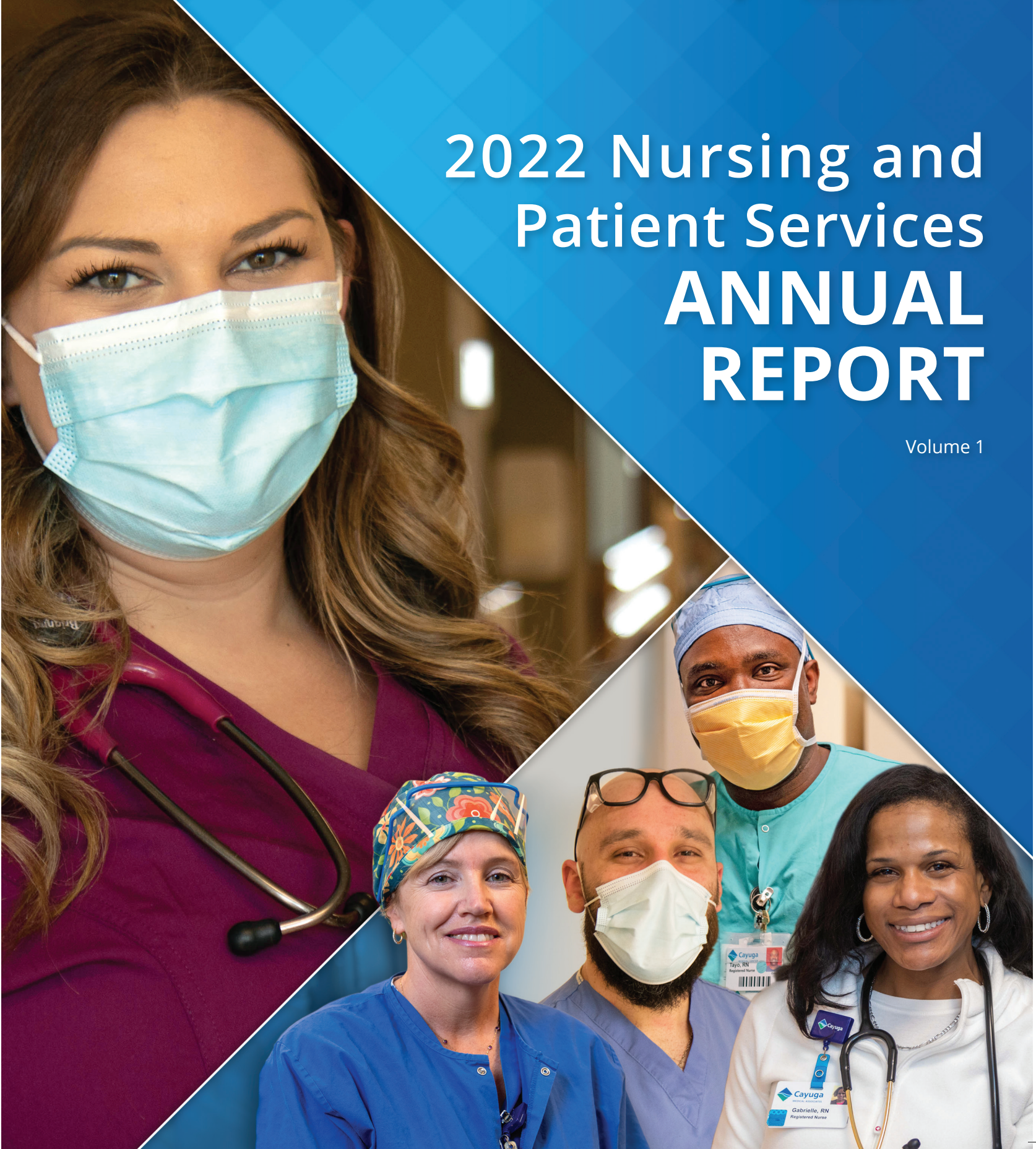




2022 Nursing and Patient Services ANNUAL REPORT

Volume 1



A letter from the Chief Nursing Officer

As I reflect on 2022, I am proud of and inspired by our resilience, perseverance, and commitment to excellence. 2022 was a challenging yet progressive year. Amid a global pandemic, economic instability, and a host of other external and internal obstacles, we were able to overcome together. Our emphasis on our mission and vision, execution of our strategy, and tireless efforts are reflected in our culture, care, and outcomes. Our patient-family centered, employee-friendly, quality focus contributed to successful Joint Commission and Department of Health Surveys, and Specialty Certifications. Our Professional Practice Model symbolizes our beliefs, values, and systems for nursing practice, describes how we collaborate to provide high-quality care, and frames care delivery across the continuum.



