

The Intensivist Model • Targeting Cancer • The Sis Whittaker Story

synapse

THE CHESTER COUNTY HOSPITAL AND HEALTH SYSTEM MAGAZINE

A NEW STRUCTURE

FOR NURSING EXCELLENCE

CALENDAR

▼ ONGOING

Screenings

BLOOD PRESSURE

CANCER RISK EVALUATION –
610.423.4556

FALLS RISK – 610.431.1852

HYDRATION – 610.431.1852

PERIPHERAL VASCULAR DISEASE
(PVD) – 610.220.0432

SKIN CANCER SCREENING –
610.431.5644

STROKE

Support Groups

CANCER

CARDIAC DISEASE

CHRONIC LUNG DISEASE

CROHNS AND COLITIS

ICD (DEFIBRILLATOR)

DIABETES

GLUTEN INTOLERANCE

INSULIN PUMP

MACULAR DEGENERATION

PARKINSON'S DISEASE

Education

CHILDBIRTH
EDUCATION

DIABETES SELF-
MANAGEMENT

NUTRITION AND
WEIGHT MANAGEMENT

HOSPITAL PROGRAMS & SUPPORT : Throughout the year, The Chester County Hospital offers various types of programs, courses, support groups and fundraising events. Here are a few of the many opportunities that will be taking place in the upcoming months.

Upcoming Events

Reversing Pre-Diabetes – August 3

**Gordon "Gordy" Bowker Memorial
Golf Tournament*** – September 19

Chester County Day* – October 1

Dilworthtown Inn Wine Festival* –
October 9

**FORE Health Invitational with
Sean O'Hair*** – October 17

SHINE* – November 5

Reversing Pre-Diabetes – November 19

***FOR SPECIAL EVENTS**

INFORMATION CALL 610.431.5329

Registration

**NEW! Register Online or
call 610.738.2300,
except where noted.**

Please note: Some programs have a fee.

Pre-registration is required for these programs.

**Because enrollment is ongoing, these events
could potentially be filled.**

Dates are subject to change.

www.chestercountyhospital.org/synapse

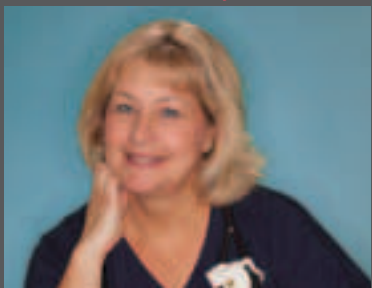


ONGOING

CANCER SUPPORT PROGRAMS

- ART THERAPY
- COPING WITH
CANCER TOGETHER
- HALF-DAY RETREAT
- I CAN COPE
- LOOK GOOD ...
FEEL BETTER





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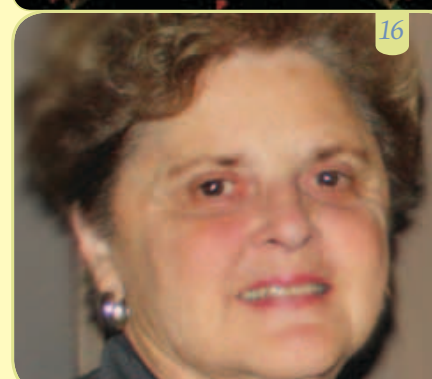
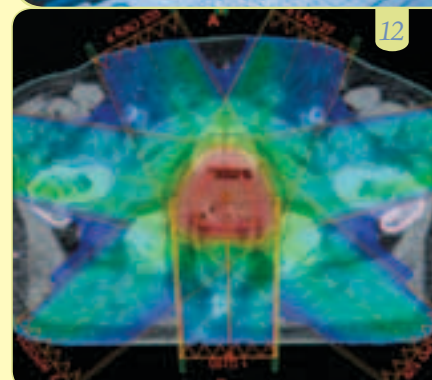
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synapse

(NOUN - *sin-aps*)

THE SITE OF COMMUNICATION BETWEEN NERVE CELLS

Synapse is the award-winning publication produced by The Chester County Hospital's Corporate Marketing Department. The articles provided in this magazine are solely for informational purposes. It should not be relied on or used in placement of a physician's medical advice or assessment. Always consult a physician in matters of your personal health.

William W. Wylie, Jr. Chairman, Board of Directors

Michael J. Duncan President and CEO

Colleen Leonard Leyden Editor-in-Chief

Lisa M. Huffman Managing Editor

The Bing Group Design

►► Feedback Welcome

Email synapse@cchosp.com to let us know what you think, to make suggestions about future topics or to change your mailing information.

The Chester County Hospital Welcomes

OUR NEW PRESIDENT AND CEO

The Chester County Hospital and Health System is pleased to announce the appointment of Michael J. Duncan as President and Chief Executive Officer, effective May 2, 2011. Mr. Duncan brings more than 24 years of experience in the healthcare industry, including chief executive positions at some of the nation's leading academic physician groups and leadership positions at several health plans. Duncan succeeds H.L. Perry Pepper who announced his retirement in June 2010 after serving the organization for 34 years.

Mr. Duncan most recently served as CEO and Executive Director of ColumbiaDoctors, a 1,200-physician faculty practice plan at Columbia University in New York City. Prior to joining Columbia in 2006, Duncan was the CEO of Temple University Physicians and Vice Dean for Clinical Operations at Temple University School of Medicine in Philadelphia. He also held executive-level positions at the University of Oklahoma, PacifiCare and Prudential Health Care.

William W. Wylie, Jr., Chairman of the Health System Board of Directors and Chair of the CEO Search Committee, remarked, "Finding a successor to Perry Pepper was challenging given his stature and longevity. The Search Committee is fortunate to have attracted a candidate in Michael Duncan who is so thoroughly aligned with



our Mission as a community-based organization. His experience, intellect and leadership skills will be important assets for us in this rapidly evolving healthcare environment, and will complement the strong administrative team already in place."

WE'RE FORTUNATE TO HAVE
ATTRACTED A CANDIDATE IN
MICHAEL DUNCAN WHO IS SO
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BASED ORGANIZATION.
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AND LEADERSHIP SKILLS WILL
BE IMPORTANT ASSETS FOR US.

In accepting the position, Mr. Duncan stated, "The Chester County Hospital is a real asset to the community. I found its demonstrable focus on quality and genuine attention to patients and their families to be commendable. I consider it a rare privilege to carry on the work led so ably for decades by Perry."

Mr. Duncan is a 1978 graduate of The Naval Academy in Annapolis. There, he earned The Navy League Award for graduating first in his class in his major, and the Admiral McKee Award for outstanding leadership. Upon his

graduation he served as a nuclear engineer in the United States Submarine Fleet, teaching submarine tactics to senior officers.

