



The Good Samaritan VOICE

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Good Samaritan Hospital is a 370 bed level II trauma center serving the residents of Rockland and Orange Counties in New York and Northern Bergen County, New Jersey. The hospital provides regional services including a Level II Neonatal Intensive Care unit and is the only hospital in the lower New York Hudson Valley region offering Emergency Angioplasty services as part of the National C-PORT research program. Good Samaritan Hospital is a member of the Bon Secours Health System Inc. and is co-sponsored by the Sisters of Charity of Saint Elizabeth and the Sisters of Bon Secours.



**GOOD
SAMARITAN
HOSPITAL**

Bon Secours Charity Health System

Guided by medicine. Inspired by compassion.

845-368-5000

255 Lafayette Avenue Suffern, NY

www.GoodSamHosp.org

Bon Secours Charity Health System serves: Rockland, Orange, Pike and Northern Bergen counties and includes: Good Samaritan Hospital, Good Samaritan Home Care, Bon Secours Community Hospital, St. Anthony Community Hospital



Don't Fight Your Weight, Defeat It!

■ Good Samaritan Embarks On Life-Saving Weight Loss Surgical Procedure

Our nation's expanding waistline has been well documented as obesity levels continue to rise. For many people, including those in the Lower Hudson Valley, the seemingly simple answer of "eat less and exercise more" often doesn't work. And the inability to shed pounds can become more than frustrating to those with serious weight problems. It can be depressing, isolating and, eventually, deadly.

Bariatric surgery is an emerging solution, offering a proven 80 percent success rate in sustained weight-loss. These procedures alter the digestive tract to restrict the amount of food the stomach can hold, thereby absorbing fewer calories and instigating immediate weight loss.

After extensive planning and preparation, Good Samaritan Hospital has begun performing bariatric procedures to qualifying patients. The hospital welcomes new staff members as well as recently trained existing employees to its comprehensive Bariatric team. The team includes food services, nutritionists, respiratory therapists, behavioral health counselors, pastoral care and sleep disorder specialists, to ensure a unified approach to patient care.

"Our approach to bariatric surgery includes a multi-functional team with the goal of not only weight loss, but a more fulfilling life for the patient," said Alma Gregory Baird, Director of Perioperative Services at Good Samaritan. "There is a growing need in our area to help those whose life is at risk because of excess weight. Obesity can increase the likelihood of developing serious medical conditions, such as hypertension and cardiac disease. It can also put people at far greater risk for diabetes and stroke."

Good Samaritan's path to weight-loss surgery will begin with careful consideration of whether a patient is an appropriate candidate. To qualify, most candidates will have to exhibit a BMI (Body Mass Index) of over 30, indicating that the percentage of their body fat is significantly in excess for their height and build. Key factors are being at least 100 pounds over one's ideal weight or facing a significant health threat, directly tied to being overweight. In many cases, bariatric surgery is the answer, but not always.

Good Samaritan's bariatric team offers community outreach programs, including free seminars on surgical weight loss and treatment programs. The well attended seminars address most frequently asked questions on the groundbreaking weight-reduction surgeries that are helping more and more individuals lead healthier, more satisfying lives. The seminars also help dispel the myths and offer facts on what these new surgical options mean for area residents.

While bariatric surgery will be a cornerstone of Good Samaritan's weight-loss program, it will remain only a part of the hospital's care. Those who come to Good Samaritan Hospital for bariatric surgery will receive a complete program including a lifetime of follow-up care, nutritional assessment, education, encouragement and support. The surgery itself is a "tool" in helping people enjoy a healthier life.

■ Message from the Administrator

I don't know about you, but for me, November is synonymous with Thanksgiving. Not only the time to be with family and to enjoy a wonderful turkey dinner, but the true meaning of thanksgiving – when we reflect on all of the people for whom we should be thankful.

This month, I am particularly thankful to have the privilege to work with the compassionate and dedicated people of Good Samaritan Hospital and Home Care. In this issue, you will read about several individuals in particular who contribute to the health of our community and to the well being of everyone here at Good Sam – patients and employees alike. These are our Dedicated Service Award nominees and honorees, people who have gone the “extra mile” to make things better within their departments and for the hospital community as a whole.

