

foundation focus

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A Companion for
Grieving Children, Teens
and Their Families



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Community
Honors Doctors
with Thanks
and Donations



Only Six Months Until the Grand Opening Tours & Events!

CONSTRUCTION AT WILLIAMSPORT REGIONAL MEDICAL CENTER



CONSTRUCTION AT DIVINE PROVIDENCE HOSPITAL



The lobby at Divine Providence Hospital



Kathryn Candor Lundy Breast Health Center relocating to the first floor of Divine Providence Hospital



**OPEN
HOUSE**

Kathryn Candor Lundy Breast Health Center
SEPTEMBER 18 FROM NOON TO 2 pm

CONSTRUCTION AT MUNCY VALLEY HOSPITAL



Interior construction at Muncy Valley Hospital



Muncy Valley Hospital multi-story addition



Upper level of Muncy Valley Hospital addition

**OPEN
HOUSE**

Muncy Valley Hospital In-Patient Rehab and Skilled Nursing Unit Expansion
OCTOBER 23 FROM 2 TO 4 pm

With four children at home, **Annette Frontz** eagerly anticipated the arrival of twins following a scheduled induction of labor at The Birthplace™ at Williamsport Regional Medical Center on November 23, 2010. Although Annette was short of breath, her vaginal delivery, coached by her husband, **Pastor Chip Frontz**, and her midwife, **Heather McLaughlin, RN/CNM**, was fairly routine. Just after they welcomed Matthew and Molly into the world, events took a dramatic turn.



MENDING A

Mother's Heart

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Annette began hemorrhaging, and **Dr. Charles Lamade** rushed her to the operating room for an intervention to stop the bleeding.

When Annette's breathing difficulties worsened, **Dr. Marius Figueredo**, who assisted with the emergency surgery, stabilized and intubated her. Annette was sedated and transferred to the ICU, where **Dr. Robert Trautwein** diagnosed her with peripartum cardiomyopathy (PPCM), an extremely rare and potentially life-threatening form of heart failure that occurs during or following pregnancy.

"I tell people everything went wrong in the best possible way," says Annette. "I was with the right caregivers at the right time. They listened to me, observed my symptoms and were able to diagnose and treat me."

As Annette received lifesaving care, the twins' needs were carefully met.

"I was with the right caregivers at the right time. They listened to me, observed my symptoms and were able to diagnose and treat me."

ANNETTE FRONTZ

Lactation Consultant **Lisa McCloskey**, RN, BSN, IBCLC, initiated cooperative efforts between The Birthplace team and the ICU team, laying the foundation to fulfill Annette's desire to breastfeed the twins.

"In the midst of a crisis, we had health professionals willing to take our lifestyle and the way we wanted to parent into account. We trusted them, and they made it work," says Chip.

While Annette remained sedated, staff brought the babies to her so they could have skin-to-skin contact and physically connect with their mother. ICU staff members learned to pump Annette's breasts to stimulate milk production. At the request of the family, the team at The Birthplace initially fed the babies with cup and syringe, preparing them for an easy transition to breastfeeding, and only switched to bottles of formula when the babies' bilirubin levels became too high.

Annette was brought out of sedation and extubated on November 25, Thanksgiving Day. As she recovered, she was transferred to 4 East, the cardiac monitoring unit, and nursed back to health through two recurrences of congestive heart failure. Throughout the

family's sometimes frightening and often challenging ordeal, Annette and Chip were thankful not only for the support of the medical staff but also for the care and compassion they received from Susquehanna Health chaplains **Pastor Steve Haupt** and **Father Fidelis Ekemgba**.

A steady stream of visits from nurses and midwives also kept Annette's spirits high. And staff continued bringing the

babies for visits and assisting with pumping.

"This was definitely out of their comfort zone. What they did and how they worked as a team was so extraordinary. And they did it with such grace. We would say thank you, and they were so matter-of-fact about it," says Annette.

"This was so unlike any of our previous birth experiences," she continued. "Normally we're with our babies from the moment they're born. But when we couldn't be, so many staff members stepped in, even staying after a shift to sit with me so I could be with the babies...it was comforting to have such trust in the hospital and to feel like the twins were being nurtured by lots of mamas."

After eight days in the hospital, Annette returned home to her family. Within two weeks Molly and Matthew were breastfeeding exclusively, and with the help of family, friends and parishioners from their church, Annette was back to homeschooling her older children.

Six months after her hospitalization, Annette's heart has nearly regained its normal function. Her condition is closely monitored by her primary care physician, **Dr. Rosemary Wiegand**, of Susquehanna Health Medical Group, in





"The staff did exactly the right things in the right order, and showed such obvious concern for Annette and our family. Their professionalism and teamwork led to the best possible outcome."

CHIP FRONTZ

conjunction with Dr. Trautwein and his team at the Heart & Vascular Institute.

Annette is also participating in a PPCM research program at Hershey Medical Center. Her continuing recovery is the result of the rapid diagnosis and intervention of the doctors and nurses at Williamsport Regional Medical Center.

The twins are thriving, crawling and developing distinct little personalities. Annette credits their good health to the devotion and care they received from staff who went out of their way to give them the best possible start.

"Everything broke the right way for us," Chip says. "The staff did exactly the right things in the right order, and showed such obvious concern for Annette and our family. Their professionalism and teamwork led to the best possible outcome. We are so grateful to God for their skills and their care."

