




Summer 2006

YourCare

A QUARTERLY PUBLICATION FOR THE COMMUNITY FROM CROUSE HOSPITAL



Leading the Way In Women's & Children's Services

One Mother's Journey

**Making It Right
With Service Recovery**

Stay Safe This Summer!

Sick of Being Tired?

**Secrets Revealed:
Cazenovia Mummy**

*Kimberly Jameson-Stupp and
George Stupp cherish time spent
with their son, Samuel*

A FOCUS ON QUALITY

National Recognition for Cardiac And Respiratory Care Services Quality

Crouse's daily focus on improving the quality of care we provide recently earned the hospital recognition from two national organizations:

- ▶ VHA Inc., a national health care provider alliance, recognized the hospital with its **2006 VHA Leadership Award for Clinical Excellence**. Crouse received the award for having met or exceeded 90 percent of the clinical core measures for cardiac care for patients experiencing acute myocardial infarction (AMI), or heart attack. The award is based on the latest set of measures nationally accepted as indicators of quality.
- ▶ In addition, Crouse recently earned **Quality Respiratory Care Recognition from the American Association for Respiratory Care** for the third year in a row. The AARC awards recognition to hospitals that ensure patient safety by adhering to a strict set of criteria governing respiratory care services. Crouse respiratory therapists are specially trained professionals who work under physicians' orders to provide a wide range of breathing treatments and other services to people with asthma, chronic obstructive pulmonary disease, cystic fibrosis, lung cancer, AIDS, and other lung-related conditions.

OUR MISSION

To provide the best in patient care and to promote community health.



Little Heart Beats

One Mother's Journey with Crouse Hospital's Women's and Children's Services

Most expectant moms experience a rush of excitement when their water breaks, signaling a long awaited arrival. But when you're only six months along and getting ready for work, excitement can quickly become fear. For new mom Kimberly Jameson-Stupp, that fear was balanced thanks to the knowledge that her baby would be born at Crouse Hospital.

A Rough Start

Married since 1994, she and her husband, George, spent some very happy years achieving personal success in their professions, and more recently, building their own home in West Monroe, NY. Yet their attempts to get pregnant faced several health challenges along the way, including a battle with thyroid disease. But with the aid and treatment of some excellent area physicians, she and George eventually found themselves expecting twins. Sadly, their joy was marred with the loss of one of their babies due to a miscarriage.

"They call it 'vanishing twin' syndrome," said Kimberly of her fraternal twins. "We were about three and a half months along, and had just heard the second heartbeat. A week later, the heartbeat was gone."

So there was a mix of emotions early on in her pregnancy – joy and sorrow. She and her husband turned to Crouse Hospital and Robert Silverman, MD, a physician with Crouse's Kienzle Family Maternity Center and director of SUNY Upstate's Regional Perinatal Center, to ensure the wellness and safe delivery of the son she still carried. They were not alone in that choice. Every year, about 3,800 babies are delivered at Crouse – more than half of all babies delivered in Onondaga County. The hospital is also a state-designated Level 4 regional referral center serving a 15-county area for high-risk pregnancies.

"Ideally, an expectant mother receives the care that she desires, using only as much technology as necessary, and the end result is a healthy baby," said Dr. Silverman, who has practiced maternal-fetal medicine for almost 20 years. "But if a mother is facing pre-term labor or medical complications, like diabetes or fetal anomalies, Crouse has the whole package of low and high-risk care, the latest and best techniques and equipment, and the best doctors in Central New York."

Before choosing her prenatal care provider and where to have her baby delivered, Kimberly had done online research and spoken with friends and family members about their experiences. "I was considered high risk because I'm a little bit older and because of the vanishing twin. We didn't want issues, but regardless of that, I would have gone to Crouse anyway. There were just too many good things said about the hospital," she said.

In Safe Hands

Crouse Hospital's services for expectant mothers start long before the delivery room. "We work hand-in-hand with a patient's OB/GYN physician prior to the birth so that she feels confident about and comfortable with the experience ahead," says Joan Dadey, RN, director of Women's and Children's Services. This includes an extensive pre-admission packet of information, numerous prenatal education courses (including the only infant massage course in the area), discussions on various birthing options, hospital tours, and more.

But despite any mother's advanced preparation, the unexpected can occur. Kimberly's son was due at the beginning of March, so when her water broke in late December, she knew she was in for anything but a typical birth experience. After arriving at Crouse, Kimberly was

evaluated in the Kienzle Family Maternity Center to determine if she was actively delivering. When it turned out she wasn't, she received magnesium and other treatments to help stop the contractions. She also received a course of antibiotics to prevent infections that might be caused by the partial separation of her placenta from the uterine wall, a condition known as placental abruption.

