

August 15, 2008

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Good Help To Those In Need[®]

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Good Samaritan Hospital's Cardiac Surgery Earns HealthGrade's Five-Star Rating

HealthGrades has named Good Samaritan Hospital as a recipient of the Cardiac Surgery Specialty Excellence Award, awarding the hospital with a Five-Star Rating, placing Good Samaritan in the top 10 percent of all cardiac surgery programs in the nation.

The award is based on Medicare and Medicaid information for coronary bypass surgery and valve replacement surgery. HealthGrades will make their 2009 "report card" public in mid-October. Until then no press coverage is allowed; however, we wanted to make certain our staff members knew of this great accomplishment in only our first year of providing heart surgery.

"We are extremely proud of our Cardiac Surgery Department's accomplishment. A HealthGrades Five-Star Rating is an extremely prestigious achievement," said Michael Schnieiders, executive vice president and administrator of Good Samaritan. "This recognition further showcases our staff's expertise to the public, and provides additional awareness that Good Samaritan is a hospital that provides our community with superior outcomes, experienced staff and excellent patient care."

HealthGrades is a nationally recognized independent rating firm that provides objective information to the public on quality healthcare. HealthGrades defines a Five-Star hospital as a facility that consistently outperforms the competition, achieving clinical standards that exceed national averages.

At press time for *The Echo*, it was learned that Good Samaritan also received Five-Star Ratings for Labor and Delivery, Spine Surgery and General Surgery. Look for future information about these extraordinary service lines. In the meantime, congratulations to all!



**GOOD SAMARITAN
HOSPITAL**

Bon Secours Charity
Health System

*Guided by medicine.
Inspired by compassion.*

Good Samaritan Receives Two Awards in American Heart Association Start! Tri-County Walk

Good Samaritan Hospital recently accepted two awards for its efforts at the American Heart Association Start! Tri-County Heart Walk. The awards, given out during a reception at the Woodcliff Lake Hilton, recognized the hospital's achievement of raising the second-highest amount of money for the event (\$25,441) and its strong support of the American Heart Association's Start! Cause in Rockland County.

The Good Samaritan team, led by team captain Dr. Rawn Salenger, endured a three-mile course to raise awareness about heart disease. The hospital's team was the largest of the event, totaling 240 participants. The other participants included corporate walk teams, community groups, corporate sponsors and survivors from Rockland County and Bergen and Passaic counties in New Jersey.

"We are extremely proud of the effort put forth by the Good Samaritan Walk team," Rawn Salenger, M.D. said. "These awards recognize our team's commitment to educating the community about protecting themselves from heart disease. The Good Samaritan team chose to lead by example, and hopefully their efforts will inspire members of the community to take steps to ensure their hearts remain healthy."

"Start!" is a year-round initiative to create a healthier community through a corporate walking program, a "fit-friendly" company recognition program and the opportunity to participate in the Start! Walking Day and a separate Heart Walk.

Lori Perlstein Assumes New Role on Good Samaritan's Leadership Team

Lori Perlstein, RN, has been promoted to Director of Staff Development/Education at Good Samaritan Hospital. Perlstein has spent more than 11 years serving as an educator on the Good Samaritan staff, and was appointed to the role of Magnet Coordinator and educator two years ago.

In addition to the work she's done at Good Samaritan, Perlstein has more than 18 years of experience in staff development at various facilities. She also boasts a strong clinical background as a critical care nurse and critical care manager.

Prior to joining Good Samaritan, Perlstein was a

critical care instructor at Nyack Hospital, NYU Medical Center, and Holy Name Hospital, where she worked as a critical care unit manager.

Since her arrival at Good Samaritan in 1997, Perlstein, along with other educators, has helped the nursing department grow in programs and scope. She is the recipient of a Masters in Nursing from New York University, and holds a Certification in Nursing Professional Development from ANCC. She has also co-authored two published journal articles during her career.

Congratulations, Lori, in your new position!

Good Samaritan to Host 20th Annual Walk to Remember on October 5

Good Samaritan Hospital will hold its 20th Annual Walk to Remember on Sunday, October 5. The event, which is held in memory of the approximately 870,000 babies and children who die each year through miscarriage, ectopic pregnancy, heartbreaking choice, stillbirth, newborn death, Sudden Infant Death Syndrome, and the loss of a child, will kick-off at 1 p.m. in the municipal parking lot on Chestnut Street in Suffern.