"It would be all too easy to take these things for granted or as something that is due to us, but it is a gift from God from the hands of so many who work for Susquehanna Health," Chip says. "The care that was lavished upon Annette, Matthew, Molly and our entire family was more than the sum of its parts. There is no compensation, financial or otherwise, that could possibly represent what we owe to those who cared for us over those eight days."

About Peripartum Cardiomyopathy (PPCM)

Peripartum Cardiomyopathy (PPCM) is a life-threatening condition that weakens a mother's heart during the final month of pregnancy or within five months after the baby's birth. It's a form of heart failure that if allowed to advance can permanently damage the heart and cause failure of other organs.

PPCM is a relatively rare condition in the United States that, until recently, has not received much study. It is estimated to occur in 1 to 2,000-4,000 pregnancies.

There is no known cause for PPCM. The condition can affect women of all ages and races even if they have no history of heart disease or have had previous healthy pregnancies. PPCM can occur whether a mom is carrying one or more babies.

Unfortunately, PPCM is often overlooked because its symptoms are easily explained away by pregnancy. Symptoms include:

- Difficulty breathing
- Swelling
- Cough
- Frequent night-time urination
- Excessive weight gain during the last month of pregnancy
- Palpitations
- Chest pain

PPCM is treatable. Early detection provides the best chance of complete recovery. You can learn more about the condition, what symptoms to watch for and take a simple quiz to determine if you need additional testing for PPCM at www.amothersheart.org

A relaxed, comfortable space where new beginnings will be shared by families. New mothers bonding with their little miracles as they receive spa-like pampering. A room with a view, overlooking the mountains of central Pennsylvania. That's our vision for a new maternity unit. You can help us make it a reality.



Giving Life to The Birthplace™

The Birthplace, which serves more than 5,000 patients each year, is being constructed within the new Patient Tower. Recognizing that geographic separation of services was creating inefficiencies for caregivers and that the outdated décor and lack of amenities in the current Birthplace are impacting physician recruitment and patient choices to use the facility, Susquehanna Health leaders moved this additional project forward.

The freshly designed center will incorporate state-of-the-art technology in a beautifully appointed healing environment that includes private Labor and Delivery rooms, well-baby nursery, Level II nursery and comfortable, private postpartum rooms that promote family bonding and space for patient and family education. Based on patient input, each postpartum room will have flat-screen televisions, DVD players, mini-refrigerators, a comfortable sleep space for new fathers/mother's support person and pampering toiletries for mom.

"We know this will be a pleasing environment for our patients and their families," says **Patricia Miller**, BSN, RNC, NE-BC, Manager of Patient Care, The Birthplace and Pediatrics. "The physical amenities are an enhancement to the outstanding care we provide to support our new moms while in our care and beyond."

Designed to incorporate the most efficient and effective caregiving practices, the rooms will feature caregiver zones with decentralized nursing work areas positioned outside every two patient rooms so nursing can quickly meet patient needs. Nursing documentation and medication administration, using barcode technology for safety, will occur at the bedside using in-room computers and scanners.

"The physical amenities are an enhancement to the outstanding care we provide to support our new moms while in our care and beyond."

PATRICIA MILLER,
BSN, RNC, NE-BC, MANAGER OF PATIENT CARE

Highlights of the new Birthplace

opening in Summer 2012

- » 6 Labor and Delivery rooms
- » 1 operating room with a 2-bed recovery area
- » 5 antenatal testing beds
- » 15-bed Newborn Nursery
- » 5-bed Level II Nursery (accommodates babies from 32 weeks' gestation and up)
- » 18 private Postpartum rooms with family zones featuring:
 - Flat-screen televisions
 - DVD players
 - Mini-refrigerators
 - Sleep space for support person
 - Additional amenities
- » Patient and family education area

Susquehanna Health's superior breastfeeding support will continue in the new space with in-hospital visits from the lactation team as well as outpatient lactation consults available post-discharge. The New Mothers Support Group, facilitated by a lactation consultant, will also continue providing new moms opportunities to network and ask breastfeeding questions.

In addition to promoting efficiency, communication and teamwork, the new Birthplace will exploit spectacular views of mountains from patient windows and features a glass wall overlooking a two-and-a-half-story atrium. Popular celebration meals will continue in the new space and be enhanced by many of the additional amenities that will improve the patient experience.

You can help

There's still time to make a contribution to support this outstanding service for our community. If you'd like to help The Birthplace by making a donation, please contact Susquehanna Health Foundation at **(570) 320-7460**, use the enclosed envelope or donate online at

SusquehannaHealth.org/Donate



Colorful murals depicting children's storybooks and an assortment of toys help put children at ease while waiting for surgery at Divine Providence Hospital.



Donors Bring Smiles to Children

Those are just a few of the touches added to the new Same Day Surgical Suite thanks to the Signature contribution of **Dr. George and Shirley Durrwachter**.

"As an orthodontist, my husband worked with children for his entire career, plus all of our children were born at Williamsport Regional Medical Center, so we were hoping our gift could benefit children in some way," says Shirley.

Because children are the largest population served in the same day unit, staff welcomed the opportunity to make the environment more inviting for children and their parents.

"Everything we do is focused on improving the overall patient experience, and these upgrades go a long way in creating a calming, healing environment. To a child it looks like a fun place to be rather than a sterile, hospital-like setting, which helps decrease their anxiety," says **Michelle Gaida**, MHA, BSN, RN, NE-BC, Administrative Director/Director of Nursing.

