We’re committed to our community

See the numbers for the ways we’re investing in our community’s health.

Top 50 Heart Hospital  See page 8
Our mission inspires us to provide a portfolio of services that goes beyond that which for-profit hospitals are required to provide.

In 2010, Susquehanna Health invested more than $49 million in community benefit programs and services.

Community benefit information

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

» WILLIAMSPORT REGIONAL MEDICAL CENTER
(570) 321-1000

Ronald DeFeo
Chairman, Board of Directors

Steven P. Johnson
President and Chief Executive Officer

Information in SUSQUEHANNA HEALTH comes from a wide range of medical experts. Models may be used in photos and illustrations. If you have any concerns or questions about specific content that may affect your health, please contact your healthcare provider.

We welcome your comments and suggestions. Contact infodesk@susquehannahealth.org or call (570) 321-2131.

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Cover photo: Cheryl Gundy, RN, Wound Healing Center

On the move

Construction will begin in February to move Susquehanna Health’s Kathryn Candor Lundy Breast Health Center to the first floor of Divine Providence Hospital (DPH). The warm, comfortable setting, to be completed this summer, will promote privacy and be significantly larger to better serve patients. Radiology, laboratory and cancer and surgical services will be located close by for customer convenience and quality care coordination.

DPH Physical Therapy, now called Susquehanna Health Physical Therapy & Rehabilitation (see back cover story), moved to The Little River Plaza on River Avenue in Williamsport. Here patients will find an improved layout with convenient parking. The center specializes in industrial and sports physical therapy in addition to general physical therapy services.

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A message from our leaders

THIS HAS BEEN an exciting year for Susquehanna Health. In addition to being named one of the 2011 50 Top Heart Hospitals in the nation by Thomson Reuters, we were designated a Blue Distinction Center® by Blue Cross of Northeastern Pennsylvania for cardiac care, spine surgery and knee and hip replacement. We have made great progress in creating a healing environment for our patients on all three campuses through our $250 million construction and renovation project. We are sincerely grateful to our community—generous contributions totaled more than $15 million, significantly more than the $12.5 million goal.

This year we recruited several new talented physician specialists to the area, opened a new location—an outpatient Medical Plaza in Montoursville—and completed major renovations for physical therapy and inpatient care at Muncy Valley Hospital. At Divine Providence Hospital, we look forward to opening a new location for the Kathryn Candor Lundy Breast Health Center this Spring. And at Williamsport Regional Medical Center, the new patient tower is enclosed, and the Emergency Department expansion is moving ahead at full steam.

As we work on these projects with an eye toward the future, we also reflect on the accomplishments of the past year, including our ongoing commitment to providing exceptional regional healthcare to all. Toward this end, in 2010 Susquehanna Health provided over $49 million in healthcare services and programs to our patients in the region, regardless of their faith, ethnicity or ability to pay. (See pages 3 through 6 for more details.) A psychiatric patient who found compassion and help through our behavioral health services and a man who credits a free screening at the LifeCenter for saving his life are examples of how we are reaching out to serve your health needs every day.

We are honored to deliver healing, health and hope to all we serve and have been humbled by the generous support our community has given in return. As the nation braces for changes mandated by healthcare reform, we know that the planning, hard work and generous support of our community have positioned Susquehanna Health to continue providing outstanding, nationally recognized care for generations to come.

Sincerely,
Ronald DeFeo,
Chairman, Board of Directors
Steven P. Johnson,
President & CEO

In 2010, Susquehanna Health invested more than $49 million in community benefit programs and services. Our mission inspires us to provide a portfolio of services that goes beyond that which for-profit hospitals are required to provide.

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SUSQUEHANNA HEALTH SYSTEM

Community benefit information

In 2010, Susquehanna Health invested more than $49 million in community benefit programs and services. Our mission inspires us to provide a portfolio of services that goes beyond that which for-profit hospitals are required to provide.

Charity care and bad debt: $8,301,889
Investing millions in charity care is an essential part of our mission. This total includes care for which no payment was received.

Government-sponsored care: $38,705,440
This total represents the unreimbursed costs of Medicare and Medicaid.

Other community support and payment in lieu of taxes: $2,752,577
We provide special services to improve the health of our community and support the local economy.

Total 2010 community benefit: $49,759,906
WHEN RONALD MCKIBBEN, 67, of Williamsport, hears about someone dying suddenly from a heart attack, he is reminded of the screening at the LifeCenter™ that he believes saved his life.

In 2008, Ronald’s wife, Judith, made an appointment for the Legs for Life screening to detect peripheral arterial disease. Out of curiosity, he asked for one, too. When the screeners couldn’t find a pulse in Ronald’s feet or ankles, they quickly referred him to a doctor. Within days, Ronald had surgery to repair a leaking heart valve.

“I’m sure I would have died if I hadn’t had that screening,” says Ronald. “I hadn’t been to a doctor in years. I noticed I was short of breath, but I thought it was just due to aging and being overweight.”

The LifeCenter, located at Lycoming Mall, is a unique partnership through Susquehanna Health and Blue Cross of Northeastern Pennsylvania that puts tools people need to stay healthy in a very convenient location. Throughout the year there are free and low-fee health screenings, educational displays, and seminars. The center is staffed by a registered nurse and volunteers who find the answers to visitors’ health questions.

