



The Good Samaritan VOICE

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Good Samaritan Hospital is a 370 bed level II trauma hospital 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 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 and is co-sponsored by the Sisters of Charity of Saint Elizabeth and the Sisters of Bon Secours.



Some of the many dedicated people who make up Good Samaritan Hospital's "Cardiac Reality Team"

Front: Cathy Chin, Lina Rodriguez, Billy Rodriguez Middle: Dr. Andrew Shih, Cathy Callanan, Jen Taylor, Peggy Bastone, Carolann Cataldo, Malaika Feeley, Meira Terzian, Dr. Michael Innerfield, Dr. David Brogno Back: Amy Nicholso, Eric Lindner, William Torres, Deirdre Potter, Cathy Fogarty, Dr. Eric Silva, Dr. Lance Kovar

■ Primary Angioplasty- Celebrating One Full Year of Saving Lives

Last October 31, Margaret VanHousen, an otherwise healthy 56-year-old had the presence of mind to approach the duty nurse at the Ambulatory Service Center and tell her, "I think I'm having a heart attack!"

Those seven words not only began an incredible journey for Margaret, they ushered in a new era in healthcare for residents of the Lower Hudson Valley as they triggered Good Samaritan Hospital's first emergency angioplasty procedure as part of the national C-Port research program - a procedure that has saved more 100 lives in the past year.

These lives have been saved through the efforts of Good Sam's team of lifesaving cardiac interventionalists - Dr. David Brogno, Dr. Michael Innerfield, Dr. Andrew Shih, Dr. Arvind Agarwal, and Dr. Lance Kovar. These are surgeons who can diagnose a heart condition and perform the necessary surgical procedures. Together with an experienced interdisciplinary team working from the ED, to the cath lab, critical care, pastoral care and after care, they comprise our hospital's Cardiac Care "Reality Team."

To date, Good Samaritan's Reality Team is the only group performing primary angioplasty in New York's Lower Hudson Valley.

"Good Samaritan Hospital is leading the way to offer more advanced interventional cardiac care to the community," notes Michael Schnieders, Vice President and Administrator of Good Samaritan Hospital. "But our success is best illustrated by the lives we've been able to touch in just one short year."

Like Bill McCormick, a 54-year-old Spring Valley resident who, on January 18 woke up several times during the night with pressure in his chest. Thinking it wasn't too serious, Bill drove himself to Good Samaritan Hospital, where he arrived just as he was having a heart attack.

Or Mike Briotte, 49, of Suffern who was planning to take his wife Cindy out on their boat's maiden voyage for the summer on Memorial Day when he experienced chest discomfort.

Or Max Richler, 83, a resident of Montreal, who was visiting his daughter in Monsey for a week during the Passover holiday this past April when he felt a tightening in his chest.

And, of course, Margaret VanHousen.

"With the advent of emergency angioplasty at Good Samaritan, we are now able to better meet a critical healthcare need of the people of Rockland and surrounding counties," notes Schnieders. "But more than that, we are able to save lives and help families throughout the region. And that is what it is all about."

■ Message from the Administrator

So many wonderful and exciting things are happening at our hospital! It seems like every day we are adding new equipment, new programs, and better ways to fulfill our mission as the leading provider of quality, community-based health care services in the Lower Hudson Valley.

With so much to tell you, it makes sense that this newsletter should come out more frequently, so, starting with this issue, we will be publishing the Good Samaritan Voice on a monthly basis. Our new monthly format will enable us to bring you extra news and information on a timelier basis, and provide a higher level of communication among all of us.

Along with increasing the frequency, we've created a new format that I hope you will find more informative and enjoyable to read. In addition to news about our organization, we also are adding new content geared toward improving employee skill levels and job satisfaction. Each month we will bring you pertinent, timely and educational stories. This issue includes information on a seminar many of our managers attended this summer about an exciting way to conduct business. The method is called The Organizational Huddle Process.

