



The Good Samaritan VOICE

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■ Open Heart Surgery Performed at Good Samaritan Hospital



Dr. Edward Lundy is flanked by Karen Stanhope, R.N., Clinical Director of the CVOR, and Marie Garrido, R.N., Cardiovascular Services Clinician

The cardiothoracic surgical team at Good Samaritan performed its first open heart surgery procedure, marking the complete opening of The Active International Cardiovascular Institute, the first and only comprehensive cardiac surgery program in New York State west of the Hudson river between the New Jersey border and Albany.

The first open heart surgical procedure was performed on a 58-year-old man on January 30. Surgeons replaced the man's faulty heart valve and performed cardiac bypass surgery to restore his blood flow.

"This surgery is a defining moment for healthcare in the Lower Hudson Valley, marking the first time that any hospital in the region has been allowed to treat cardiac patients with the most advanced, cutting-edge surgical procedures," said Michael Schnieders, Executive Vice President and Administrator for Good Samaritan Hospital. "The quality and scope of healthcare continues to get better and better at Good Samaritan. We have our dedicated employees to thank for that."

Following receipt of the final authorization letter from the New York State Department of Health on Thursday, January 18, 2007, the first elective angioplasty was performed at Good Samaritan on Friday, January 19. Since then, the cardiac center has performed a number of the procedures.

"The first open heart surgical procedure, like the first non-emergency angioplasty, went perfectly," said Dr. Edward Lundy, Chief of Cardiac Surgery at the center, who performed the first open heart procedure. "A lot of people from within and outside of the hospital worked for many years to make this happen."

The male patient who had the first open heart surgery is an Orange County resident. He was sent to Good Samaritan Hospital by his cardiologist, Dr. Lance Kovar. Diagnostic tests at the hospital showed that the patient needed both a new valve as well as cardiac bypass surgery. The patient was given the option of going to another

hospital, or becoming the first person to undergo the operation at Good Samaritan. "The patient was informed of all of his options, but chose to stay right here because of the confidence he had in our team and in Good Samaritan Hospital," Lundy said.



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

Good Samaritan Hospital is a member of Bon Secours Health System, Inc., one of the nation's leading Catholic healthcare systems. Good Samaritan is co-sponsored by the Sisters of Bon Secours and the Sisters of Charity of Saint Elizabeth. It is also part of the regional Bon Secours Charity Health System which includes St. Anthony Community Hospital in Warwick, New York and Bon Secours Community Hospital in Port Jervis, New York. Additionally, Bon Secours Charity Health System provides the services of Good Samaritan Home Care, two long-term care facilities, an assisted living and adult home facility and several other medical programs.

■ Michael's Message



I believe *The Journal News* said it best in an editorial that ran on February 5: "It's been a year of firsts at Good Samaritan Hospital, and we're just beginning the second month."

I know I've said it before, but this is truly an exciting time to be associated with

Good Samaritan Hospital. As you've read on page one, we are now performing open heart surgery and elective angioplasties in the Active International Cardiovascular Institute – saving lives and enhancing the quality of care for patients and their families from all around our region. I urge you to log on to our new GoodSamHeart web microsite for continuing news about the cardiac program, as well as helpful wellness and outreach advice.

As we grow our healthcare mission in this region, we must continually challenge ourselves to do more, to be better, and to set an example for those who we serve on a daily basis. For that reason, you will see that we have made the decision to become an entirely tobacco-free campus as of July 4, 2007 – Independence Day. True to our mission, we will not just make this change without offering a number of smoking cessation initiatives for our employees throughout the coming months, to help smokers to transition to a healthier, tobacco-free lifestyle. Look for more information on our "Let's Clear the Air" initiative in this issue, and throughout the coming months.

It is equally important that we make sure our own house is in order. You may have noticed that Good Samaritan Hospital has been shifting its culture to one that is safer for all and a better workplace. To that end, we have made one of our institutional goals strict enforcement of accurate and timely patient record keeping. To comply with this standard, the hospital routinely reviews medical records, and in cases of severe non-compliance with this or any other hospital-mandated policies, the hospital can and will take appropriate disciplinary action with staff or physicians.