“The LifeCenter is able to reach many people from different walks of life, from those that want to keep a close eye on their health to those that are uninsured or underinsured,” says Community Health Educator Robin Dawson, RN. “It’s a place to learn about health in a non-threatening, relaxed and convenient location. Anyone can stop in as part of their regular routine. No one has to go out of their way to find us.”

During LifeCenter hours, which are Monday through Friday, 10 am – 5 pm, visitors can have their blood pressure checked, pick up a colorectal screening kit and find educational materials on a wide range of health topics. Free glucose monitors are available for qualifying individuals with diabetes.

There’s a private place for nursing mothers and coloring pages and crayons to entertain small children. Staff do not provide care for people who are sick, but they can put visitors in touch with needed resources. Disease-specific screenings are advertised in advance and listed on Susquehanna Health’s website.

“Our goal is to give people the tools and information they need to stay well or prevent a significant health problem, particularly if they have a chronic medical condition,” Dawson says. “It’s very gratifying when someone is alerted to a condition and has the opportunity to make lifestyle changes or seek treatment.”

Ronald is happy for his second chance at life, and his wife is thrilled. He walks daily, enjoys hunting again and visits his doctors regularly. He shares his story hoping that others will take time for screenings like the one that saved his life.

“I just feel people should take advantage of [LifeCenter screenings],” Ronald says. “It’s an ideal opportunity, especially for someone who doesn’t have a regular doctor.”
Financial commitment to our community

Statement of revenue and expense

Revenue  Fiscal year 2010
Net patient service revenue  $356,287,591
Other revenues  $19,334,908
Total revenue  $375,622,499

Operating expenses
Salaries, wages and employee benefits  $190,910,812
General operating  $74,190,496
Services purchased  $34,496,728
Bad debts  $17,817,026
Depreciation and amortization  $17,328,165
Repairs and maintenance  $11,232,935
Insurance and taxes  $4,835,566
Interest  $3,376,088
Total expenses  $354,187,816
Excess expenses over revenue  $21,434,683

Uses of revenue over expenses
Patient care technology  $8,456,913
Facility maintenance  $10,691,095
Project 2012 expenditures  $29,400,396

Sources of revenue

<table>
<thead>
<tr>
<th>Source</th>
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* Includes managed care

Subsidized community care

Susquehanna Health is present where and when our community needs us. In 2010 we invested in these essential programs.

City and County Mobile Intensive Care Units/County Squad
Residents of the city of Williamsport and Lycoming County depend on paramedic and city ambulance services 24/7. $674,773 per year

Community Health Center
Our mission ensures that the disadvantaged in our area receive care through our Community Health Center and Dental Center, located in Hepburn Plaza. $1,876,138 per year

Emergency departments
Although hospitals are not required by law to have emergency departments, we believe access to such care is essential. Greater Williamsport and Muncy Valley residents can rely on our 24/7 emergency departments. $2,481,147 per year

Inpatient Behavioral Health
The Inpatient Behavioral Health program at Divine Providence Hospital treats patients with psychiatric illnesses. In 2010, 767 patients were admitted to the 31-bed unit. Their average length of stay was 6.7 days. $1,979,327 per year

The LifeCenter™ at Lycoming Mall
This site offers a variety of free, mall-based services, including health screenings, information dissemination and Susquehanna Striders, a popular walking club. The LifeCenter served more than 31,226 people in 2010. $52,497 per year

Other services
DUI Processing Center
Located at Williamsport Regional Medical Center, the DUI Processing Center provides nearly 400 square feet of office space for police officers to process DUI offenders. $5,333 per year

Forensic Center
The Forensic Center on the Williamsport Regional Medical Center campus houses the offices of the Lycoming County coroner, a comfortable waiting area and a high-tech facility for medical examiners. $16,844 per year

L.C.C.S. Children’s Development Office
Susquehanna Health provided space at the Muncy Valley Health Specialty Clinic for approximately 10 hours per week for physicians to see children with disabilities and developmental challenges. $1,554 per year

Senior Citizen Information Centers
Susquehanna Health provided space at Divine Providence and Muncy Valley Hospitals for trained senior volunteers to share information and assistance on topics like health insurance, tax rebates and driver safety. $361 per year

Services in lieu of taxes

Athletic training services for Muncy School District
The Sports Medicine Center provides a full-time certified athletic trainer and a fully-equipped training room to help train Muncy Junior/Senior High School students and prevent athletic injuries. $51,215 per year

Williamsport Area School District
The Sports Medicine Center provides two full-time certified athletic trainers and a fully-equipped training room to help train Williamsport Area High School students and prevent athletic injuries. Employee Health Services, including flu vaccines, regulatory physical exams and substance-abuse testing for mandated positions, are provided by Susquehanna Health’s Occupational Health program, The WorkCenter. This total includes a $50,000 cash payment in lieu of taxes. $175,000 per year

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WHILE A PUSH FOR cost savings has driven many behavioral health providers toward shorter appointments and less personalized care, Susquehanna Health’s behavioral health programs, centered at Divine Providence Hospital, are preserving high-quality clinical care and growing to meet the community’s needs.

