

# Susquehanna health

A free publication  
for your good health,  
compliments of  
Susquehanna Health.

Fall 2009

A close-up photograph of a woman with long brown hair, wearing a light blue shirt, gently kissing a baby on the forehead. The baby is looking towards the camera with a calm expression. The lighting is warm and intimate.

When  
baby  
arrives  
early

Lyneah and her son Michael Joseph Hudock III are thankful for high-quality neonatal care close to home at Susquehanna Health's Birthplace™.

**Outpatient care**  
See page 6

**Prostate cancer**  
See page 12



**Susquehanna Health**  
The art of caring. The science of healing.

# Susquehanna Health welcomes new Emergency Department physicians



**Geralda Xavier, MD** **Kendra Dolan, MD**

Susquehanna Health is pleased to welcome **Geralda Xavier, MD**, and **Kendra Dolan, MD**, to the Emergency Department of The Williamsport Hospital & Medical Center.

Dr. Xavier serves as the new Medical Director for the Emergency Department. She received her medical degree from Robert Wood Johnson University Hospital in New Jersey and completed a residency at St. Luke's Roosevelt Hospital in New York City.

Dr. Dolan has been appointed Associate Medical Director of the Emergency Department. She received her medical degree from Penn State University and completed a residency at York Hospital in York, PA.

Both Drs. Xavier and Dolan are excellent additions to the Susquehanna Health team of dedicated service partners.

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SUSQUEHANNA HEALTH is published as a community service for the friends and patrons of:

» **DIVINE PROVIDENCE HOSPITAL**  
(570) 326-8000

» **MUNCY VALLEY HOSPITAL**  
(570) 327-8137, (570) 546-8282

» **THE WILLIAMSPORT HOSPITAL & MEDICAL CENTER**  
(570) 321-1000

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# Our family is growing!

SUSQUEHANNA HEALTH is happy to report that several physicians have recently joined our family, bringing their skill and caring to our staff and community. Keeping up with the medical staff needs of three growing hospitals means constantly looking for doctors who are experts in their specialties and who are a good fit with our needs and culture.

**Ever expanding.** That job falls chiefly to Nicole Nardi, Director of Physician Relations and Recruitment. “We’ve been actively recruiting and adding specialty, sub-specialty and primary care staff to accommodate patients in our markets,” Nardi explains.

The roster of new medical talent includes a plastic surgeon, who will specialize in elective cosmetics, and a husband and wife team, providing ophthalmology and internal medicine care.

The work of finding top doctors continues for Nardi and her team this fall. They’re busy recruiting cardiologists as well as specialists in endocrinology, rheumatology, psychiatry, orthopedic surgery, neurology and pulmonary critical care.

“We do a lot of recruiting electronically, sourcing websites of physicians that post their information, as well as attending medical career fairs for residents and fellows,” Nardi says. “The recruiting process begins early, even before the new doctors have completed their training, with recruiters making initial contact, then staying in touch with the most promising candidates.”

**A skill-seeking system.** “Finding the right doctors is a matter of identifying top talent, as well as individuals and families who love the area and our quality of life,” Nardi says.

Although the demand for physicians is higher than the current supply, Susquehanna Health continues to attract excellent doctors devoted to patient care. One plus in the recruitment process is the positive growth occurring systemwide.

“Doctors want to be part of a vibrant healthcare environment in which they know they can make a difference,” Nardi says.

## Meet our new physicians

We welcome the following new physicians to the Susquehanna Health family.



**Sabreena Arif, MD,**  
internal medicine



**Navin Barot, MD,**  
gastroenterology



**Abby Ezero, MD,**  
family medicine



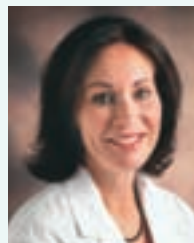
**Cedric Fisher, MD,**  
hospitalist



**Brian Foresman, MD,**  
general surgery



**Akbar Jamall, MD,**  
ophthalmology



**Nathalie Lavallee, MD,**  
plastic surgery



**Donna Mullarkey, MD,**  
family medicine

**NOT PICTURED:**  
Mark Osevala, DO,  
cardiothoracic surgery

Aaron Rabinovich,  
MD, general surgery



**NEED A DOCTOR?** Call PhysicianFinder today at (570) 321-2160 or 877-883-4789. You can also find a doctor at [SusquehannaHealth.org](http://SusquehannaHealth.org).



## Busy birthplace!

Each year, more than 1,200 families welcome their babies at Susquehanna Health's Birthplace™. **Patricia Miller**, Manager of Patient Care, explains that the center also serves some 4,000 patients a year in need of testing and other obstetric evaluations.

Beyond the clinical offerings, The Birthplace™ offers a comprehensive curriculum of childbirth preparation classes. Quite popular are "Daddy Boot Camp," "Happiest Baby On The Block" and the "Childbirth Class," among others. (See the calendar on pages 7 to 9.)

"In January 2010, a postpartum support group for breastfeeding moms will be added," Miller says.

Currently, nine lactation consultants and educators are on staff to help new moms make their way through the benefits of nursing.

Making life more comfortable for families makes The Birthplace™ a very special place indeed. Every family enjoys a celebration meal—steak and lobster for mom and dad, chicken fingers for the siblings—and a festive dessert.

"The staff is committed to exceptional patient experiences," Miller explains.

Several nurses have been on board for as long as 30 years.

# Pint-sized patients welcome!

## SPECIALTY NURSERY MEETS THE NEEDS OF PREMATURE BABIES AND THEIR FAMILIES

A PREMATURE BABY presents challenges and uncertainty for any new parents. But for **Lyneah and Michael Hudock**, the stresses were considerably reduced. That's because they delivered their son **Michael Joseph III** close to their Williamsport home at Susquehanna Health's Birthplace™. Within minutes of birth, baby Michael was cared for in the nearby Level II B nursery.

Born about six weeks early, the Hudocks' son required special care, including a temporary feeding tube and treatment for weight loss and jaundice (common among premature infants). His 14-day stay was typical. Before the two-bed specialty nursery opened in 2006, the closest facility was in Danville, more than 45 minutes away. Like other parents of premature babies, the Hudocks would have had to make the trip multiple times each day, adding significantly to the fatigue and disruption of everyday life.



