



HUDSON HEADWATERS
Health Network



A Chronicle Special Section

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Spotlight on Hudson Headwaters new Warrensburg Health Center

By **Gordon Woodworth**
Chronicle News Editor

Hudson Headwaters' new \$9.5-million Warrensburg Health Center is a far cry from its humble beginnings there in 1976.

"We first proposed a health center in Warrensburg because the last private practitioner was leaving, and there were two empty buildings in town," remembers Dr. John Ruge, the 70-year-old founder and CEO of Hudson Headwaters.

"One was Charlie's Shoe Store and one was the A&P. Charlie's Shoe Store was too small, so we couldn't go there. The A&P was too big, but we took it — or the town did. The town leased it for us, and later bought the facility.

"We did two additions to the building and became aware that we were outgrowing the space. People were giving care in closets. I noticed in February that when I asked my patients to get some blood work, they had to leave the building to go in the

Dr. Ruge: A \$9.5 million 'game changer'



Chronicle photo/Gordon Woodworth

other door of the same facility.

"We realized we had some needs."

Now, a two-story, 36,070-square-foot building designed by Queensbury architect Richard E. Jones dominates the center of town. A parking lot has replaced the demolished former health center, and a park overlooking the Hudson River will be finished this summer.

The new center opened on Sunday, March 1. "This is a game-changer," said Dr. Ruge. "Instead of coming in and trying to do what we've all done before, scrambling to meet the current need as best we could, we really looked forward to the next 40 years and how we could prepare ourselves for an

expanding menu of services. And how do we provide the most advanced technology within that facility to accommodate it?"

Primary, urgent & specialty care

Dr. Ruge said the new health center "fits with the mission and the expanding mission. What we want to do in Warrensburg is offer all of the primary care that people need from that local community — the town of Warrensburg, Town of Thurman and a good piece of Lake George.

"We also know that there is a group of communities totaling 25,000 people for whom we are the only caregiver.

"Those communities are Bolton Landing, Chestertown, North Creek, Indian

Lake, Schroon Lake and Minerva.

"For those people, being able to receive care of a special sort in Warrensburg, specialty care or urgent care, it can be a huge benefit. This building is designed to do both the primary care and those special ambulatory services that we couldn't do in the old facility."

Open House June 13

Hudson Headwaters Health Network hosts a Community Appreciation Day at its new Warrensburg Health Center on Saturday, June 13, from 1 to 4 p.m.

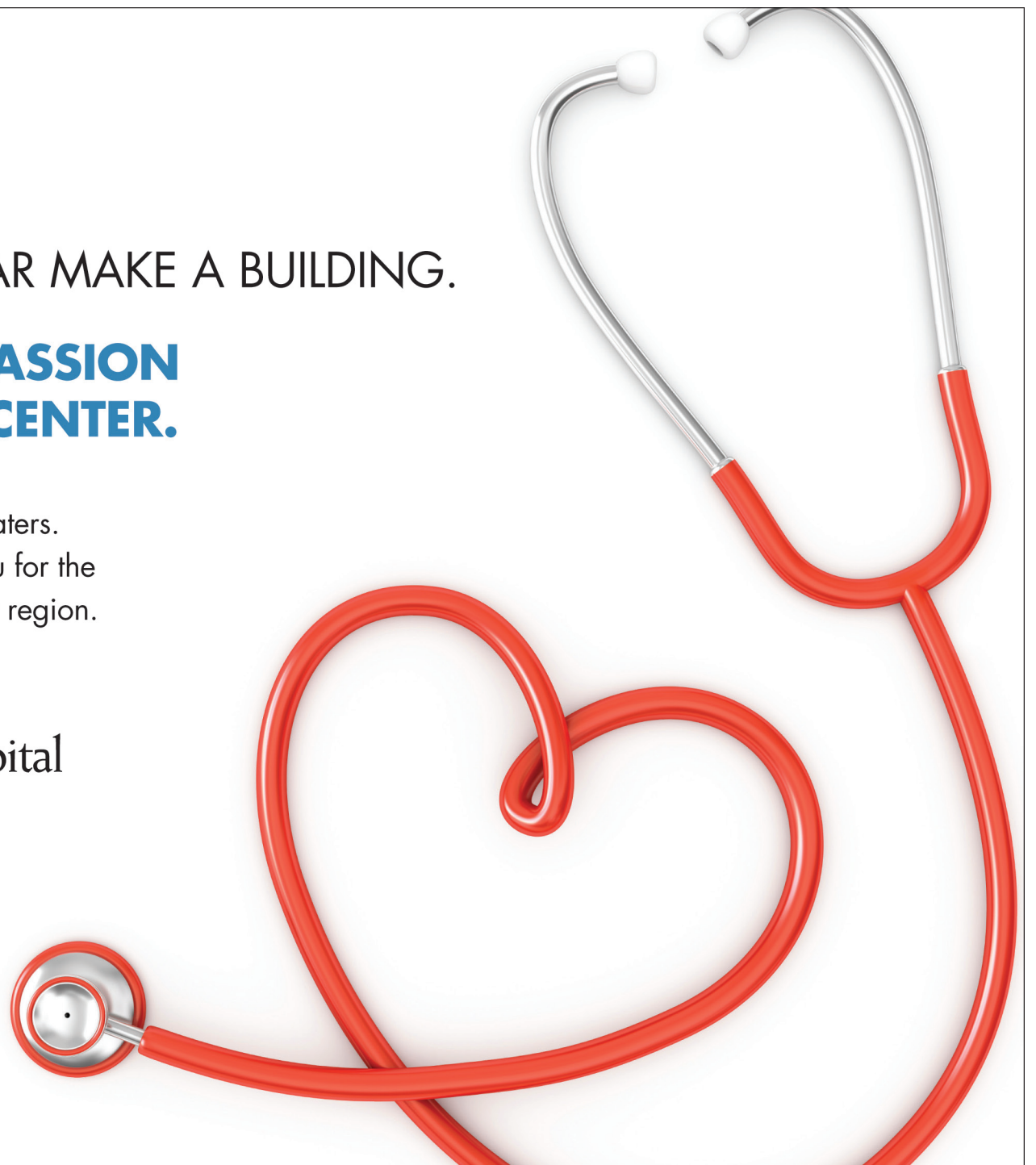
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Hudson Headwaters