As we grow in service, we are more and more apt to be visited by The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) in virtually any area of the hospital, at any time, unannounced. It is our goal to constantly be "inspection ready," meaning that we are always in compliance with the meticulous guidelines that JCAHO dictates, in all areas of the hospital.

I have no doubt that we are all up to the challenge. I continue to be impressed by the day in and day out commitment of our staff to the healthcare and other related needs of our patients at Good Samaritan Hospital, and the care and attention we offer to their families and loved ones. There is a reason that we have overwhelmingly become the hospital of choice in our region – it's because of you, our dedicated staff. Thank you again for your service and commitment to providing the highest quality healthcare to our community.

Michael Schnieders, Executive Vice President and Administrator

The Active International Cardiovascular Institute is a fully-equipped state-of-the-art cardiac surgical center, with two fully-equipped and staffed operating rooms, two modern cardiac catheterization labs, and dedicated and private patient presurgical and recovery rooms. The Institute offers the most advanced cardiovascular procedures, including open-heart surgery, emergency angioplasty for acute heart attack, elective angioplasty to relieve potential blockages, and a wide range of additional cardiovascular procedures.

"This is the day that this entire region has long awaited; the day that changes the landscape of healthcare in the Lower Hudson Valley once and for all," commented Dr. Lundy. "This is a critical program that will enable the people of our community to have close, immediate access to the finest in cardiovascular care, right here at Good Samaritan Hospital."

■ "Good Sam Heart" Website Launched

Good Samaritan Hospital has launched a new informational resource website at www.GoodSamHeart.org that addresses a myriad of cardiac questions and provides information and communication on cardiac health to the people of the Lower Hudson Valley.

The Website, which can be accessed directly or through the Good Samaritan Hospital home page, is a cardiac resource, and tells the story of the Active International Cardiovascular Institute at Good Samaritan Hospital. It is subdivided into nine informational sub-sections, allowing the viewer to get general information on cardiac health, to take a virtual tour of the Institute, to view or request information, or to choose a doctor.

"Part of our mission at The Active International Cardiovascular Institute is to provide the people of the Lower Hudson Valley with access to comprehensive, state-of-the-art cardiovascular care, and information on how to achieve and maintain good cardiac health," noted Dr. Edward Lundy, Chief of Cardiac Surgery at the Institute. "Providing up-to-date, easy to access and timely information through www.GoodSamHeart.org is just one of the ways we will help to dramatically improve cardiovascular health in the region. I urge everyone to log on and to use the information provided on the site."

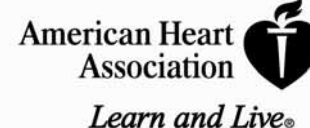
■ Good Samaritan Sponsors Start! Program with the Heart Association

Good Samaritan Hospital and the Bon Secours Charity Health System are proud to be the lead regional sponsors of Start! an important work-based cardiac wellness initiative. By participating in Start! employers help to make health a priority, resulting in healthier, happier employees and a decline in healthcare costs.

At worksites with physical activity programs, employers have:

- Reduced healthcare costs by 20 to 55 percent
- Reduced short-term sick leave by 6 to 32 percent
- Increased productivity by 2 to 52 percent

"Investing in the health of employees is one of the best decisions a company can make," notes Michael Schnieders, Executive Vice President and Administrator for Good Samaritan Hospital. "As healthcare costs continue to rise, more and more business leaders are looking for ways to limit premium increases. At least 25 percent of the healthcare costs incurred by working adults are attributed to modifiable health risks such as poor diet and lack of exercise."



The cornerstone of Start! is a programmatic walking regimen – both within the workplace, and continuing before and after hours.

Look for more information shortly as we begin Good Samaritan's Start! program.

■ How Will You Be Cared For When YOU Need It?

As employees of and physicians affiliated with Good Samaritan Hospital, we have many ways of improving our workplace. Some actions save lives. Others build our customer service. But what tools can directly impact you and the care you receive?

Better healthcare is an important investment in the future of your health, that of the ones you love, and the health of everyone in the community. Whether it's a grandparent having a heart attack or a child suffering from a minor injury, everyone here deserves the best possible care, close to home.

