



ISSUE 4 / 2019

# Stay Healthy



## The Place for Replacement

Advanced shoulder replacement techniques get patients back to normal with less pain

### THE NEW PULSE

Detailing our new and expanded facilities devoted to heart care

### MEAL MOTIVATION

A good, healthy lunch can reduce stress and help you feel better

# Technology creates new possibilities



If you've recently had surgery or received treatment for an injury or illness, there's a good chance high technology played a role in your diagnosis, procedure and recovery. Each new medical or surgical device took years of research and development, clinical testing and

regulatory approval before it came into general use. This is a costly process, but one that can yield tremendous results in better outcomes, satisfied patients and saved lives.

At UHS, we are continually researching and investing in new medical technologies, always with a goal of improving the patient experience. In this issue of *UHS Stay Healthy*, for example, you'll find a story about how our orthopedic surgeons are using the latest in shoulder procedures to reduce pain and restore movement.

Another technological advance is the way health records are kept and accessed. One of the most exciting features of the record system many hospitals are using today is something called Epic's MyChart. Within a few months, this will give you a secure online portal that includes your medical records and a message center. You'll be able to access your records from anywhere, ask questions, request a medication renewal or schedule an appointment.

Technology doesn't replace the knowledge or skill of healthcare providers—instead, it is a powerful tool that supports their expertise and creates opportunities for breakthroughs and enhancements in care. Our commitment at UHS is to keep up to date with the forms of technology that make the biggest difference in the lives of those we serve.

John M. Carrigg  
PRESIDENT & CEO OF UHS



## LOOKING AHEAD

Get updates on our newest technological additions at [nyuhs.org](http://nyuhs.org).



istock.com: andreas

## the new pulse

*New and expanded facilities devoted to heart care*

Things are changing at UHS Chenango Memorial Hospital. Construction has been completed for greatly expanded cardiology services including a new Cardiac Rehabilitation facility. Now residents of Chenango County can receive top-notch heart care services without having to leave the county.

Outpatient cardiology services at UHS Chenango Memorial Hospital now feature larger exam rooms, plus new areas for stress testing and other diagnostic and monitoring procedures. A pacemaker clinic has been incorporated, as well as pulmonary services, making it even more convenient for patients to receive their care in a single location.

An important part of care for many heart patients is cardiac rehabilitation. The new Cardiac Rehab facility is part of the expanded cardiology services for patients' convenience as well as quick and easy communications among cardiology staff and rehab therapists. Cardiac Rehab has been fitted with the latest equipment for safe, effective exercise and monitoring of vital signs.

The staff of UHS Cardiology at Chenango Memorial Hospital remains the same, and is ready to share their larger facility with current and new patients. Cardiologist James O'Brien, MD, FACC, and adult nurse practitioners Sue Button and Mary Rivera are all accepting new patients and offering additional services.



## WE GOT THE BEAT

To make appointments, patients and providers can call **607-337-4215**.



## MORE UHS CONTENT ONLINE

### GET THE LATEST NEWS

Sign up for our e-newsletter, direct to your inbox, to receive the latest UHS updates and stories from our community. Visit [stayhealthyuhs.org](http://stayhealthyuhs.org).



# Access When You Need It

*Be a more active participant in your healthcare with MyChart*

Starting in Spring 2020, UHS patients will have access to Epic’s MyChart, a secure online portal that includes both medical records and a message center that allows anyone to ask questions, request medication renewals and even schedule appointments. This is an important next step in UHS’ goal of providing patients with “Your care. Your way.”

Taking an active role in your healthcare is made much easier with MyChart. Not only can you access your record on a computer through the online web portal or an app on a smartphone or tablet, but you can also interact with UHS providers at your convenience. “More and more patients want to partner with their providers on their health, and MyChart allows them to do just that,” says Alan Miller, MD, President of UHS Medical Group.

While MyChart is a great way to ask your provider a quick question or schedule an upcoming checkup, Dr. Miller explains that the advantages to patients actually go further than one might realize. For example, because MyChart allows patients to access their medical record wherever they have internet service, you’ll be able to provide any doctor with vital information about yourself, no matter where in the world you are.