**Diane Fitzpatrick, RN**, checks on a newborn in the Level II nursery at The Birthplace™. The specialized nursery provides a place for babies who need a little extra care.



**GOOD BEGINNINGS** Learn more about giving your baby a great start at [SusquehannaHealth.org/birthplace](http://SusquehannaHealth.org/birthplace). Explore information about breastfeeding, prenatal care and more.

## Special care by special people



**Lyneah and her son Michael Joseph Hudock III enjoy a few quiet moments together. Even though he was born six weeks early, these days Michael is playing and laughing and loving life—thanks, in part, to the expert care he received at Susquehanna Health’s Level II nursery.**

For Lyneah Hudock, an active community volunteer and proud new mom, convenience was just the beginning. “The staff was so helpful to us, comforting us and teaching us what we needed to know,” she says.

Every challenge of baby Michael’s first weeks of life was handled with confidence by The Birthplace™ Level II nursery staff. Having their newborn close to home and accessible for family visits made a world of difference for the Hudocks.

### ‘DOING JUST GREAT’

Today, Michael Joseph Hudock III is a healthy, long-limbed 9-month-old, already showing signs he may someday rival his father’s 6-foot-3-inch stature.

“He’s doing just great,” Lyneah reports. “He loves all types of food; he loves to laugh and play and is really a happy baby.” Add Mom and Dad to the list of happy Hudocks. Knowing top-level care was minutes from home made a huge difference in the first days of their new son’s life.



Medical research shows that family involvement in baby care is a proven predictor of positive outcomes. With the Level II nursery at the Susquehanna Health Birthplace™, it’s easier than ever for premature babies to receive excellent medical and nursing care and for families to stay close to home.

The Level II nursery is available to newborns from 32 weeks gestation (38 weeks is considered normal) or for full-term babies having difficulty transitioning to life outside the womb. Services range from specialized respiratory care to administration of medication and fluids.

The staff works hard to ensure the precious preemies are adequately fed. Everything possible is done to encourage breastfeeding, which can be challenging with low-weight infants who tire quickly. The assistance of experienced team members helps reduce frustration and improve results.

The nursery opened with capacity to care for two premature infants but is being considerably expanded to care for seven, beginning January 2010, as part of the hospital’s Project 2012. Each patient care area will be a state-of-the-art, self-contained unit complete with a bassinet, baby warmer and nurse’s workstation.

Since premature infants often experience long admissions, parents have the option to sleep in the unit, or they can lodge at the Hospitality Inn, that welcomes family members of patients in all hospital departments. This family-centered approach means parents get a lot of attention and support.

# Be a part of history by giving

THERE'S EXCITING progress to report regarding the *Count On Us For Life* Capital Campaign in support of the expansion and renovations at all three hospitals of Susquehanna Health.

"To date, we've raised over \$9 million of our \$12.5 million goal," explains Vice President of Development **Sherry Watts**.

The plan to transform Susquehanna Health's facilities began with an employee giving campaign, which raised more than \$745,000. The hospital auxiliaries contributed an impressive \$1.1 million, and physicians have given more than \$750,000 to date.

## A BRIGHT FUTURE FOR HEALTHCARE

Through Project 2012, which began in 2006, we plan to reinvent the patient experience with state-of-the-art facilities designed for greater patient safety and satisfaction for those we serve. Our plans include the latest in digital technology that will allow our physicians to maximize their medical abilities and efficiencies. Physician and nursing staff recruitment and retention will be greatly enhanced by these changes.

## COMMUNITY-SPONSORED EFFORTS

"We're thrilled with the response to the campaign," Watts says. "It sends a clear signal that this community shares our desire for a state-of-the-art healthcare center."


Making it easy to give is one goal of the campaign, according to Watts, who says donors are being offered flexible, long-term payment options. "We were initially

concerned about the effect of the downturn in the economy," she says. "But we've found that people are very committed to giving. Letting donors schedule pledges at their convenience over a five-year period has been very well received."

Watts praises the efforts of the 80 volunteer community leaders assisting the Foundation Office with the campaign. They are led by *Count On Us For Life* co-chairs and Signature Donors, **John and Linda Lundy** and **John and Sue Young**. To date, the campaign has been supported by many other Signature Donors (those committing more than \$100,000), including several donors giving at the \$500,000 level: **Barbara W. Taber, Ann R. Lamade, the Muncy Valley Healthcare Foundation, Divine Providence Hospital Auxiliary and Williamsport-Lycoming Community Foundation.**

"Every dollar makes a difference in this effort," Watts says. "The community support we've been so lucky to attract will be crucial to our ultimate success."



 **GET INVOLVED** Learn more about the *Count On Us For Life* Capital Campaign at [SusquehannaHealth.org](http://SusquehannaHealth.org).

## DIVINE PROVIDENCE HOSPITAL

# Expanding Outpatient Surgery Services

Divine Providence Hospital (DPH) is well on its way to becoming central Pennsylvania's leading provider of comprehensive outpatient services. That goal drew considerably closer this summer with the transfer of select outpatient surgery services from The Williamsport Hospital & Medical Center (TWH&MC) to DPH.

**Up-to-date care.** Procedures now offered at DPH include hysteroscopy, ablation, cyst removal, biopsy and diagnostic video laparoscopy.

According to **Ron Reynolds**, Vice President of Operations and Administrator of DPH, the move was accompanied by significant upgrades, including new high-tech equipment and lighting, remodeled

patient care rooms and an overall upgrade of the second floor. Also, as a result of the move, additional endoscopy surgeons and staff have been hired.

"The big picture is that TWH&MC had been enormously busy, which meant late-day and weekend surgeries and scheduling challenges," explains **Lori Beucler**, Administrative Director of Perioperative Services. A strategic solution was to make better use of available DPH operating rooms. The result will be shorter delays for scheduling procedures, more streamlined day-of operations and the option of having preprocedure lab work done at DPH. DPH also provides convenient parking for patients and families.