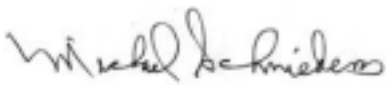
Let me take a moment to welcome a new and vitally important member of our hospital leadership team. Dr. Jim Luciano has agreed to join Good Samaritan as Vice President for Medical Affairs. Jim brings a wealth of medical and administrative experience to the hospital, which will be invaluable to us, and to the medical staff in particular, as we continue to grow and add new programs, new technologies and new clinical capabilities to serve the healthcare needs of our community.

At the same time, I want to acknowledge and thank Dr. Don Thomas, who has filled the VPMA role on an interim basis for several months now. Dr. Thomas was asked to take on this role during a time of momentous events, and his leadership, counsel and wisdom were instrumental in guiding us through those issues.

And speaking of issues, I want to update you on Good Samaritan's application process for a Certificate of Need (CON) to provide advanced cardiac surgery. As you may have read in the newspaper, we were not put on the agenda to make our case to the New York State Department of Health Project Review Committee this month. Needless to say we are disappointed, and continue to believe that the state is putting politics and money above the very real health interests of our community. How many more lives must be lost before the state does the right thing and issues our CON? How much more money must be funneled out of our community and away from needed projects and improvements here at Good Samaritan?

We are currently running a series of informative newspaper ads to get this message out to the Governor's office. Already, hundreds of people who live and work in Rockland have called to express their support for this program. I urge every one of you to call the Governor's office at (518) 474-8390. Tell them that you support bringing cardiac surgery to Good Samaritan Hospital. Your call DOES make a difference!

Finally, in the spirit of Thanksgiving, allow me to take a moment to thank each and every one of you who do such good work here day in and day out. Hospital leadership is, indeed, thankful to you for your service and dedication to providing quality, community-based health care services. It is through your efforts that we are able to strive every day to fulfill our mission, to make visible God's love and compassion, and to foster an environment of healing for our patients, residents, staff, partners and communities. Thank you!



Michael Schnieders, Executive Vice President and Administrator

■ Women's Health Center Makes The Grade

On October 18, Good Samaritan's Women's Health Center proudly reported they recently passed an annual Food & Drug Administration inspection with flying colors, receiving a one hundred percent compliance with the Mammography Quality Standard Act (MQSA). The compliance is part of an annual MQSA inspection of hospital's mammography and stereotactic biopsy procedures. Since 1992, MQSA has helped establish federal safety and quality assurance standards for mammography facilities, personnel, equipment and operating procedures throughout the country.

"Early detection through quality mammography screening saves lives. I am proud of how all our staff works tirelessly to not only meet, but go beyond regulatory compliance in serving this critical need for our community," said Good Samaritan's Executive Vice President and Administrator, Michael Schnieders.

It is a goal of the Women's Health Center to continuously bring the most advanced screening tools and technologies to as many people as possible in a comfortable and compassionate setting. Last month, the center furthered its goal by offering free of charge the MammoPad®, a foam cushion recently approved by the FDA that dramatically eases the discomfort many women feel when they get a mammogram.

■ '04 Dedicated Service Award Winners

Each year the Bon Secours Dedicated Service Award recipients represent the very best we at Good Samaritan have to offer in quality service, civic contribution and workplace collaboration. These awards have been given annually since Good Samaritan Hospital became part of the Bon Secours Health System. Both the hospital and home care employees are encouraged to nominate their co-worker who day-in and day-out demonstrate the core values of Bon Secours, who routinely support company policies and programs and whose major work achievements over the past year have furthered the Bon Secours mission. We are pleased to announce the Dedicated Service Awards for 2004 have been awarded to:

Helen Acheson, RN, has been a dedicated employee of Good Samaritan for over 17 years - devoting her skills to the health and well being of our patients on T5 - Substance Abuse Unit. She began her nursing career in Pediatrics, but changed her focus to the rehabilitation and recovery of patients with Substance Abuse/Chemical Dependency. In 1988, she received an Excellence Pin through our Employee Recognition Program. Given the consistent tone of the five independent nominations Helen received, it is safe to say that Helen has continuously demonstrated the high standards of caregivers of GSH.

Karen Brooks, RN, has been a valued member of the Home Care staff for over 11 years. She began her career with Good Samaritan Home Care as a Community Health Nurse and was subsequently promoted to Staff Educator. Karen inherently embraces the FISH philosophy, by exuding a cheerful attitude and constantly looking for fun and innovative ways to present information. Her nomination included noteworthy praise for being "very approachable. Staff enjoy their in-service training because of the way she presents them and makes learning fun."