Tali Edge

I am thrilled to share expressions of gratitude, stories of triumph, and reflections of engagement through our many accomplishments in our inaugural Annual Nursing Report. May our past successes and the lessons learned in 2022 be catalysts for future advancement and improvement in 2023 and beyond.

Humbly and honestly,

A handwritten signature in black ink that reads "Naph'kali Edge".

Tali Edge

DNP, MSN, FNP-C, RN-BC, MBA, FACHE, NEA-BC, CENP
Vice President of Patient Services and Chief Nursing Officer,
Cayuga Health System

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The nursing and patient services team at Cayuga Health System are caring and resilient, and are ever-evolving as we continue to ensure our team can practice at the top of their professions. This inaugural nursing and patient services annual report outlines our nursing and patient services team's steadfast contributions to superior outcomes-particularly in a time when the healthcare workforce continues to adapt to new challenges.

Introduction:

A Mission That Makes a Difference

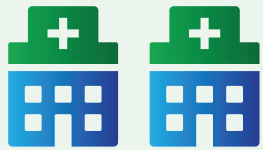
Cayuga Health System will remain the region's leading healthcare system, and most trusted driver of integrated health services, together with valued partners.

We empower our people and employ our capabilities to equitably improve the well-being of the communities we serve.



Today, Cayuga Health consists of:

TWO
HOSPITALS



THREE
URGENT and
IMMEDIATE
CARE
CENTERS



450 PROVIDERS in

 **Cayuga HEALTH PARTNERS**
network throughout Cayuga
Health's service areas.



In 2022, staff throughout our System managed:

MORE THAN  **1,100,000** PATIENT VISITS



Cayuga
HEALTH PARTNERS

had **971,383** visits
across the network

OUTPATIENT Visits:


62,933 

URGENT CARE
Visits:

18,975 

EMERGENCY DEPARTMENT Visits: **40,548**

INPATIENT
DAYS: 
25,253

SURGICAL Visits:
 **8,085**
(inpatient and outpatient)

Our Nursing and Patient Services Division

A professional practice model or care model is a framework that supports clinical staff in their everyday practice throughout our organization, regardless of setting or functional role. It describes how clinical staff collaborates, communicates, and develops professionally to provide the highest-quality care for those served by the organization: patients, care partners, our community and each other. It ultimately describes what we do, why we do it, and how we do it. Care models empower nurses to have control over their nursing practice and participation in organizational decision-making, for example, through shared governance.



Over the last 13 months, a team assembled across Cayuga Health System (CMC, Schuyler, CHP and CMA) to develop a care model that would reflect and guide the daily practice of the nursing and patient care departments to promote a culture of person-centered care. Across the system, patient care services staff gave their input through surveys regarding the values, behaviors, and elements that guide their practice and drive the care they provide daily. More recently, they were given the opportunity to choose the model they felt best represented the person-centered care we deliver within Cayuga Health System. Staff across the system were given a chance to provide feedback on the visual depiction of the care model to arrive at the best representation of Care Delivery at Cayuga Health System.

We are excited to reveal, in a true collaborative Cayuga Health System Team effort, the Cayuga Health System Care model.

Our work doesn't end here. On our Journey to Excellence and within our Shared Governance Councils, we will work throughout 2023 to embed this framework into our culture and operationalize it throughout our system.

By the nature of our professions, the nursing and patient services care team are committed to lifelong learning. It is exciting to announce that in 2023, we will be rolling out Cayuga Health System's Clinical Advancement program.