In addition to the murals and toys, funds provided new flooring and curtains in the pediatric patient recovery rooms in Same Day Surgical Services as well as child-oriented photography by Terry

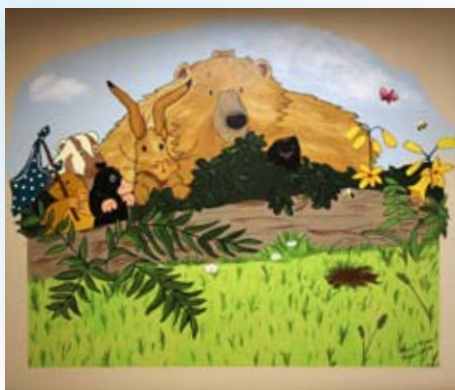
Wild for the private pediatric waiting rooms within the Operating Room Suite. Staff also purchased a generous supply of children's books; one is given to each child to take home following surgery.

"This is truly a unique and fun concept that shows parents and children the extra level of caring that the staff has here," says Shirley. "As soon as a family comes in they have these wonderful, cheery murals to talk about to take their minds off the procedure. It really enhances the unit and the hospital."



A renovation of the Same Day unit last fall completely modernized the space to create a focus on healing through calming colors and amenities for patients. The unit performs more than 2,000 minimally invasive procedures annually with services including:

- Breast surgery
- General surgery—minimally invasive laparoscopic hernia repair, gallbladder
- Gynecology—minimally invasive
- Orthopedics—minimally invasive
- Pain Management services
- Pediatric and adult ear, nose and throat
- Plastic surgery
- Transfusion and Infusion
- Urology and lithotripsy for kidney stones



The Donor REPORT

In January 2008, we reorganized our giving levels to recognize our donors beginning with the Capital Campaign. In the next several pages you will find the categories and their brief descriptions as well as the giving levels within each category. **Donors are listed through April 30, 2011.**

SIGNATURE GIFTS

Signature Gifts recognizes individuals and businesses who make a commitment to Susquehanna Health by making a gift of \$100,000 or greater.

Signature Gifts Members

\$1,000,000+

Dr. and Mrs. Francis M. Powers Jr.
The Donald B. and Dorothy L. Stabler Foundation

\$500,000–\$999,999

Divine Providence Hospital Auxiliary
Ann R. Lamade
Muncy Valley Health Care Foundation
Barbara W. Taber
Williamsport Lycoming Community Foundation

\$250,000–\$499,999

Robert W. Beiter
Elizabeth K. Frederick Estate
The Klingerman Family
John & Carol Savoy and John Savoy & Son, Inc.
The Williamsport Hospital Auxiliary
Verizon Wireless

\$100,000–\$249,999

Anonymous
Larry Allison, Larry Allison Jr., Allison Crane & Rigging
Anesthesia Associates of Williamsport
AutoTrakk, LLC
Tim and Ruthanne Crotty of Susquehanna Supply, Co.
George and Shirley Durrwachter
Bill & Mary Fish, Brent & Daria Fish, of Fish Real Estate
Anita Gibbons, Patrick and Trisha Marty, and J B Gibbons Construction, Inc.
Steven and Mary Ann Johnson
Rosalie F. Kaleda
John C. and Linda S. D. Lundy
M&T Bank
Bill and Lorraine Manos Foundation/
Fairfield Auto Group

Richard D. and Sylvia R. Mase
Robert and Judy More
The Muncy Bank & Trust Company
Muncy Valley Hospital Auxiliary
PRIMUS Technologies Corp.
Dr. and Mrs. Rodwan and Zokaa Rajjoub
Reynolds Iron Works, Inc.
Silvertip, Inc.
Albert and Judy Styrcula
George James Tsunis
Weisel Family Trust
Wolyniec Construction, Inc.
John and Sue Young and Young Industries

Midwife's gift helps establish scholarship for nurses



When **Rosalie Kaleda**, CNM, came to Williamsport as a nurse midwife in 1979, she was one of just a few advanced practice nurses in the area.

Although there are more today, Rosalie predicts even more advanced practice nurses, such as certified nurse midwives and certified nurse practitioners, will be

commitment as well as the potential strain it can create for a family," says Rosalie. "By helping to ease the financial burden for nurses who want to go and

early babies, now grown up, with delivering their own babies. While earning the privilege to practice to her capability was a struggle at times, Rosalie credits the physicians in her practice, including **Drs. Nelson, Hipple** and **Cooper**, with having the vision to bring her to the community and for always being there to back her up.

"I think this scholarship, with the structure and support of the health system, will help our community gain more nurse leaders who can work in partnership with physicians and other health professionals to assure a high level of care."

ROSALIE KALEDA, CNM

needed due to changes stemming from healthcare reform. Rosalie, who retired in 2003, is helping to fill the gap with an advanced practice nursing scholarship for Susquehanna Health employees.

"There are many challenges for a nurse who wants to go back for advanced training, such as finances and the time

get their advanced degree, I can give something back."

Rosalie feels fortunate to have enjoyed a long career in the community and is thankful to the many women who entrusted her to deliver their babies. She has even assisted some of those

"Today we need more leaders in nursing to help bridge the gap between healthcare supply and demand," says Rosalie. "I think this scholarship, with the structure and support of the health system, will help our community gain more nurse leaders who can work in partnership with physicians and other health professionals to assure a high level of care."