Michael and his wife, Carol, will be relocating to the Chester County area.

►► More at www.chester-countyhospital.org/synapse.



"I once had a patient who was unresponsive. Within five hours, he was up and walking around. It was great to see how the clinical team and medication can turn a bad situation around."

CHRIS ROBERTS, NURSING ASSISTANT WEST WING 1, 1 YEAR WITH CCH

"I used to do Antenatal bereavement counseling for parents who lost babies. One of my couples returned to the Hospital with a successful pregnancy. I was so touched when I heard they named their baby after me!"

ANNMARIE BLAIR, MED, CLINICAL NURSE SPECIALIST, HEART FAILURE EDUCATION, 16 YEARS WITH CCH

Advancing NURSING EXCELLENCE

NEW STRUCTURE GIVES NURSES A VOICE IN DECISION-MAKING
AND ENCOURAGES PROFESSIONAL ACHIEVEMENT

If you or your loved ones have spent any time in the hospital, you know firsthand how essential nurses are to each patient's experience and medical outcome. What you may not know is that caregiving at the bedside is just one dimension of what a modern nurse does. Today's healthcare environment demands that nurses stay current with ever-changing standards, learn to use a wide array of tools and technology, and keep up with the latest research. They must collaborate effectively with physicians and other staff while using their experiences to improve the quality of care and shape their hospital's clinical goals.

According to the Institute of Medicine's fall 2010 report, *The Future of Nursing: Leading Change, Advancing Health*, nurses must play a central role in the reforms enacted by the Affordable Care Act of 2010. Working on the front lines of patient care, nurses are in

an ideal position to guide conversations about how best to deliver high-quality care in keeping with the latest medical evidence.

This realization was very much on the mind of Angela Coladonato, RN, MSN, NEA-BC, when she joined The Chester County Hospital and Health System as Senior Vice President/Chief Nursing Officer five years ago. She knew the Hospital had a strong tradition of nursing excellence, but she also recognized that the Hospital could benefit from a structure that would formalize nurses' role in making important decisions, improving the quality of patient care, and advancing in their careers. The challenge of creating that structure excited her. Previously vice president of nursing at another suburban hospital, Coladonato had helped shepherd her former colleagues through their successful application for Magnet® designation

from the American Nurses' Credentialing Center. The highest mark of excellence any nursing program can achieve, "Magnet" means that a hospital has multiple characteristics that make it an attractive professional environment for nurses—such as outstanding nursing leadership, participation in decision-making, strong collaborative relationships, excellent patient care outcomes, and opportunities for professional development.

"When I came here, I could see that nurses were committed to excellence in patient care, but at the same time hungry for more," Coladonato says. "They weren't formally involved in decision-making for the Hospital, but who better than them to know what needs to be improved at the front line of care? We want to keep the best nurses here, engage them, and give them every possible opportunity to advance and develop."

continued

Advancing NURSING EXCELLENCE...

THE PAST FIVE YEARS HAVE MARKED A NEW CHAPTER IN THE STORY OF NURSING EXCELLENCE AT THE CHESTER COUNTY HOSPITAL. FOR EXAMPLE:

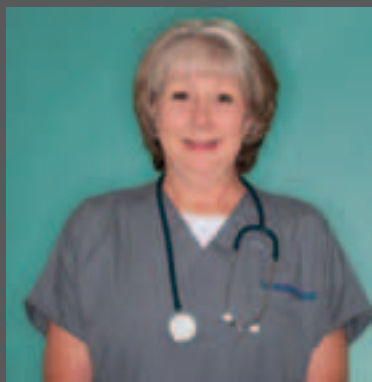
- Patients and their families now can easily distinguish nurses from other staff members, thanks to new standard navy blue uniforms. This eliminates a potential source of stress and confusion for patients (Who is my nurse?), while building a sense of pride and unity among nurses.
- Forty-seven nurses have taken part in The Advisory Board Company's Center for Frontline Leadership seminars, an on-site experience that gave them tools and training for working more effectively as leaders on the front lines of care.
- Nurses are now initiating their own research projects focused on improving patient care—just one recent example being an assessment of the
- More nurses at Chester County are choosing to become certified in their specialties: A rate that hovered around eight percent three years ago is now above 20 percent and rising. Certification means that nurses have completed additional training in their specific areas of clinical focus, ranging from critical care to oncology to pediatrics. Inside the profession, certification is viewed as a way of assuring patients that nurses have mastered a body of specialized knowledge beyond the general requirements of an RN or BSN program.

But the most significant change is a new system of shared decision-making councils designed to do just what their name implies: give nurses a voice in Hospital

affairs not just on an informal, ad hoc basis, but in more formally structured ways. Each unit now has its own council of nurses who can raise issues of concern to that particular unit. In addition to these Unit Councils, there are theme-based nursing councils that draw representation from throughout the Hospital. These include the Clinical Practice/Quality Research Council; Relationship-Focused Care Council; Professional Development Council; Education Council; and the Nursing Informatics Council. Since 2008, all of the councils have been immersed in projects designed to ensure that the Hospital's patients receive the highest-quality care. Just two examples follow.

"The thank you letters I receive from patients mean a lot to me. I keep them in a special box in my house."

DONNA TAYLOR, RN, BSN, CCRN, CARDIOVASCULAR NURSE NAVIGATOR, 19 YEARS WITH CCH



"One time, right before a patient coded, she looked up at me and said, 'Please don't let me die.' We did CPR and got her back. That experience has stayed with me."

IRENE MYLAND, ER TECHNICIAN
EMERGENCY DEPARTMENT, 8 YEARS WITH CCH

"I was born at the Clinic. My mother received her prenatal care here, so helping other women like my mom is close to my heart. I love that I am able to work with and make a difference for our Spanish-speaking community."

JACQUELIN LARA, LPN, OB/GYN CLINIC,
10 YEARS WITH CCH

Example one

PUTTING RELATIONSHIPS FIRST: A NEW MODEL OF CARE

Until the Relationship-Focused Care Council formed, Hospital nurses hadn't really sat down to discuss what principles they wanted to use in guiding their interactions with each other and their patients. After much discussion and research, the council decided to take a highly-regarded model of nursing care, called "Relationship-Focused Care," and adapt it for use throughout the Hospital. This model teaches nurses how to give care that prioritizes their relationships with colleagues, with patients and families, and with themselves—meaning that they take time to care for their own needs even as they attend to others. This might sound like common sense, but nursing is so demanding that it can easily turn into a series of time-driven tasks, instead of a profession that focuses on building relationships first.