Clinical ladder programs are well-known in healthcare after becoming popular in the 1970s when there was a significant nursing shortage. The structured system provides clinicians with career advancement while remaining in their current clinical setting providing direct patient care. An interdisciplinary team of professionals came

together in 2022 to establish clinical advancement opportunities for professional roles within CHS. The idea behind clinical ladder programs stems from Patricia Benner's "novice to expert" theory. During the first quarter of 2023, Cayuga Health System will launch its professional Clinical Advancement Program (CAP) to promote professional growth and development and strengthen employee engagement. The CAP will provide the opportunity to recognize individuals who are currently advancing in their clinical practice role in their department and participating in leadership endeavors.



Cayuga Health System Receives National Recognition for:

US News for Best Maternity Hospital



Gold Plus Achievement Awards 2021 -
“Get with the Guidelines” Stroke Honor Roll Elite and Type 2 Diabetes Honor Roll

ACC Chest Pain Center with Primary PCI and Resuscitation



ACR Accredited Nuclear Radiology

American College of Radiology



Commission on Cancer

Blue Distinction Centers+ for Knee and Hip Replacement



Awards and Recognition

Cayuga Health’s nursing and patient services team consistently demonstrates excellence in practice, patient and family experience, and their dedication to Cayuga’s values. We value their extraordinary attention to detail and the compassionate care they provide to patients and staff. Through various celebrations and awards, we aim to recognize their hard work and achievements- both personal and professional- every chance we get.



2022 Daisy Team and Individual Award Recipients:



The family of Patrick Barnes created the international DAISY Award for Extraordinary Nurses in his memory to recognize and thank nurses, the often “unsung heroes,” for the gifts they give their patients and families daily. Nurses at Cayuga Health are nominated for the DAISY award in recognition of their commitment to the highest standards of nursing excellence and for making a significant difference in the lives of the patient and families they serve.



Behavioral Health Unit at CMC receives Cayuga Health’s first-ever Team DAISY Award:

Congratulations:

Shannon Aether
 Matthew Barrington
 Elizabeth Butler
 Moriah Clark
 Lyle Cohen
 Megan Cosgrove
 John Cottrell
 David Dart
 Margaret Ellis
 Katelyn Hunt
 Kelly Jolly
 Terezka Korinek

Selina Lenetsky
 Peter MacDonald
 Courtney Nichols
 Roberta Parseghian
 Kerrie-Anne Purrier
 Veron Raymond
 Megan Smith
 Steven Taylor
 Eric Trapper
 Melissa Vancleef
 Joseph Vellake



CMA Neurology Office:

2022 DAISY Award Winner: Emily Emmick, RN

Advancing our Profession- Grants and Research:

In 2022, the challenges of COVID-19 continued, but the nursing and patient services team at Cayuga had a productive year for research and evidence-based practice (EBP). Our NPS team has excelled in dissemination of their work this year, continuing to publish, present, and write for grant funding. The nursing and patient services team, through our grant funding, was able to implement multiple cost-effective practice changes.

Highlights include:

- **SimMan: Operating Room Workforce Transformation Grant**

Authors: Cody Baldwin, Sarah Searles, Karen Marsh, Cayuga Medical Center Operating Room

- **Engaged Grant Research Project**

Authors: Cayuga Health Partners Team, Cayuga Health Partners

- **HANYS: Age Friendly Health System Grant**

Authors: Emily Mallar

- **HANYS: Quality Residency Program Capstone Project: Fall Presentation**

Authors: Jessica Aman and Rachel Dufresne, Quality and Risk

- **HANYS: Quality Residency Program Capstone Project: Medication Titration**

Authors: Mari Akre and Abby Reich, Nursing Quality and Risk

Nursing and Patient Services Grand Rounds:

Nursing and Patient Services Grand Rounds provides an opportunity for the Cayuga Health System community to deepen awareness and understanding of important topics which inform and influence the advancement of nursing and patient care excellence within Cayuga Health System.

- **Embracing Resilience** - Mari Akre, Elizabeth Clarke, Tim Dean, Tali Edge, Sheri Renaud, Amy Thomas, Adrian Western

- **Workplace Safety: Caring for One Another** - Mari Akre, Cody Baldwin, Kobie Brooks, Tali Edge, John Gaetano, Andrew Maul, Michelle Paltrowitz, Chandorian Portis, Adrian Western

- **RaDonda Vaught Outcome: Medication Safety, High Reliability & Just Culture; A Review of the RaDonda Vaught Case** -

Mari Akre, Tali Edge, Deb Lessard

Excellence within the Nursing and Patient Services Division

Building nursing and patient services team excellence through our people, quality, technology, and community partners.