**'Out' is in.** The growth in outpatient surgery is part of a national trend. Reynolds says it is fueled by patient preference for top-quality procedures, plus the convenience of spending the night at home. The expansion in outpatient surgery in recent years has also been encouraged by changing insurance regulations.

The transfer of outpatient gynecologic surgeries also paves the way for DPH's emergence as a world-class outpatient surgery center, providing quality, comfort and efficiency.

"At the end of the day, we're listening to our customers—the patients we serve," Reynolds says. "It's a reflection of our commitment to identify the very best in patient care and ways to deliver and even surpass it."

 **A WIDE RANGE** Find more services at [SusquehannaHealth.org](http://SusquehannaHealth.org).



# Living healthy

Visit us online at  
[SusquehannaHealth.org](http://SusquehannaHealth.org).

## Tools, tips and events for your health

For a complete list of programs, classes and support groups available, visit our website, [SusquehannaHealth.org](http://SusquehannaHealth.org), and click on "Classes and Events."

Fall 2009

### Hospital key

» DPH—Divine Providence Hospital  
» MVH—Muncy Valley Hospital  
» TWH&MC—The Williamsport Hospital & Medical Center

### LIVING WELL

#### **FREE!** Susquehanna Striders—Walking For Fun And Fitness

Join us and enjoy this communitywide walking program that offers incentives and health benefits.

Registration: [SusquehannaHealth.org/Lifecenter/striders.asp](http://SusquehannaHealth.org/Lifecenter/striders.asp) or **The LifeCenter—Lycoming Mall**

#### **FREE!** Planning For End-of-Life Care

Alexander R. Nesbitt, MD, Medical Director of Susquehanna Home Care & Hospice and Palliative Care, will host a discussion on care for patients with advanced illness.

» **Tuesday, Nov. 10, 6:30 pm**

**The LifeCenter—Lycoming Mall**  
Appointment: 321-3000

#### **Osteoporosis Screening: How Strong Are Your Bones?**

Risk increases with age,

menopause, inactivity, lifestyle choices and inherited tendencies. A quick, painless heel screening can measure your bone density level.

**\$25**  
» **Wednesday, Nov. 11**  
**The LifeCenter—Lycoming Mall**  
Appointment: 321-3000

#### **FREE!** World COPD Awareness Day

Save the date! Join us for activities and events to help you live with or care for someone with chronic obstructive pulmonary disease.

» **Wednesday, Nov. 18**  
**The LifeCenter—Lycoming Mall**

#### **FREE!** I Am So Stressed Out!

Have things built up so much that even little things leave you feeling tired, frustrated or angry? This workshop will help you learn what stress is, how it affects your body and valuable skills you can use to stop the stress response dead in its tracks. Seating is limited.

» **Wednesday, Oct. 21, 1 pm**

» **Friday, Nov. 13, 10:30 am**  
**The LifeCenter—Lycoming Mall**  
Appointment: 321-3000

#### **FREE!** Budgeting Your Calorie Salary

Do you find yourself gaining excess weight and you're not sure why? This program will help you learn the number of calories you need to lose or maintain your weight and give you valuable information to help you balance your nutritional intake with the energy you burn each day. Seating is limited.

» **Tuesday, Dec. 8, 1 pm**  
**The LifeCenter—Lycoming Mall**  
Appointment: 321-3000

#### **CHECK YOUR HEALTH** **FREE!** Vision Screening

Vision screenings for adults and children provided by North Central Sight Services.

» **Tuesday, Nov. 10, 10:30 am to 2:30 pm**  
**The LifeCenter—Lycoming Mall**  
Appointment: 321-3000

#### **FREE!** Stroke Screening

Stroke risk increases with age but can often be prevented with proper screening and risk management.

» **Tuesday, Nov. 17, 10 am to 2 pm**  
**The LifeCenter—Lycoming Mall**  
Appointment: 321-3000

#### **HEALTHY WEIGHT** **Customized Nutrition Plan For A Healthy Weight**

Meet with our health educator, and receive a report of the calories your body uses each day, your percent body fat and a sample daily menu of an eating plan that promotes healthy eating and a healthy weight. This program is not appropriate for those with diabetes or special dietary needs.

**\$35**  
**The LifeCenter—Lycoming Mall**  
Appointment: 321-3000

#### **Percent Body Fat Assessment**

Have your body fat measured by bioelectrical impedance. During this process, electrodes on your feet and hands measure the resistance to the electrical signal as it travels through body fat and muscle. This signal cannot be felt. After the test, you may review your results with our health educator.

**\$20**  
**The LifeCenter—Lycoming Mall**  
Appointment: 321-3000



**JUST CHECKING...** Do you know how healthy you are? Check up on yourself with screenings offered by Susquehanna Health. If you need care, we can help with that too.



**Susquehanna Health**  
The art of caring. The science of healing.



## FOR YOU AND YOUR BABY

Register for the following classes by calling 321-3000 or at [SusquehannaHealth.org](http://SusquehannaHealth.org). All classes are held on the fifth floor of **The Williamsport Hospital & Medical Center, 777 Rural Ave., Williamsport, PA.**

### Baby Care Class

Learn to care for and keep your new baby safe. This class is for couples and adoptive parents.

**\$10 per couple**

» Monday, Nov. 23, 7 to 9 pm  
» Tuesdays, Oct. 27, Dec. 15, 7 to 9 pm

### Big Brothers And Big Sisters

In this one-hour class, children ages 3 to 8 learn what to expect when a new baby arrives, how to hold a baby and ways to be involved. Siblings should bring a favorite doll or stuffed animal. *If your child has obvious symptoms of a cold, cough or other illness, please call to reschedule.*

**\$10 per family**

» Monday, Dec. 7, 7 to 8 pm

### FREE! Boot Camp For New Dads

Dads-to-be learn practical tips from men who have been through the ranks of being a new dad. Get straight talk about helping your partner through birth, calming both mother and baby, and dealing with in-laws.

» Wednesday, Nov. 18, 7 to 9 pm

### Breastfeeding Class

Is breastfeeding right for you? Learn how to get off to the best start with your newborn and how to pump and store milk. Fathers are welcome.