In her room, Kimberly was encouraged to relax and take it easy while the hospital's staff tried to make sure her baby had as much time as possible to continue developing inside her. "Everyone who came in was very caring, almost like a mother. Everything was about me," she said of the mostly female healthcare team that cared for her.

Waiting for the Arrival

Relaxation was hard for a woman so used to being a busy professional, but the calming environment on the unit and the amenities offered helped make the next two weeks of hospital bed rest more bearable.

Using her laptop, she was able to access the hospital's free wireless Internet service to create a CarePage to track her progress, conduct work, pay bills and order baby items online. Hospital staff also helped her make arrangements to receive her baby's birth certificate and to have the cord blood saved after the birth. The hospital's spacious birthing suites are designed to create a homelike atmosphere, which came in handy as Kimberly and her husband spent his birthday, Christmas and New Year's Eve all at the hospital.

"It was as close to being home as you can get when in a hospital," said Kimberly, who enjoyed the unit's spirited participation in the holiday season and the quality of the hospital's gift shop.

But on January 2 of this year, a strange feeling woke her up at 2 a.m. "I buzzed the nurse and told her something didn't feel right," said Kimberly, who was evaluated by the doctor on call. "He saw that my white cell count was up, and said that I had developed an infection." In the face of her placental abruption, the infec-

tion meant an immediate delivery was necessary, and just four hours later, she was undergoing an emergency C-section.

A Visit to the NICU

As medical director of Crouse's Baker Neonatal Intensive Care Unit, Steven Gross, MD, has seen most of the issues faced by women with high-risk pregnancies. He and several other neonatologists provide around-the-clock attending coverage for deliveries at Crouse, whether

"When you have a baby in another hospital, and they need extra care, the hospital sends them to Crouse."

— KIMBERLY JAMESON-STUPP

a problem is anticipated or unanticipated, as is the case with many babies needing intensive care who are transferred in from the 20 outlying birthing hospitals that partner with Crouse.

"Crouse has the full spectrum of services available," said Dr. Gross, who's been a neonatologist for almost 30 years. "Here, you can receive the typical services and amenities for a perfectly normal, healthy pregnancy, but should your baby get into trouble, you have the highest level of technology available anywhere in New York State."

Kimberly was able to see her son, Samuel, immediately after her C-section, and then medical staff brought him to the NICU. Born a tiny 4 pounds, 9 ounces and experiencing breathing problems, he needed to receive the specialized care available there. She wasn't fazed by the quick move, though, because she felt "comfortable that he was in the right place and being taken care of."

Dr. Gross echoes her confidence. "The staff in the hospital's nurseries are very experienced, very efficient and have great clinical judg-

ment to detect problems. And the ICU staff is an incredible, very highly specialized group of people," he said of the physicians, nurses and various support personnel who deliver care specifically to high-risk newborns. Many of them have spent over a decade at Crouse caring for premature and full-term babies with health issues such as breathing difficulties, nutritional deficiencies, congenital anomalies, and problems resulting from difficult births.

Taking the Long Way Home

Though she was able to go home within a few days, Kimberly's son spent almost five weeks in the NICU becoming healthier and stronger.

During that time, Kimberly and George were able to regularly visit Samuel and be updated on his condition, both in person and by phone. "For parents, it's always difficult when someone else is taking care of your child, but I never felt that," said Kimberly, who appreciated the knowledgeable, experienced staff members and their willingness to explain all the details of her son's condition and care.

Continued on page 4



Kimberly's visits often involved breast-feeding her son or preparing bottles in the unit's breast pump room. While she didn't experience any difficulty breastfeeding, some mothers do, and for those who give birth at Crouse, a human milk bank is available – the only one of its kind in New York State.

Almost seven months after his birth, Samuel now weighs 16 pounds, has grown nearly nine inches taller, and coos and gurgles for everyone around. His mother credits the presence of her happy bundle of joy to the care she received before, during and after his birth, saying, "When you have a baby in another hospital, and they need extra care, the hospital sends them to Crouse. So why would you go to another hospital if there's any possible issue, or even if there isn't?"



Don't You Deserve the Crouse Experience?

The region's premier obstetrical, perinatal and neonatal specialists are at Crouse Hospital, working together with an expert team of nurses and other medical providers to insure the highest level of care for you and your baby. For a physician referral, please call 472-2464.