"The heart and soul of the model is that the foundation on which the house

is built is the commitment to co-workers," says council co-chair Carli Meister, MSc(A), RN, Director of Customer Relations and Risk. "We can't do our best for patients and families without that commitment."

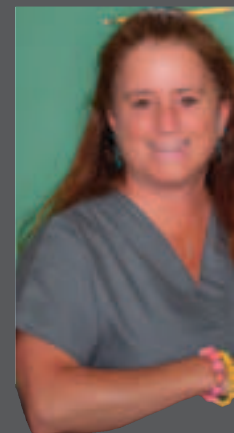
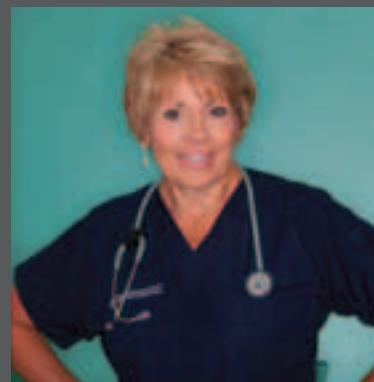
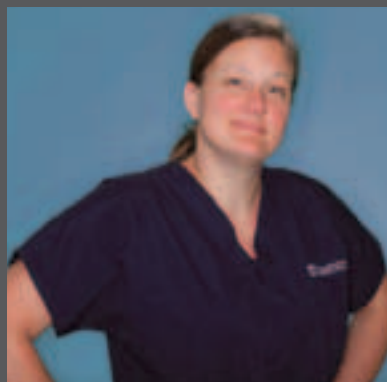
Frances Doyle, RN, MSN, CNML, Director of Maternal Child Services, also a council co-chair, agrees, noting that the council has provided an invaluable outlet for discussions about how to cooperate well, deal with conflict, and address challenging situations. Nurses are polishing their skills by using case studies and role-playing based on real nurses' experiences. The council plans to publish a handbook of commonly faced situations and suggested actions based on those discussions.

The Relationship-Focused Care model also includes a practice known as primary nursing, which means that one nurse assumes primary respon-

sibility for each patient and his or her family—including anyone the patient considers "family," not just its traditional definition—during the entire stay. That nurse becomes the team leader for all other nurses and clinical staff involved in the patient's care, communicating key information to each team member. Patients and families then feel as if they have a point person to turn to, instead of an ever-changing series of nurses who know little about their needs and preferences. For this to work, nurses have to collaborate as a unit to solve problems and communicate openly.

"We deal with the entire span of life from birth to death, and really this is about providing the most meaningful experience possible," says the council's third co-chair Tina Maher, RN, BSN, NE-BC, Director of Telemetry, PINU, and Critical Care Support. "It is about creating that continuity of care for every

continued



"I once had a young patient with pancreatic cancer. Even though he passed away, his family was so grateful for the care I provided. His family and I still have a special bond."

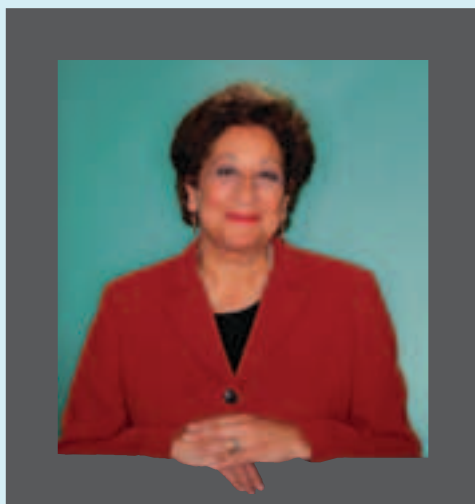
CLARISSA HAKE, RN, CCRN, ICU, 7 YEARS WITH CCH

"Nursing is so much more today. It is much more technical now. I like that nursing has kept pace with the advancements in the world."

JANET DAILY, RN, AMBULATORY CARE CENTER, 15 YEARS WITH CCH

patient, so that the caregiver really knows the patient and family, and they don't have to express their likes and dislikes over and over again."

The council is preparing to pilot the Relationship-Focused Care model in three patient care units this fall – ICU, NICU, PINU. At the same time, it is planning to have nurses start giving patients the option of complementary therapies such as Reiki, a Japanese therapy that involves placing the hands on or just above the body in a series of positions to reduce stress and promote relaxation. This summer, nurses certified in Reiki will begin to offer it as a pilot project. If successful, the next step would be to have more nurses earn Reiki certification and possibly add other therapies, ranging from aromatherapy to guided imagery.



"Our nurses are excellent caregivers. The best way I can describe them is to say they are truly patient advocates."

ANGELA COLADONATO, RN, MSN, NEA-BC,
CHIEF NURSING OFFICER, 5 YEARS WITH CCH

Example two ENCOURAGING NURSES TO GROW

When the Professional Development Council took shape in 2008, its first charge was to develop a clinical ladder for the Hospital. A clinical ladder is an advancement path that recognizes nurses for achievements such as clinical experience, professional accomplishments, education and certification, and involvement in the Hospital and the larger community.

"To keep our best talent at the bedside, we knew we had to give them a track to advance in their careers and be recognized for that advancement," says council co-chair Cathy Weidman, RN, BSN, MPA, CNML, Director of Medical/Surgical. "The clinical ladder gives them something to work for. We need those front-line nurses to be involved and engaged. Otherwise it will be impossible for us to stay on the cutting edge."

Weidman and her co-chair, Suzanne Henrick, RN, MPH, CCRN, Director of Critical Care, led the council in creating a definition of "professional behavior" for nurses and surveying clinical ladder systems used by other hospitals. After much reading, research, and visits from guest speakers, the council created a clinical ladder known as PRISM (Professional Recognition of Initiative, Skill and Merit) for The Chester County Hospital. The ladder has four rungs—Levels 1 through 4—and nurses move up the ladder as they earn points for a range of activities that demonstrate their commitment to professional development. Examples include earning their BSN or MSN, becoming certified in their specialties, serving on Hospital committees, and presenting at conferences. The new clinical ladder rolled

out during National Nurses' Week in May, with applications due in September for those who wish to advance past Level 1. By early 2012, nurses will be able to earn financial bonuses for moving up the ladder, and levels will be printed right on their badges.

"Nurses here have yearned for something like this for some time," Henrick says. "This is a way to recognize their accomplishments."

BEGINNING THE MAGNET® JOURNEY

The Hospital's longer-term goal over the coming years is to position itself to apply for Magnet® designation. A new director has been hired to lead this effort in cooperation with Angela Coladonato. Right now, only 21 hospitals in Pennsylvania have this recognition, so it truly is a select group. Coladonato recently started a blog on the Hospital's intranet to establish a direct line of communication with nurses, physicians and other clinical staff—sharing her own ideas and getting valuable feedback.

