THE NEW SUSQUEHANNA HEALTH

Community Benefit Report
See page 11

Williamsport Regional Medical Center
Divine Providence Hospital
Muncy Valley Hospital

Susquehanna Health
The art of caring. The science of healing.
We can’t wait
to show you!

Join us for a special open house at the new Susquehanna Tower at Williamsport Regional Medical Center on

Sunday, February 26, noon to 5 pm.

We’re offering tours, food, entertainment and giveaways. Stop by this exciting community event to see how Project 2012 is bringing advanced healthcare to the region.

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SUSQUEHANNA HEALTH is in the midst of a $250 million construction and renovation project (Project 2012)—the largest expansion in our history.

Project 2012 was designed to help us overcome challenges related to aging facilities and to accommodate the latest technology. The expansion and renovation of our building structures will enable us to:
» Incorporate the latest in digital technology to allow us to maximize medical services and efficiencies.
» Improve physician and nursing staff recruitment and retention.
» Enhance the patient and family experience.

A Tower of Hope

New tower sets scene for the best in care

UNIT SERVES STEP-DOWN PATIENTS
The Progressive Care Unit, located on the sixth floor of the new Susquehanna Tower, has 28 private rooms for patients who need a high level of care but not intensive care. Featuring the same design and amenities as the other private rooms in the tower, it will be for surgical, medical and cardiac patients based on condition and medical needs.

WIRELESS MONITORING
A new wireless cardiac monitoring system will enable patients needing telemetry or heart monitoring to stay on the unit dedicated to their primary care concern.

“Wireless monitoring will cut down on the need to transfer patients, which helps with continuity of care and convenience,” explains Sue Duchman, Susquehanna Health’s Vice President of Operations and Chief Nursing Officer. “If a dysrhythmia develops, patients can stay in their familiar room with the same caregivers and be monitored by professionals in a central location.”

DESIGNED FOR PRIVACY
At the Imaging Center, inpatients who need X-ray, ultrasound or MRI testing (MRI is coming in April 2012) will travel via an internal elevator system and have a separate waiting area. This means these patients will not be in contact with outpatients who come to the Center for testing. Outpatients will access the Imaging Center’s comfortable waiting area from the new lobby.
SIGHT, SMELL, SOUND AND COMFORT can affect patient healing and outcomes. In the new and renovated areas of Project 2012, the environment plays an important role.

New private patient rooms at Williamsport Regional Medical Center (WRMC) and Muncy Valley Hospital (MVH) are spacious and equipped to accommodate visitors and encourage family to be involved in a patient’s care. At WRMC the rooms have wireless Internet and flatscreen televisions as well as work areas for visitors. Both television programming and food service can be customized to meet patients’ requests. Each room contains independently controlled light levels to take into account clinical needs and patient comfort and safety.

In the new Susquehanna Tower at WRMC, a separate network of staff elevators and corridors decreases congestion, smells of trash and food, and noise in the patient areas while providing clear pathways for staff and physician access, as well as privacy for patients who may need tests, imaging or therapies.

Self-contained rooftop air handling units with isolators help reduce mechanical noise and vibration.

Carpet in the Birthplace™ corridors and an acoustic ceiling in the new lobby minimize noise. For additional noise reduction, all personnel will use Vocera, a hands-free device that promotes direct, rapid communication among physicians and staff. This system will eliminate many phone calls, overhead pages and announcements.

The decentralized nursing stations and strategic placement of supplies and medications minimizes staff travel on patient floors to improve efficiency, patient satisfaction and employee retention.

Private rooms reduce the spread of infection, and handwashing sinks located at staff entry points encourage and promote lower infection transmissions. In many rooms, automated lifts above patient beds minimize patient and staff lifting injuries and promote greater mobility for patients. Entryway collection systems, specialized exhaust controls and high-efficiency air filters will reduce patient, staff and visitor exposure to dirt, pollution and hazardous gases and chemicals. In addition, all Susquehanna Health campuses will remain tobacco-free.
**Step by Step**

The “Pathway to Health” is a network of streets and boulevards that will improve access from Interstate 180 to Williamsport Regional Medical Center (WRMC), promote healthy lifestyles and improve pedestrian safety.

Thanks to a public-private partnership of the city of Williamsport, Lycoming County and Susquehanna Health, this route will receive numerous improvements in the next few years, including traffic signals with emergency medical services pre-emption and pedestrian crossing, widening to create turning lanes where necessary, streetlights, curbs, sidewalks and destination signs.

The physical Pathway will be completed in phases as funding becomes available. The first phase is being funded through a federal grant. Funding for the rest of the project is still being sought by city and county officials. They estimate the entire project will cost $5 million—a worthwhile investment to maintain healthcare services and quality of life for their citizens while keeping the area’s largest employer in the city.

The Pathway will also be used by Susquehanna Health’s wellness programming to improve community health.

Susquehanna Health hopes to work with other community partners to ensure the new walkways and green spaces are safe and well-maintained.

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**Ready to Operate**

A High-Tech Surgical Suite on the fourth floor of the new Susquehanna Tower is designed with a central sterile core surrounded by operating rooms. The design allows surgeons, staff and materials to enter the operating rooms from the sterile core to maximize safety, efficiency and infection control. Patients have a comfortable, separate area for pre and post-surgery.

A new hybrid operating room (OR) allows multiple surgeons to perform combined open, minimally invasive, image-guided or catheter-based procedures in one operative setting.
THE BIRTHPLACE™ is a premier location for growing families.

“We’re looking forward to providing outstanding care exclusively for moms and babies in a very pleasing environment that will promote family bonding,” says Patricia Miller, BSN, RNC, NE-BC, Manager of Patient Care, The Birthplace™ and Pediatrics. “Nursing stations will be decentralized, located just outside every two patient rooms, to help us quickly meet our patients’ needs.”