“We know that medical outcomes are poorer for people with untreated mental illness,” notes Jennifer Othmer, RN, MSN, Administrative Director of Behavioral Health Services. “Unfortunately, access to mental health services is often limited, especially for people with complex medical problems and, in this region, for older persons needing psychiatric care. Whether an individual develops depression as the result of a heart attack or childbirth, or can’t go to follow-up appointments for diabetes due to anxiety, therapy, medications or a combination of both can vastly improve the individual’s quality of life. Combining evidence-based practices with a genuine investment in helping patients and their families is our goal.”

PUTTING PATIENTS FIRST
A continuum of care is offered from the Inpatient Behavioral Health Unit to the growing Outpatient Behavioral Health Department, which recently added an intensive monitoring program to improve care for at-risk patients between appointments. Although not a reimbursable service, this successful program has proven valuable to the safety of patients.

The patient quoted above experienced that support and describes how an emergency situation was handled: “Rather than being brushed off until the next available appointment, Jensen Seeley, LPN, saw to it that I was first safe—having no desire to hurt myself or others—and then proceeded to go through various options with me over the phone. I felt her genuine concern for my situation, and together we figured out a plan that worked.”

The patient appreciated being involved in deciding to be admitted to the Inpatient Unit and the attentiveness of staff there as well. “The workers here should be recognized for the simple fact of doing their job with the amount of compassion and care as they do,” the patient wrote. She specifically thanked Dr. Quinne Farrington and therapist Lisa Reynolds, LCSW, who listened to complaints that had been shrugged off at another facility.

“Working side by side with patients is very intentional,” says Othmer. “Each person has a process to go through, and we need to walk with them through that for them to be successful. We have very gifted clinicians, and we work hard to prioritize their time and resources so they can practice in a way that puts patient care at the center of their work.”

“A grateful patient

“Knowing that people wanted to help me made me realize that I should want to help myself,” wrote an anonymous patient of Susquehanna Health’s Behavioral Health Center. “Sometimes we forget the best medicine is a little compassion and understanding. It is with a warmed heart that I say you at Outpatient Behavioral Health have certainly not forgotten this, and I pray you never do.”

—excerpt from a letter by an anonymous, grateful Behavioral Health patient
A SMALL ANEURYSM or the tiniest lump can be detected through magnetic resonance imaging (MRI). Using a powerful magnetic field, radiofrequency pulses and a computer, this non-invasive tool provides a detailed look at organs, soft tissues, bones and internal body structures to help doctors diagnose and treat medical conditions. But beware: Not all MRI units are the same.

“The most important quality to look for in an MRI is the strength of the magnet,” says Dr. Shabbir Esaa, radiologist. “A higher magnet strength means a faster study and greater resolution, which allows the doctor to see the smallest details.”

Both MRI units at Susquehanna MRI, located at Susquehanna Health’s Divine Providence Hospital campus, use 1.5 tesla magnets—the highest-rated magnets in the area. The units were selected with input from radiologists to assure high-quality resolution studies.

BREATHING EASY
Many patients are concerned with feeling claustrophobic during an MRI exam. While an “open” MRI may sound more comfortable, that option can sacrifice image quality if the system uses a lower-strength magnet. Susquehanna Health’s newest MRI unit, a wide-bore, high-field MRI, provides the best of both worlds—a high-strength magnet and a non-claustrophobic environment designed for the comfort of patients of all ages and sizes.

In addition to technology, Susquehanna MRI provides the expertise of a radiologist on-site at all times to provide additional patient safety and the ability to tailor an exam to the unique needs of a patient.

“When a radiologist is there to review the images while the scan is being performed, patients rarely need to return for additional studies,” Dr. Esaa says. “We can tailor the exam or add a contrast agent to get the information the referring physician is looking for.

THE BASES COVERED
An experienced team of technicians, all with specialized certifications, make patient safety a priority at Susquehanna MRI. They assure that each patient is comfortable, calm and relaxed throughout the MRI study, which also improves the quality of the exam.

Convenient hours of operation, which are Monday through Friday, 6 am – 9 pm, provide an additional advantage, and a radiologist and technician are on-call for weekend emergencies.

The reason for an MRI study is to answer questions about what’s happening inside your body. Susquehanna MRI gets results to your physician within 24 hours of your study appointment, and because the images are stored electronically, they are available to help with continuity of your care at any medical facility at any time.

What to look for when having an MRI
It’s important to take part in managing your healthcare. When your doctor orders an MRI, you’ll get the best-quality results if you ask to go to a site with these features:

» Powerful magnet—the best-quality MRI studies come from a 1.0 tesla magnet or greater. A high-power magnet also increases exam speed.

» Radiologist on-site—A medical doctor on-site enhances patient safety, allows customization of your MRI study in real time and gives you faster results.

» Experienced technicians—Experienced, certified technicians improve safety and quality of the exam and enhance your comfort.