This year, both recipients will receive a trip for two to a dinner celebration in Baltimore where they will be honored by Bon Secours during a special award presentation. During the celebration, each winner will be presented with a plaque, Dedicated Service Award pin, and a check for \$500. A total of twelve hospital employees were nominated, along with six home care employees. "Our employees are our greatest asset and strength, and The Dedicated Service Award is one way we can pay tribute to those individuals who help us to make visible God's love and compassion as we strive to fulfill our mission," said Sister Fran Gorsuch, Vice President of Mission for Good Samaritan Hospital and Home Care. "Our success in creating a healing environment is a direct outpouring of God's love as expressed through all of these wonderful people."



Left to right: Michael Schnieders, EVP/Administrator, award recipients Helen Acheson and Karen Brooks, Toni Clark, EVP Homecare and Sr. Fran Gorsuch, VP Mission

■ '04 Dedicated Service Award Nominees

GOOD SAMARITAN HOSPITAL

Sinu Aykara Cheryl Bender Steve Green Eileen Hamilton
Phil Koplner Young Lee Patricia Nedball Denise Schultz
Sophia Spiliotis Elaine Taylor Chris Yaun-Crary

HOME CARE

Denise Appleton Sharon Hughes Linda Hulse
Carolyn Spann-Vega Dena Wanamaker

■ Good Samaritan Hospital Lends Helping Hands To United Way

Employees at Good Samaritan Hospital helped the United Way of Rockland County shatter fundraising and community outreach goals this year by donating both time and money. With so many dedicated and caring employees, nearly \$16,000 was raised for the local charity - far above the \$10,000 goal.

Also this year for the first time, 15 Good Samaritan employees donated time and a little elbow grease by participating in the United Way Day of Caring. Each employee volunteered their day to help paint, stain and clean the Addison Boyce Girl Scout Camp in Rockland County. In addition to painting cabins, benches and tables, the day included a breakfast at the IBM Palisades Center for Good Samaritan helpers and some 500 volunteers from more than 40 neighboring organizations who participated in the event. "It was a great opportunity to give back to the community. It was also a day of a lot of hard work," said Penny Mann, Distribution Director at Good Samaritan Hospital. "But everyone agreed that they would definitely trade a day in the office for a day in the sunshine again next year."

This was the tenth Rockland Day of Caring and included the largest turnout since its inception in 1994. Through programs such as Day of Caring, Gifts in Kind and Vision Grants, the United Way of Rockland County continues to bring people and resources together to help build a stronger, healthier community for everyone. Thanks to all volunteers and everyone who contributed to this year's United Way fund raising efforts.

■ Enough Food To Feed An Army

Have you ever wondered about the amount of time and thought that goes into producing the more than 1,300 delicious and nutritious meals served to patients, employees and visitors at Good Samaritan Hospital each day? For the hospital's Clinical Nutritional Services, there is a lot more to producing three square meals a day than meets the eye. From satisfying the needs of special diets to nourishing the varied appetites of elderly and children, to staying on top of the round-the-clock hours of employees, keeping everyone healthy, happy and well-fed is quite a daily chore.

On average, Good Samaritan's food service team of approximately 65 employees produces 800 Café meals every day along with an average of 579 inpatient meals that include: 175 Regular Meals, 49 Kosher Meals, 310 Special Diet Meals and 45 Supplement Meals.

A typical day includes menu planning with dieticians to make sure patient and staff meals are nutritious, varied and appealing. From there, staff members make purchasing decisions so all ingredients are on hand and fresh. All this is done while ensuring that food service areas are properly equipped, kept in good working order and meet strict occupational health and safety standards. Lastly, and maybe most importantly, meals must be professionally prepared and delivered hot, on-time and with a smile. But the challenges don't stop there.

"One of the biggest differences for hospital food service is we are preparing food for people who are sick," explained Laura Gundermann RD, CDE. Manager of Clinical Nutrition Services at Good Samaritan Hospital. "We need to be prepared to accommodate a host of special needs, such as someone who has been prescribed a liquid diet or someone who needs food finely chopped because they are having difficulty chewing."

Laura says that the staff also must prepare in advance for special preferences, such as a vegetarian diet, but perhaps the biggest challenge is serving the culturally diverse community that surrounds the hospital. Unlike other hospitals in the area, Good Samaritan offers a full menu of kosher meals and will go out of its way to meet the requirements of other ethnic diets.

Employees, patients and visitors also have come to appreciate the special touches and creativity the food service staff employs around the holidays. From flowers on Mother's Day to red, white and blue place settings on Fourth of July, the team recognizes how hard it is to be hospitalized during certain times of the year. And as in the past, Thanksgiving will feature turkey with all the fixings and the opportunity for a loved one to dine with a patient in their room.