Private postpartum rooms will offer amenities that patients have asked for, such as wireless Internet, flat screen televisions, entertainment systems for watching movies, mini refrigerators, upscale toiletries and comfortable sleep spaces for a support person.

The unit will also feature private labor and delivery rooms, an operating room and prenatal testing beds. A Level II nursery for babies born after 32 weeks’ gestation or full-term babies who need specialized care complements the newborn nursery.

The nearby conference area will be used for childbirth education classes, the popular new mom support group and outpatient lactation support for breastfeeding concerns. The new Birthplace™ is scheduled for completion by this summer.

STEP INTO the Joint Replacement and Spine Center on the sixth floor of the new tower, and you might forget you’re in a hospital.

“We engineered this unit to be a therapeutic environment for our patients, which is a unique concept for the region. The focus is on recovery and rehabilitation, and our nursing and physical therapy care models support a culture of wellness,” says Lori Beucler, Administrative Director, Perioperative, Gastrointestinal and Orthopedic Services.

Each of the 24 private rooms has its own bath and a comfortable area for family or other support people. The gym is easy to access, and there is plenty of space in the patient rooms for private rehabilitation sessions as well. In the gym, the fully equipped occupational therapy kitchen will be used for activities of daily living, such as baking.

As in the other units in the tower, nurses will be at decentralized stations located just outside patient rooms.

“This will be an ideal setting for our patients to do the rehabilitative work that must follow spine and joint replacement surgery,” says Dr. Michael Hoffman, orthopedic surgeon.
PATIENTS AND VISITORS will begin seeing dramatic improvements in March, when stage 1 of the new emergency room (ER) in the Susquehanna Tower opens. During this stage, 22 new private patient treatment rooms will replace 18 curtained bays of the current ER.

“We needed to use a staged approach to ensure seamless, uninterrupted emergency care for our patients while managing our construction project,” says Rita Spangler, Vice President of Facility Development.

Providing private treatment rooms for patients will promote infection control, reduce noise, improve patient confidentiality, and provide a comfortable area to wait for test results or monitoring. Rooms will feature comfortable new beds, flatscreen televisions, seats for visitors and private toilets in rooms for patients who take longer to treat. Nurses at decentralized stations just outside the rooms will maintain direct observation and contact with patients and will be equipped with computers for efficient record-keeping, order entry and review of test results.

“When these new rooms open in March, we will begin to see a lot of operational improvements and efficiencies,” says Becky Hess, Manager of Patient Care for the ER.

Two critical-care rooms and a radiology and CAT scan suite within the ER will provide space and resources to more quickly evaluate and treat more critical patients—such as stroke patients.

A triage area near the entrance will help staff efficiently evaluate and place patients from the general waiting area. During peak hours of patient activity in the first stage, patients with minor conditions can also be directed into an UrgiCenter with eight exam rooms for nonemergent care.

“When all the construction is complete this fall, we will have an ER with a total of 36 private rooms that is appropriate for the large volume of patients who depend on us for emergency care,” Hess said.

An inspiring place to learn

Whether you’re a first-time mom preparing for childbirth or a physician attending a medical conference, there’s no better location for learning than the Education & Conference Center on the third floor of the new tower at Williamsport Regional Medical Center (WRMC).

Equipped with large screens, videoconferencing and the latest technology for presentations, the Walnut Conference Room, the largest of six conference rooms, can accommodate up to 200 people for a large-scale event. The rooms are spacious and have comfortable seating.

Just outside the Center is the Atrium Café, where you can grab a light snack or beverage. A glass wall provides striking views of the outdoors.
BEAUTIFUL SCULPTURES, photographs, paintings and other artwork are creating a healing landscape within Susquehanna Health’s hospitals. Almost all of the 242 original and commissioned pieces selected were created by artists living and working within 50 miles of Williamsport. Many of the pictures depict scenes from nature, including recognizable local venues.

“Susquehanna Health has made a significant investment in the local art community,” says Leslie Watkins, President, The Art Partnership, who assisted the Project 2012 art committee in selecting pieces that would promote healing. “This is an incredible outreach endeavor that provides an enriching tie to the community and an inspirational and healing environment for patients.”

BY DESIGN, YOU CAN’T MISS the chapel at the center of the lobby in the new Susquehanna Tower. A visible reminder of Susquehanna Health’s Christian faith-based heritage, the chapel is a place for patients, family members and service partners, regardless of their religious beliefs, to come for rest and inspiration.

The chapel can accommodate 25 to 30 people for a small Mass or worship gathering. A smaller, private area is also set aside.

Appearing like a column in the lobby, the chapel symbolizes community and people coming together in God. Its glass entrance and wall with waves reminiscent of water—a tie to the Susquehanna River—represent cleansing, healing and peace.

“The chapel is a place of rest, inspiration and comfort,” says Sister Ann Marie Paul, Director of Mission Integration and Ethics. “This is a place we hope people can find the ground of their being to find a deeper understanding of who they are and who God is for them. It’s a spiritual connection point for people.”

“The hospital is not always an easy place to be,” says the Reverend John Charnock, Director of Pastoral Care. “You may be there because someone is sick or injured. It can be a place of crisis, but you can walk into the chapel and be reminded that your God is with you, even in the midst of a difficult situation.”
BUILDING GREEN is a priority for Project 2012. The major renovation and expansion project was designed to serve the community for generations with an emphasis on quality, careful use of resources, and maintaining Susquehanna Health’s (SH) role as a good financial and environmental steward.

The new Energy Service Center can power the entire Williamsport Regional Medical Center (WRMC)—with room to grow. The co-generation system reuses exhaust heat to power the heating and hot water systems. The plant reduces the hospital’s carbon emissions by 50 percent.