» Ease of access—Convenient hours help you schedule your study quickly for a speedier diagnosis and start to your treatment.
Williamsport Regional Medical Center named one of the nation’s top 50 heart hospitals

WILLIAMSPORT REGIONAL MEDICAL CENTER (WRMC) has been named one of the nation’s 50 Top Heart (Cardiovascular) Hospitals in 2011 by Thomson Reuters. This year, for the first time in the study’s 12 years, Thomson Reuters has limited the list to 50 hospitals instead of 100 to highlight providers that are truly leading the way. The study examined the performance of 1,022 hospitals by analyzing outcomes for patients with heart failure and heart attacks and for those who received coronary bypass surgery and percutaneous coronary interventions, such as angioplasties.

This is the first time WRMC has been recognized with this honor. Because the quality of cardiovascular care nationwide has steadily improved during the 12 years that Thomson Reuters has been analyzing Medicare data to compile its annual list, the differences between the 100 benchmark hospitals and hospitals in their peer groups have narrowed. As a result, it’s harder to achieve uniquely high performance.

“To be listed as one of the top 50 cardiovascular hospitals in the nation along with some of the best academic teaching institutions in the country, such as the Mayo Clinic and the Cleveland Clinic, is a noteworthy achievement,” says Steven P. Johnson, Susquehanna Health President and CEO. “This award acknowledges and honors our employee and physician service partners in our Heart & Vascular Institute who work every day to provide superior care to heart failure and heart attack patients. Above all, it demonstrates that Susquehanna Health’s Williamsport Regional Medical Center is giving our heart patients a better chance to survive and return to a healthy lifestyle.”

THE EASE OF EXPERT CARE
Heart disease is the No. 1 cause of death in the United States. With nearly 2,300 Americans dying of cardiovascular disease every day, excellent heart care has become one of the most important services hospitals can offer their patients. Patients of Susquehanna Health’s Heart & Vascular Institute at WRMC can now rest assured knowing that when the diagnosis is heart disease or when a heart attack strikes, nationally recognized heart care and lifesaving treatments are right here in Williamsport.

“We’ve chosen a more elite group of winners this year. These hospitals have raised the bar significantly,” says Jean Chenoweth, Senior Vice President for Performance Improvement and 100 Top Hospitals program at Thomson Reuters. “They deliver higher survival rates, shorter hospital stays, fewer readmissions and lower costs—which add up to enormous value for the communities they serve. As a result, everyone benefits: patients, families, employers, insurers and the hospital itself.”

BEATING THE BENCHMARKS
The study shows that 96 percent of cardiovascular inpatients survive, and approximately 93 percent remain complication-free, which is indicative of improved cardiovascular care across the board over the past decade. The 50 top hospitals’ performances surpass these high standards as indicated by:

- Better risk-adjusted survival rates—33 percent fewer deaths than non-winning hospitals for bypass surgery.
- Lower complications indexes—21 percent lower for heart failure complications.
- Fewer patients readmitted to the hospital in the 30 days following discharge.
- Shorter hospital visits and lower costs.

HOW IT WORKS To learn more about this important national achievement and the 50 Top Cardiovascular Hospitals, visit 100tophospitals.com/top-cardio-hospitals or SusquehannaHealth.org/Top50Heart.
WHEN TEMPERATURES DROP faster than the falling snow, it’s tempting to abandon your outdoor exercise routine for the warmth and comfort of the nearest couch. While it’s wise to hang up your walking or running shoes when ice and snow pose a slippery threat, look for ways to maintain your level of fitness and hang on to the health benefits of exercise with indoor activity.

“If you take a winter break, you’re going to lose cardiovascular fitness, muscle tone and endurance,” says Stephanie Erlandson, MS, ATC, CPT, clinical athletic trainer at Susquehanna Health Sports Medicine Center. “If you have time set aside that you typically exercise, keep that appointment. It will be much easier than trying to reestablish the habit in the spring.”

Variety is the key, and whether you plan to purchase a treadmill, join a gym, or look for low-cost alternatives, seek an exercise program that provides a good mix of aerobics for cardiovascular fitness, strengthening, flexibility and balance. Vary your activities to keep your body challenged.

The American Heart Association and the American College of Sports Medicine recommend that all adults aim for moderately intense cardio workouts for 30 minutes a day, five days a week, or vigorously intense cardio workouts for 20 minutes a day, three days a week. Healthy adults under age 65 should aim for eight to 10 strength-training exercises, eight to 12 repetitions, twice a week. Adults over 65 or 50 to 64 with chronic health problems should do eight to 10 strength-training exercises, 10 to 15 repetitions of each, two to three times per week. Balance activities are especially important for the elderly.

“Make sure you choose activities that are fun for you. If you can, get a family member or friend involved, too,” Erlandson says. “And always check with your physician before starting a new fitness program.”

Erlandson recommends these tips for:

**Cardiovascular workouts:** Your heart rate should increase, but you should still be able to carry on a conversation. Climbing the stairs, cleaning, vacuuming, arm bikes and fitness DVDs can provide great, inexpensive workouts. Don’t underestimate how strenuous these activities can be—start at beginner levels, and work your way up.

**Strength-training and stretching:** Sit-ups, calf raises, wall squats and push-ups are free, and you can find instructions on the Internet to assure proper body position. Resistance bands and balance balls are good low-cost tools. Video game fitness consoles, while a little more expensive, provide good in-home workouts. If driving isn’t a concern, a gym membership can provide a variety of equipment, classes and companionship. Make sure you find out what’s offered before you join.