Dr. Suzanne Bergin, 33, is the lead physician at Hudson Headwaters' new Warrensburg Health Center. The Saratoga Springs native said it didn't feel like home until several of Dr. Daniel Way's Adirondack photographs, like the one shown here, were hung. *Chronicle photo/Gordon Woodworth*

Dr. Suzanne Bergin: Lead physician at Wbg. Health Center

Dr. Suzanne Bergin, who joined Hudson Headwaters in 2012, is the lead physician at the new Warrensburg Health Center.

Interviewed in her new office, Dr. Bergin, 33, said her goal is to "try to create a cohesive team here, from the front office to the nurses and practitioners, to be the most efficient care-giving machine we can be."

"Everyone needs to feel more valued," she continued. "Moving over here created many challenges, and it forced people to think creatively. We got so many great suggestions for a lot of different people."

A Saratoga Springs native, Dr. Bergin graduated from Saratoga Springs High School in 2000 and from Syracuse University with a bachelor's degree in biology and philosophy in 2004.

She graduated from New York College of Osteopathic Medicine in 2009, and completed her residency in internal medicine at UMass Memorial Medical Center in June 2012.

Just before our interview, Dr. Bergin said she was out of the office making a house call. "There is something so satisfying about going on home visits," she said. "And then to come back to this is amazing. How can you not feel at home here?"

She said of the new building, "I've found that I'm not distracted. My train of thought is more efficient. Little things like hearing someone's heartbeat more easily, instead of hearing conversations from the hall or another room."

"The biggest thing is the windows and the natural light. The old building was pretty dark."

"This is the type of state-of-the-art building you would expect to see on Long Island or in Westchester. It's big-city medicine in a small town, with the beauty and intimacy of the Adirondacks."

Dr. Bergin said the final touch is the Adirondack photographs of Hudson Headwaters physician Dr. Daniel Way. "Dr. Way's photos made it home for me," she said. "When they arrived, I texted Dr. Way and told him that it finally feels like home."

Dr. John Ruge, founder and CEO of Hudson Headwaters, calls Dr. Bergin a remarkable person.

"She came in newly trained, and spent the first couple of years with us getting grounded, but is full of energy and imagination and loves the setting. She has an easy manner about her that allows her to bring people together. Most important for us, she is a leader who leads by example."

Dr. Ruge said he knew Dr. Bergin would be a great candidate for leadership roles within Hudson Headwaters.