The hospital's employees have generously contributed their time, ideas and money to improving Good Sam. In fact, we are now over 70 percent of the way to the employee pledge goal of \$500,000. These pledged funds have gone to work immediately, as seen by the first heart surgeries at the Active International Cardiovascular Institute. Rest assured, the Institute will now be there if you need it.

This terrific internal financial support is very important to outside donors as they frequently assess employee donation levels when making their funding decisions. They rightly assume that if employees – who know the hospital better than they do – are financial supporters of a new effort, then their money will go for good, too.

The Campaign for Good Samaritan Hospital asks for your financial backing to strengthen our Emergency Department. To enhance the Emergency Department, we want employee funds to go toward:

- Adding more beds
- Echocardiography equipment
- A special chest pain area for cardiac patients

The easiest way to donate is to return a pledge form that allows for automatic deductions from your paycheck. For instance, if you choose to donate \$200, that equals \$7.69 per paycheck over one year. A \$5,000 donation equals \$64.10 per paycheck over three years. Forms and charts showing deductions by pledge amount are available in the Foundation office or Human Resources.

This is your hospital, not just an employer. If someone in your family gets sick, you come here. Your donation helps you.

■ Good Samaritan Receives JCAHO Accreditation in Both AMI and Stroke

Good Samaritan Hospital has once again earned the Gold Seal of Approval™ for both the Management of Acute Myocardial Infarction (heart attack) and Management of Stroke from the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).



The certification was awarded following an extensive on-site review of the hospital's emergency medicine protocols, systems and procedures for heart attack and stroke patients by the prestigious health care rating body.

The Joint Commission's Disease Specific Care Certification is designed to evaluate disease management and chronic care services provided in health care settings. This certification acknowledges that Good Samaritan has met the highest quality national standards for the treatment of patients who visit the emergency department with a heart attack or stroke.

"Good Samaritan Hospital has shown its commitment to the constant improvement of cardiac and stroke care in the Lower Hudson Valley as seen through these JCAHO certifications, and the Active International Cardiovascular Institute," said Dr. William K. Cors, M.D., Vice President of Medical Affairs/Chief Medical Officer.

■ Two New Board Members Welcomed

We are pleased to welcome Dr. Maureen C. Creegan, Director, Division of Nursing, at Dominican College, in Orangeburg, N.Y.; and Dr. Cliff L. Wood, President of Rockland Community College, in Suffern, N.Y. to the Good Samaritan Hospital board.

Dr. Creegan serves as a professor in the Dominican College Division of Nursing, as well as Director of the Division. She has been a guest lecturer at the Herbert Lehman College Department of Nursing at the City University of New York. In addition to academia, Dr. Creegan served as Acting Coordinator of the Division of Nursing Standards at Mount Sinai Hospital in New York City, and as a staff nurse with several hospitals, including Good Samaritan. She has served on the Board of Directors of the Catskill Hudson Area Health Education Center; as Research Chair for the Zeta Omega Chapter of Sigma Theta Tau, the international honor society of nursing; and been a member of the Rockland County Board of Health.

Dr. Wood has been President of Rockland Community College since 2004. Previously, he was Vice President of Academic Affairs at County College of Morris, in Randolph, N.J.; Acting Provost of Montgomery College, in Rockville, Md.; and Chairman of the Visual Arts-Engineering Department at Northern Virginia Community College, in Alexandria, Va. Dr. Wood is on the board of directors of several organizations including Leadership Rockland, the National Association of Community College Teacher Education Programs, Rockland Economic Development Corp., and Big Brothers Big Sisters of Rockland County.

"Good Samaritan Hospital is pleased to expand the experience and perspective of our Board of Directors with the addition of these new members," said Michael Schnieders, Executive Vice President and Administrator for Good Samaritan Hospital. "As the hospital continues to grow and evolve, their talents and skills will significantly impact our ability to drive the direction and mission of the hospital."

■ Events to Celebrate Tobacco-Free Campus

Good Samaritan Hospital is not just "banning" smoking on Independence Day, July 4. The hospital is also providing significant opportunities and support between February 14 and July 4 for staff and physicians to quit tobacco use.

Employees, physicians, patients and visitors will begin seeing signage changes around the campus that will raise awareness of the no smoking or tobacco use policies. The visitor's desk will have additional notices for visitors and every patient admission packet starting later this month will have information on the tobacco use ban.