CORNERSTONE SOCIETY

The Cornerstone Society acknowledges individuals within the community who make a commitment between \$10,000 and \$99,999.

Cornerstone Society Members

\$75,000+

***John G. and Mabel M. Snowden
Memorial Fund***

\$50,000+

Neil and Karen Armstrong
Richard and Nancy DeWald
William Pickelner Estate
Anne L. Pikolas

\$25,000–\$49,999

Christian and Ashley DeWald
Norma B. Franzen
Daphne W. Hill
Michael and Barbara Hudock
Keith and Jennifer Kuzio
Mr. and Mrs. Chip Lamade
George and Elizabeth Logue
Don and Jen Lundy
Mr. and Mrs. Lester T. Mumford
Ralph and Frances Nardi
Birch and Annmarie Phillips
Charles and Mary Santangelo
Robert and Charlene Shangraw
The Staiman Families
Gregory and Mary Zeitler

\$15,000–\$24,999

R. Edward and
Linda Alberts and Family
Robert M. Barbour
Frank and Diane Brennan

Michael and Tera Bush
Ron and Jeanne DeFeo
Frani and Doug Doherty
Harold R. Drick
Susan and Charles Duchman
Mr. and Mrs. Jerry Falco
Herman and Molly Logue
Robert B. and Barbara A. Lytle
Glenn C. Mechling
Gary M. and Geneva Small Peck
Lucile W. Reynolds
Thomas J. Rider Trust
Donna E. Sayah

Thelma White

Michael D. and Mary B. Wolf

\$10,000–\$14,999

Anonymous (2)
Christine A. Ballard
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John L. Jr. and Sarah H.B. Bruch
Tom and Laurie Burkholder
Joseph and Patricia Carter
Steve and Ronna Cassotis
Anne E. Cranmer Estate
Robert P. and Linda H. Crockett
Candy and Steve Dewar
Fred M. and Shirley L. Dieffenbach
Allen E. and Catharine K. Ertel
Jo-Anne Fawcett Estate

Samuel and Patricia Fry
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Harold and Joyce Hershberger Jr.
Bill and Sharon Hoffmann
Michael and Lyneah Hudock
Joe Hume-Promotional Specialists
Paul A. Jarrett
Jones Charitable Foundation
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Andy and Brenda Nichols
George I. Rodgers II, CFP
Paul H. and Tacie E. Rooney Jr.
Frederic G. Sanford, MD
Elva M. Schmidt, RN
James and Debra Schneider
Peter and Linda Schultz
Rita and John Spangler
James and Monica Turri
Robert Schell Ulrich
Anthony H. Visco Jr.
Bob and Irenay Weaver
Marion Calvert Wright Estate
Ken and Stephanie Young

The Caduceus Society acknowledges physicians who make a commitment at the \$2,500 level or greater.

Caduceus Society Members

\$500,000+

Dr. and Mrs. Francis M. Powers Jr.

\$100,000–\$499,999

Anesthesia Associates of Williamsport
Dr. and Mrs. Rodwan and
Zokaa Rajjoub

\$50,000–\$99,999

Jean and John Burks
Dr. and Mrs. Hani J. Tuffaha

\$25,000–\$49,999

Dr. Ronald E. DiSimone
Dr. and Mrs. Daniel R. Gandy
Dr. Ted and Jane Larson Jr.
Dr. and Mrs. George A. Manchester
Drs. Timothy and Kathleen Pagana
Dr. and Mrs. Gordon A. Shaw
Susquehanna Urologic Associates

\$10,000–\$24,999


Dr. and Mrs. John C. Becker
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Christopher and Susan Branton
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Dr. and Mrs. Leonard R. Collins
Greg and Marilyn Frailey
Dr. and Mrs. Michael Hoffman
Dr. Renuka Kakarala and Dr. Sai B. Sajja
Dr. and Mrs. Charles D. Lamade
Dr. and Mrs. Donald J. Leathers
Dr. and Mrs. Albert G. Liddell
Dr. William C. and Beverly H. McCauley
Dr. and Mrs. David B. Nagel
Dr. and Mrs. Harshad Patel

Jim and Peg Redka
Dr. René and Diana Rigal
Dr. and Mrs. Warren L. Robinson
Keith and Pam Shenberger
Dr. and Mrs. Stephen Weber

\$2,500–\$9,999

Anonymous (2)
Dr. and Mrs. Carl R. Albright
Dr. and Mrs. David N. Ambrose
Charles and Karla Anderson
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Dr. and Mrs. Mark D. Beyer
Drs. David and Susan Borys
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Dr. and Mrs. Scott D. Croll
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Michael Marceau, MD
Dr. Thomas J. and Reverend Dr. Lois D. Martin
Dr. Naresh C. and Anita Nagpal
Dr. and Mrs. Alexander R. Nesbitt
Stuart M. Olinsky, MD
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Dr. and Mrs. Frank W. Parker
Dr. and Mrs. William J. Peck
Dr. Robert and the Reverend Christine Purcell
Dr. Christopher Reilly and Dr. Teresa Bianco
Dr. Mohammad Shafique
Dr. and Mrs. Sam F. Stea
Bernard and Sarah Steinbacher
Dr. Allan K. Stryker
Dr. Lawrence and Nancy Tomack
Dr. Peter and Rose Trevouledes
Dr. and Mrs. Thane N. Turner
Dr. and Mrs. Seth I. Weber
Rosemary Wiegand and Brett Homan
Dr. and Mrs. Daniel E. Wolfe
Edward G. Wyshock, MD



Stephanie Taggart says her world was shattered when her mother, **Debra Phillips**, died two years ago. The experience was devastating to Stephanie's sons, **Dylan**, 10, and **Tyler**, 8, too. Taking care of Debra alongside their mother had always been part of their lives. Although in failing health, she was the doting grandmother next door, ready to give art lessons or lead them in an adventure like making applesauce with apples from her farm.