"We have a way of telling," he said. It's chemistry. We just knew she was the kind of model physician we were looking for as we look to the future, and she has fulfilled every expectation." — *Gordon Woodworth*

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Services offered at the new HHHN Wbg. Center

The Warrensburg Health Center offers:

- Urgent care
- Comprehensive imaging services including x-ray, ultrasound, mammography and bone density scanning
- Expanded primary care, women's care and pediatric services
- Room to add expanded specialty care including ENT, oncology, allergy services, rheumatology and OB/GYN.

HHHN's new Health Center in Warrensburg



The former Warrensburg A&P, where it all began — Photographed circa 1976, right before the Town of Warrensburg leased the building for use by as a health center by Hudson Headwaters. The Town later bought the property. *Hudson Headwaters photo*

Geraghty: Always a great partnership between the town & Hudson Headwaters

Warrensburg Town Supervisor Kevin Geraghty served on the Hudson Headwaters board for nine years. He said he's "thrilled with the new health center, and I'm thrilled for the community."



Kevin Geraghty

"It's a showcase and it's progress for our community. It will bring more people into Warrensburg, and we do think it has the potential to bring more health-care providers here."

"We also have developers looking at vacant land, and of course it's the jobs, and the spinoff economic impact. "Plus it provides great health care for our region."

He says the town working with HHHN has "always been a 50-50 partnership, and a great partnership."

Warrensburg first leased and then purchased the land where the new health cen-



The converted A&P, transformed and used for decades by Hudson Headwaters. The building has been razed for the new project. *Hudson Headwaters photo*

ter stands. Mr. Geraghty said the Town has a 20-year lease, with a 20-year option, with Hudson Headwaters.

Additionally, "we contribute \$15,000 toward utilities every year, and we do some of the snow plowing, which we've done for a long time anyway."

Mr. Geraghty said residents have told him they like the building, but "as with anything new, it will take some time to get used to it. But I think they will like the expanded services offered there. And it will bring more people into the community."

"Overall, it's a plus for Warrensburg, and I'm glad Dr. Rugge did such a nice building here in town. It shows he cares about the community. It's another step forward for our town." — Gordon Woodworth

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HHN's new Health Center in Warrensburg



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What's in a name? How Dr. Rugge talked the Board out of naming health center after him

At a surprise 70th birthday party last October for Hudson Headwaters Health Network founder and CEO Dr. John Rugge, former board treasurer Tom Ross announced that the board had unanimously approved naming the new Warrensburg facility the John K. Rugge, MD, Health Center.

A plaque to his mother instead

But Dr. Rugge subsequently talked them out of it. It only "took three meetings," he quips.

"The only right name for this is the Warrensburg Health Center," Dr. Rugge says.

"When we started, this community took an absolute flyer on us. We had been operating the Chester Health Center for a year and a half, and we were losing money and had no idea if we could sustain this.

"And this community voted to initially lease and then buy one of the bigger buildings in town, the old A&P grocery store, and turn it over to something absolutely experimental.

"Year after year, they supported this building, paid the utilities, fixed the roof,

helped with renovations, and gave us the kind of support that was indispensable."

Instead of HHHN honoring Dr. Rugge, he suggested a remembrance of his mother, who was the daughter of a small-town physician.

"I talked about sitting in the car while I was doing house calls," recalls Dr. Rugge, "and I described how my mom told the story about going out with her father, my grandfather, who was a physician in Little Falls, going out by horse and sleigh.

"And one morning, he was called by a farm family, so at 4 in the morning, he struck out by horse and sleigh, with my mom under the blankets, going to pay a visit to this farmer who had called Doc Vickers.

"He got there and the farmer came out with his wife and suitcase, and said, 'We have to get to the train and we didn't know who else to call.'

"So given that it's a family tradition, what I proposed we do is have a sign and a plaque to my mom (**shown above**). So I won them over. I went for the stories."

There was an added note of humor in how the Rugge Health Center name was introduced — and later reversed.

"My daughter was there and came up to me and said nobody laughed," says Dr. Rugge. "She couldn't understand why no one laughed — because she heard it as being the John Rugge Empty Health Center."