Cultivate a Well-Trained, Diverse, and motivated workforce: Attract, grow, and retain a diverse and flexible nursing and patient services team who are resilient and adaptive to change.



Execute with Excellence: Provide a safe, evidence-based interprofessional practice environment that results in superior quality and patient safety outcomes.



Build and invest in capabilities and infrastructure: Optimize the use of resources to support care delivery, standardize nursing and patient services practices, and promote innovation and efficiency to achieve quality outcomes and operational efficiencies that support our community.



Accomplish Community Population Health Objectives: Provide diverse, equitable, and inclusive evidence-based population health care to members inside and outside of our community.



Create and Maintain Valued Partnerships: Create and maintain partnerships that assist with recruitment and retention, quality and patient safety improvements, enhancing our capabilities and infrastructure, and meeting our population health objectives.



Cultivate a Well-Trained, Diverse, and motivated workforce:

Attract, grow, and retain a diverse and flexible nursing and patient services team who are resilient and adaptive to change.

Nursing Assistant Task Force: In 2022 we implemented a Nursing Assistant Task Force (NATF). This is a team of nursing assistants that represent a variety of departments to advocate and guide structure for the nursing assistant role through collaboration with nursing leadership. The goal of the NATF is to support the mission for each individual department. The team drives the ability for NA's to work deliberately on behalf of supporting the patient clinical course and prevent complications from occurring while in the hospital setting.

The task force came together as a result of workforce shortages on behalf of the successful heroes who supported the patients, families and nurses through the pandemic. The desire to influence opportunities for growth in their roles is a priority for the team. The beginning of their journey in establishing the NATF was accompanied by a successful implementation of an official position title change from Nursing Aide to Nurse Assistant to be more consistent with industry standard. The team also brought forth the idea to have a NA Team Lead role. They created a job description and worked with nursing leadership and human resources to establish this as an opportunity. This has been successfully deployed in several departments in partnership with Unit Managers.

The NATF is going into 2023 with creative approaches to influence the floating experience and is working on a clinical ladder to implement.

Shared Governance Model: Cayuga Health System Patient Care Services team continues on its Journey to Excellence. Included within the journey is to enhance upon the shared governance structure already in place. Shared Governance is a shared leadership style in which nurse and clinical staff collaborate with interprofessional leaders in decision making that impacts the professional practice and work environment. It empowers clinical staff to become responsible and accountable in making decisions affecting themselves, their colleagues and their patients. Currently, within CHS the shared governance councils include the Nurse Practice Council. We also have a very robust interdisciplinary falls committee co-Chaired by a Nursing director and a PT manager and supported by QPS; a multidisciplinary skin integrity committee of which both truly impact the care and safety right at the point of care of our patients; and System Nursing Patient Care Services Quality and Performance Improvement. We are looking forward to growing this fundamental practice within the system in 2023 with the implementation of Unit Based Councils. Unit Based Councils will give every patient care services department the opportunity to share in the decision making that affects their practice around quality, the patient experience and their work environment.



Leadership Development Program – In a response to the Nursing & Patient Care Services SOAR analysis that was performed late in 2021, multi-disciplinary clinical leaders began meeting in 2022 to create a leadership development program. This program will offer two session options of a monthly leader development topic, and the pilot group contains 13 clinical leaders. Moving forward, the program will run on a continual basis, and showcase the same topic each month of the year so that leaders who join the organization or get promoted into a leadership position can immediately start the curriculum. The program is currently rooted in the Nurse Manager Learning Domain Framework and competencies of the American Organization for Nursing Leadership (AONL), but plans are already underway to expand this effort to leaders of other disciplines within Cayuga Health.

Clinical Coach Program: In 2022, a team of nurses from various disciplines across the organization convened to support the development and implementation of a new preceptorship program that could be replicated to fit the needs of disciplines across the system. The goal was to re-engineer a viable preceptor program that encourages growth, development, and support for the seasoned team member while boosting the experience and retention of new employees. Under the guidance of Nursing Practice and Education, the Clinical Coach Program model will launch in 2023.