Heartworks:

a companion for grieving children, teens and their families.

The impact was most apparent in Stephanie's older son, who began having trouble at school. Unsure of how to help her sons cope with their grief as her own heart was breaking, Stephanie looked for a bereavement program and was disappointed to find nothing closer than Hazleton or State College. Then she heard about a pilot program through Susquehanna Health Home Care & Hospice.

The whole family, minus the boys' one-year-old sister, participated in the trial program. Dylan and Tyler were reluctant to attend the first session, but then everything changed.

"As we walked to the car after that first night, Dylan said, 'Guess what? I'm not the only one who has lost someone I love,'" says Stephanie. "From that moment, I knew this program would help our family."

Heartworks grew from that pilot program and just completed its first full year of service. Not a clinical program or group therapy, Heartworks is a family-based "peer support" program for grieving children, teens and their families, meeting two evenings each month during the school year.

different stages of their lives," says Pam. "Through 'peer support' we create a safe place that helps normalize their grief, gives them permission to express their feelings and opens the door to hope. By including surviving parents or caregivers, we help provide that supportive adult presence beyond Heartworks. Research indicates that one of the strongest predictors of children healing through grief is the functionality of the surviving parent."

Grieving children and teens can be at risk for post-traumatic stress disorder,

"There shouldn't be a cost to a grieving family for peer support, and as a free service we can serve a broader portion of the population."

PAM WOLLET, CHILDREN'S BEREAVEMENT COORDINATOR

Pam Wollet, Children's Bereavement Coordinator for Susquehanna Health Home Care & Hospice, evaluates families to assure they're ready to participate and refers families for additional support if needed.

"Our hope is that companioning and supporting grieving children, teens and their families through this difficult stage of their grief journey will enhance their coping skills, self-esteem and communication within the family. The hopeful result is increased resiliency when grief becomes present for them at

depression, substance abuse, and other mental health issues if complicated or traumatic grief is left unresolved without intervention and support.

At a typical Heartworks session, children and their parents or guardians and trained volunteer facilitators share a light supper before breaking into small peer groups. As the children participate in age-appropriate activities using art, music and journaling to help them develop coping skills and preserve memories of their loved ones, caregivers meet to discuss concerns about their children as

well as their personal grief journeys. The program is free.

"There shouldn't be a cost to a grieving family for peer support, and as a free service we can serve a broader portion of the population," says Pam. "So far we have been blessed with generous contributions along with the commitment and participation of amazing staff and volunteers united by their love for children to help keep this program going."

Grants from the Blue Ribbon Foundation of Blue Cross of Northeastern PA and the Williamsport Lycoming Community Foundation helped launch Heartworks and provide more than 20 hours of training for volunteers. With 100 percent satisfaction from participating families and increased awareness through community presentations and other marketing efforts, demand is growing. Training for additional volunteers is slated for this summer, and Pam

"Heartworks helped our entire family by giving us and our children the tools we need to communicate, share and cope with our loss..."

STEPHANIE TAGGART

anticipates the program will grow and will require additional space to be renovated.

Pat and Bob Hartenstine are volunteer co-facilitators with the Heartworks program. Pat, who is also a school psychologist and guidance

counselor, says it's a service that can prevent future heartache by helping children become resilient to cope with their grief now and prepare for the "grief bursts" they might experience throughout their lifetime.

"Children are at an especially vulnerable time to deal with grief," says Pat. "They feel a lack of control over events and believe no one understands what they are going through. Meeting with peers shows children they are not alone – that others are facing losses, too."

Heartworks relies on financial support from the community to grow and serve more children in the region. If you'd like to make a contribution, please use the enclosed envelope or contact Susquehanna Health Foundation at (570) 320-7460.

To find out how you can help Heartworks as a volunteer, please contact Pam Wollet at (570) 320-7691.



At Heartworks, the kids can talk about their loss to other kids who understand what they are feeling."

Pat works with children in the 7-9 age group. One of her favorite activities is helping them build memory pillows that they fill with items that remind them of their loved one.

"To see the amazing transformation that takes place with these kids. To go from saying 'I pass' because they are not ready to share their story to being able to share and laugh over memories of their loved ones. It's immensely gratifying to be a part of that and watch the kids as they support each other," says Pat. "These kids are just so amazing, strong and so brave. It is truly a blessing to be a volunteer with Heartworks."

BUSINESS & INDUSTRY GIFTS

Business & Industry Gifts consists of businesses that support Susquehanna Health by pledging at the \$5,000 level or greater.

Business & Industry Members

\$100,000+

AutoTrakk, LLC
M&T Bank
The Muncy Bank & Trust Company
PRIMUS Technologies Corp.
Reynolds Iron Works, Inc.
Silvertip, Inc.
Verizon Wireless
Wolyniec Construction, Inc.

\$50,000–\$99,999

Alexander Building Construction Co.
Jersey Shore State Bank
McCormick Law Firm
PPL Corp. and Affiliates
TurnKey Construction, Inc.
TurnKey Electric, Inc.
Webb Communications, Inc.