A new heating and cooling system at Muncy Valley Hospital also has improved energy efficiency. At both sites, energy-efficient bulbs and motion-detection lights reduce energy use. Water-efficient fixtures are reducing potable water consumption at the new tower by 28 percent.

Wherever possible, items were recycled, reused or given away. Environmentally friendly cleaning products and building materials were selected to maintain healthy air quality and reduce the release of certain toxic chemicals.

The green roof of the new Susquehanna Tower at WRMC helps improve energy efficiency and is more visually appealing. Renovations will improve accessibility for public transport and include a preferred parking area for fuel-efficient and low-emission vehicles as well as secure bicycle racks.
CANCER CENTER SETS THE STANDARD

The flagship project at Divine Providence Hospital (DPH) for Project 2012 was the renovation and expansion of the Susquehanna Health Cancer Center into a two-story healing environment equipped with the latest technology for cancer diagnosis and treatment.

The new center sets the standard for using technology, design and the voice of the customer to promote convenience and comfort.

It has already helped to recruit two new physicians as the program has expanded to meet the needs of more patients.

A new lobby at Divine Providence Hospital helps staff greet patients in a spacious environment that is welcoming and modern.

Breast Health Center

THE KATHRYN Candor Lundy Breast Health Center, nearly twice its former size, is designed to improve care coordination and enhance patient privacy. Patients have an option of using valet parking service, are seen quickly, and spend less time waiting for results. Thanks to advanced communication technology, patients have better-coordinated care and can see multiple experts in one visit if necessary.

The new location inside Divine Providence Hospital (DPH) opened in September and provides more efficient access to imaging systems and to advanced technology that helps women at risk for developing breast cancer.

“This new Center will have a tremendous impact on the health of the community. I am thrilled to see the effects on the quality of care for the women we have served,” said Dr. Timothy Pagana, Medical Director, Kathryn Candor Lundy Breast Health Center.

Same day surgery services gets a lift

Same day surgery patients at Divine Providence Hospital have a beautiful new environment designed to be calming and promote healing. The patient-focused upgrades include a stunning remodel to the second-floor Surgical Services patient rooms, hallways, waiting rooms and pediatric lounge.
Dear neighbors and friends,

2011 was another outstanding year for Susquehanna Health as we continued to grow and expand to better serve patients in our 11-county region.

Facility improvements at all three of our acute-care campuses—part of our $250 million construction and renovation project—continued to advance. 2011 brought a new Breast Health Center at Divine Providence Hospital with enhanced privacy, convenience and comfort for our breast health patients. At Muncy Valley Hospital, an addition provides for a new gathering space for our residents and a modern physical therapy gym.

March 2012 serves as an important milestone with the widely anticipated opening of the new Susquehanna Tower at Williamsport Regional Medical Center. This 240,000-square-foot building will include an expanded emergency department, inpatient orthopedic and spine floor and gym, education and conference center, monitored unit for cardiac patients, and private patient rooms with family gathering space. The Tower was designed for current and future generations, as evidenced by its use of quality and safety-enhanced design and green technology throughout the building.

Susquehanna Health continues to achieve recognition as a healthcare leader for quality of care at the national and state levels. In 2011, Williamsport Regional Medical Center was presented the Surgical Care Improvement Project Award for its successful implementation of best practices relating to improving patient safety. In addition, Williamsport Regional Medical Center received the American Heart Association/American Stroke Association’s Get With The Guidelines®—Stroke Gold Plus Quality Achievement Award, which recognizes our fourth successful year implementing evidence-based guidelines for stroke patients. These recognitions speak to the outstanding caliber of our healthcare professionals. In addition, Susquehanna Health was named one of the Top 100 Best Places to Work in Pennsylvania for the fourth consecutive year.

We also maintained our ongoing commitment to provide exceptional care for all, regardless of faith, ethnicity or ability to pay. In 2011, Susquehanna Health provided over $45 million both to subsidize—either partly or in full—the care of people in our region who were unable to pay for the healthcare services they received from us and to offer a wide-ranging selection of important community outreach programs. (Turn the page for more details.) One of the stories in our community benefits report highlights the experiences of an uninsured patient who found compassionate care at the Susquehanna Community Health and Dental Center. Another story describes one of the innovative wellness programs we support through the LifeCenter™. These are just two examples of how we are following through on our commitment to serve the health needs of our community.

All of us at Susquehanna Health—physicians, nurses, staff and leadership—are mindful of the great trust you place in us when you, your loved ones and friends come to our facilities to be healed. We are honored that you have chosen us for your care.

Sincerely,
LAUREL SHIPMAN, 8, draws the line at cucumbers. She’ll gladly eat any other vegetable—or fruit, for that matter—because she has learned the importance of maintaining a healthy diet. Just don’t offer her a cucumber.

“They taste bad,” said Laurel, explaining her dislike. “But I like all the other vegetables and fruit because they’re good for you. I know if I don’t eat healthy or if I eat a lot of candy, I’ll get cavities.”

CHEFS IN THE MAKING
Laurel—along with her twin brother, Jacob, her sister, Audrey, 6, and her mother, Sarah—has attended several Kids in the Kitchen events sponsored by Susquehanna Health’s LifeCenter™. This fun event, held annually at the Lycoming Mall, has a serious purpose—to educate children, parents and caregivers about making healthy food choices and the risks of eating too much and getting too little exercise.

“Childhood obesity has risen dramatically in this country and is now a serious health issue,” explains Robin Dawson, a registered nurse, community health educator and LifeCenter™ coordinator. “One of our goals for this program is to give children and their parents an opportunity to see just how easy and fun it can be to choose and prepare great-tasting nutritious snacks.”

According to the Centers for Disease Control and Prevention, childhood obesity has more than tripled in the last 30 years, with over one-third of children and adolescents now obese or overweight. Children who are obese are likely to be obese as adults and be prone to many health risks—including heart disease, diabetes, stroke, some cancers and osteoarthritis—associated with adult obesity.