SimMan: Cayuga Medical Center's operating room received a \$150,000 grant to purchase a high-fidelity simulation mannequin in hopes of increasing the exposure to high acuity and low-frequency scenarios. During simulations, the operating room teams simulated massive transfusions and malignant hyperthermia. The simman was also used during Cayuga's nurse residency program, ICU training, and EMS training. Research has proven that high-fidelity simulation boosts knowledge retention, decision-making skills, and team performance.



PeriopSim Virtual Reality: Cayuga Health system invested in PeriopSim, a virtual reality headset training program for perioperative nurses and scrub technologists. PeriopSim is designed to bridge the gap between class and the OR. It helps to learn procedures, anticipating the surgeon and instrumentation, before going into the OR. Research shows that PeriopSim performs 6x faster and is more effective than traditional methods. In a real life sized OR, learners can practice and be assessed on steps of a procedure, anticipating the surgeon and Sterile Field, Sharps Safety, Sterile Technique, Passing Techniques and Instrumentation.

Nursing and Patient Services

Week: Even with COVID restrictions The Professional People Council was able to celebrate and recognized all nurses during nurse's week 2022 and nursing assistants on nursing assistant day 2022. We celebrated with gifts and goodies for all throughout the health system!

International Nurses Program: In 2022, Cayuga Health System partnered with an international nursing recruitment agency to help address the shortage of clinical staff. Cayuga has hired over 40 nurses from overseas who will arrive starting in 2023, as they are cleared by the national embassy and the US Department Bureau of Consular Affairs. We look forward to the expertise and experience these nurses bring to Cayuga, and we will continue to recruit and hire in 2023.

CHESS Team: Cayuga Health Enterprise Support System (CHESS) Float Pool is a system-wide float pool. The CHESS team is designed to create a system wide float pool to assist in staffing clinical positions. In the CHESS team, clinicians are afforded the opportunity to support our patients by using their varied clinical experiences, while also being afforded the opportunities to learn new ones if they are interested! In 2023, we look forward to expanding the units the CHESS team supports and the opportunities it affords our CHESS team members.



Professional People Council 2022 was an exciting year for the nursing and patient services division. Many of our committees were able to engage front in staff who brought us much feedback. One example is the Professional people Committee, which was re-organized to include the nursing division clinical staffing committee. In 2021 New York State passed a bill to be effective January 1, 2022 requiring hospitals to create a clinical staffing committee made up of registered nurses, licensed practical nurses, ancillary staff members providing direct patient care and hospital administrators.





Execute with Excellence: Provide a safe, evidence-based interprofessional practice environment that results in superior quality and patient safety outcomes.

Nursing, Quality, Patient Safety, Risk and Information Technology Partnerships –

“It takes a Village”: In 2022, our nursing quality program was re-invigorated with collaboration between the nursing and patient services team, information technology, quality and patient safety and risk to provide many important quality and patient safety enhancements.

CHS Nursing Quality Vision: Elevate clinical practice consistent with evidence-based standards with the goal of achieving excellence in clinical outcomes and patient safety and experience. Empower nursing and patient care services, across the continuum, to drive continuous performance improvement by building and investing in our capabilities.

Falls Reduction: A concerted effort across an actively engaged multidisciplinary team was developed to evaluate and implement evidence-based fall reduction and prevention efforts. Improvements included expanding Mobility assessments and interventions, implementing Red Rounds, improved Falls documentation and expanded analysis of falls incidents for insights and timely improvement action plans.



Suicide Risk Screening: In 2022, a multidisciplinary team implemented the evidence-based Columbia Suicide Risk Screening (CSSR) in ED Triage and Behavioral Health Unit to ensure alignment with National Patient Safety Goals and ensure consistent screening for patients presenting with a mental health concern are screened for suicide risk.

Medication Titration Administration provided transition from paper documentation to electronic health record documentation, including improvements in ordering, robust refresher education with nursing, providers and pharmacy, and improved titration ordering guidance. Together these improvements help to support nurses in the complex management of medication titration.