For employees and physicians, Good Samaritan is scheduling a series of momentum-building events that are being designed to be fun, educational and supportive for smokers and non-smokers alike. Good Sam looks forward to supporting all those that want to kick the tobacco habit. Following is a tentative schedule:

Wednesday, February 14 – "Let's Clear the Air" kick-off celebration, Good Samaritan Auditorium, 10:30 a.m. to 11:15 a.m. The event will include snacks, drinks, and information on tobacco substitutes, how to support a tobacco user that is quitting, weight control during smoking cessation, and other useful tools for both smokers and non-smokers.

Wednesday, March 14 – "The Great Good Sam Smoke Out." Smokers and tobacco users will be asked to go 24 hours without using tobacco.

Friday, April 13 – Smoking Substitute Day. All employees and visitors can get smoking/tobacco substitutes such as gum, cinnamon sticks, peppermint candies, and lollipops.

Monday, May 14 – "Adopt a Smoker Day." This program will create a buddy system to help support those who are quitting tobacco.

Thursday, June 14 – "Good Sam's Declaration of Independence from Tobacco Day." Sign the hospital's Declaration of Independence not to smoke or use tobacco after July 4.

Tuesday, July 3 – "Smoke Out Cook Out." This lunchtime cookout event will celebrate the start of the policy.

■ My Heart, My Health, My Life

The Bon Secours Charity Health System is pleased to provide a free three week cardiac education series, "My Heart, My Health, My Life," to assist patients and families in coping with the aftermath of heart disease. The goal of this series is to promote healthy cardiac lifestyles and to help prevent problems associated with cardiac disease. This educational and supportive program is presented in three separate sessions – once each week for three weeks.

Week 1, "My Heart," will provide a basic overview of the heart's function, present cardiac risk factors, and cover the common signs and symptoms of heart disease and dysfunction. "My Health," week two of this three part program, will discuss the benefits of following the Dietary Approach to Stop Hypertension (D.A.S.H.) cardiac diet. A Registered Dietician will be on hand to answer any questions and heart healthy recipes will also be available. Finally, "My Life" will be the main focal point during week three. The emotional rollercoaster following a cardiac episode can be overwhelming, and many may experience a loss of former life and fear the start of a new and different lifestyle. Stress reduction techniques will be taught in this final session as participants will learn how to maintain a happier, healthier lifestyle.

Sessions will be held on three consecutive Wednesdays, February 14th, 21st, and 28th, from 11:00 am – 12:30 pm, in the Auditorium at Good Samaritan Hospital.

To register, please call 1-800-HELP-IN-5.

■ Area Pediatrician Moves Practice to Good Samaritan's Medical Office Building

As of January 11, Dr. Janice Montague now practices pediatrics from the Medical Office Building, located on Good Samaritan's campus. Dr. Montague sees this relocation and proximity to the hospital as having multiple benefits for her patients. "Being on the hospital grounds allows my patients 'one-stop shopping' for everything they might need," she says, "including the lab, radiology, consults from other physicians, and even the café and pharmacy. And it's beautiful!"

In addition, the relocation offers Dr. Montague the opportunity to see hospitalized patients when they need to be seen, even if that's during the day, rather than just in the morning and evening. "I can now offer my patients better continuity of care," she says. Parents of newborns now have the advantage of having their babies seen shortly after they're born, and no longer have to wait until the next morning. During quieter times in the office, Dr. Montague visits the hospital to see newborns and older children.

Dr. Montague now practices from a more modern facility. "It's a larger space, with two waiting rooms – one for well patients, and one for sick children," says Dr. Montague. This is a change from her previous office, which had just one waiting room. Dr. Montague looks forward to seeing current patients in her new office, and hopes to welcome new patients from the area as well.

■ Open Forums Are Coming

Open Forums are coming soon! These informal gatherings with Michael Schnieders and others from the Hospital Leadership Team give you, the employees of Good Samaritan, the opportunity to engage in a dialogue with the Administrator to hear about the exciting plans for the hospital, ask questions, and to connect with Hospital Leadership on a regular basis. This continues a long tradition of actively soliciting input and feedback from everyone in the hospital. "I look forward to these Open Forums, to hearing what is on your minds, and to discussing how we can work together to make Good Samaritan Hospital better," said Michael Schnieders.