The LifeCenter™, a unique partnership between Susquehanna Health and Blue Cross North Eastern Pennsylvania, provides tools people need to stay healthy—in a convenient location at the mall. These include free and low-cost health screenings, wellness information, seminars, lectures and events such as Kids in the Kitchen. In 2011, Susquehanna Health provided $47,415 in financial support for the LifeCenter™.

CULINARY ARTS
At this year’s Kids in the Kitchen event, more than 85 participants took part in interactive informational sessions led by Karen Baldy, community health nurse with the Pennsylvania Department of Health. The children and their parents then prepared their own healthy snacks under the direction of Kristi Branstetter, owner of My Foodie Chef, a personal chef service in State College.

In addition to healthy recipes, the children all received goodie bags with coloring pages and crayons, stickers, zipper pulls, bottled water and more. Parents were given tips on preparing healthy packable lunches and tips on how to get picky eaters to eat healthy foods.

Sarah Shipman, Laurel’s mother, said she takes her children to the event because it’s unique, “It’s the only opportunity in this area for my kids to go and learn about healthy eating,” she said. “The kids love it because it’s hands-on and the snacks are delicious.”
In 2011, Susquehanna Health provided over $45 million in unreimbursed healthcare services and programs to the people of our region.

**SUBSIDIZED COMMUNITY CARE**
Susquehanna Health is present where and when our community needs us. In 2011 we invested in these essential programs.

**CITY AND COUNTY MOBILE INTENSIVE CARE UNITS/ COUNTY SQUAD**
Residents depend on paramedic and city ambulance services 24/7.

**COMMUNITY HEALTH CENTER**
Our mission ensures that the disadvantaged in our area receive health and dental care.

**EMERGENCY DEPARTMENTS**
Greater Williamsport and Muncy Valley residents can rely on our 24/7 emergency departments.

**INPATIENT BEHAVIORAL HEALTH**
In 2011, 810 patients were admitted to the 31-bed unit. Their average length of stay was 7.6 days.

**THE LIFECENTER™ AT LYCOMING MALL**
The LifeCenter™ served more than 33,000 people in 2011.

**OTHER SERVICES**
**DUI PROCESSING CENTER**
Provides nearly 400 square feet of office space for police officers to process DUI offenders.

**FORENSIC CENTER**
Houses the offices of the Lycoming County coroner, a comfortable waiting area and a high-tech facility for medical examiners.

**L.C.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.

**HEALTH PROFESSIONS EDUCATION**
Susquehanna Health partners with Pennsylvania College of Technology, The Commonwealth Medical College and others in the training of future healthcare providers, including doctors, nurses, lab technicians and nurse assistants, by offering space, staff resources and mentors.

**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.

**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. 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.

**STATEMENT OF REVENUE AND EXPENSE**

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<th>REVENUE</th>
<th>FY 2011</th>
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<tr>
<td>Net patient service revenue</td>
<td>$384,577,807</td>
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<tr>
<td>Other revenues</td>
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<tr>
<td>Total revenue</td>
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<table>
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<tr>
<th>OPERATING EXPENSES</th>
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<tr>
<td>Salaries, wages and employee benefits</td>
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<td>Services purchased</td>
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<tr>
<td>Bad debts</td>
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<tr>
<td>Depreciation and amortization</td>
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<td>Insurance and taxes</td>
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<tr>
<td>Interest</td>
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<tr>
<td>Total expenses</td>
<td>$378,575,838</td>
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| Excess revenue over expenses                | $17,395,401   |

**USES OF REVENUE OVER EXPENSES**

| Patient Care Technology                     | $8,474,012    |
| Facility Maintenance                        | $6,382,196    |
| Project 2012 expenditures                   | $66,976,246   |

**USES OF REVENUE**

| Salaries, wages and employee benefits        | 52%           |
| General operating                            | 21%           |
| Services purchased                           | 9%            |
| Bad debts                                    | 6%            |
| Depreciation and amortization                | 5%            |
| Repairs, maintenance                         | 3%            |
| Insurance and taxes                          | 3%            |
| Interest                                     | 1%            |

**SOURCES OF REVENUE**

| Medicare                                     | *$135,948,074 34% |
| Blue Cross / Blue Shield                     | $108,855,669 27% |
| Managed Care                                 | $46,106,169 12% |
| Other Payers                                 | $39,402,368 10% |
| Medicaid                                     | *$27,110,924 7% |
| Self Pay                                     | $14,909,117 4%  |
| Commercial                                   | $12,245,486 3%  |
| Other Revenues                               | $11,393,432 3%  |
| Total                                        | $395,971,239   |

* Includes Managed Care
FOUR YEARS AGO, Maureen Whiteman’s life seemed to be in free fall. She and her husband, Clyde, had both been laid off from their jobs in Massachusetts. Unable to afford the mortgage payments, they lost their home.

Leaving their two sons and a grandson behind in New England, they moved to Trout Run, where they also have family, hoping for a new start. But, at first, steady work was hard to find. Stress took its toll, aggravating the depression Whiteman had had for years. Newer ailments, including gastric reflux disease and hypertension, began to afflict her. One day, she found a lump in her breast and suspected it might be cancer. With no private health insurance and ineligible for Medicaid, she didn’t know where to turn for help.

A TIME OF NEED
“It was the first time I had ever been without health insurance; my husband had always provided insurance for us through his job,” recalls Whiteman. “It was a very scary time.”

EMPATHY AND EXPERTISE Sister Christina Cables became Whiteman’s primary care provider and trusted counselor.

She eventually sought treatment at the Susquehanna Community Health and Dental Center in Williamsport. The center, the only independent provider of safety-net medical and dental services in Lycoming County, offers care to all who need it, regardless of their ability to pay. Sister Christina Cables, of the Sisters of Christian Charity, a certified registered nurse practitioner, became Whiteman’s primary care provider and trusted counselor.