Massive Transfusion Protocol Simulations with OR

Hemorrhage drills are held quarterly in conjunction with the blood bank, emergency room, ICU, OR staff, and Maternal-Child Health staff to ensure the process for emergency release of blood and massive transfusions is reviewed and practiced. Staff from Maternal Child Health are required to attend all massive transfusions in the event a maternal-related event occurs in another area of the hospital. The Cayuga Birthplace has one operating room, so it is not uncommon that during an emergency we take patients to the main OR. This is why it is imperative to do simulations with them to provide safe, quality care for our patients.

Maternal Sepsis Screening Tool

Sepsis is the second leading cause of maternal death in the United States. Cayuga Birthplace uses a screening tool to aid in the diagnosis of sepsis during pregnancy and the postpartum period. This tool uses a two-step approach which is the most up-to-date method recommended. The first screening is limited to vital signs that are adjusted for pregnancy and a white blood cell count within 24 hours. The second screening uses evaluation for end organ injury with laboratory values adjusted for pregnancy where needed. The two-step process results in fewer missed sepsis cases and an increase in positive

maternal outcomes. Maternal deaths are avoidable and maternal mortality rates can be decreased. This can be achieved by following national safety standards and using tools like postpartum hemorrhage screening, maternal sepsis screening and implementing routine drills and simulations with the care teams.



Post-Partum Hemorrhage Screening Tools

Screening tools have been developed and implemented to assess maternal risk of hemorrhage. There is an initial screen that considers antenatal risk factors such as parity, anemia, macrosomia, and preterm labor, among others to assess risk. An intrapartal screen is also used to evaluate labor-related factors such as the use of magnesium sulfate and development of chorioamnionitis.

This is used to determine changes in risk during the labor process. These screening tools prompt the nursing and medical staff to order peripheral IVs, laboratory tests, place blood products on hold for potential use, and have safety huddles to ensure staff is aware of potential risks.

ICCU Early Mobility Program

The ICCU implemented an early mobility program in 2022. This initiative was started to help prevent skin breakdown, decrease ICU LOS, and improve the quality of care. This has been a collaboration with ICU nursing, nursing assistants, and the PT/OT team. Both the providers and nursing staff were provided education in various formats on when to initiate early mobility and who can appropriately be mobilized.

Chest Pain Metrics door to EKG and Troponin

The ED worked with the CHI team to improve the door to EKG and troponin times. Time trials and observations were conducted to determine where the delays were originating. From that, we developed a program that involved the patient service representatives that initially register the patients, the ED nursing assistants, and the triage nurses. The PSRs were trained to do an overhead page for the need for a STAT EKG if a patient checked in with a complaint that met certain chest pain complaint criteria. The patient was then taken directly to a space where the EKG and troponin draw could be performed. The triage nurse would enter the chest pain order set, and a nursing assistant would respond to the patient to conduct the EKG and collect the troponin. This process improved our median door to EKG from 9min to 6min, and our median door to troponin draw from as high as 29min to consistently being at or below 20min.

The NPS Policies and Procedures and Evidence-Based Practice

Committee was established to reengineer our patient care policies and procedures. Key objectives were defined by the Nurse Executive Team (NET) and focused on: Ensuring reliable and timely policy review and revision, clear standard operating procedures (SOPs), enhancing communications to clinical staff of policy related revisions, and creation of a roadmap for system-based patient care policies, thereby reducing redundant or potentially conflicting policies and procedures.





Build and invest in capabilities and infrastructure: Optimize the use of resources to support care delivery, standardize nursing and patient services practices, and promote innovation and efficiency to achieve quality outcomes and operational efficiencies that support our community.

Transfusion Administration Record (TAR) provides for blood component products to be seamlessly ordered and administered electronically within the single patient care record, providing enhanced patient safety measures, consistent workflows and monitoring of all blood components (non-emergently) administered.

Fall Risk Screening content and workflow improvements included the implementation of an evidence-based screening tool specifically validated for use with patients in ED and Urgent care settings as well as a pediatric population Falls risk screening tool. These improvements are among the many examples of how Cayuga Health System Nursing and Patient Care Services strives to align best evidence and guide the care provided.