\$25,000–\$49,999

Beiter's Inc.
Citizens & Northern Bank
Glenn O. Hawbaker, Inc.
Hudock Moyer Wealth Resources
John Savoy & Son, Inc.
McNerney, Page, Vanderlin & Hall
ParenteBeard LLC
Sovereign Bank
Susquehanna Bank
Tura, L.P.
Weis Markets, Inc.

\$15,000–\$24,999

Clear Channel Corp.
Construction Specialties, Inc.
Larson Design Group
Pennram Diversified Mfg. Corp.,
Andrew and Karen Hooker
Woodlands Bank

\$5,000–\$14,999

Aquarius Pool & Patio, Inc.
Billtown Mechanical Corp.
Brodart Co.
Central Equipment Company
Data Papers, Inc.
EmCare, Inc.
Forrester Environmental, Inc.
G.R. Noto Electrical Construction, Inc.
The Herman O. West Foundation
Hermance Machine Company
I.C.S. Inc. - Ron Hine
J and M Construction Specialties, Inc.
KBF Print Technology
Keystone Bingo Supply, Inc.
Keystone Data Systems, Inc.
L-3 Communications Electron Devices
Lamar Advertising
Lezzer Lumber Co. – Pennsdale
Lundy Construction
Mid-State Beverage Co. –
Don and Betty Jo Heim
Murray Motors –
Brian Peace and Bill Brown

Norcen Industries Inc.
Patterson-Brandt, Inc.
Penn Recycling, Inc.
Ronald McDonald House
Charities of N.E.P.A.
Schneider Valley Farms Dairy
SelecTrim Corporation, James Wood
and Marcus Annicelli
Steinbacher Enterprises, Inc. –
Dave and Karen Steinbacher
Trojan Tube and Boiler Services
Williamsport Moving Company



With its smart design and efficiencies, the new Patient Tower at Williamsport Regional Medical Center, scheduled to open Spring 2012, will support nurses and the care team as they provide outstanding quality care to patients.

Excellent Patient Care by Design

"The nursing team is looking forward to having their patients in comfortable, private rooms, but they're also looking forward to a decentralized work environment that will improve efficiency and keep them close to their patients and vital information," says **Susan Duchman**, Vice President and Chief Nursing Officer, MBA, BSN, RN, NE-BC.

In addition to practical input from patients, staff focus groups and feedback based on mock rooms, the Patient Tower incorporates evidence-based design gained through Susquehanna Health's participation with the Center for Health Design's Pebble Project. The Pebble Project is an international network of healthcare systems that share patient outcomes data to track the effectiveness of designs in aiding the delivery of quality healthcare.

Fewer steps, less paper

A dramatic change in the new tower is the step-saving elimination of the traditional nurse's station. Today nurses might walk up to eight miles per shift. In the decentralized unit, nurses will be based in alcoves/work areas within sight of their patients' rooms.

With computers in the alcoves and in each patient room, the design takes advantage of paperless technology.

Nurses can easily keep electronic records current and ready for access by physicians and others involved in the patient's care.

There will be a central reception desk for information, and four "touch-down" areas will provide space for medications, confidential

"From the days of Florence Nightingale, environment is known to play a key role in healing, and we wanted to bring that into our new rooms," says Susan. "We know patients heal better when they are around their loved ones, and the family zone allows family members to participate in the patient's care as much as they would like."



"It's all designed around providing a safe, healing environment that is conducive to quality patient care."

SUSAN DUCHMAN,
VICE PRESIDENT AND CHIEF NURSING OFFICER

communication and team collaboration and planning of care. Storage alcoves housing decentralized supplies, along with a separate network of hallways and elevators for deliveries and patient transport, will help minimize noise and congestion—a common complaint of patients and their visitors.

Patient rooms promote healing

The spacious, private patient rooms are designed to promote healing with large windows offering sunlight and views of green space outdoors. Each room has a family zone equipped to host family members day and night with a desk and sleeper sofa or chair.

The decentralized unit has the additional benefit of providing time and access so nurses can help the patient and family caregivers prepare for the patient's discharge by teaching and supervising practice of skills they may need to continue safe care at home.

"We're looking forward to working in this great environment. Teams are already in place designing the work flow for every step from the moment we greet our patients to when they are discharged. It's all designed around providing a safe, healing environment that is conducive to quality patient care," says Susan.

Your Contributions at Work

New Equipment for Recovery and Wellness

The CHAMPS Outpatient Cardiac Rehabilitation Program and Pulmonary Wellness Group meet on alternating days in the same gym at Williamsport Regional Medical Center, helping patients gain and maintain cardiovascular and muscle strength—an important part of their recovery and prevention of future health issues. The programs share equipment such as treadmills, rowing machines and stationary bikes, but the most popular item is the NuStep—a low, recumbent cross trainer designed with arm handles and leg paddles to help people of all fitness levels and physical conditions get and stay in motion.

“This is a great tool for elderly patients, particularly those with balance problems or back, knee and hip problems,” says **Peggy Winder**, CRT, Pulmonary Wellness Instructor. “It strengthens their legs, arms and chest muscles to help them breathe deeper and faster, and it’s safe for just about anyone.”

The first NuStep was purchased after a 10-year Pulmonary Wellness Group participant designated funds to help the program in his will. As therapists noted its benefits and patients clamored to use it, the two programs requested Cardiac Care donations to purchase an additional NuStep.