**TAKING STEPS** For more information and guidelines, go to acsm.org and click “General Public” in the left-hand panel.

Here’s a reason to keep moving this winter: the East Lycoming YMCA Spring 5K Fun Run/Walk on Saturday, April 16, beginning at Hughesville High School track.

Susquehanna Health is the main sponsor of this event that benefits the YMCA’s Strong Kids Campaign. You can register in advance online or on race day morning starting at 8 am Race time is 10 am with a free kids’ run and awards to follow. The registration fee includes a T-shirt, refreshments and a chance to win valuable door prizes.

GET SET To find out more, visit elymca.org or call (570) 546-8822.

**Fitness on the fly**

Here are a couple of strength and flexibility exercises to try at home or at work. If you have knee or back pain, check with your doctor first. Stop if a new exercise causes pain.

**MINI-SQUAT AGAINST THE WALL:**
1. Stand with your back against the wall. Place your feet in front of you several inches and shoulder-width apart, and point them forward.
2. Slide down so your knees are bent at about a 45-degree angle. Your knees should not go farther than your toes. Hold for 5 seconds. Repeat 10 times.

**BRIDGING:**
1. Lie on your back with your knees bent and feet shoulder-width apart.
2. Contract your stomach muscles. Slowly raise your buttocks off the floor.
3. Hold for five to 10 seconds. Repeat 10 times.
BOB SHUEY, 59, of Montgomery, thought he put his mountain bike away for the last time 10 years ago. Though he loved riding area trails with his family, pain in his knees forced him to stop doing many things he enjoyed. He even found climbing and walking for his job difficult.

“I was becoming an old man at a young age, and not just because I couldn’t move like I wanted to,” explains Shuey. “The pain has a way of changing your outlook on things. It affects you in a negative way.”

In March 2010, he had the first of two knee replacement surgeries performed by Dr. Craig Stabler, an orthopedic surgeon at Williamsport Regional Medical Center (WRMC). In September 2010, two months after his second surgery, Shuey triumphantly rode his new mountain bike through Montgomery and has been cycling ever since.

A GROWING NEED
Joint replacement surgery can be a life-changing option. Led by talented and experienced orthopedic surgeons, the surgical team at WRMC performs more than 800 knee and hip replacement procedures each year. WRMC was recently designated as a Blue Distinction Center for excellence in knee and hip replacement surgery.

“The rate of knee and hip replacement surgeries doubles every 10 years,” says orthopedic surgeon Dr. Michael Hoffman. “People are living longer and expecting to do more; fortunately, improvements in the replacement prosthetics, less-invasive and computerized surgical procedures and better anesthesia and pain management are making joint replacement surgeries viable for more people.”

“We’re seeing much younger patients in their 50s or 60s who are not ready to slow down,” Dr. Stabler says.

“This is a quality-of-life procedure—to relieve pain and get people back to doing the things they want to do.”

ALL THINGS CONSIDERED
Injuries, age, obesity, osteoarthritis and degenerative joint disease can all contribute to chronic knee and hip pain. Replacement, an inpatient procedure, is recommended after less-invasive treatments, such as physical therapy, are tried. Patients typically begin rehabilitation in the hospital the morning after their surgery. A complete recovery takes about six weeks.

“Younger candidates need to consider the timing, but suffering and withdrawing from activity is not ideal either; it’s a balancing act,” says Dr. Stabler. “If you have knee or hip pain, see an orthopedic specialist. They have the expertise to help you determine the best treatment at the right time.”

Michael Kuzma, 49, of Forksville, was struggling with pain that kept him from his job and made him unable to sit, walk or lie down for long periods of time. Hip replacement, performed by Dr. John “Jack” Bailey, changed Kuzma’s life.

“I’m back to the way I was at 30,” says Kuzma, who had surgery in July 2010. “Now I have no problems doing anything. It’s great to play with my grandkids rather than watch them play.”

THE KEYS TO SUCCESS
Kuzma worked with a personal trainer to lose 50 pounds before surgery. He attended Susquehanna Health’s joint replacement education class and met with a physical therapist to prepare. Other features for patients’ success are an orthopedic patient liaison, who monitors the progress of joint replacement patients from pre-surgery through inpatient rehabilitation and discharge, and physical therapy centers at convenient locations throughout the region.

Susquehanna Health’s record of success and low infection rates drew Linda Leonard, 66, of Gillett, to WRMC for her knee replacement surgery. The former runner, volunteer fire fighter and ambulance crew member had severely bowed knees and was caught in a vicious cycle of pain and inactivity that caused her to gain 150 pounds in just 2½ years. She couldn’t sleep, go up or down stairs or walk with her beloved dogs because of her pain.

“With newer techniques and advances, we can treat many patients who may have been told they were not candidates because of their age or weight,” Dr. Hoffman explains. “Those patients often end up being the happiest with their results.”

Dr. Hoffman took Leonard through pre-surgical exercises that prepared her for physical therapy during her recovery.

“With the excellent pain control program, I was able to do the exercises right away,” Leonard says. “The physical therapists at inpatient rehab are so great—they teach you to get in and out of chairs and a bed. They even had a wooden car to practice with.”