**\$10 per couple**

» Wednesdays, Nov. 11, Dec. 9, 7 to 9 pm

### Childbirth Class

Build your confidence as you learn different ways to labor. Partners will find out how they can help you. Learn about pain relief and newborn safety and care. Tour the facility. Bring two bed pillows and an exercise mat or comforter to class.

**\$40 per couple for four-week series**  
**Registration:**

**6:45 pm; class: 7 to 9 pm**  
» Mondays, Nov. 2, 9, 16, 23  
» Tuesdays, Nov. 24, Dec. 1, 8, 15

### Childbirth Refresher Class

Spend one evening together preparing for your next baby. Tour The Birthplace™. Please bring two bed pillows and a mat or comforter to class.

**\$15 per couple**

» Mondays, Oct. 26, Dec. 14, 7 to 9 pm

### Saturday Childbirth Class

This one-day course will help you understand labor and be less nervous about giving birth. Fathers and partners will learn ways to help the mother through labor. Learn about pain relief and tour The Birthplace™. Receive two coupons valued at \$5 each for lunch. Bring two bed pillows and an exercise mat or comforter to class.

**\$50 per couple**

» Saturdays, Nov. 7, Dec. 5, 9 am to 4 pm

### Happiest Baby On The Block

Learn an easy way to soothe your baby and help him or her sleep longer. Expectant and new parents, grandparents, and child care providers are welcome.

**\$25 per family**

» Thursdays, Oct. 22, Nov. 19, 7 to 9 pm



### SUPPORT GROUPS Head Injury And Stroke

Information and support. Family members and caregivers are also encouraged to attend.

» Fourth Tuesday of each month  
TWH&MC, ISS Training Room  
Information: 321-2656

### Breast Cancer Support

» Last Monday of each month, 7 pm  
DPH, Susquehanna Health Cancer Center waiting room

Information: 326-8555

### Scleroderma

Also for people with Raynauds and CREST syndromes.  
» First Wednesday of each month, 1 pm  
The LifeCenter—Lycoming Mall  
Information: Gayle, 398-0551, or Jayne, 323-4228

### Transplant

For pre- and post-transplant patients.

» First Thursday of each month, 6:30 to 7:30 pm  
TWH&MC, Conference Room 1B  
Information: 435-3266

### Prostate Cancer

» First Wednesday of each month, 6 to 8 pm  
DPH, Susquehanna Health Cancer Center  
Information: 326-8470, ext. 7877

### Diabetes

» Wednesday, Nov. 11, 6 to 7 pm:  
Discussion with Margrit Shoemaker, MD  
DPH, Board Room  
» Wednesday, Dec. 9, 6 to 7 pm:  
Party with support group members  
DPH, Dining Room A  
Information: Diabetes Center, 326-8410



**SPECIAL DELIVERY.** Pregnant for the first time? A veteran mom or dad? Either way, why not sign up for a free E-Health Newsletter?

### Hospital key

- » DPH—Divine Providence Hospital
- » MVH—Muncy Valley Hospital
- » TWH&MC—The Williamsport Hospital & Medical Center





## SENIOR ACTIVITIES

### AARP Driver Safety Four-Hour Refresher Course

For those with proof of previously attending the two-day eight-hour course.

**\$12 for AARP members, \$14 for non-members**

» **Friday, Nov. 20, 12:30 to 4:30 pm**

**The LifeCenter—Lycoming Mall**

Please preregister: **Mondays and Wednesdays, 9:30 am to Noon, DPH Senior Citizen Center, 326-8657**

### Senior Citizens Information Center

Specially trained senior citizen volunteers provide information and assistance with transportation, AARP driver safety, PACE, health insurance, tax rebates and more on the following days and locations:

» **DPH: 1100 Grampian Blvd., Second Floor, Mondays and Wednesdays, 9:30 am to Noon**

Information: **326-8657**

» **MVH: Thursdays, 9:30 am to Noon**

Information: **546-4278**

### Insurance Filing Assistance

Let us help with your insurance questions. Bring pertinent bills, statements, correspondence and filing forms during regular office hours. The APPRISE insurance counseling program is a service of the **Lycoming—Clinton Office of Aging.**

**DPH only**

## SENIOR DISCOUNTS

### Reduced-Fee Auto Registration

This reduced-fee program (\$10) is available to retirees with incomes less than \$19,200 per year.

## Bereavement

For help through the grieving process, allowing you to share your feelings and receive support.

» **Generally the second Tuesday of each month, 2 to 3 pm MVH, Park View Room**

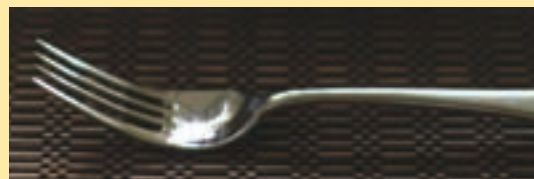
Information: Sister Sharon Hartman, 546-8282

» **Third Wednesday of each month, 6 to 7:30 pm TWH&MC, Hospitality Lounge, 802 Campbell St.**

Information: Pat Kiernan, 320-7690

» **First Wednesday of each month, 1 to 2:30 pm DPH, Third Floor (near The Gatehouse)**

Information: Pat Kiernan, 320-7690



## WAYS TO WELLNESS

### Nutrition Checkup

Eating habits affect how you feel mentally and physically. Meet with our health educator and learn how to improve eating habits.

**\$25**

Appointment: **321-3000**

### Manage Your Cholesterol

Meet with our health educator to learn about cholesterol, including recommended levels, factors that cause high cholesterol and ways to manage it with nutrition.

**\$25**

Appointment: **321-3000**

# Attention 8th- to 12th-grade students! Health Careers 4U

Visit our website at [SusquehannaHealth.org/careers](http://SusquehannaHealth.org/careers) to see and register for free programs on healthcare careers such as nursing, medicine, sports medicine and more!

## Property Tax And Rent Rebate

Stop in for eligibility information, filing forms and assistance completing forms.