Obstetrical Care

Kwame Adusei, MD
 Karen Bacsik, MD
 Sargon Bebla, MD
 Cathy Berry, MD
 Jerry Caporaso, Jr., MD
 James Caputo, MD
 Maria Czerwinski, MD
 Chantell Dalpe, MD
 F. Lee Dutton, MD
 Lisa Freedman, MD
 Ahmad Hasan, MD
 Beth Houck, MD
 Carla Liberatore, MD
 William Loftus, MD
 Leonard Marotta, MD
 Sayeeda Mohiuddin, MD
 Elizabeth Mroziewicz, MD
 Thuy Ngo, MD
 Robert Pyke, MD
 Geeta Roy, MD
 Byuong Ryu, MD
 Kenroy Scott, MD
 Richard Semeran, MD
 George Stanley, MD
 Brian Thompson, MD

Neonatal Care

Ellen Bifano, MD
 Michelle Bode, MD
 Thomas Curran, MD
 Steven Gross, MD
 Bonnie Marr, MD
 Susan Miller, MD
 Beverly Roy, MD

Perinatal Care

Richard Aubry, MD
 John Folk, MD
 John Nosovitch, MD
 Robert Silverman, MD

Family Practice Care

Eugene Bailey, MD
 Robert Feldman, MD
 Heather Finger, MD
 James Greenwald, MD
 Joshua Steinberg, MD

Saving Lives with ECMO

June 12 was Rachel Wilson's eighth birthday. Today, she's a happy, healthy child who loves basketball, tennis and dancing. She is also a pioneer in many ways, as she was the first Central New York newborn to benefit from extracorporeal membrane oxygenation, or ECMO for short. This life-saving technology – a form of long-term, heart-lung bypass – is used when a baby or child has a severe condition that prevents the lungs from working properly despite conventional therapy.

Because Rachel was born with a birth defect – now corrected with surgery – her lungs were initially unable to transfer oxygen into the blood and remove carbon dioxide, a function of healthy lungs.

Doctors at Crouse's Baker Neonatal Intensive Care Unit immediately hooked her up to the ECMO system, which essentially did the breathing for her while her lungs developed.

"Rachel would never have made it without this service."

– DIANE NIES-WILSON

"Rachel would never have made it without this service," says Diane Nies-Wilson, Rachel's mom. "She was born at noon, and it was immediately clear she was dying." Rachel was put on ECMO for 12 days and was released from the hospital three months following her birth.

Crouse's ECMO program is the only one of its kind in Central New York, further underscoring the hospital's regional leadership in the care and treatment of newborns. Since its inception in 1998, ECMO has been used to treat more than 35 infants at Crouse, according to Bonnie Marr, MD, a Crouse neonatologist and medical director of the ECMO team. "Having ECMO as a back-up allows us to provide better care for our sickest babies," says Dr. Marr. Without it, she says, the hospital would need to transfer very unstable infants to the next nearest ECMO site, which is in Buffalo. "A sick, deteriorating baby may not survive a trip like that, so having ECMO here is like having an immediate safety net."

Rachel's mom agrees: "Thankfully, most babies born in Central New York don't need this level of sophisticated care, but for those who do, it can make the difference between life and death."

Summer Safety Means More Fun

Bright skies and sun-kissed yards beckon. All signs point to another beautiful Central New York summer underway! But in addition to fun in the sun, it's also time for awareness of potential threats to your physical health, according to physicians at Crouse Hospital.

"One way to avoid accidents is to avoid alcohol. It may be a part of summer, but it's often what gets people hurt," says Richard Steinmann, MD, chief of Emergency Services at Crouse Hospital. Alcohol consumption can also lead to boating and motorcycle accidents, minor and fatal falls, and health hazards resulting from severe dehydration, according to Dr. Steinmann.

In addition to alcohol-related injuries, family practice physician John R. Michaels sees a lot of musculoskeletal injuries, such as sprains, strains and fractures, in the summertime. "After being sedentary for six months, many people decide to go right out and get in shape," says Dr. Michaels, Crouse's chief of Family Medicine. "Instead, start getting in shape early. Begin a walking regimen

and do basic exercises before starting a full-blown exercise program or even yard work."