Of particular note, I want to underscore with pride the one-year anniversary of our providing lifesaving primary angioplasty through the C-PORT research program. Those of us in the healthcare profession understand the significance of having access to this vitally important procedure in close proximity. And now more than 100 people from our area have undergone this lifesaving procedure here at Good Samaritan. I wouldn't be surprised to hear that many of you know someone from your town whose life has been saved thanks to our "Cardiac Reality Team."

And let's not forget that October is National Breast Cancer Awareness Month. While we usually love to talk about big, new (and expensive) pieces of equipment that we are able to add to the hospital, sometimes our caring and compassion can be illustrated by some little things. Read about the Woman's Touch MammoPad - a \$4 disposable item that is making it easier and far less uncomfortable for women to have a mammogram that might save their life.

Finally, I want to note that we recently celebrated the 145th founding anniversary of the Sisters of Charity of Saint Elizabeth. These dedicated and selfless women have been the backbone of this hospital for over 100 years and, are largely responsible for the success that we've enjoyed in bringing quality, compassionate healthcare to our community. Their continuing work, in co-sponsorship with the Sisters of Bon Secours, are vital to continuing the mission and vision of Good Samaritan Hospital.

It is my pleasure to welcome you to the new Good Samaritan Voice. I would like to invite your participation in creating our monthly employee newsletter. If you have a story you would like to share with your co-workers, I encourage you to contact Deborah Marshall at ext. 5570.

[Michael Schnieders, Executive Vice President and Administrator](#)

■ FISH Raffle Winners Selected

Good Samaritan Hospital's Customer Satisfaction Committee has announced the winners of the FISH Raffle for the fourth quarter.

Diahanne Holandez from Staff Development, James Weiden from Pharmacy and Carol Moran from Radiology won a monthly employee parking spot for October, November and December respectively. Stephanie Minrovic from Critical Care, Ann Marie Wangenstein from Labor & Delivery, Pat North from Homecare and Carol Cataldo from Cardiac Cath Lab each were awarded with \$50 gift certificates to Outback Steakhouse.

Congratulations to all winners who were selected randomly from a list of employees who received a Good Samaritan Hero Letter! You too can be a winner. Catch the FISH! Philosophy. Choose Your Attitude, Be There, Make their day, and remember to have fun.

■ New Pad For Mammogram

One of the main reasons that women give for avoiding a mammogram is that it can be extremely uncomfortable and often painful. The Women's Health Center at Good Samaritan is now offering a new product that dramatically eases the pain that many women feel when they get a mammogram. A new foam cushion, called the Woman's Touch MammoPad, is designed to provide a softer, warmer mammogram. By making it more comfortable to get a mammogram, we hope to increase the number of area women complying with recommendations for regular screenings.

"The discomfort that many women feel during mammography is widely known to be a reason that some avoid having regular screenings," said Jen Taylor, Director of Radiology and Cardiology Services. Many women report that the procedure can cause painful compression, pinching and skin stretching. The cold surfaces and hard edges of the mammography device can make the experience even more uncomfortable for some patients.

A single-use, adhesive-backed foam cushion, the MammoPad attaches to the compression plates of the mammography device. It was developed by Stanford University breast surgeon Gail Lebovic, M.D., who understood mammography discomfort from both a physician and patient's point of view. The MammoPad not only provides a soft, warm surface for breast positioning but also helps lessen skin-pulling. It is "invisible" to x-rays and does not interfere with the image quality of the mammogram. To encourage more women to have regular mammograms, Good Samaritan is offering the MammoPad free of charge.

■ The Organizational Huddle™

Managers from throughout the Charity System have attended a seminar this summer to learn about an exciting way to conduct business - The Organizational Huddle Process™. This approach encourages all departments and staff to see each other as customers, and respectfully collaborate on an ongoing basis to quickly resolve business issues, prevent problems from escalating, and build strong working relationships. Participants learn to listen to and understand other's needs, and work hard to be accountable to servicing those needs. This should further enhance both patient and staff satisfaction, and is an excellent compliment to our FISH philosophy. Managers are encouraged to implement this process by teaching The Organizational Huddle™ to staff, and involve employees in the process. This approach is in direct alignment with and supports our Mission.

