

UHS Stay Healthy

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**SPECIAL
ISSUE**

A new era IN HEALTHCARE

UHS Wilson Main Tower set to open with state-of-the-art facilities, unmatched patient privacy and more

A PLACE FOR CHILDREN TO THRIVE

Experience the nurturing care of UHS Child Care, where specialized staff create a diverse learning environment for young minds



UHS RIBBON-CUTTING INTRODUCES 24/7 PHARMACY IN JOHNSON CITY

In a convenient
new location



A new front door to quality care

A great patient experience is what the UHS Wilson Main Tower is all about. The goal of this exciting new facility at UHS Wilson Medical Center is to provide a state-of-the-art healing environment for the people we serve. It is the culmination of an incredible amount of planning, dedication and hard work on the part of our board members, leadership, medical staff, employees and community partners. The result is not just a magnificent building, but a great place to provide and receive care.



This is the largest capital project UHS has ever undertaken and the first expansion of the UHS Wilson Medical Center campus in more than 30 years. Six stories tall, on Johnson City's Main Street, this is a structure we have created to be the new front door to UHS' services. With both the hospital's main entrance and emergency entrance located in the Wilson Main Tower, facing Main Street, the building is designed to welcome the entire community with open arms.

Featuring ultimate privacy, efficient spaces and an abundance of natural light, the Wilson Main Tower includes 120 single-occupancy rooms, each with its own private bathroom. A new helipad, MRI suite and Emergency & Trauma Center elevate our ability to provide lifesaving diagnosis and treatment.

Because of its incredible design, the Wilson Main Tower gives us more capacity to deliver quality care and recruit top clinicians. This is the centerpiece of an expansion that includes the recent opening nearby of our Child Care center and 24/7 Pharmacy, much-needed services that now will benefit thousands of people throughout the region.

Everyone at UHS is thrilled to inaugurate the Wilson Main Tower, along with UHS Child Care and the UHS Pharmacy Johnson City, all on Main Street. These milestone services have been developed in direct response to community need, and through them and our many other healthcare resources, we are immensely proud to continue serving the people of the Southern Tier for generations to come.

John M. Carrigg
PRESIDENT AND CEO OF UHS

A new era IN HEALTHCARE

UHS Wilson Main Tower set to open with state-of-the-art facilities, unmatched patient privacy and more





The month of May 2024 brings a ribbon-cutting ceremony and a preview of the newly completed UHS Wilson Main Tower, celebrating the long years of hard work, collaboration and passion required for this ambitious project. “It’s just a dream come true for many of us who have worked so many years to see this happen,” says John Carrigg, president and chief executive officer of UHS.

That dream began in 2018 and is set to be fully up and running by 2025, with several preview dates this May. This represents the first significant expansion of UHS Wilson Medical Center in three decades, and is one of a trio of developments, including the new UHS Child Care and the 24/7 UHS Pharmacy Johnson City on Main Street. The tower features six floors and more than 180,000 square feet of state-of-the-art technology and design with patient privacy and optimal care foremost in mind. The tower will offer a new Emergency & Trauma Center, plus inpatient units for neuroscience, surgery, oncology and cardiology patients. A new helipad on the roof will improve care for airlifted emergency patients.

As an important part of financing the expansion, the UHS Foundation has established the Journey Campaign, with a goal of raising \$10 million expressly for the Wilson Main Tower. To date, \$9 million has been raised in this capital campaign, thanks to the generous support of individuals, corporations and organizations in the community.



UHS team members from many departments across the organization meet on the third floor of the UHS Wilson Main Tower to prepare for the opening of the six-story building, the new front door to UHS services going forward.

PRIVACY AND COMFORT

An emphasis on privacy and comfort is an essential component of the new Wilson Main Tower. Creating private rooms with private bathrooms is part of a nationwide trend that results in greater privacy and healing. Whether a hospital is dealing with a pandemic or a more common flu outbreak, the ability to put some distance between patients becomes crucial and easier to accommodate in private rooms.

“Providing a better healing environment for our patients starts with privacy,” Mr. Carrigg adds. “We’ll have 120 private rooms, each with its own bathroom. This healing environment will be transformational for us and for the type of care that we can deliver. We are committed to provide greater privacy for our patients, which is more important today than ever.”

THE POWER OF DIGITIZATION

Each private room will feature a system of digital displays called pCare, an interactive patient engagement system that leverages state-of-the-art television infrastructure to educate, entertain and empower patients. This modern technology keeps caregivers and family members well-connected to the patient and their treatment.