Just months after surgery, Leonard swims, walks her dogs, plays with her grandchildren and continues to do her rehabilitative exercises. She also is positive about losing weight.

“I’m a new lady, let me tell you,” she says. “I’m just so grateful to have gotten this done and to be able to function as a normal granny again.”
can be a life-changing step

WRMC, a Blue Distinction Center

Designated as one of the nation’s top centers for knee and hip replacement surgery, WRMC is a Blue Distinction Center for Knee and Hip Replacement®. That means Williamsport Regional Medical Center has demonstrated a commitment to providing quality care and better overall outcomes for knee and hip replacement procedures.

Each Blue Distinction facility meets objective clinical measures that are developed with input from expert physicians’ and medical organizations’ recommendations. The award is designated by Blue Cross of Northeastern Pennsylvania to help patients identify health-care facilities they can trust.

Chronic knee and hip pain can make it difficult to do everyday activities and can even darken your outlook on life. Be sure to see a doctor to discuss your symptoms and explore treatment options. If you or a loved one could benefit from knee or hip replacement surgery, look to the professionals at WRMC.
Improving care for older adults

The new Older Adult Behavioral Health Unit at Susquehanna Health will offer patients 60 and over specialized care for mental health problems. Until now, people traveled 50 to 100 miles for geriatric inpatient mental health treatment, but soon they’ll be able to get the care they need close to home. The new 10-bed unit will be on the fifth floor of Divine Providence Hospital.

“We had an opportunity to design a new space with the unique needs of older adults at the forefront of planning,” says Jennifer Othmer, RN, MSN, Administrative Director of Behavioral Health Services. “There is a need in the region for specialized geriatric services due to the ever-increasing aging population. We knew this was the right time to offer this fantastic service to patients.”

One in 5 people age 55 and over experience a mental health disorder that is not a normal part of aging. Without treatment, conditions such as depression and anxiety among older adults can be devastating. Those with mental health disorders may become isolated or disengaged from family and friends, confused and prone to emotional outbursts and erratic behavior. Tragically, the incidence of suicide is highest among older populations.

With help, there is hope

For some older adults, hospitalization is a key part of mental health treatment. It provides clinicians an opportunity to accurately diagnose conditions and initiate appropriate treatments. In many cases, older patients have medical conditions that must be treated in conjunction with their mental health issues. The new unit features a homelike environment with the ability to treat and manage conditions such as pulmonary disorders, congestive heart failure and diabetes. All the resources of the hospital, including medical treatment and testing, specialist consultations and therapies, are available to give the patient comprehensive care.

“Lack of good mental health treatment for seniors is a problem throughout the country,” says Dr. Quinne Farrington, Physician Champion for the unit. “Most communities have little to no access to geriatric psychiatry services, and the fact that we have this unit in our community is a big advantage. Strong mental health care for our aging population is essential to the quality of life of our patients and their families.”

Meet Dr. Farrington:

Dr. Quinne Farrington is a board-certified psychiatrist and is Vice Chairman of the Department of Psychiatry at Susquehanna Health. Dr. Farrington has been with Susquehanna Health Medical Group for the past four years. In her role as Physician Champion of the Older Adult Behavioral Health Unit, she provides:

- Diagnostic assessments,
- Therapeutic interventions,
- Medication management, and
- Support and education for patients 60 and over and their families.

CARE CLOSE TO HOME For more information or to make a referral, please call (570) 320-7525.

A blessing

Having been here about a year, I am often asked how I like life in Williamsport. I always had plenty of positive experiences and stories to share in response. I am pleased to add the latest, and most heartwarming, touching and special experience to the top of our list.

My wife gave birth to a healthy, beautiful baby girl at Williamsport Hospital. This baby is, thank God, our third, so we have some experience with hospitals and births. The team at the hospital completely exceeded our every expectation. All of the doctors, midwives and nurses displayed such care, compassion and competence. Though we were in a hospital, we felt like we were in a warm, family-like environment.

Being that my wife and I observe a strictly kosher diet, not wanting to inconvenience anyone, we figured we would bring our own food to the hospital. Little did we know that the nutrition staff at Susquehanna Health would just not take “no” for an answer! They went out of their way to provide tasty, healthy kosher meals for both myself and my wife. They even went as far as to make special arrangements to make sure that we would not miss out on the special celebratory meal.

We were touched by the sincerity, devotion and dedication of the staff. To all of the wonderful staff that we had the pleasure of meeting, we thank you so much for making the birth of our daughter such an enjoyable and special occasion. What a gem we have in this community!

The Rappoport family is grateful for the care they received at The Birthplace™.

Rabbi Shaul Rappoport
Congregation Ohev Shalom
Donations from the Sisters of Christian Charity help area families

When the Sisters of Christian Charity, who live and work in our area, relocated to their new convent at The Meadows on Warrensville Road in February 2010, they donated their excess furniture, cookware and air conditioning units to first-time mothers in need. The Nurse-Family Partnership (NFP), a program of Susquehanna Health's Home Care and Hospice, identified 26 families, who then received more than 150 donated items. The NFP provides education and support to new mothers during pregnancy and through the child’s second birthday.