— Gordon Woodworth

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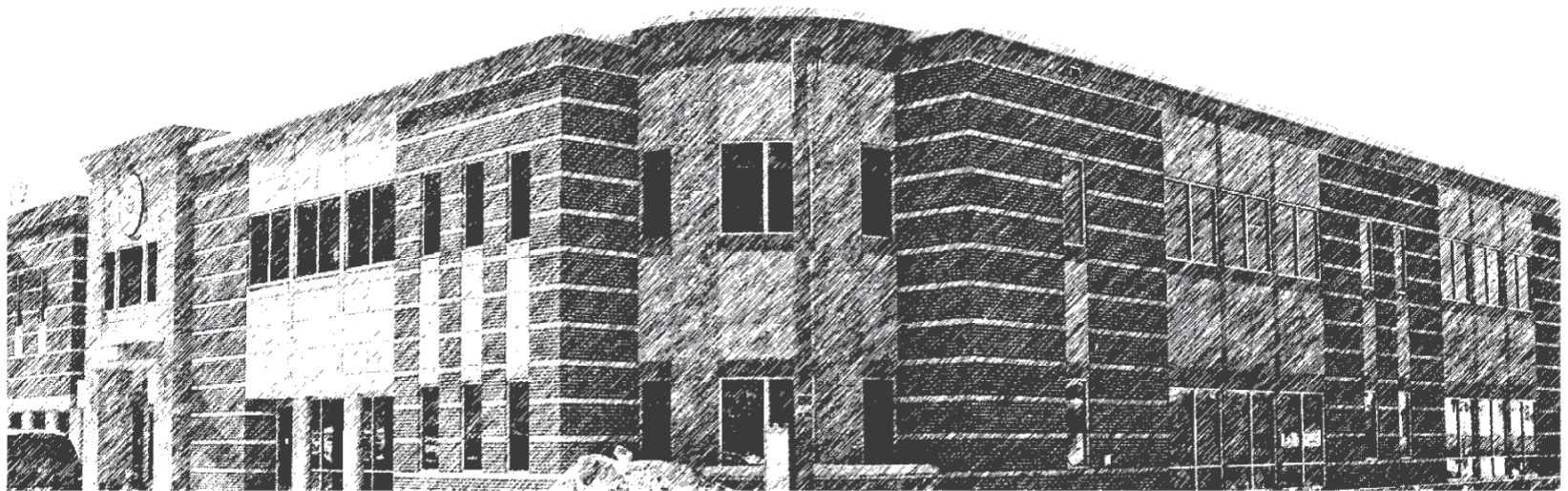
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HHHN's new Health Center in Warrensburg



The Hudson Headwaters Health Network Board of Directors. Back row, from left: Kevin **Porpora**, Dana **Hogan**, Ike **Wolgin**. Middle row: Eugene **Arsenault**, Barbara **Sweet**, Thomas **Lyons**, John **Rugge**, MD, Jean **Cronin**, Michael **McCarthy**. Seated: Mildred **Anzalone**, Harry **Robinson***, Catherine **Moses**, Eileen **Haynes**, Graham **Greeley**, Patricia **Allen**. Not pictured: Patricia **Hunt**, Joseph **Kelly**, William **O'Dwyer**, MD, Celine Racine **Paquette**. * Term has expired



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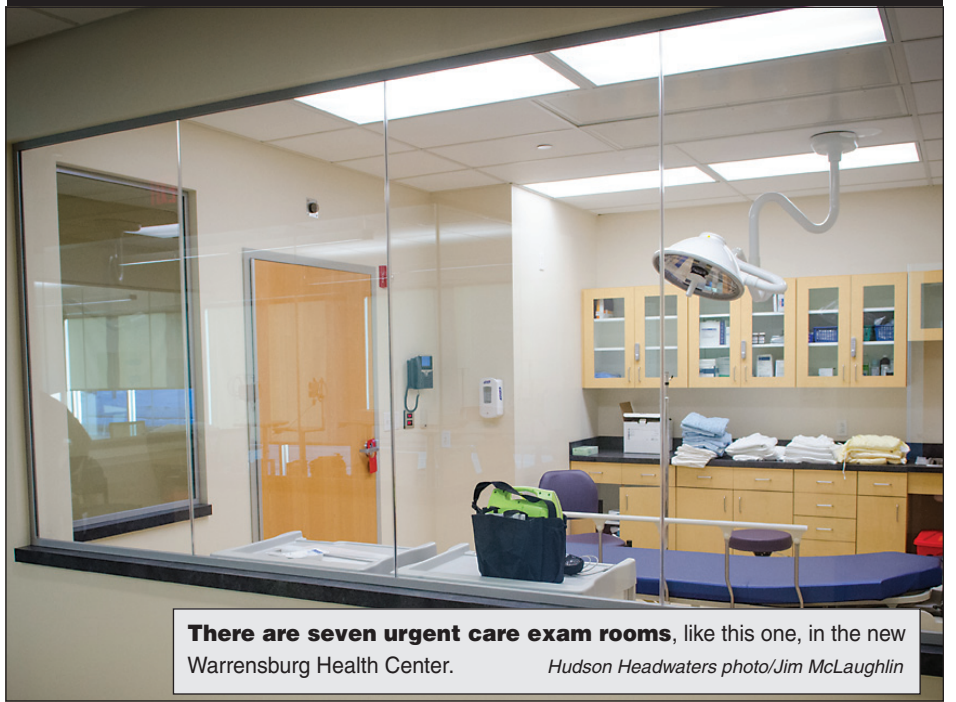