The 43-inch pCare screens display a wide variety of information for patients, their families and the practitioners helping them heal. The screens display and populate real-time data via Epic, the UHS electronic health record management system.

Outside the patient’s door, pCare lists the person’s preferred language and other crucial details for providers and nurses, such as whether the patient is a fall risk or needs a special diet. Inside the room, the system lists details the patient might forget, such as visiting hours or the names of their care team members.

Additionally, these integrated televisions allow patients to watch shows, movies and educational videos about their medical needs and recovery. “If a patient has a new diagnosis, a nurse can line up videos to teach them about their new diagnosis or the procedure that they’re going to have,” says Stephanie Jester, MSN, RN, NE-BC, director of Nursing. “pCare helps our care teams educate and collaborate with



TO LEARN MORE about

contributing to the Journey Campaign, call the UHS Foundation at 607-762-2171.

patients, integrating with our electronic health record system to optimize the care experience.”

REVOLUTIONIZING PATIENT CARE

Kara Hines, DNP, RN, chief applications officer, oversaw the management of UHS’ electronic health record system and was involved in acquiring the digital system. She shares that, in most hospitals, patient information is handwritten on a conventional whiteboard, which can cause miscommunication due to difficult-to-read handwriting and accidental erasure, or there can be irrelevant or outdated information. The new digital system frees healthcare practitioners from having to write, rewrite or decipher important data and does so instantly.

pCare’s cutting-edge digital boards serve as an innovative solution to potential issues arising from traditional whiteboards inside patient rooms. This advanced technology elevates the patient experience and streamlines communication among healthcare professionals. Additionally, digital door signs are placed outside the patient’s room to communicate information to staff and update automatically.

“Digital boards outside the patient door tell healthcare workers important patient information. Now, instead of me walking into your room, not knowing you’re in isolation, it will automatically update so everyone’s aware in real time. That’s a big win,” Ms. Hines says.

Ms. Jester also feels the new digital display system will enhance the patient’s recovery by encouraging family involvement. “To engage the patient and family with the plan of care, these electronic digital boards are going to have goals for the patient to reach,” she

says. If a patient has goals to achieve before an anticipated discharge date—being able to walk a certain number of steps unaided, for example—those goals are displayed. That technology reinforces the education from the nursing staff and, coupled with the educational videos, can show family members how best to support the patient during their hospital stay and after.

CRAFTING WILSON MAIN TOWER THROUGH COLLECTIVE EXPERTISE

From the start, the design of the Wilson Main Tower has come with significant contributions of time and expertise from multiple departments, staff and providers, each offering their perspective on what a hospital requires to provide truly excellent care. “We pride ourselves on the fact that, from the beginning, it was a multidisciplinary effort,” says Michelle Karedes, senior director of Strategic Facility Planning.

“Over 125 people, representing all the support services and clinical departments, took part,” she says. “We had main project teams for the Emergency & Trauma Center, the medical/surgical units & Imaging. And then we had support teams such as Purchasing, Transportation, Food and Nutrition, Environmental Services, Biomedical Engineering, Physical Therapy and Pharmacy—all those other individuals were our core support team, who joined in the planning efforts.”

For example, Ms. Karedes met early with Emergency Department representatives and the architectural and engineering teams to discuss what was required for the new, expanded ED to exceed expectations and support clinicians’ efforts. She and her team then shared that information with other teams, who added their input, and the design became fleshed out from that point. “We didn’t design in isolation for one team—we took a multidisciplinary approach. Teamwork and innovation were required to execute this plan,” she adds.

The regional emergency medical services (EMS) community was also invited to engage in a meticulously designed, true-to-scale mock-up of the ambulance entrance and parking area for the ED. Ms. Karedes says this hands-on experience led to modifications that significantly enhance accessibility and streamline the delivery of care for patients, directly addressing the specialized needs of these critical providers.