Good Samaritan Hospital implemented an interdepartmental huddle on September 13th with Nursing, Housekeeping, Engineering, Respiratory Therapy, Food and Nutrition, Patient Advocates, Pharmacy, Laboratory, Human Resources, Radiology, and Admitting. Other departments may be asked to join as the process matures.

"In the first two weeks of our new forum, we have already identified and resolved problems that may have taken weeks to address in prior fashion," notes Kathleen Lynam RN, MPA, Vice President Patient Care Services. "But probably the most important thing we are learning and living, is the value and worth each department lends to the success of us meeting our mission. We need each other and we need to talk to each other and that we are doing."

Congratulations and thanks to The Education Council for selecting The Organizational Huddle, a process that has had great success in several other healthcare organizations and should prove to be a significant asset to our team. This is a fundamentally sound way to conduct business, and should be embraced by all. Thank you to all employees for your support and dedication to creating and sustaining a culture of service excellence.

■ Center Helps Community Rest Easier And Sleep Better

You've probably heard it lamented a thousand times from people trying to balance hectic schedules - "I could sure use a good night's sleep." Unfortunately for many, doing so often seems hopeless.

Nearly two-thirds of all Americans suffer from some form of sleep problem every week. Problems that result in less productivity at work, increased likelihood of having an accident and mood swings. In the long-term, lack of sleep can have serious ramifications for the body, increasing risks of morbidity and mortality through the development of cardiovascular, neurological and endocrine systems disorders.

Since 2001, the Bon Secours Sleep Disorder Institute at Good Samaritan Hospital has been helping individuals to not only get the sleep they need to survive, but to also get the good sleep they need to thrive.

This past spring, the staff at the Institute welcomed its newest team member, enlisting the services of Dr. Lauren Broch, Ph.D. Dr. Broch is a psychologist certified in behavioral sleep medicine and brings to the hospital a strong interest and expertise in treating both children and adolescents with sleep problems and disorders.

"Most parents recognize problems with a child's sleep patterns but relinquish themselves to the belief that these problems will be outgrown," Dr. Broch commented. "The fact is sleep problems with children and teens are often genetic and may be linked to the development of additional sleeping disorders during adulthood. "

Throughout her career, Dr. Broch has treated sleep problems ranging from getting a child to spend the night in their own bed to more complicated issues such as Delayed Sleep Phase Syndrome (which causes a disconnect between an individual's internal clock and the environment).

A common dilemma Dr. Broch faces is with teenagers whose schoolwork suffers because they are not getting enough sleep. "Many adolescents are physiologically not ready to fall asleep until 11pm or later. Since most students need to be at school before 8am, they are not getting the necessary nine hours of sleep. As a result, they are unable to focus on schoolwork because they are sleepy, or in some cases, hyperactive," said Dr. Broch.

The good news is, with the help of the professionals at the Sleep Disorder Institute, most child and adolescent sleeping disorders can be treated and corrected - many times with as little as two or three clinic visits. Dr. Broch noted, once a disorder is diagnosed simple behavior modification and getting the patient to be more conscious of their environment will often solve the problem.

■ Diabetes Support Group News

Last month, Good Samaritan Hospital convened the first meetings of two newly formed diabetes support groups. Participants were welcomed during morning and evening sessions that included an overview of the disease and discussion on how the support group will benefit those with diabetes.

"Based on the initial reaction from our first meetings, I am confident that the support groups will make a significant contribution to helping those people who have diabetes live healthy lives on a daily bases," said Kathleen Hay, Director of Nursing for Good Samaritan Hospital.

The support groups are provided by the hospital free of charge and will continue to meet the second Tuesday of each month with both 11am and 7pm sessions opened to anyone with diabetes.

In October, the group focused on community support services and Dr. Jay Levine, Chief of Podiatry at Good Samaritan, discussed foot care for diabetes. During November, the group will recognize National Diabetes Month and discuss healthy eating for the holidays.