“Sister Christina is a lovely person—she’s so caring,” says Whiteman. “And the people at the center have been so helpful and so professional in managing my care. They never treated me any different, even when I was uninsured.”

The center, which became independent this year from Susquehanna Health, handles about 20,000 patient visits per year, according to Ellen Krajewski, the Center’s president and CEO. Between 65 and 75 percent of patients are enrolled in Medicaid, the government program for low-income and disabled persons. Another 20 to 25 percent have no insurance at all.

“Our mission is to extend God’s healing love—to provide inclusive, quality care to all who need it,” says Krajewski.

The center is applying for designation as a federally qualified health center, making it eligible for government grants, but it relies on donations to stay open. In calendar year 2011, the center received $2.9 million from Susquehanna Health, its primary funding source. “The funding we receive from Susquehanna Health is essential to our operations, especially with the rise in uninsured and underinsured patients,” says Krajewski. “We’re just inundated with people who need to be seen.”

A NEW BEGINNING
The lump in Whiteman’s breast did, in fact, turn out to be cancerous, but the diagnosis made her eligible for Medicaid. She underwent surgery, chemotherapy and radiation therapy at Susquehanna Health Cancer Center at Divine Providence Hospital. Today, more than three years later, there is no sign of the cancer recurring. She and her husband both have jobs, and she serves on the board of directors of the Susquehanna Community Health and Dental Center. Even though her teenage daughter now has private health insurance, Whiteman has enrolled her at the center.

“I trust them,” she says. “Every decision they make is based on community need. And for my own healthcare, Sister Christina and I are a team. She’s the one who kept me together throughout this whole ordeal.”
MANY RECOVERING HEART ATTACK patients speak of their experience as a wake-up call or second chance. They are inspired to make changes—to stop smoking, lose weight and start exercising—that will help them prevent another heart attack. But for some patients, a heart attack causes feelings of sadness and can even trigger a depression that hinders recovery.

“We don’t know exactly what causes depression in an MI (myocardial infarction heart attack) patient, but the data shows depression can lead to poorer outcomes by making patients less compliant with their treatment plan—including taking prescribed medications, making lifestyle changes and participating in cardiac rehabilitation,” explains Dr. Donald Nardone, an interventional cardiologist with Susquehanna Health’s Heart & Vascular Institute.

The link between poor outcomes and depression led the American College of Cardiology and the American Heart Association to recommend evaluation for symptoms of depression for coronary artery bypass graft (CABG) surgery, acute MI and chronic angina patients. Prescribing antidepressants before a patient shows signs of depression is not recommended, but early detection is important.

“We don’t want to wait months after hospitalization to address depression,” explains Dr. Nardone. “There are various tools and screening surveys we use to identify it, and often family members will pick up on the signs. If a patient doesn’t tell me he feels lucky or is ready to make some changes, that’s an alert to possible depression.”

Temporary feelings of sadness after heart surgery or a heart attack are fairly common, as are concerns about getting into old routines and activities. However, when the condition prevents the patient from complying with treatment or affects relationships or performance at work or home, the patient’s family doctor or cardiologist should be informed.

“While treatment for depression in cardiac patients doesn’t necessarily improve outcomes, it does improve compliance with treatment and makes the patient feel better,” explains Dr. Nardone. “It’s an important consideration for heart patients because of the impact on their quality of life.”

HELPING WITH MATTERS OF THE HEART
Here are some ways you can help a loved one following a heart attack or heart surgery.

» When appropriate, encourage the patient to get up and get dressed every day, walk, get a good night’s sleep, and eat well-balanced, nutritious meals.

» Encourage the patient to take prescriptions, attend rehabilitation therapy sessions and follow any recommended lifestyle changes.

» Help the patient get back to hobbies and social activities he or she enjoys.

» Look for support groups for the heart patient and for you.

» Be consistently supportive, take breaks from caregiving, and understand that hostility, rejection and irritability may be part of your loved one’s depression.

» Watch for signs of harmful coping habits such as smoking, using drugs, drinking or overeating.

» Learn the signs of depression and don’t wait to encourage the heart patient to talk to the doctor about his or her symptoms.

TAKE HEART. Learn about Susquehanna Health’s nationally recognized Heart & Vascular Institute by calling 570-321-2800.
A mother-baby reunion

WHEN SHANNA Keefer, 32, of Williamsport, learned she was pregnant with her third child, Jackson, she assumed it would be just as easy as her first two pregnancies. Then her blood pressure began to climb dangerously high. Dr. Leonard Collins, of The Birthplace™ at Susquehanna Health monitored things closely and gave her a corticosteroid injection to help Jackson’s lungs develop in case an early delivery became necessary.

“He told me, ‘If this was my grandbaby, that’s exactly what I’d want his doctor to do,’” Keefer explains. “I was really impressed with how much Dr. Collins cares about his patients.”

In addition to Dr. Collins, midwives Janice Dreher, CNM, and Patty Kaiser, CNM, worked with Keefer to make sure she was comfortable with the process.

“Both Patty and Janice were so caring and compassionate and really went above and beyond to help,” says Keefer. “They were there for me when I was faced with so many difficulties, both physical and emotional.”

Dr. Thomas Martin gave Jackson continuous positive airway pressure, or CPAP, and then a chest tube to help him breathe.

Keefer’s blood pressure remained high, and she was in danger of having a stroke. Doctors gave her magnesium sulfate to help regulate it, but she had to remain in the Maternity Unit for 24 hours under careful monitoring until her blood pressure could be brought to safe levels.

“I knew that Jackson was getting great care—we had a whole team of doctors looking after each of us,” Keefer says. “But I really wanted to be there with him, and because of my condition, I couldn’t. It was hard.”