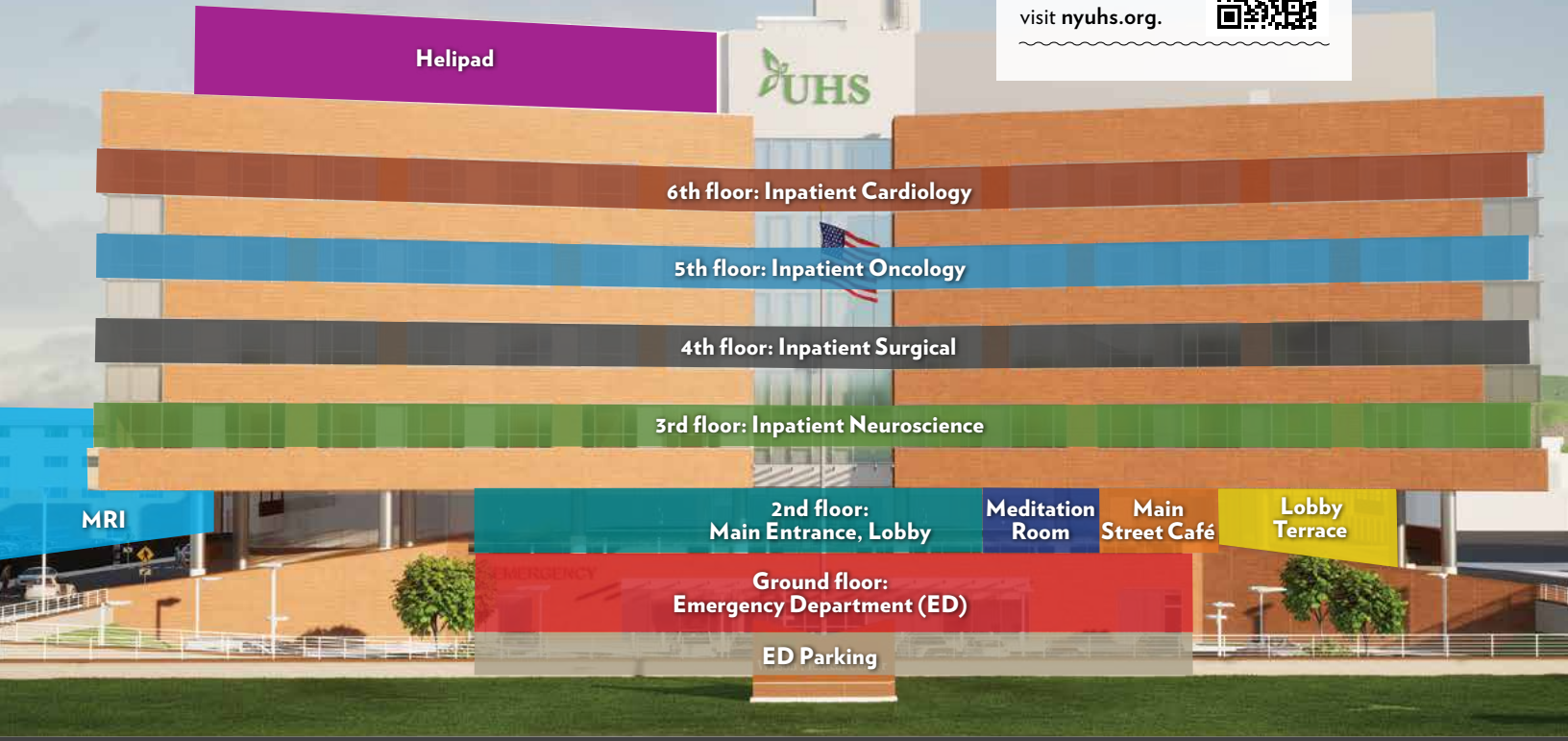
ENHANCING CARE THROUGH DESIGN

Many of the special considerations in the new tower design focus on the needs of patients and hospital staff, but the visitor experience was also considered. A gift shop is centrally located on the main floor near the entrance. A new meditation room inside the tower provides a space for meditation, prayer or quiet reflection, offering visitors a place of peace where they can process what they or their family member is going through, away from the fast pace

✦ Executive leadership to make the UHS Wilson Main Tower a reality has been provided by a team led by John Carrigg, president and chief executive officer of UHS, and Kay Boland, RN, senior vice president, chief nursing officer and chief operating officer of UHS.



WILSON MAIN TOWER MAP



TAKE A TOUR

To view an interactive map of Wilson Main Tower, visit nyuhs.org.



and intensity of the hospital environment. If a visitor sees a beloved relative or friend, even in the best circumstances, this can be an emotionally trying encounter. The meditation room has plentiful windows high off the ground to provide light while maintaining privacy, so visitors can gaze out comfortably and calmly if the weather makes it uncomfortable to do so outside.