Bereaved families, friends and supporters of all ages are welcome to attend. Upon arrival at the event, commemorative t-shirts, balloons and ornaments with each baby or child's name will be made available to families. A ceremony will follow the three-quarter of a mile walk up to the hospital, in



which the names of the babies and children will be read, and the 2008 tree will be dedicated to the babies and children who passed away this year.

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The personalized ornaments given to the families will be hung on the trees lining the brick walkway, in honor of all the other babies and children who have passed away over the years. The families will then release their balloons as a symbol of hope and remembrance.

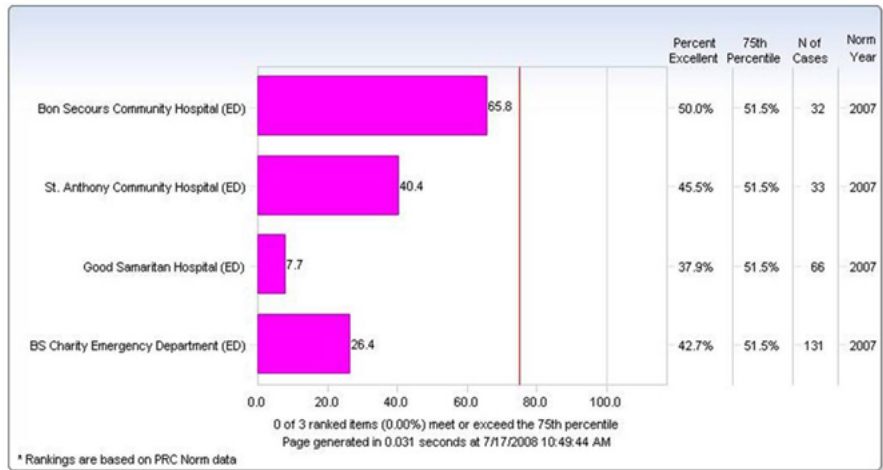
The symbol of this year's Walk to Remember is the image of a feather. While past symbols have included angels, butterflies and stars, organizers hope that this image will allow for a variety of interpretations, including viewing the feather as an angel's wing, or a symbol of hope and change.

For more information on this year's Walk to Remember, please contact Pam Magi, Coordinator of the Perinatal Bereavement Program, at (845) 368-5297.

Most Improved Ancillary Department: Pastoral Care

Good Samaritan's senior leadership announces the winners at its monthly leadership meetings and then visits the units/departments and presents

(30525402) Overall, would you rate the quality of care provided as:
Rankings for All Service Lines by Hospital in Jun 08*



June Patient/Customer Satisfaction Survey Award Winners Announced

Each month, Good Samaritan Hospital recognizes the units and departments that have demonstrated measurable strength and improvements in patient/customer satisfaction, as determined by the Professional Research Consultants (PRC) Patient/Customer Satisfaction Survey.

Good Samaritan Hospital is proud to recognize the units and departments that achieved the top scores in the month of June:

Highest Ranking In-Patient Department: Critical Care

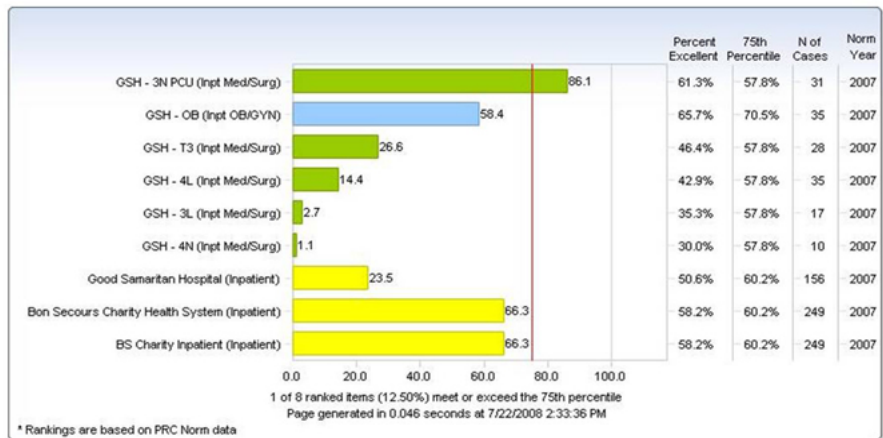
Most Improved In-Patient Department: 3 North