A PERFECT INTRODUCTION

The team at The Birthplace™ knew that it was important for Jackson to meet his mother as soon as possible. Studies show that early mother-infant contact is crucial to a baby’s development, and they were losing precious time.

“The nurses wheeled me on my hospital bed, with all of my tubes and monitors, to the other end of the building, where Jackson was staying,” Keefer says. “It was quite an emotional time. I put my hand out and he gripped my finger with his little hand. And then his oxygen levels actually went up—I felt that he knew I was his mommy.”

Today, both mom and baby are fully recovered, thanks to the skill and care of two teams of doctors, midwives, pediatricians and nurses at Susquehanna Health.

“I’ll never forget the kindness of those nurses to give me that moment with my son,” Keefer says. “At Susquehanna Health, they made me feel like Jackson and I were their only patients. Most importantly, they helped him become the healthy little boy that he is today. Now he’s a chubby little guy!”
IF YOU’RE SLEEPING AND snacking a little more than usual, you’re not alone. The post-holiday winter months can put anyone into a light funk. But when those symptoms return each year and are coupled with a disinterest in your usual activities or lead to problems at work or with relationships, they can be a sign of something more serious called seasonal affective disorder (SAD).

“SAD is a form of depression,” says Dr. Quinne Farrington, a psychiatrist with Susquehanna Health Behavioral Health Services. “Its seasonal nature, usually beginning around September or October and ending in March, or in rare cases from spring until fall, makes it different from other types of depression.”

While specific causes for SAD are unknown, doctors know reduced exposure to sunlight, which happens during shorter winter days, can interfere with your internal clock and drop levels of the mood-affecting brain chemical serotonin. This year, wet weather in September may have given the condition a jump on the season by keeping people indoors even earlier.

Between four to six percent of people in the United States suffer from SAD; 10 to 20 percent have a more mild form of the winter blues. About 75 percent of cases affect women in their 20s to 40s. In addition to increased appetite and fatigue, anxiety, irritability and a loss of interest in being around people or engaging in usual activities are all signs of SAD.

“Don’t try to diagnose yourself. If you’re having symptoms, see your family doctor or a behavioral health specialist,” says Dr. Farrington. “SAD is a major factor in quality of life that can impact family, work, relationships and outside activities—but it can be treated.”

Treatments for SAD include antidepressant medicines and behavioral and light therapy.

Try this!
Dr. Quinne Farrington, a psychiatrist with Susquehanna Health Behavioral Health Services, suggests these ways to prevent SAD and the blues this winter:

» Exercise. Activity can have a mild antidepressant effect. Aim for 30 minutes a day, three times a week.

» Spend time outdoors. Dress for the weather, but aim for exposure to the sun to help brighten your mood. Tanning beds are no substitute for the real deal!

» Keep up social activities. A good, positive social network can serve as a mild antidepressant, too.

» Eat right. A well-balanced diet with sufficient vitamins and minerals will keep your energy levels up. Dr. Farrington suggests having vitamin D levels checked and, in consultation with your doctor, considering eating more fish rich in omega-3 fatty acids or taking a supplement.

Stay upbeat this winter

BEHAVIORAL HEALTH SERVICES can provide help for all ages and stages. To learn more about our full spectrum of care, call 570-320-7525.
MANY COMMON HEALTH problems are associated with inactivity, including weight gain, diabetes, joint pain and heart disease. Finding time and motivation for exercise can be challenging—so we asked a few area physicians who exercise regularly what inspires them to fit workouts into their busy schedules:

Dr. Linda Myers

SPECIALTY: BREAST SURGERY
While in medical school in the late 1980s, Dr. Linda Myers, 47, played a lot of racquetball. She got back into the game four years ago when she noticed her neighbors playing at the Jersey Shore YMCA. “We get together once, sometimes twice, a week to play for about two hours,” says Dr. Myers. “It’s a great stress reliever.”

Even a recent hip replacement didn’t slow Dr. Myers down. She returned to playing in full force within a few months of the procedure.

With a tough schedule and a husband who travels at times for his service as a medic in the Army National Guard, Dr. Myers makes activity a family event. In addition to playing racquetball with her husband and youngest son, Dr. Myers enjoys hiking and biking with her family on area trails. In the summer, they also enjoy swimming.

“The key is finding something you enjoy doing,” she says. “I really look forward to those weekly games.”
Dr. Anthony Ippolito

**SPECIALTY: RHEUMATOLOGY, LUPUS**

Dr. Anthony Ippolito, 37, had a practical reason to start bicycling—he didn’t have a car and needed a way to get to his job at the National Institutes of Health in Maryland.

“I like bicycling because it’s outdoors, and you can go really, really fast,” he explains. “It just feels good.”

Since many of his friends jog, he tried that too. He gradually increased his distance and incorporated swimming to train for a sprint triathlon last year.

“I like the cross-training,” he says. “It’s one of the best ways to ensure you don’t overuse one set of joints.”

With a new practice and young children at home, Dr. Ippolito says it’s challenging to find time for exercise, but he tries to get out at least three times a week to run, ride or lift weights.

**Dr. Leonard Collins**

**SPECIALTY: OBSTETRICS/GYNECOLOGY**

Dr. Leonard Collins, 60, was always athletic, but he gained weight when he got busy with his residency in his late 20s. He started running to get back in shape.

Running suited his goal-oriented personality, and he began challenging himself to improve. Within two years he participated in his first marathon. More than 30 years later, with eight marathons under his belt, he still runs three hours each week.

“Running is something I really enjoy,” says Dr. Collins. “I like getting outside and getting in touch with the elements of life. It allows me to clear my head and focus.”

Flexibility has been key to Dr. Collins’ habit. He finds odd hours and convenient training routes to fit his demanding schedule. At times, he has reoriented to shorter races when demands of work and family required it. In recent years, he has begun allowing a day or two for recovery between runs.