INNOVATIVE DINING MEETS SUSTAINABILITY

To address nutritional needs, Ms. Karedes met with the design team and Food & Nutrition staff members. While other dining areas are on the larger campus, we wanted to avoid repeating what was offered elsewhere. “We wanted to offer new options,” she says. In addition to grab-and-go items, the Main Street Café in the tower will serve salads, grain bowls and other customizable meal options made fresh and to order. The café seats 70 indoors, but an outdoor terrace is adjacent to it, complete with tables, umbrellas and benches. Since the campus is large but has few green spaces, this area will provide staff and visitors with a calm area where they can enjoy some fresh air, weather permitting.

Environmental impact is top of mind, Ms. Karedes notes, and the food services are no exception. UHS will also partner with a local farmer to take food waste away and convert it into compost.

A TRIUMPH OF TEAMWORK

The Wilson Main Tower project began before the pandemic, but COVID-19 affected all avenues of life, and construction is no exception. Although the pandemic presented many challenges, the team surmounted them. “The pandemic dominated our work, our world and healthcare for four years,” Mr. Carrigg says, citing issues with supply and labor shortages and skyrocketing prices for construction materials. But construction continued despite these obstacles, something Mr. Carrigg attributes to teamwork and dedication.

“This is a great testament to all the people who have worked on this generational project,” he says. “All of those challenges that we’ve all faced in our everyday lives through the pandemic, we felt here. We persevered through it all and realized our strategic vision from several years ago. I’m very grateful to the team members who made the Wilson Main Tower happen.”



EMPLOYMENT OPPORTUNITIES

As UHS grows and expands to meet the changing needs of the Southern Tier, many career opportunities are available for qualified healthcare professionals. To view current job openings, visit the UHS careers page at nyuhs.org.



A place for children to thrive

Experience the nurturing care of UHS Child Care, where specialized staff create a diverse learning environment for young minds

After five years of planning, development and construction, UHS Child Care opened this spring, introducing youngsters and their parents to the Southern Tier’s most innovative, state-of-the-art child care center, where fun and learning combine to form a warm, wonderful experience every day.

UHS is partnering with Bright Horizons, which brings a holistic educational philosophy to enrich the lives of kids, including an infant group (6 weeks to 18 months), toddlers (18 months to 3 years), preschool (3 to 4 years), and kindergarten prep (4 to 5 years). There

will also be a school-age program with summer and day camps when school is not in session.

“Open-ended” toys—without one particular purpose but with many possible uses depending on the child’s imagination—are the standard. The project was made possible by a \$5 million grant from the UHS Foundation and \$1.2 million in state funds secured by New York Assemblywoman Donna Lupardo.

NOURISHING A DIVERSE COMMUNITY

Food is served by UHS Food & Nutrition’s delivery and catering team, with accommodations for those with allergies or special dietary needs. Class décor focuses on seasons out of consideration for the many cultures and religions represented. “There are so many different cultures, so many different colors, shapes and sizes of families, and we are lucky to be tapping into that and seeing that reflected in our center,” Ms. Mecca says. Staff complete a thorough, rigorous diversity, equity and inclusion training and are also trained to support children with special needs.

Enrollment in the center is open to both UHS employees and members of the community, with eligible UHS staff receiving a reduced rate. Anne DePugh, system director of Population Health Management at UHS, had been part of the center’s planning and knew she wanted to enroll her own children there right from the start. She comments: “The facility itself is unbelievably gorgeous. Absolutely state-of-the-art. Beautiful, light, airy, friendly and welcoming. I knew this would be the best place for my 3½-year-old son.”



Staff and teachers of UHS Child Care

WARM, CARING AND INNOVATIVE

The entire facility—a magnificently remodeled former supermarket—is designed from the perspective of young children, with age-appropriate and challenging educational toys and materials. It features a movement room for large-muscle activities, a library, an active-learning laboratory and developmentally appropriate outdoor playgrounds. Youngsters are encouraged to explore many interests.

Maureen Mecca, director of the center, is excited about what the facility offers the diverse community that is Greater Binghamton today. Consideration for the backgrounds and needs of the children is central.



Imagination meets care at the heart of Johnson City’s vibrant new UHS Child Care.





UHS ribbon-cutting introduces 24/7 pharmacy in Johnson City

In a convenient new location

Members of the Pharmacy Services team of UHS gather to celebrate the introduction of the UHS Pharmacy Johnson City and UHS Specialty Pharmacy at 345 Main St. in Johnson City.

A March 15 ribbon-cutting ceremony introduced the Southern Tier to an exciting new option in pharmaceutical service: the launch of the UHS Pharmacy Johnson City in its new location, 345 Main St. The retail pharmacy is open 24 hours a day, seven days a week.