"We have done a great deal in a short period of time, and we are putting the building blocks in place," Coladonato says. "But this is about much more than Magnet. I know what we are doing to invest in nurses here is the right thing to do. It's good for the nurses, the Hospital, and the patients."

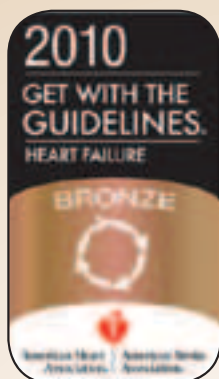
By Kristine M. Conner

Photos by Rick Davis

►► More at www.chester-countyhospital.org/synapse.

Hospital Receives Get With The Guidelines® Bronze Achievement Award

The Hospital received the Get With The Guidelines® – Heart Failure Bronze Performance Achievement Award from the American Heart Association. The recognition signified that the Hospital reached the aggressive goal of treating heart failure patients for at least 90 days with 85% compliance to core standard levels of care outlined by the American Heart Association/American College of Cardiology secondary prevention guidelines for heart failure patients. Get With The Guidelines® is a quality improvement initiative that provides hospitals with tools that follow proven evidence-based guidelines and procedures in caring for heart failure patients to prevent future hospitalizations.



Designated as an ACR Breast Imaging Center of Excellence

The Hospital's Outpatient Radiology Service has been designated a Breast Imaging Center of Excellence by the American College of Radiology (ACR). By awarding it the status of a Breast Imaging Center of Excellence, the ACR recognized it as having earned accreditation in mammography, stereotactic breast biopsy, and breast ultrasound (including ultrasound-guided breast biopsy). Peer-review evaluations, conducted by board-certified physicians and medical physicists who are experts in the field, determined that the Hospital achieved high-practice standards in image quality, personnel qualifications, facility equipment, quality control procedures, and quality assurance programs. The Hospital was the first in Chester County to receive this designation.



NICU Recognized by the March of Dimes

Each year, premature birth touches more than a half million babies and their families across the nation. Almost 17,000 babies born annually in Pennsylvania suffer the consequences of being born too soon. Prematurity is the number one cause of death during the first month of life. Even babies born just a few weeks early can face serious health challenges and are at risk for lifelong disabilities. The March of Dimes recognized the good work of the Hospital's NICU team for its role in helping premature babies in their earliest days of life.

Doctors Orders

The Hospital has fully transitioned to Computerized Physician Order Entry (CPOE) enabling its healthcare providers to enter medical orders directly into a computerized network so that supporting departments, such as the Laboratory or Pharmacy, can fulfill the doctor's orders with accuracy. CPOE improves medication safety and quality of care and reduces costs while improving efficiency and compliance with provider guidelines and Hospital workflow. It helps to ensure that orders are unambiguous and offers clinical

decision support, a technology that provides clinicians with real-time feedback and ordering guidance. Together, these systems automatically check for and notify the clinician about a variety of potential errors, including drug interactions, patient allergies to prescribed medications, and medication contraindications. CPOE, combined with the Medication Administration Check system, ensure that patients are getting the right medications, at the right time, through the right method in the right dose. "Compared to the time when doctors and nurses relied on paper and handwritten instructions, there are no longer issues with guessing and legibility. This is a welcome change," says Pediatrician Karen Pinsky, MD, Chief Medical Information Officer.



PICTURED (FROM LEFT): PAUL HUBERTY, SENIOR VICE PRESIDENT FOR STRATEGIC PLANNING; SUSAN CACCIAVILLANO, RNC-NIC, CLINICAL MANAGER, NICU; LORETTA MCANALLY, RNC; SHANNON HITTLE, RN; LISA PATTERSON, RN; AMANDA YOUNG, MARCH OF DIMES EXECUTIVE DIRECTOR; KIM KUHLMAN, RN; IRENE BOYER, RNC; MARK OGINO, MD, MEDICAL DIRECTOR OF NICU; AND MARIA LAIN, SERVICE LINE DIRECTOR, WOMEN'S HEALTH & ONCOLOGY.

►► More at www.chestercountyhospital.org/synapse.

vital signs



Putting the spotlight on some of the extraordinary work being done by our Medical Staff.

Helping Little League Coaches Avoid Big League Sports Injuries



Sports injuries are a major health concern for Little League players and their parents. But if coaches are unaware of how to protect players from common sports injuries, everyday injuries can lead to a future of health

problems down the road. For the past 13 years, **Jim Knox, MD**, Family Medicine, has been helping to increase awareness about sports-related injuries and educate Avon Grove Little League coaches about the precautions their players can take on and off the field to prevent sports injuries.

Knox began as a Safety Officer for A Safety Awareness Program (ASAP) in 1998; just four years after the Little League developed the program. Part of his role as the Avon Grove Safety Officer includes helping to prepare and implement an annual safety plan and giving a yearly presentation to 50 coaches in the beginning of the season on topics that range from knocked-out teeth to the importance of pitching limits. Knox is nationally recognized for his work in creating the best safety plan in the country, and for his dedication to ensuring a safer game for Little League players.

Instructing Surgeons Around the World



Ophthalmologist Robert P. Liss, MD, was the Senior Instructor for the American Academy of Ophthalmology (AAO) lab course titled, Advanced Refractive Cataract Surgery and Anterior Segment Reconstruc-

tion. This course was offered to ophthalmologists from around the world at the AAO's annual meeting held October 2010 in Chicago. The meeting was the Academy's first Joint Meeting with the Middle East Africa Council of Ophthalmology. As senior instructor of four 2010 AAO courses, Dr. Liss further established himself on a short list of worldwide leaders in the advancement of treatments for glaucoma and cataract.

Healing Hands in Haiti

Doctors, nurses and surgical technicians from the Hospital have been providing medical care to Haitians.

Even before the earthquake occurred, medical care was greatly needed. General

Surgeon George Trajtenberg, MD, (pictured on right)

traveled to Haiti in November 2009 and aided 210 patients, several months before the devastating January 2010 natural disaster. He was again instrumental in coordinating a subsequent post-earthquake medical trip. He considers the journeys as 'medicine with a purpose.'



Anesthesiologist Louis Boxer, MD, Surgical Technician Angela Evans and a team of seven traveled to Haiti in November 2010 to assist the residents trying to cope with not only the effects of the earthquake, but with wide-spread disease and poverty.