Dr. Collins credits his wife, Jean, for giving him time to train, especially early on. After their three children were born, she began running too. They look forward to running together when schedules allow it. In addition to running in the same marathons, they also have participated in races with their grown children.
Spirit Girls’ Night Out

Susquehanna Health hosted its inaugural Spirit of Women event, Spirit Girls’ Night Out, Tuesday, October 25, at the Holiday Inn in downtown Williamsport.

Spirit Girls’ Night Out provided women with valuable health education, food, wine, health screenings and shopping with local business vendors. More than 300 women participated in the event, which included an “Ask the Doctor” session with plastic surgeon Dr. Nathalie Lavallee.

During the evening, Susquehanna Health breast surgeon Dr. Timothy Pagana led discussions for “What You Don’t Know About Your Mammogram Could Harm You.” Guests were encouraged to have their body mass index measured, blood pressure screened and blood glucose tested as well as to participate in other valuable health screenings. Numerous demonstrations by vendors were featured in the main ballroom.

BROUGHT TOGETHER FOR BETTER HEALTH

“Girls’ Night Out was a huge success, bringing women from all over northcentral Pennsylvania to learn important health information in a fun and engaging manner,” says Susan Browning, Director of Community Benefit for Susquehanna Health. “Susquehanna Health is committed to the healthcare of women—their mind, body and spirit—so every woman can be her very best.”

Susquehanna Health Spirit of Women members receive discounts on health screenings and classes, invitations to members-only events, ongoing health and wellness information, and a loyalty card to give access to special offers from area businesses.

Spirit of Women’s goal is to motivate and inspire women to make positive changes to lead their best, healthiest life.

Susquehanna Health

Susquehanna Health has signed an agreement to be part of the Keystone Health Information Exchange (KeyHIE). By joining hospitals, along with long-term care facilities and other healthcare providers throughout 31 counties in central and northeast Pennsylvania, Susquehanna Health physicians will be able to serve patients better by securely accessing essential information to make decisions crucial to patient care.

A health information exchange (HIE) is a transmission of healthcare information between healthcare providers to improve patient care and outcomes.
Helping area flood victims

Since Sunday, September 11, Susquehanna Health (SH) has been working with area flood victims to address their health needs. A team of SH nurses traveled to flood-ravaged areas and provided 106 free tetanus shots to flood victims. SH also provided 235 free tetanus shots to flood victims through our two emergency departments. Tetanus shots, mask and gloves were delivered to Our Lady of Lourdes Church in Montoursville, which served as local relief center.

SH service partners donated $3,200 to assist their peers. In addition, VHA gifted SH with $57,000 to distribute to our service partners affected by the flood. This year during the Lycoming County United Way campaign, SH will match the number of dollars raised by our service partners during the campaign and place matching dollars in the Flood Relief Fund.

SERVICE PARTNERS APPRECIATION

Celebrating with a feast

On September 16, Susquehanna Health (SH) service partners were recognized for their efforts in the achievement of multiple system-level, division-level and department-level goals during the 2011 fiscal year. Because of their hard work, service partners throughout SH were treated to a special celebration, which included a free Italian-style meal in the cafeterias on each hospital campus. Helping to serve meals were (front row, from left) Kristie Hill, Cheri Heverly, Ann Boerckel, Olivia Houseknecht and Pat DiMarco and (back row, from left) Terry Austin, Deb Fontaine, Gary Chalachan and Ryan Saiers.

joins KeyHIE—the state’s largest health information exchange

information electronically across organizations within a region, community or hospital system to facilitate access to and retrieval of clinical data. It provides safer and more timely, efficient, effective and equitable patient-centered care.

Every day KeyHIE, which serves nearly 3 million patients, makes possible countless secure transactions of clinically relevant data, such as laboratory test results, medication and treatment histories, and other clinically important information in a standardized, electronic format. This benefits patients by enabling their doctors to choose optimal therapies and avoid drug interactions, among other lifesaving and efficiency-generating efforts. The KeyHIE network includes facilities throughout 31 counties in central and northeast Pennsylvania, from State College to Scranton.

“Providing the best patient care has and always will be our mission,” says Tim Schoener, Susquehanna Health’s Assistant Vice President of Information Technology. “By participating in KeyHIE, our doctors are helping to improve patient health while providing the most efficient use of healthcare resources.”

“It is critically important that we’ve joined this effort along with other hospitals and healthcare providers in central and northeast Pennsylvania because patients frequently receive care at several locations,” Schoener says. “And by connecting to the larger healthcare community throughout the region, we can work together to improve the care all patients receive.”
Tools, tips and events for your health
For a complete list of programs, classes and support groups available, visit our website, SusquehannaHealth.org/Events.

ACTIVITIES & SCREENINGS

Diabetes Alert Day
Learn more about diabetes prevention and healthy living through presentations, screenings and interactive displays. Watch for more information at SusquehannaHealth.org.
Monday – Friday, 10 am to 5 pm
The LifeCenter™—Lycoming Mall
No appointment is necessary.

FREE! EZ Detect Colorectal Cancer Screening Kits
Colorectal cancers are more than 90 percent curable when diagnosed early. A free EZ Detect kit can help you identify early signs of trouble.
Monday – Friday, 10 am to 5 pm
The LifeCenter™—Lycoming Mall
No appointment is necessary.