## Transportation Services

Information is available on River Valley Transit and Lycoming—Clinton Transportation Services discounted fares.



## PACE And PACENet Prescription Savings Applications

Eligibility information, filing forms and assistance completing forms.

» **PACE eligibility levels:**

Older than 65, income per year less than \$14,500 single, \$17,700 couple

» **PACENet eligibility levels:**

Income per year \$14,500 to \$23,500 single, \$17,700 to \$31,500 couple



**LOOKING FOR SPECIFIC CLASSES?** When you visit [SusquehannaHealth.org](http://SusquehannaHealth.org) you can browse by topics, such as:

- Healthy eating.
- Managing stress.
- Healthy weight.



**Susquehanna Health**  
The art of caring. The science of healing.

( heart attack )



# When time is muscle

## OUTPACING THE NATIONAL AVERAGE, HOSPITAL CONTINUES TO IMPROVE

LIKE MANY hospitals across the United States, Susquehanna Health has been focused on reducing “door-to-balloon” time—the time between the arrival of a heart attack patient in the Emergency Department (ED) and the opening of a blocked artery. In many cases, Susquehanna Health has shaved nearly half an hour off the national goal of 90 minutes.

Everyone wants to be seen quickly in the Emergency Department, but with certain severe heart attacks, known as STEMI, “time is muscle.” STEMI refers to the presence of an elevated wave-form on an EKG. In such cases, a coronary artery is completely blocked and the heart muscle supplied by the affected artery starts to die.

That changes once blood flow is restored, which is achieved through angioplasty in the hospital’s cardiac catheterization lab. Angioplasty is the opening of the artery by a tiny balloon that is inserted and inflated, and/or the insertion of a small metal stent that keeps the walls of the artery from collapsing.

### ALL HANDS ON DECK

Over the past several years, Susquehanna Health has made a concerted effort to shorten the period from incident to treatment, explains **John Burks, MD**, Medical Director of the hospital’s Heart & Vascular Institute.

“It starts with the emergency medical technicians [EMTs] and paramedics,” Dr. Burks says. “Previously, the diagnosis of myocardial infarction [heart attack] was made in the ED, with

a cardiologist confirming.”

Now, such diagnoses are made on the way to the hospital by specially trained paramedics who administer and read the EKG.

“It’s been found by careful analysis that paramedics can be trained to do this very well,” Dr. Burks adds.

If a STEMI is diagnosed, the cath lab team is activated from the ambulance. This means the blockage can be relieved more quickly once the patient arrives at the ED door.

### 5 UNITS OPERATING 24/7

Coordination with emergency responders is especially smooth at Susquehanna Health, according to **Timothy Shumbat**, Manager of Pre-hospital Services. That’s because the hospital operates its own paramedic units trained precisely to the specifications of ED doctors and cardiologists.

“It’s a very good marriage because we have that direct connection to the hospital,” explains Shumbat, who oversees the operation of five units with advanced life support care. “A paramedic assesses a patient based on his or her observations, the patient’s complaints and the EKG.”

### THE BEAT GOES ON

The effort to shave additional lifesaving minutes off the door-to-balloon response time continues, according to **David Rothrock**, Manager of Cardiology Services at Susquehanna Health. “It’s a long-term effort that’s been going on for several years. When we initially studied it, our time was around 120 minutes, now it’s down to 60 in many cases. We’ve had some successes in the range of 22 to 23 minutes.”

A number of factors affect the speed of treatment, including a patient’s other medical conditions. The coordination and trust among Pre-hospital, Emergency Department and Cardiology Services has contributed significantly to the improvement, Rothrock adds.

“The cardiologist still sees most patients before they head to the cardiac catheterization lab, but the ability of the paramedics to activate the cath team is where we’re really saving time,” he says.

Now, instead of one set of decisions being made at a time, parallel processes occur. The result is time saved.

Once patients undergo angioplasty, decisions are made regarding the possibility of cardiac bypass surgery. In the past, heart attack patients were typically rushed into open-heart surgery. Today, research and experience favor waiting until the patient is slightly more stable.

Susquehanna Health will continue its race against time in the treatment of patients with STEMI heart attacks.

As Dr. Burks concludes, “It became apparent to us years ago that if we wanted to do this well, we had to have people whose hearts, minds and metabolism were ready to go into overdrive.”





Chef Hosch demonstrates how to make fruit kabobs at a “Kids in the Kitchen” event held this past summer. Check out the calendar in this issue for even more events that encourage a healthy lifestyle.

# A natural, great way to get kids to eat well!

KIDS BELONG in the kitchen. They’re naturally creative and they love to combine color and texture. Also, they’re more likely to eat their own culinary creations.

Susquehanna Health Executive Chef **Richard Hoschar**, or Chef “Hosch,” is a believer. For years, he’s been encouraging mini chefs to stir, chop and whisk their way to better nutrition. He takes his message to school health fairs, churches and Little League teams throughout Lycoming County.

“I know from experience with my own daughters that children are natural chefs,” Chef Hosch says. The Hoschar girls love to spice up a bowl of lentils, sometimes adding leftover chicken and their own special spice mix to create a delicious dish all their own.

## COOKIN’ UP SOME TEACHIN’

“Spending time making food together offers a lot of ‘teachable moments’ about basic math, chemistry, even culture and geography,” says registered dietitian **Susan Browning**, Director of Community Health Improvement and Grants Administration.

Children learn what they live, and helping kids model healthy behavior around food at a young age can

help ensure they don’t become obese adults.

“We have these knee-jerk reactions to sugar, fat and chocolate, and that doesn’t work well with children,” Browning says. “The goal is to teach them to make healthy choices—and that includes eating all foods in moderation.”

Another important lesson is to identify the signs of hunger and to

learn to eat at the right times for the right reasons. “Children need to be able to manage their own appetites,” she says.

Chef Hosch agrees that moderation is the key. “I have some wonderful flavored sugars—lavender, rose and others,” he says. “I show children how mixing just a hint of them with fresh fruit can make such a beautiful change in flavor.”