The medical team was greatly affected by their visits and astounded by the dire conditions to which Haitians are now accustomed. Most people living in Haiti are not afforded the medical luxuries that are typical in America, so what is seemingly standard medicine here, can have a profound, lasting impact on the lives of the Haitian people.

Cited for Excellence in Cardiology



MIAN A. JAN, MD, WITH HIS WIFE, AMBEREEN JAN, MD, COMMON PLEAS SENIOR JUDGE RONALD NAGLE AND SENATOR ANDY DINNIMAN

Cardiologist Mian A. Jan, MD, was awarded a citation, presented by Senator Andrew Dinniman at the Justice Center in West Chester. The Pennsylvania Senate honored him for his dedication and excellence in cardiology to the citizens of Pennsylvania. President of West Chester Cardiology, Dr. Jan is an interventional cardiologist and Chairman of the Department of Medicine. During the ceremony the County Commissioners and the U.S. House of Representatives also recognized him for his outstanding service to the community.

►► More at www.chestercountyhospital.org/synapse.

our new physicians

Atul Aggarwal, MD

Department of Radiology. Dr. Aggarwal graduated from the University of Connecticut School of Medicine, completed an internship at SUNY Upstate Medical University in New York, a residency at the University of Connecticut School of Medicine and Hartford Hospital and a fellowship at Harvard Medical School. Dr. Aggarwal is Board Certified in Radiology and is part of the Penn Radiology service at The Chester County Hospital.

Sajad Ahmad, MD



Department of Medicine, Section of Pulmonary Disease. Dr. Ahmad graduated

from Khyber Medical College in Pakistan, completed an internship and residency at Pennsylvania Hospital and a fellowship at UMDNJ-Robert Wood Johnson Medical School in New Jersey. Dr. Ahmad is Board Certified in Pulmonary Disease and Critical Care Medicine and has joined Pulmonary Critical Care and Sleep Associates.

Irina Burd, MD

Department of OB/GYN, Section of Maternal Fetal Medicine. Dr. Burd graduated from UMDNJ-Robert Wood Johnson Medical School in New Jersey, completed a residency at Thomas Jefferson University Hospital and a fellowship at the Hospital of the University of Pennsylvania. Dr. Burd is part of the Penn Maternal Fetal Medicine service at The Chester County Hospital.

Alexandra Grulke, DPM



Department of Surgery, Section of Podiatry. Dr. Grulke graduated from Temple School of Podiatric Medicine and completed a residency at Temple

University Hospital. Dr. Grulke is Board Certified in Podiatric Surgery and has joined Podiatric Care Specialists, PC.



George Henry, MD

Department of OB/GYN. Dr. Henry graduated from Jefferson Medical College and completed a residency at Albert Einstein Medical Center. Dr. Henry is Board Certified in Obstetrics and Gynecology and is in practice with Dr. Richard Waters in Jennersville and Coatesville.

Christine Hill-Kayser, MD

Department of Radiology, Section of Radiation Oncology. Dr. Hill-Kayser graduated from the University of Pennsylvania School of Medicine, completed an internship at Albert Einstein Medical Center and a residency at the University of Pennsylvania. Dr. Hill-Kayser is part of the Penn Radiology service at The Chester County Hospital.

Ian Butler, MD

Department of Medicine, Section of Critical Care Medicine. Dr. Butler graduated from the University of Michigan Medical School and completed an internship, residency and fellowship at Cooper University Hospital in New Jersey. Dr. Butler has joined Chester County Critical Care Medical Associates.

Kathy Keller, MD

Department of Radiology. Dr. Keller graduated from the State University of New York in Stony Brook and completed an internship and residency at Eastern Virginia Medical School as well as a residency at Santa Clara Valley Medical Center in California. Dr. Keller is Board Certified in Radiology and is part of the Penn Radiology service at The Chester County Hospital.

Deborah Driscoll, MD

Department of OB/GYN, Section of Maternal Fetal Medicine. Dr. Driscoll graduated from New York University School of Medicine, and completed an internship, residency and fellowship at the Hospital of the University of Pennsylvania. Dr. Driscoll is Board Certified in Medical Genetics and is part of the Penn Maternal Fetal Medicine service at The Chester County Hospital.

Christine Lamoureux, MD

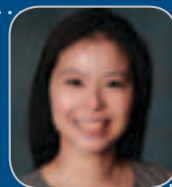
Department of Radiology. Dr. Lamoureux graduated from the University of Vermont College of Medicine, completed an internship and residency at the University of Colorado School of Medicine and a fellowship at the University of California San Diego Medical Center. Dr. Lamoureux is Board Certified in Radiology and is part of the Penn Radiology service at The Chester County Hospital.

Michael Mennuti, MD

Department of OB/GYN, Section of Maternal Fetal Medicine. Dr. Mennuti graduated from Georgetown University School of Medicine in Washington, DC, completed an internship at Georgetown, and a residency and fellowship at the Hospital of the University of Pennsylvania. Dr. Mennuti is Board Certified in Medical Genetics and is part of the Penn Maternal Fetal Medicine service at The Chester County Hospital.

Merrill Solan, MD, Department of Radiology, Section of Radiation Oncology. Dr. Solan graduated from Albany Medical College in New York, and completed an internship at NYU-Bellevue Hospital and a residency at Thomas Jefferson University and Montefiore Hospital and Medical Center in New York where she also completed a fellowship. Dr. Solan is Board Certified in Radiology and is part of the Penn Radiology service at The Chester County Hospital.

Shirley Shih, MD



Department of Surgery, Section of Colon and Rectal Surgery.

Dr. Shih graduated from Albany Medical College in New York, completed a residency at George Washington University Hospital, and Colon and Rectal Surgery research and clinical fellowships at the Cleveland Clinic in Florida and Indiana University, respectively. Dr. Shih is Board Certified in General Surgery and has joined Colon & Rectal Surgery, Ltd.

Richard Waters, DO

Department of OB/GYN. Dr. Waters graduated from the Philadelphia College of Osteopathic Medicine where he also completed his residency. Dr. Waters is in practice with Dr. George Henry in Jennersville and Coatesville.



Ilene Wong, MD

Department of Surgery, Section of Urology. Dr. Wong graduated from Yale University School of Medicine and completed a residency at Stanford School of Medicine in California. Dr. Wong has joined Urology Center of Chester County.

AFFILIATE STAFF

Stacey Kuhns, MD,



Department of Family Medicine. Dr. Kuhns graduated from Hahnemann University School of Medicine, and completed an internship and residency at York Hospital. Dr. Kuhns is Board Certified in Family Medicine and has joined Whiteland Medical Associates for Progressive Health.