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There are seven urgent care exam rooms, like this one, in the new Warrensburg Health Center. Hudson Headwaters photo/Jim McLaughlin

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The imaging center "is so much bigger and brighter," said imaging services manager Shelly Williams. And, the technology is improved, with x-ray machines using Direct Digital Radiography. Hudson Headwaters photo/Jim McLaughlin

The funding for the \$9.5-million project

Dr. John Ruge said planning for the new Warrensburg health center started four years ago, when the federal government did a national competition for grant funding for community health centers.

"We entered the competition and got the maximum award of \$5-million, and understood that would be just enough to replace the facility with a facility of the same size, but with a better layout," he said.

"We took a deep breath and decided that we were looking at not the last 40 years but the next 40 years, and we had a unique opportunity.

portunity.

"We went to our Foundation board and they were nervously optimistic and supportive, and here we are."

Raised \$2-million plus

In addition to the \$5-million federal grant, the Hudson Headwaters Health Foundation raised more than \$2-million, including more than \$500,000 pledged by members of the Hudson Headwaters board, the Foundation board, senior administrators and medical staff.

Major donors included the Charles R. Wood Foundation, \$250,000; Stewart's and the Duke Family Foundation, \$150,000 each, and Glens Falls National Bank, \$100,000.

Beyond donations, Hudson Headwaters financed the balance with whom? "Glens Falls National Bank, of course," said Dr. Ruge. "Our local bank. They have been with us every step of the way."

List of major donors

A Hudson Headwaters capital campaign that raised more than \$2-million toward the \$9.5-million Warrensburg Health Center. The biggest donations were these:

Charles R. Wood Foundation	\$250,000
Stewart's Shops-	
Duke Family Foundation	\$150,000
Glens Falls National Bank	\$100,000
Price Chopper's Golub Foundation	\$50,000
Adirondack Radiology Associates	\$50,000
Wright Family Foundation	\$30,000
Blue Shield of NENY	\$25,000
Sandy Hill Foundation	\$25,000

More facts & figures

Total cost	\$9.5-million
Federal grant paid for	\$5-million
Capital campaign raised	\$2-million+
Amount financed	\$2.5-million
New building's total sq. ft.	36,070
Old building's total sq. ft.	14,500
Length of computer wiring	4 miles
Primary care exam rooms	15
Pediatric exam rooms	7
Urgent Care exam rooms	7

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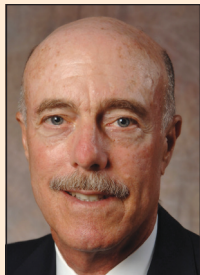
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Grand opening of HHHN's new Health Center in Warrensburg

Jim Himoff: 'A win at every level'

Jim Himoff of Brant Lake chairs the Hudson Headwaters Foundation board and is a long-time supporter of Hudson Headwaters and its mission.

He said its new health center in Warrensburg "exceeds the expectations of all of us. It's better than we could have imagined, because it's providing better service than anyone could have imagined."



Mr. Himoff calls it "a great idea on so many levels."

"First, it provides urgent care for the residents of the Warrensburg area."

"Secondly, it brings specialty care to this region. It will also improve the economy of the Town of Warrensburg."

"The next layer is job creation, and also specialty jobs, higher-level, better-paying jobs that result out of a project like this."

"It's a win on every level."

— Gordon Woodworth

Shelly Williams: Bigger, brighter, better technology

Shelly Williams of Chestertown calls the new Warrensburg Health Center "amazing. It's even better than I thought it would be!"

Mrs. Williams has worked for Hudson Headwaters for 16 years and is imaging services manager for both Warrensburg and Broad Street in Glens Falls.

She says of the new Warrensburg center, "This is so much bigger and brighter, and the work flow is so much better. It really improves patient care."