## Food for the trail

If your family is heading out on a hike this season—or even for an afternoon at the park—stave off the hungries with Chef Hosch’s child-friendly “I-Can-Make-It-Myself Trail Mix” recipe.

### INGREDIENTS

- » 1 cup raisins
- » 1 cup dried cranberries
- » 1 cup dried cherries
- » 1 cup roasted peanuts (or substitute with lightly salted ones)
- » 1 cup almonds
- » 1 cup cashews
- » 1 cup pumpkin seeds
- » Handful of M&M’S

### DIRECTIONS

- » Combine the raisins, dried cranberries and dried cherries.
- » Combine the fruit with the roasted peanuts, almonds, cashews and pumpkin seeds.
- » Add a light handful of M&M’S and store in an air-tight container.
- » Pack in snack-size bags and enjoy out on the trail or as part of a healthy school lunch!



# Extraordinary expertise, compassionate

## PROSTATE CANCER TREATMENT AT



### The basics

**The prostate**, which lies below the bladder in men, is normally a chestnut-sized organ, but it typically enlarges with age.

**Prostate cancer** is abnormal cell growth—but most cases are treatable if they are found early.

The disease is often identified through a routine blood test for PSA, or **prostate-specific antigen**, level. Elevated PSA levels do not always mean cancer.

AT SUSQUEHANNA HEALTH, the common diagnosis of prostate cancer is met with uncommon care.

To learn more about prostate cancer and treatment options, we consulted two of Susquehanna Health's leading experts: **Glenn T. Bloiso, MD**, attending urologic surgeon, and **David Nagel, MD**, Medical Director of the Department of Radiation Oncology.

### A COMPLEX CONDITION

Prostate cancer is a diverse disease with multiple factors that influence treatment options. Among these are age, the presence of other conditions, severity of the disease, the type of tumor, and whether it has spread to other organs or bones. Symptoms can include bleeding, urinary tract infection or obstruction of the bladder. The disease is the most common cause of cancer death in men over 65 years of age in Pennsylvania. But the diagnosis can be difficult, and some older men may never experience symptoms or require treatment. For younger men,

prostate cancer poses a far greater threat; therefore, early detection and treatment are essential.

### SPECIALIZED RADIATION

For patients with localized prostate cancer, Dr. Nagel and colleagues offer advanced radiation therapies. "We're now able to deliver higher doses of radiation to the cancer, with less radiation to the surrounding tissues, all with fewer side effects," he explains.

Among state-of-the-art techniques available at Susquehanna Health is IMRT, or intensity modulated radiation therapy. "IMRT allows the radiation beam to be broken into many small 'beamlettes,' which come from different angles and converge on the

*"At the end of the day, the question is why are we operating, and the answer is to cure cancer."*

—Glenn T. Bloiso, MD, urologic surgeon

prostate area," Dr. Nagel says, adding that the result is highly accurate targeting of the cancer.

Another advanced technique is



# care

SUSQUEHANNA HEALTH

IGRT, or image guided radiation therapy. The position of the prostate makes it traditionally difficult to see, but IGRT allows sophisticated imaging of the prostate so radiation can be precisely directed. This is done in one of two ways: by implanting non-radioactive metallic “seeds” in the patient that indicate the location of the cancer or through a CT scan of the prostate before each treatment.

## A SURGICAL SOLUTION

When the cancer is localized to the prostate region, a surgical approach remains the treatment of choice. At Susquehanna Health, Dr. Bloiso and his colleagues are known for their excellent outcomes and depth of experience.

“If a patient is a good candidate for surgery, removal of the prostate is likely the best option and we offer that gold standard of care,” Dr. Bloiso explains.

Outcomes are measured in terms of removing the cancer, potency and continence, and Susquehanna Health surgeons deliver solidly on all three, he adds.

Dr. Bloiso points to medical

research supporting the advantages of traditional or “open” surgery over robot-assisted laparoscopic procedures. Among these are less tumor recurrence, fewer surgical complications and fewer postoperative visits to the emergency room. Although robot-assisted surgery is commonly promoted as less invasive, Dr. Bloiso says that comparing the marketing messages with research suggests a different scenario.

“A number of articles have questioned whether such technological advantages really translate into better results,” he says. He also questions the investment in multimillion-dollar equipment that does not necessarily result in better outcomes.

“At the end of the day, the question is why are we operating, and the answer is to cure cancer,” he says. “And when you compare open robotic procedures to open surgery, you see a higher rate of retreatment, which means a lower rate of cure.”



**THE FULL RANGE** For more information about cancer care at Susquehanna Health, visit [SusquehannaHealth.org](http://SusquehannaHealth.org).



## Possible causes and ways to prevent

Prostate cancer is the most common solid malignancy in the human body. The causes of the disease are not fully known, but doctors agree that age, genetics and race are all factors. The American Urologic Association now recommends that men have a baseline PSA (prostate-specific antigen) blood test and prostate examination starting at age 40.

### The lifestyle factor.

There is also some evidence that lifestyles play a role. The Prostate Cancer Foundation recommends the following to help prevent prostate cancer:

- » Maintain a healthy weight and minimize fat from red meat and dairy products.
- » Avoid taking more than 1,500 mg of supplemental calcium per day.
- » Eat more vegetables—including tomatoes and Italian tomato sauce—as well as soy and green or black tea.

### Especially for men.

Learn more about men's health when you click on “Health Information” at [SusquehannaHealth.org](http://SusquehannaHealth.org).

# SYSTEM UPDATE

## Greener care

Being a good citizen has always been important to Susquehanna Health. These days, we're doing more than ever to become a more environmentally responsible healthcare provider.

### REDUCING OUR FOOTPRINT

The most visible effort is the new, state-of-the-art Energy Service Center (ESC) located at The Williamsport Hospital & Medical Center (TWH&MC). Opened last spring, the \$17 million center is expected to reduce expenses by \$1.25 million each year and leave behind a smaller carbon footprint. Located on Louisa Street just behind TWH&MC, the ESC can power the entire facility, as well as an additional 30,000 square feet of future expansion.