These physicians hold Medical Staff privileges at The Chester County Hospital but they are not necessarily employees of The Chester County Hospital and Health System.

►► To find a Doctor, call
610.738.2300, or search online at www.chestercountyhospital.org/synapse.



> > SAVING LIVES EVERY DAY
WITH ADVANCED
CRITICAL CARE

the intensivist model

No one wants to imagine what it would be like to be seriously ill enough to be admitted to an Intensive Care Unit (ICU). But, in a life-threatening situation, we all want the reassurance of knowing that the very best and most advanced critical care services are available nearby. Every day, countless lives depend on the services and clinical teams working in the ICUs of local hospitals across the country.

The Chester County Hospital has dedicated itself to providing the most effective and efficient care possible for critically ill patients. The Hospital's 14-bed Intensive Care Unit houses state-of-the-art medical equipment specifically designed for the care of critically ill or injured patients. In addition to the latest technologies, the Hospital's ICU utilizes a team approach led by Intensivists – board-certified physicians who specialize in critical care medicine. These specialists evaluate and manage the care of the patients in the ICU.

Although the Intensivist-led model has fast become the “gold standard” for critical care in the United States, only a few suburban hospitals across the country currently offer this level of service. Many use a “virtual” intensivist model instead, where the specialist is consulting remotely via teleconference technology and is not at the bedside. The Chester County Hospital has four intensivists on staff – with round-the-clock onsite coverage.

Recent research shows that nationwide 30% of all hospital deaths and 40% of all ICU deaths could be avoided by increasing the number of ICUs managed by Intensivists. These crucial findings come from the Leapfrog Group, a consortium of large healthcare purchasers who came together to initiate breakthroughs in safety and the overall value of healthcare for consumers.

“Very few ICUs meet Leapfrog’s intensivist standard. We do,” explains Donald Emery, MD, Critical Care Medicine. “I don’t know of any other community-based medical facility in the local region where critically ill patients have a board-certified intensivist at their bedside within minutes of arriving at the Hospital. We have actually been able to accomplish this at The Chester County Hospital, and that is distinctly unusual compared to other hospitals our size.”

▲ DURING ICU ROUNDS, DR. DONALD EMERY AND MEMBERS OF THE ICU TEAM – (FROM LEFT) KRISTEN SHIBAN, CRNP, MINNIE ABRAHAM, CRNP AND RENEE GIOMETTI, MD – DISCUSS TREATMENT OPTIONS FOR A PATIENT.

“WHAT WE ARE ABLE
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The Hospital's ICU team also includes Critical Care Nurse Practitioners, another unusual bonus. "With Intensivists and Nurse Practitioners on the ICU team, our nurses have two different layers of medical resources," says Suzanne Henrick, RN, MPH, CCRN, Director of Critical Care. "It is collaborative care, implemented and directed by our Intensivists with Nurse Practitioners monitoring the patient's care."

In addition, this collective approach brings together representatives from all the other necessary medical disciplines across the Hospital to ensure that every need is identified and met quickly and effectively. A multidisciplinary team makes daily rounds to each patient's bedside to plan short- and long-term goals. According to Dr. Emery, this includes reviewing every aspect of care and revising treatment as needed per each patient's present condition and his or her response to treatments.

The Unit maintains a desirable nurse-to-patient ratio of one nurse caring for one or two patients. All nurses are highly trained and experienced with the latest critical care treatments, protocols and technologies. "We have a unit-based educator to keep nurses aware of all advances in the field," says Evelyn Easter, RN, BSN, CCRN, Clinical Manager. "And, our new nurses go through an intensive six-month orientation, with a seasoned nurse by

their side at all times."

There have been many advances made in critical care medicine over recent years. While other general hospitals are struggling to keep up, The Chester County Hospital has made it a priority to be on top of these changes. It offers an advanced hypothermia therapy program, bedside ultrasounds to reduce the initial and frequent need for patient transport to radiology, and life-saving protocols for patients with sepsis (a severe illness in which bacteria overwhelms the bloodstream).

"The success of our program really depends upon everyone being on the same page and sharing the same vision," notes Dr. Emery. "At all levels of the Hospital, the vision has always been 'what can we do to make this a better Hospital for the citizens of this community.' Our Hospital administrators recognize the value of having a strong ICU team and provide us the tools we need."

Henrick adds, "What we are able to offer in our ICU is amazing, and far beyond what is routinely found in a community-based hospital. We have everything in place to help people experiencing the most difficult circumstances. And, we are able to save lives every day because of it."

*Story by Beth Eburn,
Photos by Sarah Bones*

DR. JOHN WANG CONDUCTS A BED-
SIDE ULTRASOUND IN THE ICU WHILE
MANAGING PATIENT CARE WITH TEAM
MEMBERS JOHN ROBERTS MD,
SUSAN SAVINI, CRNP, AND
JUNE RICKERS, RN CCRN.



target : cancer

GIFTED ECLIPSE SYSTEM ADVANCES RADIATION ONCOLOGY TREATMENT PLANNING

The adoption of a proven medical technology is transforming the way patients with cancer receive radiation oncology treatment at The Chester County Hospital. The enhanced technology is allowing doctors to create more sophisticated and efficient treatment plans.

disease site with greater beam mapping, and processing speed.

Before the Eclipse System, a complex plan may have taken several days or weeks to complete. With Eclipse, the physicians can typically obtain a conformal plan in a day or less.

Dr. Siegal adds, "It allows us to evaluate several beam options for treatment at one time, thereby allowing us a better choice among plans."

To use the system, a patient first undergoes the doctor-ordered Computed Tomography (CT) simulation to create a custom body immobilization template so the patient lays in the exact

The system allows clinicians to make real-time decisions and reduce the time for planning by more than 50%.

treatment position for all subsequent radiation deliveries. The Simulation CT images are then transferred into the Eclipse, which produces a 3-D representation of the patient's anatomy and tumor volume.

Medical Physicist, Andre Kalend, PhD, explains, "We use this 3-D imaging of the patient to orient individual radiation treatment beams, optimally. Then, we tailor the size of each beam's treatment area, so that the port is tightly bound to conform to the shape of the tumor. This improves our ability to exclude healthy, non-cancerous tissues surrounding the tumor."

Another benefit of Eclipse is its ability to allow dosimetrists to run simultaneous treatment dose plans of the patient. The multi-tasking process in Eclipse reduces the number of days it takes to compute doses, one plan at a time. The process has quickened the pace of patients' dose plans reviews and the scheduling of their treatment deliveries.

The Eclipse System at the Hospital is identical to the treatment planning system at the Hospital of the University of



DOSIMETRIST EILEEN MCDEVITT, RT(T), CMD (FOREGROUND) REVIEWS A TREATMENT PLAN FOR A PATIENT WITH CANCER.