Good health at hand

Hundreds of brightly illustrated posters will soon flank handwashing stations throughout Susquehanna Health to promote healthy handwashing habits and to reduce the spread of infection. The posters, developed by Susquehanna Health’s infection control team, illustrate six easy steps to germ-free hands and are available to area businesses by e-mailing a request to infodesk@susquehannahealth.org.

Mobile WorkCenter saves workers time

A new mobile health unit will help The WorkCenter save workers time and add to employers’ bottom line by bringing hearing tests, medical surveillance, physical exams and other healthcare services to the worksite. Funds raised at the 29th Annual Susquehanna Health Invitational Golf Tournament helped purchase the vehicle, which is available to employers within and outside of Susquehanna Health’s primary service area. Features include:

» A state-of-the-art sound room for hearing tests.
» Two exam rooms for physicals, respiratory clearance and physical fitness, respirator fit and other OSHA surveillance testing.
» A restroom for drug testing.
» A blood draw area.
» A general education and training area.

Medical Assistant Jennifer Weber works inside this new mobile unit and electronically documents patient information from on-site screenings.

Variety of health plans accepted at Susquehanna Health

As part of our mission to expand access to quality healthcare, Susquehanna Health accepts a variety of health insurance plans. The health system has ongoing full-service agreements with Blue Cross of Northeastern Pennsylvania, HealthAmerica, Aetna and UnitedHealthcare.

In addition, effective November 1, 2010, all Susquehanna Health services, physicians and facilities are in-network for members of Geisinger Health Plan (GHP). This represents an expansion of Susquehanna Health’s previous contract with GHP, which had excluded a number of our high-quality services and physicians.

We are committed to working with multiple health insurers to fully serve employers and patients throughout the region. Patients with questions about their insurance coverage for services at Susquehanna Health are welcome to call (570) 320-7990.
Screenings & Activities

Save the Date
Diabetes Alert Day
» Tuesday, March 22
Watch for details at SusquehannaHealth.org.

Health Careers For 8th-Grade Through College-Age Students
Teens, are you researching careers? Interested in healthcare? Join us for any or all of our programs on careers! Registration is required at SusquehannaHealth.org/careers or by calling 321-2433 or 321-2436. Parents are welcome but don’t need to register. All programs run from 6 – 7:30 pm.

Pharmacy–Great Care
Tuesday, February 15
WRMC, Cafeteria, Conference Room 1B

Rehabilitation Careers–OT, PT, RT, Speech Pathology
Tuesday, March 8
WRMC, First Floor Rehabilitation Gym
Applications, Resumes and Interviews Made Easy
Tuesday, March 22
DPH, Board Room

Manage Your Cholesterol
Learn about cholesterol, recommended levels, factors that cause high cholesterol and ways to manage it with lifestyle changes.
$30
The LifeCenter—Lycoming Mall
Appointment: 321-3000

Blood Pressure, Heart Rate and Oxygen Checks
High blood pressure is a silent killer. It has no symptoms. Have your blood pressure checked regularly, and if you have high blood pressure, talk with your doctor.
$35
The LifeCenter—Lycoming Mall
Appointment: 321-3000

Healthy Eating Nutrition Checkup
Eating habits affect how you feel, mentally and physically. Meet with our health educator to learn simple steps to improve eating habits.
$35
The LifeCenter—Lycoming Mall
Appointment: 321-3000

Healthy Weight Customized Nutrition Plan For A Healthy Weight
Get an individualized report of the calories you use each day, your percent body fat and a sample daily menu of an eating plan. Not for those with diabetes or other special dietary needs. Water is OK, but no food or exercise four hours prior to testing.
$40
The LifeCenter—Lycoming Mall
Appointment: 321-3000

Percent Body Fat Assessment
Body fat measurement by bioelectric impedance. Electrodes on your hands and feet measure the resistance to the electrical signal as it travels through body fat and muscle. This signal cannot be felt. Review results with our health educator. Water is OK, but no food or exercise four hours prior to testing.
$40
The LifeCenter—Lycoming Mall
Appointment: 321-3000

Women’s Health Osteoporosis Screening: How Strong Are Your Bones?
A quick and painless ultrasound heel screening measures your bone density level.
$25
The LifeCenter—Lycoming Mall
Appointment: 321-3000

Hospital Key
» DPH—Divine Providence Hospital
» MVH—Muncy Valley Hospital
» WRMC—Williamsport Regional Medical Center