HEALTHY WEIGHT
Customized Nutrition Plan For A Healthy Weight
Meet with our health educator and get an individualized report of the calories you use each day, your percent body fat and a sample daily menu of an eating plan. For those with diabetes or other special dietary needs. Water is OK, but no food or exercise for four hours before testing.
$30
The LifeCenter™—Lycoming Mall
Appointment: 877-883-4791

WOMEN’S HEALTH
Osteoporosis Screening: How Strong Are Your Bones?
A quick and painless ultrasound screening.
$25
Wednesday, February 22
Thursday, March 15
Friday, April 13
(as part of the Family Health Fest)
The LifeCenter™—Lycoming Mall
Appointment: 877-883-4791

EXERCISE
FREE! Susquehanna Striders—Walking For Fun And Fitness
Earn both rewards and health benefits with this community-wide walking program.
The LifeCenter™—Lycoming Mall
Register at SusquehannaHealth.org/Striders.

Baby Care Class
Learn to care for and keep your new baby safe. This class is for “Weekend Class” couples and adoptive parents.
$10 per couple
Wednesday, February 1
Monday, February 27
Wednesday, March 21
Tuesday, April 24
7 to 9 pm

FREE! Boot Camp For New Dads
Dads-to-be get 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 the mother and baby, and dealing with in-laws.

DIRECT DELIVERY Sign up for free E-Health Newsletters and let the topics you’re interested in come to you! Visit SusquehannaHealth.org.
**Breastfeeding Class**
Learning about breastfeeding makes this feeding choice easier for you. There are simple steps to begin breastfeeding, and fathers will discover how important their role is to success. Learn how to get off to the best start with your newborn and how to pump and store milk.

**Childbirth Classes**
Gain a sense of trust in your body’s ability to give birth. Partners will find out how to help you through labor with touch and words. Learn about pain relief, newborn safety and care. Tour The Birthplace™, Bring two bed pillows and an exercise mat or a comforter to class.

**Breastfeeding**
Soothe your baby and help him or her sleep longer. Expectant and new parents, grandparents, and child care providers are welcome.

**Childbirth**
Learn about pain relief and tour The Birthplace™, 

**$40 per family**

**Sibling 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. Bring a doll or stuffed animal.

**$10 per family**

**New Mothers Group**
New mothers deserve support and nursing mothers need answers to breastfeeding questions to achieve their breastfeeding goals. Meet with other mothers to exchange ideas and experiences while spending time out of the house. A board-certified Lactation Consultant or Breastfeeding Counselor is present to address the concerns of all mothers. Mothers are encouraged to bring babies. Although registration is not required, registering will provide you with an email reminder.

**$40 per couple**

**Newest 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.

**SUPPORT GROUPS**

**Alzheimer’s Support Group**
First Tuesday of each month, 6:30 pm MVH Cafeteria Information: Mark Britten, 546-4040

**Sisterhood**
Women who have been diagnosed with breast cancer discuss concerns and share experiences.

**$10 per family**

**Sibling Support Group**
Women who have been diagnosed with breast cancer discuss concerns and share experiences.

**Last Monday of each month, 7 pm DPH, the Susquehanna Health Cancer Center Entrance Information: 326-8470, ext. 7877**

**Prostate Cancer Support**
Men who have been diagnosed with prostate cancer discuss concerns and share experiences.

**$12 for AARP members, $14 for nonmembers**

**SENIOR ACTIVITIES**

**AARP Driver Safety Four-Hour Refresher Course**
For those with proof of previously attending the two-day, eight-hour course. Prepayment is required.

**$12 for AARP members, $14 for nonmembers**

**TRIP THE LIGHT FANTASTIC at Spirit of Women Day of Dance, Saturday, April 28. See back page for details.**
Dance to your heart’s content

DAY OF DANCE is the next big event for Susquehanna Health’s Spirit of Women, a free membership program that helps women of all ages gain valuable health information. This fun, community celebration will be held Saturday, April 28, in the new tower at Williamsport Regional Medical Center.

At Day of Dance you’ll be inspired to move and motivated to take action to reduce your risk factors for heart disease. There will be dancing, entertainment, food and health screenings all aimed at helping you manage your heart health. You’ll learn about risk factors, chronic conditions and lifestyle choices that contribute to heart disease and other serious health concerns. Mark your calendar and make plans to attend this outstanding event for women of all ages. Learn more by visiting SusquehannaWomen.org.

Welcome, new physicians

Susquehanna Health employs more than 100 physicians and more than 20 advanced practice professionals with a variety of specialties and expertise. We’re constantly recruiting new talent to build upon our excellent care to the community.

Farag Salama, MD, FACOG
Specialty: Obstetrics and gynecology
570-323-3671

Dr. Salama returns to the Williamsport area to join the practice of Drs. Leonard Collins, Angela Huggler, Charles Lamade and Frank Yartz, Susquehanna OB/GYN. He will provide routine and advanced obstetric and gynecological care. A graduate of Ain Shams University School of Medicine in Egypt, he completed his residency at Geisinger Medical Center. Dr. Salama is board certified by the American College of Obstetricians and Gynecologists and specializes in minimally invasive gynecological procedures as well as urogynecological procedures. He has a special interest in treating infertility.

Prakash Koshy, MD
Specialty: Diagnostic radiology
570-321-2500


He received his medical degree from Louisiana State University School of Medicine in New Orleans and completed his internship at the Medical Center of Louisiana. Because of Hurricane Katrina, he transitioned his residency from Tulane University School of Medicine in New Orleans to the University of Texas at Houston/Texas Medical Center and subsequently to William Beaumont Hospital in Michigan, where he also completed a musculoskeletal radiology fellowship.

Numbers to know

785,000
Number of Americans every year who had their first heart attack.

43 PERCENT
Consumers surveyed who said they will see a healthcare provider as a result of something they learned at Day of Dance.

$316.4 BILLION
The approximate amount heart disease cost the United States in 2010. This total includes the cost of healthcare services, medications and lost productivity.

NEED A DOC? For assistance finding a physician with the skills and expertise to meet your medical needs, call our PhysicianFinder service at 570-321-2160 or 877-883-4789, Monday through Friday from 8:30 am to noon and 1 to 4 pm.