Mark Barasz, MD, has practiced emergency medicine in the Syracuse area for 25 years. In that time, he's seen many patients who've experienced injury or illness due to overexertion as well as inadequate safety preparation. "Safety tools are out there, but some people avoid them because they feel silly using them. It's important to remember that the joy in doing an activity without the right protection in no way makes up for the pain and sadness of ending up in the ER or even at a funeral," says Dr. Barasz, who recently joined Crouse's emergency department from another local hospital.

If you or a loved one does get injured, several choices for care and treatment are available. For more serious injuries, call 911. For less urgent ailments or injuries, call your primary care doctor for advice and/or an appointment. You can also visit Crouse PromptCare for less serious ailments (right across the street from Crouse Hospital, no appointment required).

TECHNOLOGY

Secrets Revealed: Crouse Helps Shed Light On Mummy (She's a He!)

For the last century, visitors to the Cazenovia Library have been under the impression that the 2,000-year-old mummy on display was a female named Hen. Turns out Hen's a he, a fact revealed earlier this year following a trip to Crouse Hospital for a CT scan.

Soon after the scan, radiologist E. Mark Levinsohn, MD, discovered that beneath the tightly bound strips of browned linen are the remains of a man. X-rays done 20 years ago suggested Hen was an 18-year-old woman. But the latest CT scan, using more up-to-date imaging technology, gave a better 3-D view of soft tissues and muscles, leaving no doubt in Dr. Levinsohn's mind that Hen was a male. "I was pleased that there's so much preservation of the tissue," he said. "You can see the nose and ears."

Further examination by Dr. Levinsohn has revealed a probable cause of death: a malignant bone tumor. Completing the forensic study of the mummy is a detailed artist's rendition of what he may have looked like in life, based on images taken at Crouse. Dr. Levinsohn's daughter, Susan, is an artist and has been using the images to give a face to this long-departed Cazenovia resident.

USE THESE TIPS FOR A FUN AND SAFE SUMMER

- ▶ **Bicycling** – Wear a helmet.
- ▶ **Boating or Swimming** – Wear a life vest, and watch small children closely.
- ▶ **Camping or Hiking** – Wear bug spray, and keep an eye out for plants like poison ivy.
- ▶ **Road trips** – Keep your legs moving to help prevent blood clot formations, and make frequent rest stops.
- ▶ **Sunbathing** – Use plenty of sun screen, apply it 15 to 30 minutes prior to exposure, and reapply frequently. An SPF 30 is a good place to start.
- ▶ **Theme parks** – Read the health issue warning signs for all rides, and be aware of dangers like being too close to other riders who might run – or slide – into you.

For all activities:

- Avoid excess alcohol intake.
- Stay properly hydrated by drinking plenty of water.
- Wear sunscreen and activity-appropriate clothing.

- ▶ **Sports** – Don't overdo it. Know your physical limits, and give your body time to warm up to increased physical activity.



Left: A computer reconstruction of the mummy's head as revealed by CT scan. Middle: An artist reconstruction of the face based on bony and soft tissue images. "The CT analysis leads me to conclude that the mummy was about 25 years old when he died of a malignant bone tumor," concludes Dr. Levinsohn. Right: Crouse Medical Imaging technicians Lois Farone and Peter Neiner prepare the mummy for its recent CT scan.

Making It Right with Service Recovery

At Crouse Hospital, we're committed to providing the best care and service possible.

Occasionally, situations occur when we do not meet our patients' and guests' expectations. Scheduling errors, a physician running late, or longer than expected wait times are not uncommon in hospitals. How we respond, though, can make all the difference in how patients or their family members feel about our hospital. These types of situations provide us with an opportunity for "service recovery" – a way for our staff to make decisions that can turn a patient with unmet expectations into an advocate for the hospital.

Earlier this year, Crouse became the first area hospital to put in place a formal service recovery program. A house-wide initiative, this program is overseen by Andréa Kennedy-Tull, director of Guest Services. *YourCare* recently sat down with Andréa to talk about the program and what it means for patients and families at Crouse Hospital.

Q: What is 'service recovery' and how does it work at Crouse Hospital?

Service recovery is a tool that allows us to respond to situations where our services did not meet the patient's expectations. It's a way to understand and acknowledge that occasionally we will make mistakes, but how we respond in

these situations can mean the difference between a dissatisfied customer and a loyal one.

Service recovery packets are available to all staff members in departments throughout the hospital. Each packet contains vouchers, calling cards or certificates to in-house and local vendors that can be issued to patients at the employee's discretion when things don't go according to plan.

Q: Why would a hospital put a program like this in place?