Save the Date! Family HealthFest
Saturday, April 16, 10 am – 2 pm, The LifeCenter at Lycoming Mall
Prenatal Class:  
Four-Week Program  
Build your confidence as you learn different ways to labor. Fathers and partners will find out how to help you through labor with touch and words. Learn about pain relief and newborn safety and care. Tour The Birthplace™. Gain a sense of trust in your body's ability to give birth. Bring two bed pillows and a mat or comforter.  
FREE! Boot Camp For New Dads  
Dads-to-be get practical tips from men. You may want to be like your own dad or different. Get straight talk about helping your partner through birth, calming both mother and baby and dealing with in-laws.  
» Wednesday, March 23, 7 – 9 pm  
Weekend Class  
This one-day course will help you understand labor and be less nervous about giving birth. Partners will learn ways to help you through labor with touch and words. Learn about pain relief and tour The Birthplace™. You may pack your lunch or purchase lunch in the cafeteria. Bring two pillows and a mat or comforter.  
$40 per couple  
» Saturdays, March 5, April 9, 9 am – 4 pm  
SUPPORT GROUPS  
Bereavement  
» First Wednesday of each month, 1 – 2:30 pm  
DPH, Third Floor near The Gatehouse  
Information: Pat Kiernan, MSW, 320-7691  
» Second Tuesday of each month, 2 – 3 pm  
MVH, Skilled Nursing Unit, Park View Room  
Information: Sister Sharon Hartman, chaplain, 546-8282  
» Third Wednesday of each month, 6 – 7:30 pm  
DPH, Third Floor near The Gatehouse  
Information: Pat Kiernan, MSW, 320-7691  
Bereavement Support Group for Children (ages 4 to 17), 6 – 7:30 pm  
Information: Cherrie Serra, RN, bereavement liaison, 320-7691  
Cancer Support  
Look Good… Feel Better  
For women diagnosed with cancer. Licensed cosmetologists give makeup, hair styling and scarf tying pointers. Lunch is served. Offered with the American Cancer Society.  
» First Monday of each month, 11 am – 1 pm  
DPH, Susquehanna Health Cancer Center  
Information: 326-8555  
Breast Cancer Support  
Women who have been diagnosed with breast cancer discuss concerns and share experiences.  
» Last Monday of each month, 7 pm  
DPH, Susquehanna Health Cancer Center  
Information: 326-8555  
Seniors  
AARP Driver Safety Eight-Hour Course  
For drivers over age 50. Learn how you can stay safe on today's roads. Prepayment is required.  
$12 for AARP members, $14 for non-members  
» Thursday and Friday, March 24 and 25, 12:30 – 4:30 pm  
The LifeCenter—Lycoming Mall  
Please preregister on Mondays and Wednesdays, 9:30 am – Noon, Lincoln Street Senior Center, 323-3096  
Mail payment to The Lincoln Street Senior Center, 2138 Lincoln Street, Williamsport, PA 17701.
WE HAVE THE region’s most comprehensive outpatient rehabilitation services with six convenient locations. We offer physical therapy, speech therapy and occupational therapy. Ample parking is available at all locations. In addition, free valet parking is available at Divine Providence Hospital and Williamsport Regional Medical Center.

WILLIAMSPORT REGIONAL MEDICAL CENTER
777 Rural Avenue, Williamsport, PA 17701
Rehabilitation Center, Floor 1
(570) 321-2605
Monday through Thursday, 6 am – 5:30 pm
Friday, 6 am – 4:30 pm
Neuroscience Center, Floor SL1
(570) 321-2681
Monday through Friday, 8 am – 4:30 pm

DIVINE PROVIDENCE HOSPITAL
1705 Warren Avenue (Costello Center)
Williamsport, PA 17701
(570) 320-7470
Monday through Thursday, 7 am – 7 pm
Friday, 7 am – 4 pm

LITTLE RIVER PLAZA
449 River Avenue
Williamsport, PA 17701
(570) 320-7458
Monday through Friday, 6 am – 6 pm

MUNCY VALLEY HOSPITAL
215 E. Water Street
Muncy, PA 17756
(570) 546-4209
Monday through Friday, 7 am – 5 pm

EAST LYCOMING YMCA
50 Fitness Drive
Muncy, PA 17756
(570) 546-0999
Monday through Friday, 5:30 am – 6 pm

Susquehanna Health Medical Group welcomes Dr. Hanan Morcos, Medical Director of our new Electrophysiology program. Dr. Morcos is board-certified in internal medicine and cardiovascular disease medicine. She specializes in treating heart rhythm disorders through medical therapies, device implantation and ablation as well as other diagnostic techniques and heart rhythm treatment procedures. Most recently, she was an electrophysiologist at New York Methodist Hospital. She completed her internal medicine residency at Saint Vincent's Catholic Medical Centers of New York. Dr. Morcos completed her cardiovascular disease fellowship at State University of New York Health Science Center in Brooklyn, NY, and received fellowship training in clinical cardiac electrophysiology at the University of Nebraska Medical Center. Referrals to Dr. Morcos can be made by calling (570) 321-2800. Her office is located in the Heart & Vascular Institute at Williamsport Regional Medical Center.

Susquehanna Health Medical Group welcomes Dr. David Schaefer, PhD, FACP. Board-certified in gastroenterology, Dr. Schaefer is the new Medical Director of SH Gastroenterology. He is highly skilled in advanced gastroenterology procedures and most recently was the Medical Director for gastroenterology at the Geisinger Wyoming Valley Medical Center where he pioneered SpyGlass endoscopy, which allows for direct visualization of the bile ducts. He received his medical training at Eastern Virginia Medical School and completed his residency at York Hospital in York, Pennsylvania. Dr. Schaefer was fellowship-trained at the Johns Hopkins University School of Medicine, where he was also an instructor of medicine. His office is located on the third floor of the Williamsport Regional Medical Center. Referrals can be made by calling (570) 321-3454.