Schuyler Emergency Medical Services (SEMS) – In January 2022, Cayuga Health Critical Care Services was invited by the Schuyler County Administrator to join meetings with their Office of Emergency Management to help address the lack of reliable ambulance response in Schuyler County. This work led to a proposal for community collaboration that was presented to the Schuyler County legislature over the summer. The proposal was accepted, and Cayuga Health and Schuyler County are working together to ensure residents have a professional and trusted ambulance service for years to come. Prior to the official start, the brand-new service answered a state-wide mutual aid call and sent an ambulance and two EMTs to support the disaster declaration in Erie County during the holiday weekend blizzard that killed 42 people.



SimMan for EMS – The fortuitous timing of the grant-based SimMan purchase by Surgical Services earlier in the year created the opportunity to provide the newly hired Paramedics and EMTs of Schuyler EMS with cutting-edge realistic training before hitting the streets in January. The feedback from the crew members on the experience was overwhelmingly positive, having had the opportunity to perform lifesaving emergency procedures on the SimMan under the watchful eye of their Medical Director. This new technology has also been incorporated into the ambulance service's continuing education moving forward.

Twiage – 2022 saw a successful joint project between the Transfer Center & EMS Operations department, Nursing & Patient Care leadership, and Information Systems to streamline communication between ambulances in our region and the Cayuga Health emergency departments at Cayuga Medical Center and Schuyler Hospital. Twiage is a HIPPA compliant cloud-based platform that allows EMS personnel to efficiently initiate incoming alerts to our emergency departments, directly initiate STEMI and stroke alerts from the field, relay text-based patient information and clinical status, and provide real-time GPS arrival estimates.

Patient Progression: Patient Progression provides the framework for safe, timely, and cost-efficient movement and care of our patients throughout our health care system. We have come a long way since Patient Progression was introduced here at CHS, in April 2022! Divided up into three workgroups; Admissions, Emergency Department Throughput and Inpatient Progression, there is focus on capacity management, system wide and facility workflow efficiencies, procedural and testing scheduling related to discharge prioritization and medical necessity, and an emphasis on length of stay targets. Most recently, we have redesigned our daily touch base calls with our charge nurses and house supervisors where anticipated discharges and progression barriers are identified then communicated to the system through a capacity report where leaders of the system can assist with lifting barriers that are impeding patient flow. The report also provides system capacity and bed planning transparency in addition to the NEDOCS and secures safe staffing ratios.

Renal Dialysis – The dialysis program began a growth journey in 2022 that resulted in an expansion of services provided, and new strategy, linked to ensuring that both acute kidney injury and chronic renal failure patients in our region could be served at home by Cayuga Medical Center. In years past, many hemodialysis patients, and all peritoneal dialysis patients who required inpatient services have been transferred to hospitals outside of Tompkins County. In the fourth quarter of 2022, the CMC dialysis team began training ICU nurses to perform hemodialysis treatments in emergency situations; they were also trained to provide Prolonged Intermittent Renal Replacement Therapy (PIRRT) when a critically ill patient is too unstable for a typical hemodialysis treatment. Inpatient support for peritoneal dialysis patients is planned to begin in March 2023, which will then allow CMC to consistently serve the inpatient needs of that population as well. All three dialysis machines have been upgraded to deliver extended treatments, and a fourth machine has been purchased to support the anticipated expansion in volume. CMC transferred 99 patients for dialysis services it was unable to provide in 2020-2021, and that number was reduced to 22 in 2022.



IV Pumps – New IV Pumps were implemented throughout Cayuga Medical Center and Schuyler Hospitals. This collaborative effort between numerous departments throughout Cayuga Health System helped to pave the way for safer care for our patients and our nursing and pharmacy staff. The smart pump technology within these new IV pumps has proven to reduce medication errors by built in hard and soft drug limits within an extensive drug library that a nurse will use to guide the doses of medications they are giving. Furthermore, new Patient Controlled Analgesia (PCA) pumps were also implemented for delivery of narcotic pain relief. This new PCA system has an internal barcode reader to assist in making sure the right drug, right dose and the right concentration is being delivered to our patients every time. In our quest to deliver safe, trusted and excellent care we are proud to offer this new equipment to assist with care we deliver every day.