All of the Open Forums will be held in the Hospital Auditorium, unless otherwise noted, and refreshments will be served. Dates and Times are:

- Thursday, February 22 from 10:30 AM to 11:30 AM
and from 3:30 PM to 4:30 PM
- Friday, February 23 from 2:00 AM to 3:00 AM
- Monday February 26 from 2:00 PM to 3:00 PM at the
Harriman Regional Kidney Center
- Tuesday, February 27 from 12:00 Noon to 1:00 PM at the
Frawley Outpatient Clinic

■ Patient Satisfaction–Striving for Excellence!

Our overriding goal is a simple one: to help make Good Samaritan Hospital a better place for patients to receive care, physicians to practice medicine and employees to work. Study upon study shows that there is one factor that has an impact on all three of those areas: patient satisfaction. Higher patient satisfaction scores correlate directly with a greater overall level of staff and physician contentment, leading to increases in overall hospital quality scores.

To help us to achieve excellent patient satisfaction scores, we are instituting a number of patient satisfaction "Best Practices" developed by The Studer Group, a nationally recognized leader in health care consulting. Focused around the principle that there is far more right with healthcare than not, these patient satisfaction techniques are designed to highlight the things that we as a staff are doing well, and to help pinpoint specific service issues by unit in order to focus action and share successful techniques with others.

"Anything that prevents us or hinders us from performing at an optimal level for our patients is a concern and needs to be addressed," said Kathleen Lynam, Vice President of Patient Care Services and Chief Nursing Executive.

Many of the internally-focused initiatives set forth by the Customer Satisfaction Team – like FISH! and the newly-introduced "Birthday Recognition" will play an important role in reaching for excellence in our patient satisfaction scores. Look for more information on improving patient satisfaction in subsequent communication from hospital leadership.

■ "Recognition Day" Honors Sisters of Bon Secours

The hospital recently hosted a number of events for "Recognition Day," which celebrates the founding of the Sisters of Bon Secours in Paris, France on January 24, 1824. "Recognition Day celebrates the ministry of the Sisters of Bon Secours along with the ministry of all employees within the Bon Secours Health System. On January 24, 1824 in Paris, the first Sisters of Bon Secours dedicated themselves to serve those who were sick and dying in their homes," noted Sister Fran Gorsuch, Vice President of Mission.

Recognition Day events included a breakfast of coffee or tea and a croissant or Danish for just \$1.00 in the Cafeteria, followed by lunch featuring a French menu including Chicken Francaise. Recognition Day cards were placed on all patient lunch trays. Michael Schnieders addressed the staff over the intercom with a Recognition Day Prayer, and the 12:00pm Mass was offered in celebration of Recognition Day.

■ "Sister Marge" Leads Seton Associate Program for the Sisters of Charity

Sister Marguerite Brennan, SC, affectionately known as "Sister Marge," was recently named as the new Director of Seton Associate program for the Sisters of Charity of Saint Elizabeth.

The Seton Associate program of the Sisters of Charity of Saint Elizabeth was conceived in 1987, when the General Assembly of the Congregation endorsed a congregational program of lay affiliates for those men and women who wished to share in the mission and charism of the Sisters of Charity. The council chose March 25, 1990, the anniversary of the day Elizabeth Seton made her vows, as the official beginning of the Associate Program.

The Seton Associate program now numbers approximately 285 members, 117 who have made life commitments, throughout the United States and in other countries. "I've been impressed with the spirit of the members and look forward to getting to meet and become more acquainted with many more of them," said Sister Marge. "Directing the Seton Associate program for the Sisters of Charity of Saint Elizabeth is a new and exciting challenge."

Sister Marge and the Sisters of Charity of Saint Elizabeth invite men and women who desire to share their mission and spirit to join them as Associates in a noncanonical relationship of mutual prayer and support. Associates live out the charism of charity through one or more of the following:

- Through prayer for the mission of the Congregation;
- Through full-time, part-time or occasional ministry, especially toward the poor, the sick and the uneducated;
- Through sharing in Congregational celebrations, retreats, liturgies, and area group meetings.

For more information on the Seton Associate Program, email Sister Marge Brennan at mbrennan@scnj.org.