Service recovery helps foster patient loyalty. It enables us to not only fix a patient's problem, but also make up for a patient's inconvenience or discomfort. It allows employees to go one step further to make amends. Because patients and family members expect to be treated as important participants in the care experience, addressing a service issue is of vital importance when we fail to meet their expectations.

Q: What role do hospital employees play in service recovery?

Our employees play a key role in the success of this program. First of all, it empowers them to address any "glitches" they may observe and allows them to directly address patient concerns without having to get a supervisor's approval.

If they encounter a service problem, they apologize for the service failure, correct the problem on the spot and trend the results so we can learn from our mistakes. The trending piece allows us to identify area-specific or house-wide trends that may need attention in order to further improve the patient experience.

Q: How does this program fit into the hospital's overall quality improvement focus?

Service recovery is an integral part of our overall quality improvement effort. I work closely with the Quality Improvement (QI) staff to ensure we provide a complete response to address the concerns of our patients and their families. Our QI analysts take what our patients, physicians and employees say about us as an organization and use it to improve our care and services. This includes service recovery activities and trends. Our two departments complement each others' activities.

Q: Has service recovery made a difference at Crouse Hospital?

While our program is still relatively new, both staff and patients have commented on what a wonderful tool it is. Staff enjoy having the ability to change a patient's perception of a situation from a potentially negative one to a positive one. And our patients and customers appreciate our immediately acknowledging and

taking corrective steps when they've been inconvenienced by something we did or perhaps didn't do. Additionally, it's helping hospital management identify opportunities where we can make improvements to better serve our patients.



Director of Guest Services Andréa Kennedy-Tull provides an overview on service recovery for the hospital's Cardiac Care Services team.

Are You Sick of Being Tired?

Nodding off? Maybe it's time for a sleep check-up. Stephan Alkins, MD, spends his days – and sometimes his nights – helping people sleep better thanks to the diagnostic services offered at Crouse Sleep Services.

There are a variety of sleep disorders. Some estimates suggest that 30 percent of the population suffers from insomnia, the chronic inability to fall asleep or remain asleep for an adequate length of time. Sleep apnea, which occurs when someone stops breathing while sleeping, affects about 5 percent of the population. “If you say snoring is a sleep disorder, you again have a tremendous number. People often don't even know they have a sleep disorder,” says Dr. Alkins, medical director of Crouse Sleep Services.

He sees everything from the extraordinary to the

commonplace in sleep disorders. The unifying theme among his patients is that they all seem to be finding themselves excessively sleepy. Some realize they have a problem because of automobile accidents or falling asleep at work.

Check Your Risk Factors

“It's sometimes difficult for people to sort out their level of sleepiness and to figure out its cause,” says Dr. Alkins, who is board certified by the American Board of Sleep Medicine and the American Board of Internal Medicine.

More people are realizing they might have a problem thanks to the availability of information online and in the media, but sometimes it's simply the case of a bed partner complaining about nighttime snoring that motivates them to talk to their physician. Risk factors that may lead to a sleep disorder include being overweight, and in males, having a neck size of 17" or more. “A sleep disorder is a real disease, and it can have real consequences if left untreated,” says Dr. Alkins. Some of those consequences



Stephan Alkins, MD, was interviewed recently by NewsChannel 9's Carrie Lazarus for a feature on sleep disorders and their treatment. Lazarus also underwent an actual sleep study as part of the in-depth report.

include excessive sleepiness, high blood pressure and the increased incidence of heart attacks and strokes. New studies are also indicating that untreated sleep

apnea may worsen glucose control, and therefore treating the disorder may help diabetics. While sleepiness may not sound dangerous – falling asleep over a book or in front of the TV can seem fairly benign – it can lead to dozing off in a car while driving or at a stop sign or stop light.

Treatment: The Secret to a Good Night's Sleep

“With the proper diagnosis and treatment, many patients can see benefits almost immediately,” says Dr. Alkins.

Crouse offers primarily diagnostic services in its sleep lab, but treatment is also available for some disorders. Physicians can refer their adult patients to the sleep lab for diagnosis and/or ask for a consultation if they're less familiar with sleep medicine.

“Ideally, you should spend a third of your life sleeping. We all do it, but so little is known about it, and so many people have difficulties,” says Dr. Alkins. “The thing that I find gratifying about this work is that you can help people enjoy life better and perform better at work.”

For more information about Crouse Sleep Services, call 470-7440.