Health Information Technology improvements needed to advance NPS care priorities for 2023 will occur through several initiatives designed to improve clinician efficiency, support research and quality outcomes, and drive innovation.



Accomplish Community Population Health Objectives: Provide diverse, equitable, and inclusive evidence-based population health care to members inside and outside of our community.

Case Management in the Emergency Department

2022 Brought the formalized incorporation of Case Management in the ED. The Clinical Resource Management team grew to allow for more dedicated coverage in this space with the eventual goal of having 24/7 support. RN and/or Social Work Case Managers are routinely available in the ED to support clinicians in making appropriate admission decisions while simultaneously ensuring patients are receiving the most appropriate care and helping to forge connection with resources and services outside of the hospital setting.

Choose Home

In response to a growing population of patients awaiting placement in sub-acute rehab (SAR) in area skilled nursing facilities (SNFs), the Clinical Resource Management team is working with valued partners at Visiting Nurse Services (VNS) and Cayuga Health Partners (CHP) in the development and implementation of a “Choose Home” alternative for patients to heal at home. This collaborative effort, modeled from the Choose Home Care Act of 2021, supports patients to recover at home with a mix of expanded skilled nursing, therapies, personal care, and telehealth services tailored to meet the individual needs of the patient. Choose Home serves as a cost-effective alternative for patients/families to expedite a safe return home, avoid institutionalized care, and reduce unnecessary hospital days.



Create and Maintain Valued Partnerships: Create and maintain partnerships that assist with recruitment and retention, quality and patient safety improvements, enhancing our capabilities and infrastructure, and meeting our population health objectives.

School Partnerships: Cayuga Health has partnered with numerous professional schools in and around the upstate New York area. These schools include nursing, respiratory therapy, sleep technicians, sterile processing technicians, surgical technologists, and many more! Many Cayuga Health nursing and patient services team members have joined various schools to serve as professors, adjunct instructors, clinical instructors, and on their board of directors, in addition to their job at Cayuga!

CRNA Program Clinical: After many months of relationship building and planning, Cayuga Health System is now a clinical site for at least two CRNA programs. As a clinical site for these well-respected CRNA programs, we will be able to advance the profession of CRNAs within our community.



Post-Acute Care Partners Meeting

After a call for community partnership, Cayuga Health, in collaboration with the Tompkins County Human Services Coalition, established a weekly huddle with administrators of regional post-acute care facilities and service organizations. Each week key leaders of the various organizations gather briefly to discuss operational barriers to better understand how organizations can partners to best serve shared populations.

Mobile Integrated Healthcare

In early 2020, Cayuga Health Partners (CHP) was the recipient of Innovation Funds through the Medicaid Redesign Team Waiver for the implementation of a unique program to support care coordination to members of our community with the goal of improving primary care engagement while reducing both unnecessary use of the emergency response system and EMS team member burnout. Through bi-directional data sharing with Bangs Ambulance and close collaboration with their Primary Care Providers, CHP Care Coordinators can engage with “high utilizers” of the EMS response system to identify and support barriers to self-management in the community and receive real-time notifications of encounters within the health system for early intervention.

Engagement with Hospice Partners

In late 2022 a diverse team of inpatient care providers came together with key leaders at Hospice to develop a pilot program aimed at early engagement for key populations and their families with hospice services. The goal is to provide patient-centered care while educating more patients and families on the number of benefits hospice services can offer. The pilot includes key collaboration with primary care to ensure optimal care transitions across the continuum and earlier intervention of hospice services where appropriate.



CNO Advisory Council

Want to stay up to date on the nursing and patient services team's progress or have suggestions? Join the CNO advisory council!

Virtual meetings every month on nights, weekends, and day shifts.

Cayuga Health in 2023

Cayuga Park coming to Ithaca, NY



Cayuga Health coming to the Shops at Ithaca Mall



NOW OPEN! 260 Tompkins St., Cortland, NY



Cayuga Nursing and Patient Services team, we THANK YOU for your resiliency, providing the highest quality of care and continuing to be a part of the Cayuga Health family this year.



101 Dates Drive, Ithaca, NY 13045

cayugahealth.org