She said the imaging rooms, which include x-ray, ultrasound, mammography and bone density scanning "are much more private for patients."

And the technology is better. "Our x-rays are now Direct Digital Radiography, which means we don't have to process cassettes anymore," Mrs. Williams said.

"The image goes directly to the computer screen in less than 10 seconds. So an appointment that used to take 15 minutes now takes five minutes."

"And we're closer to urgent care, which makes for better teamwork."

On a tour of the imaging space, Mrs. Williams stopped in the room where ultrasounds are done.

"This may not seem like a big thing, but we now have a bathroom in the ultrasound room," she said. "In the old building, we used to have to take patients down the hallway to a bathroom we shared with urgent care. This is so much better."

She said, "I thought I would miss the old health center, but I don't at all. This feels like home." — Gordon Woodworth

Community Open House June 13th

Hudson Headwaters Health Network hosts a Community Appreciation Day at its new Warrensburg Health Center on **Saturday, June 13**, from 1 to 4 p.m.

The facility is at 3767 Main Street, at the corner of Route 418, in the heart of Warrensburg.

There will be free refreshments, a bouncy house, wagon and pony rides, face painting, tours of the health center, health screenings, a live remote by Froggy 100.3, and information from local businesses, said a Hudson Headwaters flyer.

"Our deepest appreciation to the many organizations and hundreds of people who helped make the new health center possible through their donations," HHHN said.

Info: 623-2844 or www.hhnn.org.

Congratulations to the Hudson Headwaters Health Center on its Grand Opening and Spectacular New Facility!

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Grand opening of HHHN's new Health Center in Warrensburg

'Ro' Rounds: Private check-in is a big plus

Rosemary "Ro" Rounds of Chestertown is a front-office assistant, and has worked for Hudson Headwaters for six years.

"The new health center is amazing," she said. "It's bright, it's roomy, and it's private when people check in. It's a happy atmosphere."

"In the other place, there wasn't enough room. There's definitely enough room here."

She said most people she has helped check in "love the place. Nobody has complained. The patients like it. They like the one-on-one when they check in, and they like that other people can't hear your conversation."

In the former health center, there were several spots where patients would check in. Here, "the check-in is all in one spot, and it's close to the lab and urgent care



and imaging. It's great."

Mrs. Rounds said, "It's like a family here. It's a friendly, family atmosphere. No matter what department you work in, everyone helps each other out. I'm very happy to be part of the team here."

Dr. Ruge: We're still doing some fine-tuning

Hudson Headwaters founder and CEO Dr. John Ruge said he's gotten consistently positive feedback in the three months since the Warrensburg Health Center opened.

"This is a really nicely designed building that is working," he said. "We have two rooms that for some reason have a heating or cooling system on a beam, and it sounds like we're in an airport. But that's only two upstairs rooms. The engineers are working on those."

"We're doing a little fine-tuning and making some adjustments. What do you know, we bought a little too much furniture and we have to figure out how to distribute it. Not a huge problem."

"And we had to figure out how to do a lighting system for the reception area."



Hudson Headwaters & Glens Falls Hospital cooperate — now!

At the ceremonial ground-breaking of the new Warrensburg Health Center on Aug. 14, 2013 — from left: Warrensburg Town Supervisor **Kevin Geraghty**, Assemblyman **Dan Stec**, Glens Falls Hospital president and CEO **Dianne Shugrue**, and Hudson Headwaters founder and CEO **Dr. John Ruge**. Ms. Shugrue's presence at the event signaled a new era of cooperation between the hospital and Hudson Headwaters, and prompted Dr. Ruge to quip, "We have always had a warm relationship with Glens Falls Hospital. Sometimes that warmth has come from friction..."

Chronicle file photo/Gordon Woodworth



The cardio exam room includes a treadmill to test the strength of a patient's heart.

Chronicle photo/Gordon Woodworth

HHHN's 'Ride for the well of it' June 20th

Hudson Headwaters Health Network is again teaming up with "The Hub" cafe and bike shop in Brant Lake for "The Ride for the Well of it" charity cycling event on Saturday, June 20.

Cyclists may choose routes of 12, 38 or 51 miles. Each ride brings cyclists to one or more of Hudson Headwaters' Adirondack health centers and starts at The Hub, said press materials.

The 50-mile aerobic loop (\$50) begins at 9 a.m. and "winds through beautiful countryside, often along the Schroon and Hudson rivers."

The 38-mile fitness ride (\$35) visits the new Warrensburg Health Center and the Chester-Horicon Health Center, and starts at 9:45 a.m.