■ Celebrating One Year of Saving Lives

The Emerald City of Oz was re-created for a recent celebration of over 100 lives saved through Primary Angioplasty as part of the C-Port Research Program at Good Samaritan Hospital. "What a wonderful celebration and an awesome embodiment of our mission here at Good Sam!" said Michael Schnieders.

The "Oz" theme was chosen because, according to the invitation, "Thanks to a little thought, a little courage, and whole lot of 'heart,' Good Samaritan Hospital was able to bring the most advanced cardiac procedure to the region, Primary Angioplasty."



Margaret VanHusen and the Tin Man. Margaret was the first recipient of primary angioplasty in Rockland County.

■ Lawson Goes Live

Over the past several months there has been a great deal of buzz throughout the hospital and the entire Bon Secours Health System about "Building a Unified Bon Secours." This means, throughout every operational level of the organization, identifying creative solutions for all of the hospitals within the network to better share resources and draw on combined strengths.

As part of the goal of Building a Unified Bon Secours, BSHSI has invested in and begun implementing a new management software tool that will help maximize the organization's most valuable resource - time. Provided by Lawson, a company that for nearly 30 years has specialized in providing management software for the healthcare industry, the new software will help employees streamline processes, share information, reduce costs and make informed, accurate decisions.

After six months of planning and preparation, the first stages of implementation are complete as the "Go-Live" of Lawson went off as planned for Materials Management across the system for all three hospitals. Over a two-week period, employees were trained on how to use the new management tool in a way that will:

- Simplify and standardize the request process for supplies and services using electronic catalogs.
- Reduce costs for supplies and services by leveraging the purchasing power of all three hospitals in negotiating more favorable prices.
- Improve delivery times for purchases by reducing time and errors in the order fulfillment process.

The conversion to Lawson also is occurring in other areas of the Bon Secours Health System, including the implementation of a centralized Accounts Payable system. With training underway, the conversion to Lawson will enable all three hospitals to have one unified chart of accounts that will consolidate and improve consistency of payments to vendors across the system. While change and learning new procedures is often difficult, all employees participating in the training should be congratulated on embracing the challenges toward Building a Unified Bon Secours.

■ Renal Center Offers Advanced Treatment

Earlier this month, the Frank and Fannie Weiss Renal Dialysis Center at Good Samaritan Hospital completed the necessary training and equipment installation to begin offering continuous venovenous hemofiltration (CVVH). This advanced and alternative treatment is a more gentle and gradual dialysis therapy widely used in intensive care units for critically ill and unstable patients with acute renal failure.

Unstable patients, particularly those in scenarios where blood pressure can change rapidly, are often intolerant to the abrupt changes in fluid volume and solute concentration that accompany standard hemodialysis treatments.

The filtration process in standard dialysis includes connecting circuits to a large artery and vein and blood is pumped by the patient's heart. In CVVH, a catheter is placed in a central vein; however, blood is propelled by a roller-head pump, allowing the process to work independently of the patient's arterial pressure.

"There is a large renal population throughout the region. In Rockland County alone, there are more than 200 patients that at any given time may need surgical treatment," explained Karen Marcus, Director of Renal Services. "There is a definite need in the community for having this treatment available. And we are the first, and only, hospital in the county that now offers it."

In addition to fulfilling a community health need, CVVH also is an important step for Good Samaritan moving forward with a program for comprehensive cardiac surgery. CVVH is the therapy of choice for any open heart procedure. Additionally, CVVH also is being used in some intensive care units for treating non-oliguric patients, in particular those with multiple organ dysfunction or failure, when treatment includes very large amounts of intravenous fluids.


The addition of CVVH demonstrates the pride and commitment Good Samaritan Hospital has for providing the best comprehensive medical care. The Frank and Fannie Weiss Renal Center is the only hospital-based Dialysis Unit in Rockland County. The Center is comprised of a knowledgeable and caring nursing staff, technical staff, social workers and dietitians.