“The NuStep is an excellent machine for people who have a low tolerance for exercise, and it is easy to get into,” says **Claire Maurer**, RN, Cardiac Rehab Instructor. “Even our most deconditioned participants can benefit from this machine because they can workout with their weight supported, and the machine’s resistance can be downgraded for their fitness level. If participants are seasoned exercise enthusiasts, the machine’s resistance can be adjusted to accommodate their needs as well.”

Cancer Center Donations Improve Patient Care and Comfort

Donations made it possible for our Radiation Oncology department to purchase a head and neck board. This device provides support to help patients stay in an optimal position to assure precise radiation treatments while avoiding damaging the healthy tissue.

Two additional items the Cancer Center has purchased using gifts to the Foundation help patients relax and maintain their dignity during treatments. Kimono-style patient tops and bottoms in a variety of solid colors provide a spa feel and a little more coverage and flexibility than traditional patient gowns. The colorful attire helps patients feel less vulnerable as they prepare for treatment.

A blanket warmer purchased for the new CT exam room makes patients feel warm and pampered while helping them relax to ensure a good scan.

“The procedure rooms are drafty and can feel cold, especially for the patients. A warm blanket is just enough to make them comfortable and relaxed,” says **Renee Hinds**, Radiation Oncology Manager. “We like hearing our patients say they feel like we’re spoiling them.”

That’s the power your gift can have to change a life.

KEYSTONE SOCIETY

The Keystone Society lists those who make a commitment to contribute \$250 or more annually to Susquehanna Health Foundation. Listed below are all Keystone Society members through **April 30, 2011**.

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\$1,000–\$9,999

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 Steve Rand, Ellen & Joseph Goldstein,
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TREE OF LIFE CLUB

The Tree of Life Club is the employee giving club and has raised an additional \$500,000 through its second campaign. Listed below are all **new** TLC donors from **January 1 to April 30, 2011.**



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Children Benefit from Customers' Generosity



Borders held a special drive in March and April to benefit children receiving care at Susquehanna Health. They asked customers to make donations for stuffed bunnies and books to help comfort a child while being treated in the hospital. More than \$5,100 in donations were made. Books and bunnies were distributed to Williamsport Regional Medical Center's Pediatric Unit and Emergency Department, Divine Providence Hospital's Same-Day Surgical Suite and Muncy Valley Hospital's Emergency Department.

Pictured from left: Borders employees Daniela Michael, Children Specialist; Corey Sheets, Manager; Renee Hill; Nicole Dolan; Susquehanna Health employees Sue Smith, RN; Cynthia Whipple, Administrative Director/Director of Nursing; Sharon Adams, Patient Care Manager and Cathy Carl, Nurse Extender.

LEGACY SOCIETY

The Legacy Society honors those who have included Susquehanna Health in their estate plans by making one of the following gifts: bequest in a will, gift through life insurance, charitable gift annuity, or gift through retirement assets or charitable remainder trust(s).

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A Tradition of Generous Support



Pictured from left to right: John Dorin, Montoursville Mayor; Dave Fisher, Weis Markets District Manager; Sherry Watts, Vice President of Development for Susquehanna Health; Will Landis, Store Manager and Jerry Hatch, Weis Regional Vice President.

Weis Markets, Inc. recently donated \$10,000 to support the renovation and expansion of the Kathryn Candor Lundy Breast Health Center at Divine Providence Hospital. Since 2003, the company has faithfully supported many vital programs at Susquehanna Health with contributions totaling \$95,000. These generous gifts are made possible through the hard work of Weis Markets associates at their annual charitable golf tournament.

FRIENDS OF SUSQUEHANNA HEALTH

Includes all donations not listed under other giving levels. These gifts were made from
January 1 to April 30, 2011.

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* = deceased donor

Celebrating 10 Years and Breast Cancer Survivors



From left to right: Overall gross winners with a score of 70, Sis Ertley and Barb Pagana, with Dr. Timothy Pagana, and overall net winners with a score of 53, Bonnie K. Wolfe and Cherie King



Once a year for the past 10 years, female golfers dressed in pink have gathered together in support of Susquehanna Health's Kathryn Candor Lundy Breast Health Center and women who have battled breast cancer.

On June 6, 112 women took part in the event held at the Williamsport Country Club, which raised more than \$42,000 to enhance services at the Breast Health Center.

Over the years, more than \$365,000 has been raised for the Center through the annual golf tournament, which receives contributions and sponsorships from individuals, local businesses and community groups.

Proceeds from previous tournaments have assisted with the purchases of a specimen radiograph unit, ultrasound systems, biopsy devices and additional imaging equipment.

These tools help the specialized physicians and radiologists at the Center make the most accurate breast disease diagnoses, so they can provide appropriate treatments for the best outcomes.

In Memory of Jean B. Adams

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In Memory of Judith A. Alexander

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As the saying goes, there is no place like home.

For most patients receiving hospice care, they are cared for where they call home. However, remaining at home isn't always possible. Sometimes a patient needs more care than can be managed in the home or has intense symptom management needs that a family caregiver cannot provide.

In April 2009, **Harriet Matlack's** husband, **William**, received end-of-life care at The Gatehouse™, a seven-bed unit on Susquehanna Health's Divine Providence Hospital campus. "The Gatehouse provided a peaceful, home-like environment for my husband and for our family and friends," says Harriet. "The staff as well as the environment certainly made a difficult time easier for all of us."