“We have a lot of seniors who travel in the winter months, and if something happens while they’re on vacation, they can have their info available instantly,” says Dr. Miller. “No matter where you go, you’re able to bring your records with you.”

MyChart similarly simplifies the healthcare experience for parents. Now records of things like immunizations or sports physicals are readily accessible, and getting documentation for them is as easy as printing them out at your home computer. This same access can be given to adult children who may be caring for aging parents.

Beyond better medical record access—which also includes information about and suggestions for preventive measures such as diagnostic screenings and healthy lifestyle choices—MyChart also streamlines the healthcare process for patients. In addition to being able to message providers and schedule appointments, patients will eventually be able to check in virtually for appointments when they arrive at UHS offices.



**COMING SOON**

MyChart access is planned to begin in Spring 2020. Check out [nyuhs.org](http://nyuhs.org) for updates.



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# Imagine

**THE DIFFERENCE YOU CAN MAKE.**

If you care about great care and a satisfying career, join United Health Services. We have tremendous opportunities in medical and nonmedical positions across our health system. Bring your skills and dedication to our hospitals, primary care offices, walk-in centers and specialty care offices. We also have excellent jobs in home care agencies and senior living centers. Discover the difference you can make in people’s lives at [nyuhs.org/careers](http://nyuhs.org/careers).







+ After a bilateral shoulder replacement, Nancy Deckner is back to her usual self and continuing to exercise as part of her physical therapy treatment.



# *the* PLACE *for replacement*

*Orthopedic surgeon Woodley Desir, MD, improves patients' quality of life, one shoulder at a time*

**W**hen Nancy Deckner, a 58-year-old resident of Vestal, New York, initially started having trouble moving her arms, she figured it was a natural result of aging. She estimates she spent 10 years dealing with issues such as having trouble pouring a glass of water for herself or rolling over while sleeping at night and having her shoulder make a “sound like thunder.” However in early 2018, while meeting with Micah Lissy, MD, orthopedic surgeon and sports medicine specialist at UHS, about a knee problem, she mentioned her shoulder issues and Dr. Lissy called up an X-ray of her shoulder. After reviewing it, he introduced Ms. Deckner to his colleague Woodley Desir, MD, an orthopedic surgeon with a subspecialty in shoulder surgery at UHS.

Dr. Desir examined Ms. Deckner’s right arm—her dominant arm—and determined she had bone spurs that were causing pain and limiting the physical actions she could perform. “He recommended a new

technique and said I would wake up in the recovery room with no pain,” says Ms. Deckner. “I said, ‘We’ll see about that,’ and when I woke up from the surgery I had literally no pain. I was overjoyed.”

## **THE RIGHT REPLACEMENT**

Dr. Desir is able to achieve consistent positive results for shoulder patients, like he did with Ms. Deckner as well as dozens of other patients—he estimates he does about 100 shoulder procedures in a year—because of his experience with and knowledge of shoulder procedures and how they have evolved over the past decade. He is also one of the only fellowship-trained shoulder surgeons in the Southern Tier.

“Shoulder surgery has changed tremendously in the past 10 years,” explains Dr. Desir. “The procedures we use now are less invasive, and by being a shoulder specialist I have a lot of options when I’m working with patients.”

Some of these newer, less invasive options include stemless shoulder replacements, which use a smaller implant that doesn't have the traditionally-used long metal stem. This preserves more of the patient's bone and makes for a faster recovery. Additionally, Dr. Desir can also perform a resurfacing shoulder replacement, which he describes as even less invasive than a stemless replacement, preserving more bone and allowing patients to maintain their normal activities.

"If you're someone who enjoys weightlifting, or heavy lifting is involved in your work, with a resurfacing replacement you can return to those activities without any restrictions," he says.

If it fits the patient's needs, Dr. Desir can also perform a total shoulder replacement or a reverse shoulder replacement, which are similar procedures that differ in where the replacement connects to the patient's bones. "I customize the treatment for each patient," says Dr. Desir. "First we get a CT scan, and we also have the option to do a 3D reformation where I can view a 3D image of the shoulder itself. I use this to determine what is the best implant for the patient's body, and I can also practice the surgery using the 3D model. It allows for very precise procedures and good patient outcomes."