"We are thrilled the Hospital purchased the Eclipse Treatment Planning System," says Ann Marie Siegal, MD, Radiation Oncologist. "Eclipse has significantly improved our ability to create treatment plans for patients in a more timely manner."

Produced by Varian Medical Systems, Eclipse is a comprehensive hardware/software system that simplifies the treatment planning for radiation oncology patients. Eclipse's advanced technology allows physicians, physicists and dosimetrists (clinicians who generate radiation dose distributions) to create and select the best treatment beam options for their patients. It enables clinicians to customize a plan to the individual

pledge of hope...

The Eclipse Treatment Planning System was a generous gift to the Hospital from the Women's Auxiliary. A 400-member service organization with 11 branches throughout the county, the Auxiliary raises funds for the Hospital by hosting social events and managing several retail shop locations.

"Our only focus is The Chester County Hospital and fundraising for it. We raise a significant amount of money each year, and we always look to giving that money to the Hospital's greatest need," says Mary Harris, President of the Women's Auxiliary.

A little more than a year ago, the Auxiliary was presented with the opportunity to raise \$400,000 to purchase the Eclipse Treatment Planning System for Radiation Oncology.

"We learned the Eclipse System was needed," Harris says. "Our Auxiliary Board agreed that this was a project we should embrace because of its immediate impact on patients. If people were going to give a lot of their time and effort, we wanted it to be for a great cause."

Always ready to rise to the challenge, Harris says, "Once we establish our commitment, that's where our money goes until we reach the target dollar amount." It took the Auxiliary about one year to raise the funds, thanks to sponsors, donors and guests of the annual Auxiliary events, plus customers who support the Auxiliary-managed Gift Shop at the Hospital and the Encore Shop in Kennett Square.

"It was exciting for us to be able to give Eclipse to the Hospital," Harris shares. "The system came in immediately. We knew within a month, how dramatic of an impact it was having."

The Auxiliary is now fundraising to purchase new monitoring equipment for the Emergency Department. And given its track record, there is no doubt that these ambitious volunteers will reach their goal in no time at all.



PICTURED FROM LEFT: MEDICAL PHYSICIST ANDRE KALEND, PHD; ANN MARIE SIEGAL, MD, RADIATION ONCOLOGIST.

Pennsylvania (HUP), which is especially beneficial for patients needing proton treatment boosts. HUP and Chester County Hospital physicians are fully networked to view the patient's current Diagnostic MRI, PET and Therapy 3-D CT images including treatment dose distributions. The cohesiveness and compatibility between the two treatment systems allows for seamless medical information communication between the two institutions. This is particularly useful for complex cancer cases, which necessitates physicians and physicists at Penn and the Hospital to work as a team to obtain the best treatment plan for the patient.

The Hospital's Radiation Oncology Department is a member of the Penn Cancer Network, making it part of a select group of local hospitals collaborating in advanced multiple modality Radiotherapy and multi-disciplinary Oncology with Penn's Abramson Cancer Center.

►► More at www.chestercountyhospital.org/synapse.

Story by Lauren C. McCormack,
Photos by Rick Davis

WOMEN'S AUXILIARY LEADERSHIP PRESENTS THEIR GIFT TO H.L. PERRY PEPPER.



Knitting & Crocheting Volunteers

Once a month, a group of talented yarnmasters gather to create beautiful knitted and crocheted items for Hospital patients. The group specializes in baby hats, chemo caps, NICU "love" squares, pink breast cancer awareness scarves and red cardiovascular health scarves. These handmade creations bring comfort and support to the patients while allowing the volunteers to directly contribute to their well being. Cynthia Brown, Breast Cancer Nurse Navigator, recently thanked the volunteers for "the time, dedication and love that has gone into making the pink scarves for the breast cancer patients." The Volunteer Department is proud to host the monthly knit/crochet tea on the second Thursday of each month. Patterns for scarves, baby hats and chemo caps are available in Volunteer Services and new knitters and crocheters are welcome. To join the group call 610.431.5191.

news makers



Honoring Christopher



Yarnmasters!

Physical Rehabilitation Department Receives Generous Endowment Gift

Mr. and Mrs. Joseph Koczur have made a generous donation to The Chester County Hospital Foundation establishing an endowment fund in memory of their son, Christopher M. Koczur, MPT, to be used for educational and training expenses of therapists in the Physical Rehabilitation Department. In gratitude for their support, The Center for Physical Rehabilitation and Sports Medicine is memorializing Christopher by dedicating the Physical Therapy Conference Room in his name. Chris made a significant impact on his physical therapy patients, co-workers, and the community. Mr. and Mrs. Koczur's gift will likewise have a significant impact on our current and future therapists, as well as our patients. We are also fortunate that Mr. Koczur is one of our dedicated Hospital volunteers.

Whiskers Fly in Support of Local Cancer Care

Saturday, March 26 was a blustery day outside, but inside the Side Bar and Restaurant the atmosphere was warm as patrons enjoyed the "Side Bar Shave Off for SHiNE" fundraiser. Side Bar bartenders and regulars grew their beards for months, and then decided to put their beards to good use and raise funds to help those in our area that are fighting cancer.

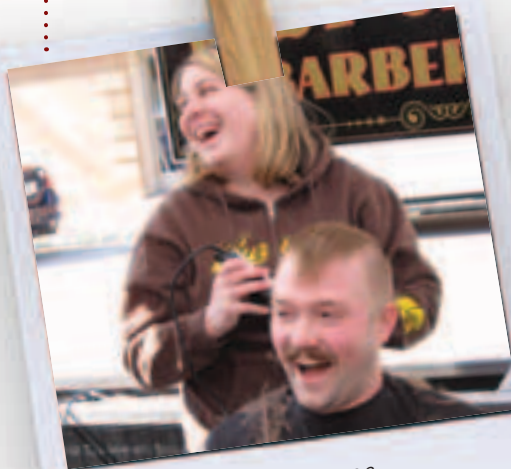
Funds were donated to SHiNE, a volunteer group that assists with prescriptions, transportation and various therapies, as well as funding a cancer care coordinator at The Cancer Program of The Chester County Hospital. Side Bar friends enjoyed a festive afternoon while the bearded participants received their new clean-shaven looks. The 'Shave Off for SHiNE' raised \$4,400 for Chester County cancer patients.



Happy Anniversary Girl Scouts!