As Harriet and her loved ones found out, families can spend quality time with patients in private bedroom suites, a comfortable family room, a kitchen and a meditation room—all while patients receive around-the-clock, skilled nursing care to manage their difficult symptoms.

Harriet and her family were so grateful for the compassionate services of The Gatehouse and wanted to give back to the place that offered them so much in their time of need. On May 8, 2010, The Matlack, **Caputo** and **Childs/Regal** families worked together on a family-style fundraiser. The event was held at VFW Post 7863 in Duboistown and featured an all-you-can-eat chicken dinner, silent auction and raffle ticket sales. Several area bands also donated their time and talents to provide entertainment for the crowd. The event raised \$5,400.



From left to right: David E. Lehman Jr., Monarch's Aide; Tim Drake, Monarch's Aide; Harriet Matlack; Dr. Alexander Nesbitt; Shannon Miller, RN, and David E. Davenport Sr., Past Monarch. *Missing from photo: Stan Caputo, Serena Caputo, Jim O'Connor and Terri O'Connor.*

On March 9, 2011, The Friends and Family of the Caputo and Matlack Families held a second fundraiser to benefit The Gatehouse. A spaghetti dinner and dance were held at the Zafar Grotto/Rafaz Club in South Williamsport and raised \$3,310. Music was provided by the Cramer Brothers. **Jim** and **Terri O'Connor** served as event co-chairs.

"These fundraisers are a way to give back," explains Harriet. "I could never return what was given to us:

the care, the support. . . I don't know how to describe it." The families intend to hold annual fundraising events to benefit The Gatehouse.

"We are honored and grateful to receive such generous donations from these families as well as those who assisted them by offering their time, talents and financial support," says Hospice Manager **Ann Packer**, RN. "Their gifts support us in our efforts to provide the highest quality of care and comfort to our patients and their families during such a fragile time."

Hospice care is available to patients who need specialized pain and symptom management or are in the end stages of life. For more information visit SusquehannaHealth.org/Hospice.

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In Memory of Dorothy E. Wither

Jean, Jamie and David Wither

In Memory of Mildred L. Wither

Sharon and Bob Heiser
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Joanna Moore
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In Memory of Donald W. Yale Sr.

Margaret L. Eichner
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In Memory of John R. Zurinsky

Marie B. Zurinsky

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In Honor of Our Priceless Volunteers

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In Honor of Schneider Valley Farms Dairy Employees

Schneider Valley Farms Dairy

In Honor of Rachel M. Stout

Anonymous

In Honor of The Caring Staff at the KCLBHC

Anonymous

In Honor of The Dedicated Staff at the Breast Center

Anonymous

In Honor of Irenay S. Weaver

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In Honor of Marie Zurinsky

Mrs. Alice C. Corbett
Bob and Heidi Stopper

Community honors doctors with thanks and donations



Patients and their families took advantage of Susquehanna Health Foundation's first fundraising effort focused on Doctor's Day, March 30, by giving 117 doctors special treatment. Participants donated more than \$16,500 in honor of doctors who touched their lives and wrote notes of appreciation that were hand-delivered by Susquehanna Health staff. Doctors



receiving this special recognition said they were surprised, renewed, honored and inspired.

In my opinion, this was the best Doctor's Day ever!" wrote **Dr. Beth Anderson** in appreciation of the event.

"...Reading all the heartfelt messages and seeing the contributions to Susquehanna Health in my honor literally brought tears to my eyes...."

DR. BETH ANDERSON



Donors honor Dr. Wyshock with a multitude of contributions

A total of 259 donations were made with **Dr. Edward Wyshock** (center) receiving the most—more than 30 gifts were made in his honor. **Steven P. Johnson** (left), Susquehanna Health President and CEO, and **Heather Haefner** (right), Administrative Director of the Cancer Center, presented him a clock for this achievement. Touched by his patients' donations and the notes they wrote to him, Dr. Wyshock made a Caduceus Society contribution by more than matching each patient donation in his honor with a personal donation.

TRIBUTES: DOCTOR'S DAY

In Honor of Dr. Charles Agbemabiese

Cynthia Breon
Marian L. George
Daniel J. Gerber
Rose Jirgensons

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Jeanne S. de Leon
Lois A. Teufel

In Honor of Dr. Edward G. Dempsey

Steve and Robyn Snyder

Dr. Timothy Pagana—*"We will be forever grateful for God's intervention that led us to you and the Breast Health Center..."*

In Honor of All Doctors and Nurses at Susquehanna Health

Ray M. Hollenbach

In Honor of All the Doctors at Susquehanna Health

Steve and Susanne Caskey

In Honor of Dr. David N. Ambrose

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Dr. Hani Tuffaha—*"...You are an instrument in God's hands to save peoples' lives..."*

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Dr. Dilip Elangbam—*"The compassion and dedication he shares with all of his patients should be an example for all physicians to follow."*

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Dr. Elizabeth Anderson—*"You truly are a special lady, and we're lucky to have you in our lives..."*

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Dr. Mike Hoffman—"...*I'm truly thankful that I can walk again and without a cane, walker or wheelchair. I know God has really blessed you as a doctor. . .*"

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*Dr. Steve Rockoff—"...May he always stay so skillful,
may he always stay so spry, may he continue years of
practice, with that twinkle in his eye."*

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