The 11,000-square-foot site is in a beautifully remodeled space formerly occupied by a CVS store, just across the street from the Wilson Main Tower of UHS Wilson Medical Center.

“This new 24/7 pharmacy serves both UHS patients and the public at large,” says William Waldron, RPH, MHA, director of Pharmacy Community Practice at UHS. “At this location, we also offer a 24/7 drive-through option—a first for us—plus a pharmacist-led vaccination clinic.”

The location is the closest 24/7 pharmacy to area hospitals, which will be especially convenient for patients using the drive-through option at any hour of the day or night, as well as those who need prescriptions when leaving the hospital.

John Carrigg, president and chief executive officer of UHS, says, “We are thrilled to offer the services of a 24/7 pharmacy in a convenient, central location. It is a huge opportunity for us to serve many patients in an area that has been underserved since two chain pharmacies closed on Main Street in Johnson City within the past couple years.”

Mr. Carrigg notes, “Projects like this represent a major commitment on the part of UHS to expand needed services and enhance the well-being of people throughout our region.”

“We were drawn to this location because of its proximity to the Wilson Main Tower and the opportunity to have a presence on both sides of the street in an easily accessible location within Johnson City,” said Leigh Briscoe-Dwyer, PharmD, system director of Pharmacy Services at UHS. “This will benefit a wide range of patients across the Southern Tier.”

In a separate area of the building, with its own entrance, the UHS Specialty Pharmacy will provide highly specialized medications to patients with serious, complex conditions, such

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—LEIGH BRISCOE-DWYER, PharmD, SYSTEM DIRECTOR OF PHARMACY SERVICES, UHS

as cancer, hepatitis or diabetes; the specialty service will be available from 8 a.m. to 6 p.m., Monday through Friday.

UHS maintains retail pharmacy services at several other locations around the Southern Tier:

- UHS Pharmacy Endicott, 1302 E. Main St.
- UHS Pharmacy Summit Building, 33 Mitchell Ave. in Binghamton, Suite 108
- UHS Pharmacy Vestal, 4417 Vestal Parkway East
- Delaware Valley Hospital Community Pharmacy, 121 Stockton Ave. in Walton.

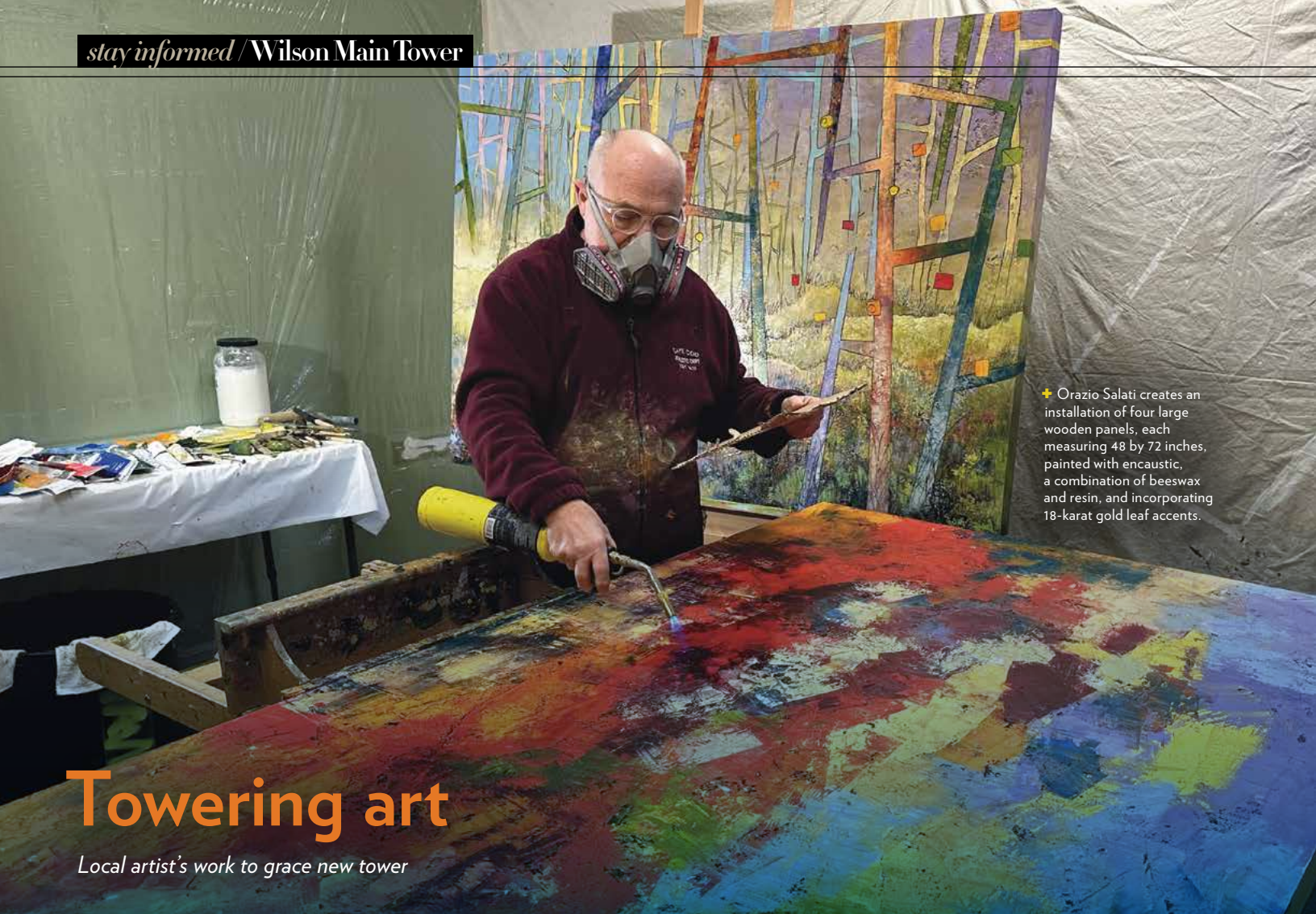
To further help patients, UHS offers a medication assistance program to keep prescriptions affordable, providing more than \$2 million a year to cover out-of-pocket expenses for patients.