Highest Ranking Ancillary Department: Admitting/Registration

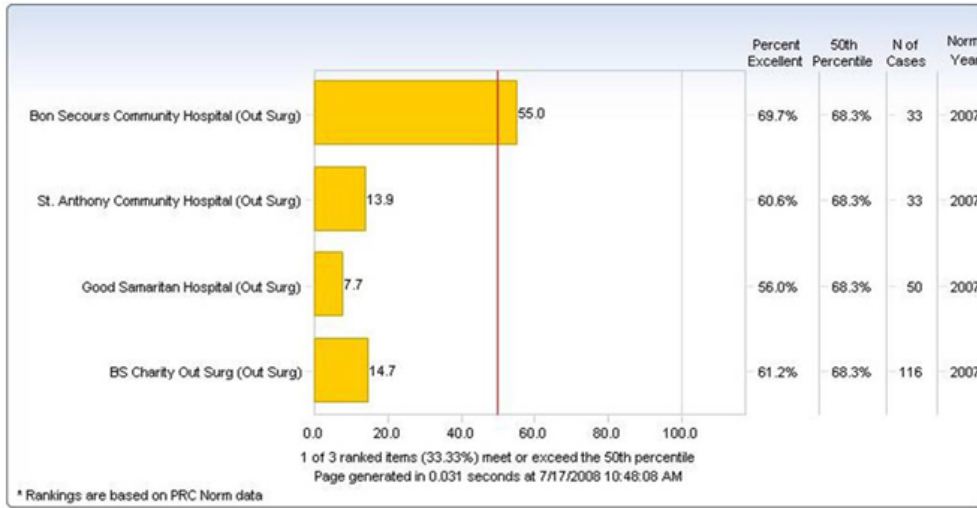
them with a recognition banner that will hang in a public area of the winning departments for 30 days.

Every department is eligible to win the banner award.

(10525402) Overall, would you rate the quality of care provided as:
Rankings for All Service Lines Good Samaritan Hospital by Unit in Jun 08*



(50525402) Overall, would you rate the quality of care provided as:
 Rankings for All Service Lines by Hospital in Jun 08*



Bon Secours owns this trademark when it is used in connection with health care services; hospitals; providing assisted living facilities, including senior and handicapped housing; nursing homes and home health care services.

Good Help To Those In Need[®] requires the “®” registered trademark symbol right after this phrasing whenever it is

Please take a moment to congratulate your teammates on their excellent progress in patient/customer satisfaction. Every day, we all strive to make the patient/customer experience excellent in every way – and with everyone’s continued effort and focus, top-to-bottom excellence will be a reality.

Accompanying this article are several charts that show the progress we have made — or places we need to improve — around the hospital. Also included are charts showing how Good Samaritan ranks compared to other hospitals in the Bon Secours Charity Health System.

Did you know that one patient is touched by at least 60 people during their stay? Whether it is a nurse, a caregiver, food service, housekeeper, or engineer — it takes everyone’s best effort to make an “excellent “ experience for our patients. As you can see in the charts, we have significant need for improvement. With your help excellence will be our standard.

Good Help To Those In Need[®]

Notice the trademark registration symbol in the Bon Secours tagline above?

The system was just granted a U.S. Trademark Registration for this phrase by the U.S. Patent and trademark Office, meaning our healthcare system has exclusive use of this wording.

used. The system first began using this phrase in 2002. Just as a reminder, any publications or standard letters should be passed through the Public Relations Office to insure that we are in compliance with all requirements, including this new one.

Further State Healthcare Cuts on the Horizon?

It’s important that we all continue to advocate with our local and state officials.

New York State’s governor is asking the state legislature to consider a package of health care cuts upon its return to Albany on August 19 for a special session.

The governor proposed more than \$850 million in total health care provider cuts and taxes, which include the loss of federal matching funds for Medicaid, for the remainder of the current state fiscal year, of 2008-2009. If enacted, according to the Healthcare Association of New York State (HANYs), these cuts and taxes would yield a total loss from all healthcare providers in New York State of more than \$1.5 billion when fully implemented the following fiscal year.

HANYs is working with key legislators and staff to explain the potentially harmful effects of the governor’s proposal.