The 12-mile family ride (\$25 for up to two adults and children) goes to the Chester-Horicon Health Center. It begins at 10:30 a.m.

Proceeds benefit Hudson Headwaters. Info: 494-4822.

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HHN's new Health Center in Warrensburg



Warrensburg Town Board members at the pre-opening tour — From left, Bryan Rounds, Linda Baker Marcella, Hudson Headwaters founder and CEO Dr. John Ruge, Joyce Reed and John Alexander. Not included in photo: Town Supervisor Kevin Geraghty.

Hudson Headwaters photo/Jim McLaughlin

Nurse manager Joann Fuller: Bigger space, better privacy & flow

Joann Fuller of Moreau, in her 16th year with Hudson Headwaters, oversees the 27 nurses who work in the new Warrensburg Health Center. She sees a big difference in the new facility.

"It's a larger space, with more patient rooms, and we are able to care for more patients," she said. "And there is room for growth."

"There is more space in the waiting rooms, and it's just more comfortable for patients. There's also all new equipment and the flow is better. Patients are getting to the providers quicker."

She said security is tighter, with coded keypads on many interior doors, and improved privacy. "Patient confidentiality is huge, and patients are more aware of it here," she said.

"I try to spend half a day in primary care, and half a day in urgent care, but we have to communicate well so people know



where you are. We didn't have that problem over in the old building. It was a maze over there, and we were right on top of each other."

Dr. Ruge: New health center should help us recruit more physicians

Will the new Warrensburg Health Center help Hudson Headwaters recruit physicians here?

"We think so," said founder and CEO Dr. John Ruge. "For one, people like a nice working environment. That's obvious. But beyond that, this building says who we are. It says we are thinking big, literally. It says we are well-coordinated, that we can look outside ourselves to bring back into our communities assets they have never had before."

"It also gives us space for other new ventures, one of which is medical education. We've been teaching medical students on a regular basis for the last 15-18 years, and we're looking at a dramatic expansion of that. And this is the kind of facility those new trainees need for an educational experience."

"We think this is a showcase that says so much about who we are and it's just what a new practitioner wants to see."

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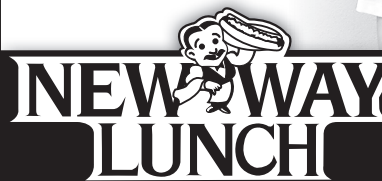
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Grand opening of HHHN's new Health Center in Warrensburg



Kris Dawson: It's so nice, people might come more often now

Kris Dawson of Bolton, acting manager of the new Warrensburg Health Center, says patients "love coming here. It makes them feel good to have such a nice health center to come to. They feel better about their health, and maybe they will come more often...."

"It's state of the art, it's well organized, urgent care is amazing, the kids' waiting room is great, and sick people are separated from other patients, so people who are coming in and don't feel well aren't sitting next to someone there for their yearly physical."

Mrs. Dawson said the privacy in the front office where people check in "is great. People don't want other people to hear what they are talking about."

Echoing others, she said, "We're like a family. We all like each other, and we work as a team. And patients can see that. I really enjoy working here."

Building completed on time, despite exit of the first builder

In the early stages of construction of the new Warrensburg Health Center in February 2014, Hudson Headwaters was thrown a major curve ball.

"One day our original contractor just pulled off the site," said facilities manager Jim McCormick. "A few days later, we found out they were closing the business."



A separate children's waiting room, with a selection of children's books, is on the second floor.

Chronicle photo/Gordon Woodworth

"The project moved very slowly for about five or six weeks. It took us that long to hire a new contractor."

Mr. McCormick said construction manager Sano-Rubin "was very helpful and guided us in the right direction in terms of sub-contractors. And we had a good group of sub-contractors."

Bette & Cring was hired as the new general contractor in March, and the project got back on track.

"The positive was everyone pulled together and finished the project on time, but that was a curve ball thrown at us," said Mr. McCormick.

He said they are still working out a few bugs, but overall, "We're happy. Patients and staff are enjoying the new building and how clean it is. It's exciting." — G.W.

Rugge: Patients will come from as far as Blue Mountain Lake

The Warrensburg Health Center will serve residents of much of the southeastern Adirondacks, Hudson Headwaters founder and CEO Dr. John Rugge said.