**Rita Spangler**, Vice President of Facility Development, says the ESC is on the leading edge when it comes to energy efficiency. "One of the most exciting elements is a new, two-megawatt cogeneration system that produces electricity by capturing and reusing waste heat to energize heating and hot water systems," she says.

The system was partially funded by a \$1 million grant by the Pennsylvania Energy Development Authority and a \$1.7 million investment by Susquehanna Health. The state funds come from federal recovery dollars aimed at helping organizations become more environmentally responsible while creating economic opportunity.

### PLANNING FOR TOMORROW

When the new system becomes fully operational in 2010, numerous other benefits are anticipated. These include reductions in harmful gas emissions and additional net-operating reductions of more than \$500,000 each year.

TWH&MC is not the only Susquehanna Health hospital to reduce its carbon footprint. Divine Providence Hospital is pursuing a state grant for its own cogeneration system. And at Muncy Valley Hospital, an air-conditioning upgrade will increase efficiency and reduce cost by 20 percent.

"The Energy Service Center is an essential part of our Project 2012 redevelopment initiative," Spangler says. "It helps us deliver care in a safer, efficient environment that promotes health and healing. It's a solid demonstration of our commitment to a healthier local and global environment."



**A POSITIVE PROJECT** Great things are happening at Susquehanna Health! To learn more, visit [SusquehannaHealth.org](http://SusquehannaHealth.org) and search for "Project 2012."



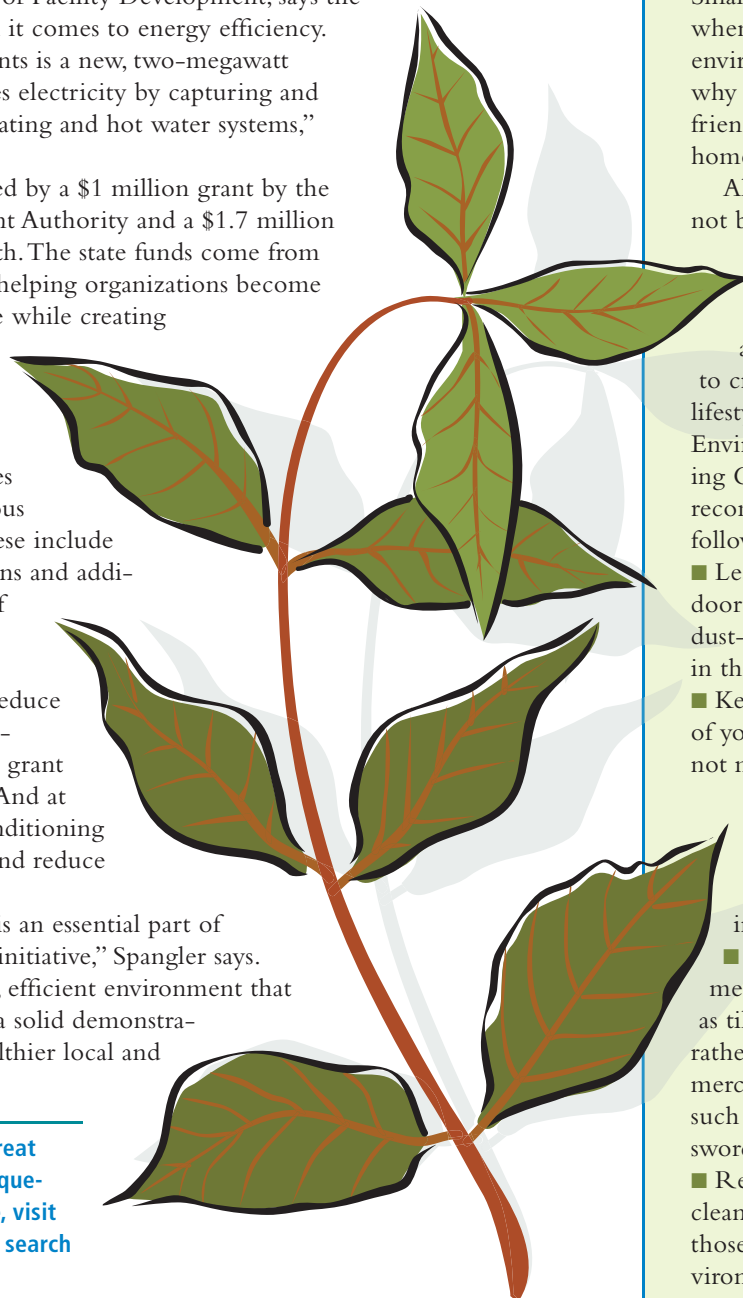
## Going green starts at home

Small steps add up when it comes to the environment. That's why adopting planet-friendly practices at home is so important.

Although you may not be able to replace your home's operating systems, there's a lot you can do

to create a greener lifestyle. The non-profit Environmental Working Group ([EWG.org](http://EWG.org)) recommends the following:

- Leave shoes at the door to cut down on dust-bound pollutants in the home.
- Keep chemicals out of your family's food by not microwaving plastic and using fewer processed foods.
- Filter tap water to remove impurities.
- Choose low-mercury fish, such as tilapia and pollock, rather than high-mercury choices, such as tuna and swordfish.
- Research household cleaners and choose those that are more environmentally friendly.





## Hospital recognized for quality stroke care

The American Heart Association and American Stroke Association are recognizing The Williamsport Hospital & Medical Center for its performance in treating stroke patients using the association's Get With The Guidelines (GWTG) program.

The hospital joins 569 other hospitals that were featured in an advertisement in the August 2009 "America's Best Hospitals" issue of *U.S. News & World Report*.

GWTG is a hospital-based quality-improvement program designed to ensure hospitals consistently care for cardiac and stroke patients following the most up-to-date guidelines and recommendations. The program provides three modules that address coronary artery disease, heart failure and stroke. Currently more than 1,450 hospitals use one or more of the GWTG modules.

## Complimentary valet parking

When you come for laboratory tests, procedures or outpatient therapy, our valet will help you out of your car, park it for you and then return it when you are finished with your tests or visiting a patient.

