Memorial is nationally recognized for orthopedic services, offers one of the area's preeminent Women's Centers with family-oriented childbirth, provides quality healthcare with five Family Health Centers and is noted for its warm and lively Skilled Nursing Facility.

"John has been involved with Community Memorial Hospital almost from the time he arrived in Hamilton and we are delighted that long association will now be expand-

ed. His ability as a storyteller and his devotion to Central New York will be real assets for the hospital and we are pleased to welcome him to the administration," said Hospital President David W. Felton in making the announcement.

Hubbard has been the editor of *Community Memorial Update*, the hospital's quarterly newsletter, since its inception and first began his association with the hospital more than 25 years ago with freelance assignments. A Hamilton resident since 1979, Hubbard has his own business, Hubbard Pen and Camera. He also worked 26 years in communications and development at Colgate. ♦



John D. Hubbard

# Spine surgeon new on staff

Dr. Raman Dhawan has joined Hamilton Orthopaedic Surgery and Sports Medicine and is the newest member of the medical staff at Community Memorial Hospital.

Dhawan specializes in the treatment of spine diseases and injuries and is fellowship-trained in the most current techniques and procedures. Following his residency and training with Upstate Medical Center, he completed a spine fellowship at the University of California at San Diego. He was also educated in his native India, at J.N. Medical College, and London, at the University of London's Royal National Orthopedic Hospital.

"I came here because my wife teaches at Colgate [Jyoti Khanna, a tenured professor in the Economics Department] and the other equally important reason is my friendship with Ivan Gowan [the founder of Hamilton Orthopaedic Surgery and Sports Medicine and Chief of Surgery at Community Memorial]. We have been friends since I came to this country in 1997."

"Dr. Dhawan brings an expertise we didn't have here before and now we can treat patients who used to have to go to Utica, Syracuse or Cooperstown," says Gowan. "Dr. Dhawan is so well trained he is even performing the newest procedures for patients who have severe osteoporosis and compression fractures of the spine."

Dhawan sees patients suffering from neck and back pain and the surgeries range from simple discectomies to multi-level fusions.



Dr. Raman Dhawan

Frederick Green of Clinton had suffered from back pain off and on over the years but last spring it had gotten so bad he stopped playing golf and it got progressively worse over the summer. He describes the surgery performed by Dhawan last November only as "an experience," but gives the doctor an A+.

"Dr. Dhawan says I should be able to do the things I was doing before," reports Green, who is free from the pain he couldn't live with.

"Community Memorial Hospital is pleased to welcome Dr. Dhawan and to make his skills and training available to patients throughout Central New York," says Hospital President David W. Felton. ◆

## Community Memorial Hospital

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## Community Memorial Hospital

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