#### A PERSONALIZED PLAN

The ability to customize treatments for specific patient needs played an important role in the successful surgery of another of Dr. Desir's patients, Nancy Young, a 72-year-old resident of Otego, New York. She experienced excruciating shoulder pain to the point where she lost 15 to 20 pounds because of how difficult it was for her to do even basic things such as eating. Ms. Young also has severe arthritis and Parkinson's disease, which made treating her shoulder problems complicated.

Ms. Young received steroid injections to help with the pain and arthritis, but by late 2018 the injections were less and less effective. After having difficulty finding a surgeon who could perform a shoulder procedure for her, she was referred to Dr. Desir, who performed a reverse shoulder replacement in November 2018.

"Any questions I had, he would take his time and not rush to tell me what was going on," says Ms. Young. "And he didn't end up doing a typical shoulder replacement because he did research on effective shoulder treatments for someone with Parkinson's. He wanted



+ Nancy Deckner works out with her physical therapist, Brian Tableman, PT, MS, DPT, Center Manager, after having a bilateral shoulder replacement. Work like this enabled her to do simple things easily again, such as getting her arms into the sleeves of her raincoat.

#### NO PAIN, BIG GAIN

One of the most important aspects of the advanced shoulder replacement procedures that Woodley Desir, MD, orthopedic surgeon with a subspecialty in shoulder surgery at UHS, uses is the minimization of pain during procedures. This is not only because he has the option to use minimally invasive techniques, but also because of his approach to pain relief.

"There are two ways to offer pain relief," he says. "Traditionally we would do a nerve block, which completely blocks the nerve from sending a pain signal. However this only lasts 18 hours, and when it wears off, the nerve can become hyperreactive, causing additional pain. What I do is inject the pain reliever into the local muscle tissue that will be affected during a procedure prior to the procedure. That decreases the likelihood of pain, and also the local medicine tends to stay longer in the tissue, anywhere from three to five days."

In addition to providing longer, more effective pain relief, Dr. Desir also notes this method generally requires the patient to use less pain medication, which reduces the patient's exposure to opioids.



✦ After a reverse shoulder replacement, Nancy Young is back to doing the things she loves, including gardening.

“[My parents] have a ton of wildlife, and with her shoulder the way it was, she couldn’t do many of those simple things like birdwatching or feeding the animals.”

— MICHELLE EDELSTEIN,  
DAUGHTER OF NANCY YOUNG

to make sure he did something that was going to stick.”

And nine months later, that treatment has stuck. Ms. Young says she didn’t feel any pain from the surgery from the beginning. “I had therapy at my house and I just fell right into it, no pain at all,” she says. Not only did this allow Ms. Young to get back to her normal, day-to-day activities, but it also helped her get back to her hobbies like gardening and feeding the birds and chipmunks at her riverfront home.

“They have a ton of wildlife, and with her shoulder the way it was, she couldn’t do many of those simple things like birdwatching or feeding the animals,” says Michelle Edelstein, Ms. Young’s daughter who regularly travels from her home in Boston to visit her parents and attend checkups with her mother. “Dr. Desir gave my mom back her quality of life, and that’s an amazing thing.”

### RECOVERY AND RELIEF

Dr. Desir notes that shoulder pain is very common because the shoulder is one of the body’s most used joints. Shoulder pain that requires medical intervention can occur due to a sudden trauma, but more often than not, it is a result of natural degeneration from extended use. This was the case for Ms. Deckner’s right arm, and little did she know that when she visited Dr. Desir for follow-up about two months after her surgery, he would find she had a similar problem with her left arm.

“My left shoulder would be exhausted and I thought it was because I was doing more with my left

arm while I did recovery on my right arm,” says Ms. Deckner. “Dr. Desir did the same test on my left shoulder as he did on my right and he said, ‘This one needs to be replaced too.’”