"The Hudson River watershed is a pretty good definition. Our experience is people in Blue Mountain Lake tend to travel south, but that is the divide. Some people in Blue Mountain Lake will go to Saranac...We go up to Indian Lake and Blue Mountain Lake and beyond, go across

the High Peaks.

"Ticonderoga is another watershed area. Half the people go north to Burlington or Plattsburgh for specialty care, half the people come south.

"We're really serving that southeast corner of the Adirondacks."

Dr. Rugge still sees patients himself, including in Warrensburg.

As a practitioner, how is the building is working out? "One difference is, it's quiet," he said. "It's a peaceful environment without the kind of distractions I used to face, people walking back and forth. I never objected to that, but it was a distraction.

"And I find that I'm keeping on time better. That's a marvel!"

Congratulations and Continued Success as you Expand!



Proud to provide Construction Management Services for the New Warrensburg Health Center



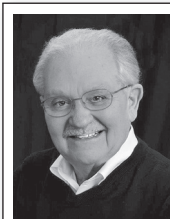
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See Paul Spinelli

Grand opening of HHHN's new Health Center in Warrensburg

Richard E. Jones got lots of input!

Architect Richard E. Jones of Queensbury designed the new Warrensburg Health Center — with plenty of input.

"We had a two-month crash course about two years ago," said Dr. John Rugge, founder and CEO of Hudson Headwaters, "when a cross-section of nurses, front office people and providers from the Warrensburg Health Center were thinking hard about what their needs were and where we could improve."

"We also had delegations of people going to Vermont, Connecticut and downstate New York, looking at the best ambulatory care facilities we could find."

"And we worked with Dick Jones, our architect, and tried to take the best of those designs and our best thinking and make something that is better than ever."

"We're delighted. This is an amazing facility, both for what it does for us now and for our future growth."

'Community Champions' to honor Himoffs, Stec

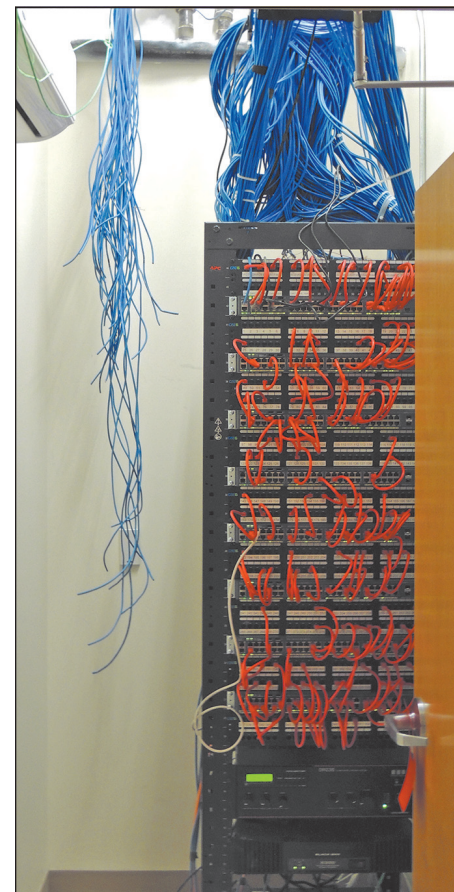
The Hudson Headwaters Health Foundation's 10th annual Community Champions Dinner on Sunday, Aug. 30, will honor long-time supporters Jim and Sue Himoff, and Assemblyman Dan Stec. It takes place at Jimbo's Club on the Point in Brant Lake.

The Himoffs own Point O'Pines Summer Camp for Girls, Jimbo's Club on the camp property, and Suzie Q's Adirondack Grill.



Hallways are bright and wide, and artwork adorns the walls in the new Hudson Headwaters Warrensburg Health Center. This painting is on loan from Philadelphia-born artist Adam Daily, a Skidmore College graduate.

Chronicle photo/Gordon Woodworth



'41 miles of wiring'

"One of my favorite numbers is 41," Hudson Headwaters founder and CEO Dr. John Rugge said. Why? "There are 41 miles of computer wiring in the building so we can bring data in and send data out from anywhere in the building. It's wired for everything."



HHN HUDSON HEADWATERS HEALTH NETWORK

Invites You To

Community Appreciation Day

at the NEW

Warrensburg Health Center



Saturday, June 13 • 1pm-4pm

Fun for the Whole Family

Free Refreshments • Froggy 100.3 Radio • Bouncy House • Wagon and Pony Rides
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Our deepest appreciation to the many organizations and hundreds of people who helped make the new health center possible through their donations.

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