“A sleep disorder is a real disease, and it can have real consequences if left untreated.” – DR. ALKINS

What's Happening: Health & Wellness Calendar

7/6 Siblings at Birth Class, Marley Education Center, 765 Irving Ave. Call 470-5716.

7/11 Ostomy Support Group, Physicians Office Building, Room 112, 725 Irving Ave. 7 – 8:30 p.m.

7/11 Baby Care Class, Marley Education Center, 765 Irving Ave. 6:30 – 9:30 p.m. Call 470-5716.

7/12 No-Cost, Low-Cost Mammograms, Crouse Imaging Center, 739 Irving Ave. Call 435-2225.

7/17 5th Annual Crouse Classic Golf Tournament, Crouse Golf Club of Syracuse, 4480 Lafayette Rd. **SOLD OUT!**

7/18 RTS Bereavement Services Group Meeting, Marley Education Center, Room 410, 765 Irving Ave. 7 – 9 p.m. Call 470-7372.

7/25 Mindfulness & Stress Reduction Seminar, Marley Education Center, Room 410, 765 Irving Ave. 6:30 – 7:30 p.m. Call 472-2464.

8/1 Healing Your Heart Peer Support Group, OASIS Center, Shoppingtown Mall. 5 – 6:30 p.m. Call 470-7105.

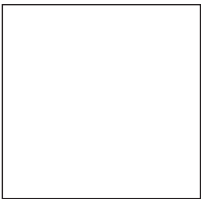
8/5 Big Brothers, Big Sisters Class, Marley Education Center, 765 Irving Ave. Call 470-5716.

8/8 Crouse Hospital Blood Drive, Small Cafeteria, Memorial Unit – Basement Level, 736 Irving Ave. 11 a.m. – 5 p.m. Call 470-7123.

8/9 Crouse Hospital Blood Drive, Small Cafeteria, Memorial Unit – Basement Level, 736 Irving Ave. 7 a.m. – 1 p.m. Call 470-7123.

8/9 No-Cost, Low-Cost Mammograms, Crouse Imaging Center, 739 Irving Ave. 1 – 4 p.m. Call 435-2225.

8/29 Basic Life Support Class (infants, children), Marley Education Center, 765 Irving Ave. 6 – 8 p.m. Call 470-5716.



YourCare is a publication of Crouse Hospital's Communications Department. Please call 315/470-7582 with your comments or questions.

The information in this publication is not intended for the purpose of personal medical advice, which should be obtained directly from a physician. YourCare may not be reproduced without written authorization from Crouse Hospital's Communications Department, 736 Irving Avenue, Syracuse, NY 13210.

©2006 All rights reserved.

CROUSE IN THE COMMUNITY



Felipe Gonzalez weighed just 1 pound, 12 ounces when he was born. Thanks to the care received in Crouse's Baker Neonatal Intensive Care Unit, he is now a healthy, thriving two-year-old.

NICU Graduates Return

Crouse Hospital recently held its 27th Annual Neonatal Intensive Care Unit Graduates Reunion to celebrate "miracle" babies treated on the unit. Often called the Premie Reunion, this event brings together NICU graduates of all ages, their families and the medical professionals who cared for them in the hospital's Walter R.G. Baker NICU, the New York State-designated regional referral center for the care of premature and critically ill newborns.

More than 400 people attended the event, some visiting from as far away as Binghamton, including many healthy children, teens and even some adults who were once Crouse "preemies."

More than 800 babies are cared for annually in the NICU, which is part of the hospital's Kienzle Family Maternity Center. Fifty percent are premature, weighing less than 5.5 pounds. The other half are babies who have birth defects, breathing or cardiac problems, or who are recovering from neonatal surgery.

Heal Your Heart If you or someone you know is struggling with a diagnosis of heart disease (high blood pressure, stroke, congestive heart failure, high cholesterol), consider joining the **Healing Your Heart Peer Support Group**. Sponsored by Crouse Hospital and University Hospital, group meetings are held the first Tuesday of every month, from 5 Ð 6:30 p.m., at the OASIS Center in Shoppingtown Mall. For more information call 470-7105.

Welcome!

Crouse Hospital is pleased to welcome these new physicians to our medical staff.

Emergency Medicine
David Seeley, MD

Family Medicine
John Lalor, MD

Medicine
Gustavo Camarano, MD

OB/GYN
Ahmad Hasan, MD

Pediatrics
Jamian Ryan, DO
Jana Shaw, MD

Don't you deserve a Crouse doctor?



PHYSICIAN REFERRAL
1-866-4CROUSE
www.CrouseMD.org