■ Proper Respiratory Etiquette

As we enter the early part of flu season most of you are aware of the concerns over vaccine supply. That is why this time of year, in particular, it is especially important to remember to practice proper "respiratory etiquette" and "good health manners." Of paramount importance in facilities such as ours, there is much more to respiratory etiquette than being polite and courteous - these good manners can save lives. Respiratory etiquette can prevent viruses and bacteria from spreading from one person to another in moisture droplets that come from the nose or mouth when a person coughs, sneezes and even talks. Good Samaritan Hospital is urging all employees to follow the basics:

- Cover your nose and mouth with a tissue when sneezing, coughing or blowing your nose and dispose of the used tissue as soon as possible.
- Wash your hands after sneezing, blowing your nose, or coughing, or after touching used tissues or handkerchiefs. Wash hands often.
- Use warm water and soap or alcohol-based hand sanitizers to wash your hands.
- See your doctor as soon as you can if you have a cough and fever.

"Practicing respiratory etiquette is really simple," added Eileen Engelbracht. "The things your Mom told you to do when you cough or sneeze really work."



You can still protect yourself from the flu even if you are not included in a priority group for the flu season this year, or if no vaccines are available. Simple actions can stop the spread of germs and help protect you from getting sick.



back to front: GSH Respiratory Therapists Michael Prus, Mitchell Cook, Shantee Thomas, Helga Donofrio, Chantal Gideon, Denise Vargas, Dierdra Nery and Alex Kuttikattil

■ Respiratory Care Week Celebrated

Their work is round -the-clock, seven days a week. Those they care for range in age from newborns to senior citizens. And if the Big Bad Wolf had come to them first, he just might have been able to blow down all of the Three Little Pig's houses.

They are Good Samaritan Hospital's Respiratory Therapist. There are more than forty full and part-time RTs at Good Samaritan who work to help rehabilitate those suffering from chronic obstructive pulmonary disease, chronic bronchitis, emphysema, asthma, lung cancer and other lung diseases. RTs also play an integral part in critical care, treatment of sleep disorders and overnight care to in-patients with respiratory ailments or on ventilators. The goal of their rehabilitation is to increase patients' strength, endurance, and knowledge of lung disease. Rehab includes education and supervised exercise with patients' heart rates, oxygen saturation and blood pressure monitored throughout.

"Over the past several years we have seen a dramatic increase of people suffering from respiratory problems and disease. Because of this respiratory therapists, as the frontline providers of respiratory care, have made educating the public a top priority," said Mike Prus, Good Samaritan Hospital's Respiratory Care Director. Most recently, staff provided free pulmonary screenings at Good Samaritan's Women's health fair, but they also provide, among a host of outreach initiatives, smoking cessation clinics and local school asthma programs throughout the year.

■ New Face at Good Samaritan



The hospital is delighted to welcome Dr. James M. Luciano, M.D., Mh.A., F.A.C.P, as a new member of the Good Samaritan team. In his role as Vice President for Medical Affairs, Dr. Luciano will lead all aspects of the hospitals' clinical care. Dr. Luciano also will act as a liaison between Good Samaritan and the hospital's medical staff and will coordinate clinical, regulatory and medical issues with the hospital and Bon Secours Charity Health System.

Dr. Luciano joins Good Samaritan following his most recent work at the Brooklyn Hospital Center, a four hundred-bed community hospital and member of the New York Presbyterian Healthcare System. At Brooklyn Hospital Center, Dr. Luciano was Vice President for Quality Management and Medical Affairs. His numerous responsibilities included quality, utilization, and risk management; regulatory affairs; bioethics and pastoral care; credentialing and professional staff services; patient relations; and the supervision of eleven clinical departments.

Prior to Brooklyn Hospital Center, Dr. Luciano was the Medical Director of the Montefiore Contract Management Organization (CMO), a management services organization responsible for 130,000 patients covered by full-risk managed care contracts. In that capacity, while serving as a clinically-active member of Montefiore Medical Center's Division of Geriatrics, he was responsible for developing and implementing the organization's network-wide quality improvement and utilization management programs.

"All of us at Good Samaritan Hospital, as well as the patients we care for, are extremely fortunate to have a physician with the stature and background of Dr. Luciano contributing to our mission," said Michael Schnieders Good Samaritan's Executive Vice President and Administrator. "Dr. Luciano will be a tremendous asset to the hospital as we all strive to advance the quality healthcare we bring to our community through new programs and treatment options."

Dr. Luciano received his M.D. from the Health Sciences Center at Brooklyn and is board certified in internal medicine and geriatrics. He has a Masters in Health Administration from the University of Colorado at Denver. From 1986 through 1997, he was in private practice and affiliated with community hospitals in Westchester County and central New Jersey and has also served as Medical Director of the Hudson Independent Practice Association. Welcome Dr. Luciano!