Girl Scouts Present Gift to 'Future Girl Scout'

Early March marked the 99th anniversary of the Girl Scouts. In its honor, members of Cadette Troop 4597 of the Huntfield Service Unit of Girl Scouts Eastern Pennsylvania created a Girl Scout-themed basket containing baby items and cookies to a 'future Girl Scout' born at The Chester County Hospital during the celebration week. The Girl Scouts were started by Juliette Gordon Low, and coincidentally, the baby girl selected to receive the basket was also named Julie. The Huntfield Service Unit encompasses parts of the West Chester area, with 50 troops and more than 515 members. *Girl Scouts (from left) Laura Higbee, Joanna Skros, Laura Lucarelli and Elizabeth Krause - seventh graders from St. Maximilian Kolbe - visited one-day-old Julie, and parents Kelley Burnett and Michael Mahon, at the Hospital to present her with the special basket.*



Shaving it off



Slainte

Green for a Day! Grateful for Life!

The Greystone Branch of the Women's Auxiliary hosted its sixth annual St. Patty's Day Beef · Beer · Boogie on March 19 to celebrate St. Patrick's Day. Green-adorned guests enjoyed the "beef" and a dinner buffet, the "beer" and, of course boogied on down to the music of The Highballs. In addition, the event boasted a silent auction, which included a vacation in Ireland, golf at local private country clubs, a gourmet dinner for eight, and more. Proceeds from the Beef · Beer · Boogie support the Auxiliary's Gift of Time campaign, which will finance the purchase of the most advanced monitoring system for the Emergency Department. This equipment will help the Emergency Department personnel treat medical emergencies more quickly and accurately, saving precious time so they can save not just your life, but your quality of life. *Pictured: Cheryl Hoyt, Mimi Colaprete, Sue Shafer, Kate Donegan, Jeanne Reith*

REMEMBERING “SIS”

Harriet Ash Whittaker 1.24.1940 – 9.30.2010



Living a “full life” can mean different things to different people. There is no denying that the late Sis Whittaker lived a full life. She filled it with things that meant a lot to her, and she poured herself into those passions with her time and energy. Sis’s much-cherished family was at the top of her list, followed closely by The Chester County Hospital.

“Sis truly loved The Chester County Hospital. She did everything she could for the Hospital, both personally and financially,” said Dianne Vaughan, Sis’s dear friend. “And spending her last days there did make her happy. She was somewhere she loved, surrounded by people she loved.”

The late Harriet Ash Whittaker, known to all as “Sis,” began volunteering at the Hospital in the 1950s as a teenager helping her mother behind the counter of the Hospital snack bar. Since then, Sis has given her time, energy and love to the Hospital in many ways.

She served as President and Business Manager of the Hospital’s Women’s Auxiliary. She volunteered in the Gift Shop and was one of the driving forces behind October’s popular and always well-attended Chester County Day, the oldest house tour in the nation. She also gave a great deal of her time and energy to the Diabetes Self-Management Program, where she provided office support. Sis was proud to represent “consumers” among the medical professionals on the Diabetes Outpatient

Program Advisory Committee.

Having lived more than a half century with diabetes, she was committed to improving the lives of other people also living with the disease. “Sis knew how to self manage her diabetes successfully. She kept up with all the latest technologies, even wearing an insulin pump,” said Michele Francis, Manager of Diabetes and Nutrition Education. “Technology did not scare Sis; she used it as a tool to help her control her disease.”

Supporting the diabetes program with her time allowed Sis to keep other people informed. The program offers classes teaching individuals how to self-manage diabetes with proper nutrition, carbohydrate counting, medication, exercise, and home blood-sugar testing. Recognized for excellence by the American Association of Diabetes Educators, it is one of the most comprehensive diabetes instructional programs in the region.

Sis’s exceptional advocacy of the program inspired the Hospital to establish the annual “Whittaker Award” in 2003, presented each year to an individual who has made a difference in the lives of people with diabetes. As the Award’s namesake and inaugural recipient, Sis was always on hand each November to help bestow the recognition upon subsequent recipients.

True to her compassionate nature, the Hospital learned that Sis generously bequeathed \$50,000 to the Diabetes Self-Management Program so that it can continue to assist so many people living with diabetes.

“It was hard to give out the Whittaker Award without Sis this year, but we all felt her presence,” said Michele. “Sis was one in a million, and the positive impact she had on our program, the Hospital, and the lives of so many people continues to be really amazing. We are so grateful to her.”

Story by Beth Eburn

< THE 2011 PARKWAY DASH4DIABETES WAS DEDICATED TO SIS.

►► More at www.chester-countyhospital.org/synapse.

Nutrition & Weight Management



What is good nutrition?

For most people that is a hard question to answer. You can find weight management and nutritional advice on the Internet, on television and in bookstores, but sorting through it all leaves many people frustrated and confused. The best weight management and nutrition programs are specifically tailored to your nutritional, physical and lifestyle needs. Yet evaluating which diets would best compliment your needs can be difficult. That is where The Chester County Hospital can help.

Nationally credentialed and licensed by the state of Pennsylvania, all of our dietitians have completed advanced training in their fields. They have extensive experience handling complicated, critical issues like weight management and nutrition concerns facing renal, gastrointestinal, cardiac and pediatric patients as well as those with diabetes.

Whether you have a chronic health condition or want to improve your eating habits for your own personal and physical well-being, we have the expertise and the programs in place to help you.



BY APPOINTMENT

Nutrition Counseling

Individual nutrition counseling is ideal for those facing specific dietary needs and/or health issues and provides the education and motivation you need to reach your goals. Call 610.738.2835 to schedule an appointment.

SERIES

Healthy Steps to a Healthy Weight

A 12-week weight management program that teaches the tools to lose weight by developing healthy habits for a lifetime. The program includes individual nutrition feedback and a weekly fitness plan.

Weight Matters

This eight-week program helps participants to quickly focus on evidence-based success strategies to help with weight loss, weight maintenance and overall health.

Why Weight? Get Help Losing Those Pregnancy Pounds

Through this eight-week program, new moms can get tips for healthy eating, safe post-partum exercises, and other strategies for weight loss both online and in-person.

WORKSHOPS

Reversing Pre-Diabetes

This two-hour program will help you learn more about pre-diabetes and give you the tools to change your lifestyle and reduce your risk of developing Type 2 diabetes.

Supermarket Tour

Tour the supermarket with a registered dietitian and learn how to interpret the nutrition label to make healthy decisions about the maze of products available.



▶▶▶▶ NEW! You can either register online at www.chestercountyhospital.org/synapse or call 610.738.2300, except where noted.

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^ Christopher Ware, MD,
Emergency Medicine

To learn more about *synapse*, simply use your smart phone to scan this QR code. If you need the app, download it at www.scanlife.com