In order to ensure that her right shoulder healed properly, Dr. Desir recommended they wait about six months before doing the left arm, and then in March he performed another shoulder replacement on her left arm. Ms. Deckner says the recovery went even better the second time, as she was more familiar with the process.

Almost six months out from her bilateral shoulder replacement, Ms. Deckner’s right arm is better than it has been in years and her left arm is catching up. She is most happy about the simple things: being able to pour a glass of water for herself again without spilling or reach behind her back to put on clothes. “The motion is amazing,” she says, “and during physical therapy it feels so good to be able to move your arm everywhere someone asks you to.”

Performing dozens of shoulder procedures every year, Dr. Desir says these kinds of results are typical for his patients and he is always trying to give the best, most individualized care possible. For people who have shoulder pain, but aren’t sure if it rises to the level of requiring surgery, he says, “If you have pain that lasts more than two weeks, it’s time for you to see a healthcare provider.” From there you can work with your provider to determine if taking a trip to Dr. Desir’s office could benefit you the way it has Ms. Deckner and Ms. Young. 🏠



For more information on orthopedics and sports medicine at UHS, visit [nyuhs.org](https://nyuhs.org).



# meal MOTIVATION

*A good, healthy lunch can reduce stress and help you feel better*

According to a new study from the American Heart Association, more than nine in 10 employed U.S. adults are interested in improving the healthfulness of their typical workday lunches. But workday stress and responsibilities at home can cause many people to struggle with making healthy choices. Fortunately, with a little mindfulness and preparation, you can change your habits and eat better, says Jaclyn Zindell, RD, CDN, clinical nutrition coordinator at UHS.

Eating unhealthy meals and snacks—or skipping lunch altogether—impacts your overall performance and mood at work. It can also impact your meal decisions later in the day, making it more likely that you will overeat or continue to make unhealthy choices. Well-balanced lunches and snacks are key to keeping your body fueled all day long, and can improve your energy levels, concentration and focus.

One of the best ways to ensure that you're eating a healthy lunch is to pack it yourself at home, rather than buying food from a restaurant or vending machine. While packing a healthy lunch can seem overwhelming, it doesn't have to be, says Ms. Zindell.

"Plan ahead and have items on hand that you can easily pack, such as veggies, fruit, yogurt, salad makings, hardboiled eggs and cottage cheese. Or, pack leftovers from dinner," she says. "Pack your lunch the night before so that you are not scrambling in the morning or end up not having time. Keep it simple—the easier you make it for yourself, the more likely you are to do it."

Ms. Zindell also suggests having healthy snacks at your desk, so you're not tempted to hit the vending machine or candy bowl. Healthy snacks include fresh fruit, vegetables, hummus, rice cakes and homemade trail mix (see "DIY Trail Mix & Easy Lunch Ideas" on the next page for some recommendations).



# meal MOTIVATION

Where you eat lunch is just as important as what you eat. Getting away from your desk can reduce stress by taking the focus off of work. But while it's important to change up your surroundings, eating on the run or in your car too often contributes to unhealthy decisions, because you may be more tempted to hit the drive-through or skip lunch completely. Instead, bring your lunch to the office kitchen or dining space, cafeteria or a table outside. "Taking a short walk to another part of the building for lunch can sneak in a few extra steps as well," says Ms. Zindell.



## DIY TRAIL MIX & EASY LUNCH IDEAS



If you're looking for easy and healthy lunch ideas, here are a couple of recommendations from Ms. Zindell:

- Protein-packed pita pockets stuffed with egg salad, chicken salad, hummus or turkey, plus veggies like lettuce, tomatoes, radishes and peppers
- Homemade veggie or bean soups with whole-grain crackers



Nuts and dried fruits are great snack options, but pre-packaged trail mix at the store can contain added sugars and other less-than-healthy ingredients. Jaclyn Zindell, RD, CDN, clinical nutrition coordinator at UHS, suggests making your own trail mix. Try one of these combinations:

- Tropical mix: cashews, Brazil nuts, dried mango, coconut flakes, banana chips
- Chocolate-covered strawberry mix: almonds, cashews, dried strawberries, dark chocolate pieces



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