This fast and friendly service is available at the following locations:

### THE WILLIAMSPORT HOSPITAL & MEDICAL CENTER

**Rehabilitation/Neuroscience entrance:**

Monday through Friday, 7:30 am to 5 pm

**Heart & Vascular Institute entrance:**

Monday through Friday,  
7:30 am to 7:30 pm

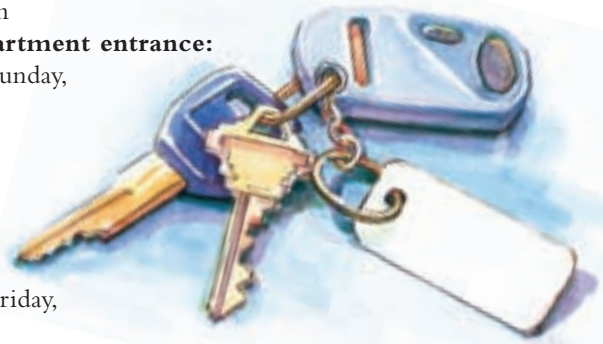
**Emergency Department entrance:**

Monday through Sunday,  
24 hours a day

### DIVINE PROVIDENCE HOSPITAL

**Main entrance:**

Monday through Friday,  
8 am to 4 pm



## We're wired!

Susquehanna Health was recently notified that it has been named one of the nation's most wired hospitals, according to the results of the 2009 Most Wired Survey and Benchmarking Study released in the July issue of *Hospitals & Health Networks* magazine.

The 100 Most Wired hospitals are torn between building on their IT successes and keeping a sharp eye on budgets. Marking its 11th year, the Most Wired Survey and Benchmarking Study continues to showcase those that lead the field in healthcare IT.

"We are honored to be on this list, and, in fact, Susquehanna Health has been named to this list nine out of the 11 times that it has been published," says **Karen Armstrong**, Senior Vice President and Chief Information Officer at Susquehanna Health.

"During these challenging economic times where most hospitals have been forced to cut back on IT spending, at Susquehanna Health, we are doing our best to stay the course—this recognition by a third party reflects our commitment. Above all, receiving the Most Wired award demonstrates the importance Susquehanna Health places on IT and how it can help our patients."

Hospitals also continue to invest in IT that supports quality and safety initiatives. According to *Hospital & Health Networks* magazine, investment in electronic medication management is considered one of the fundamentals of using IT to improve care.

At SH, caregivers administer medication to all inpatients using bar coding technology. "A patient's identification wristband has a barcode; the patient's medication has another barcode.

Before giving the patient medication, the caregiver scans each barcode to make sure the two match—that is, the correct patient and correct medication," Armstrong says. "This helps to eliminate medication errors."

Armstrong also notes other areas of progress and robust IT systems in place at SH that demonstrate how a "most wired" health system benefits patients:

- 100 percent of SH physicians treating inpatients use an electronic medical record at all three hospitals.
- Nearly 30 percent of physicians with inpatient privileges can enter their own orders.

- To date more than 10 percent of all inpatient orders are placed by physicians, eliminating transcription and handwriting error.

- SH physicians can access our electronic medical record securely from any location (their office, the hospital, home).

- Our Radiology images are 100 percent digital and can be viewed directly from our electronic medical record and from the physician's office or home.

- Users access our electronic medical record biometrically by using their fingerprint for positive identification for secure access to any information.

- SH nurses and physicians access our electronic medical record from over 3,000 devices across the Health System.

- Our Health System website is a portal to a wealth of information from patient education to offered services.



# TRUSTED & RESPECTED PHYSICIANS

Susquehanna Health Medical Group is a multi-specialty group of over 100 physicians.

To view physician profiles visit [SusquehannaHealth.org](http://SusquehannaHealth.org) or for physicians accepting new patients call 877-883-4789.



The Williamsport Hospital & Medical Center  
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# Get fit on a budget



IT'S FUN TO READ about the fancy classes and diets that keep Hollywood celebrities in shape. But you don't need Pilates equipment and personal trainers to get great results. You can do it right at home, says **Seth Kinley**, Coordinator of the Susquehanna Health Sports Medicine Center. In fact, patients treated at the hospital's Sports Medicine Center frequently pursue an at-home exercise routine following injury.

"The simplest thing you can do is to start and pursue a home-based walking program," Kinley says. "The only equipment you need is a good pair of shoes and a pedometer to track your progress."

Kinley suggests an hour of brisk walking for most healthy people. And if you want to reach the 10,000 steps per day recom-

mended for ideal fitness, make sure to factor in walking around the house, mowing the yard and climbing stairs. If willpower is a problem, ask a neighbor or friend to join you—it's a great way to build accountability into your program.

## THE INSIDE STORY

If your fitness budget is on a diet, search for a used stationary bike or elliptical machine at a yard sale. Because so many people fall off the exercise wagon, good used equipment is easy

to find. But check the equipment carefully to be sure it's safe and secure before climbing on.

Also, consider putting the equipment in a room with a TV. You'll be amazed at how many calories you can burn during the evening news or while watching your favorite prime-time drama!

You can also achieve a great deal without spending any money by using your own body weight for resistance. Lunges, crunches and planks require no equipment and, when done properly, can be effective in strengthening and sculpting.

With just a little money, you could also invest in a resistance band, a Swiss ball or a pair of hand weights. These can allow you to do many different exercises at home at very minimal cost.

In the last few years, home exercise has gone high-tech with the introduction of Nintendo's "Wii Fit." The same system that entertains the kids can help you stay in shape through yoga, balance and strengthening exercises, and aerobics. If your family has already invested in Wii, put the "Fit" application on your holiday gift list.

You can also enjoy yoga instruction for pennies per session by popping in a good-quality yoga DVD.

"Whatever your fitness routine, make sure to incorporate flexibility by going through five or six stretches before you begin," Kinley advises.

If a gym membership or personal trainer isn't currently in your budget, don't worry. Turn off the phone, shoo the kids away, and carve out an hour of fitness time at home—just for you.



**MORE WAYS TO MOVE** Visit [SusquehannaHealth.org](http://SusquehannaHealth.org) and click on "Classes and Events" to check out healthy exercise programs in your area—they're affordable or even free!