In addition, the UHS Pharmacy Services Division is an important partner in educating future pharmacists. Pharmacy students complete rotations at UHS pharmacies as part of their training while studying at Binghamton University’s School of Pharmacy and Pharmaceutical Sciences, located near UHS Wilson Medical Center in the Johnson City Health and Cultural District. 



READ MORE

about UHS pharmacy options at nyuhs.org.



✦ Orazio Salati creates an installation of four large wooden panels, each measuring 48 by 72 inches, painted with encaustic, a combination of beeswax and resin, and incorporating 18-karat gold leaf accents.

Towering art

Local artist's work to grace new tower

Throughout history, the healing power of art has been recognized and appreciated across all cultures. Viewing art is one of the most holistic engagements, both stimulating and relaxing, capable of encouraging the healing process, both physical and emotional, in a person's life. Incorporating art into the design of the UHS Wilson Main Tower was a priority from the very beginning of the project.

In the earliest planning stages, UHS leaders and the project's architectural firm, Chianis + Anderson Architects, began working together to envision a healing dimension for the tower that would include and even emphasize uplifting original art. They were committed to creating a holistic environment that would be a balm to the senses, reducing stress and anxiety for patients, visitors and staff who enter the facility.

"Our desire is to integrate art works and art technology with the overall design of the building," said John M. Carrigg, president and chief executive officer of UHS. "Achieving this in a cohesive, coordinated fashion ensures continuity throughout without limiting creative displays, resulting in a seamless, curated exhibit."

The UHS team involved in the project, along with architect Greg A. Chianis, AIA, launched a search for submissions from local artists.

"The real focus was to get in touch with people who are in the UHS service area, which covers up to eight counties," Mr. Chianis

said, noting that the art selected covers a wide range of media. "Whether it's a printed photograph, a lithograph, an acrylic painting or an oil-on-canvas, all of the works are original and can be found in both patient rooms and more public areas."

In all, some three dozen works of art have been commissioned specifically for the Wilson Main Tower. The most visually prominent commission is a large-scale work created by Orazio Salati, a Southern Tier artist and art professor, for the lobby where patients and visitors will be welcomed. This commission is a repeat performance for Mr. Salati, who has done additional paintings that have been purchased by UHS for other facilities.

"UHS leaders liked the imagery and wanted something similar for the new lobby," Mr. Salati says. "I work in abstractions—figurative landscapes and still lifes—so I decided to use a landscape concept, yet one that is warm and positive."

While art is not a substitute for medical care, it can augment the journey toward healing and well-being that is everyone's goal. In the Wilson Main Tower, art is given a position of eminence and honor to the benefit of all who enter the space. 🌿



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