■ Preventing Cold and Flu

As the cold and flu season approaches, those of us who have contact with a great number of people - whether it's patients or fellow employees at Good Sam - should take special precautions to prevent the spread of germs that can cause infections.

Hand washing is the most important thing you can do to prevent infection, both here at the hospital as well as throughout your daily routine. You should wash your hands several times every day.

Generally, soap and water do not kill germs but they loosen the normal skin oil where germs live. You wash your hands every time you cough, sneeze, or blow your nose. Wash your hands before and after giving patient care. Always wash your hands after you have been to the bathroom. And always wash your hands before you prepare or eat food.

Here are some helpful tips on effective germ prevention through hand washing:

- Turn on the water and check that it is the right temperature. Wet your hands under the running water. The running water helps carry away germs and dirt.

- Use liquid soap to lather your hands and wrists. Wash for at least 10 seconds. Be sure to scrub your fingernails too.

- Rinse your hands very well under running water. Point your hands down to keep water from dripping up your arms.

- Dry your hands with a clean dry towel or a paper towel. Do not dry with a used towel because this may put germs right back on your hands. In a public place it is best to use a hot-air hand dryer, but clean paper towels are OK.

■ Women's Health & Fitness Fair

Good Samaritan Hospital celebrated women of all ages during its recent Women's Fitness & Health fair in what is sure to be an annual event.

The environment was designed for participants to explore and better understand both the spiritual and physical aspects of all phases of a women's life. While being motivated to live a fit and active lifestyle, women had the opportunity to participate in massage therapy, bone density and blood pressure screenings as well as cardiac, diabetes and other self-assessment health screenings.

Mothers, sisters, grandmothers, daughters, friends and many of our own employees enjoyed a host of wellness activities during two, three-hour sessions held in the mid-day and early evening. All those joining in the celebration were given fresh apples, scented votive candles, mirrors and, most importantly, a fuller appreciation for their life. It was without a doubt a special event for special women.



Lisie Tharathattel checks Christine Mulligan's blood pressure as part of Women's Health Fair

■ Congregation's 145 Anniversary

For more than a century, the Sisters of Charity of Saint Elizabeth have been compelled by Christ's love to make God known in the world. Nourished by prayer and vowed life in the community, the Sisters mission is to work with and for the poor, alleviate suffering and dispel ignorance, and promote justice.

On September 29, Good Samaritan Hospital joined in celebrating the 145th anniversary of the founding of the 1859 congregation. Sister Mary Lou Moran SC, Senior Vice President Sponsorship, accepted the recognition on behalf of the Sisters of Charity. Cake was distributed throughout the hospital commemorating the event.



Members of the Sisters of Charity of Saint Elizabeth with Michael Schnieders, EVP of Good Samaritan Hospital
FRONT: Sr. Janet Lehman, SC Councilor; Sr. Maureen Sullivan, SC Councilor; Sr. Barbara Conroy, SC, former General Superior; Sr. Angelica Doris, SC President GSH Foundation Board and Member BSCHS Board; Sr. Rosemary Moynihan, SC President BSCHS Board of Directors BACK: Sr. Mary Lou Moran, SC President GSH Board of Directors; Sr. Mary Ann Rattigan, SC Assistant General Superior and Member of GSH Board of Directors; Sr. Maureen Shaughnessy, SC General Superior, Sisters of Saint Elizabeth.

Since 1902, the Sisters have sponsored Good Samaritan Hospital. Their tireless and selfless devotion in supporting Good Samaritan's mission of bringing quality and compassionate healthcare to the community has been a staple within the hospital's achievements.

The history of the Sisters of Charity of Saint Elizabeth dates back to 1809 and is interwoven with the early development of the Catholic Church in the United States. It was at this time that Elizabeth Ann Seton founded the American Sisters of Charity in Maryland under the authority of the first American bishop, John Carroll, Bishop of Baltimore. Fifty years later, Sister Mary Xavier Mehegan, assigned by the New York Sisters of Charity to take charge of the new community that the first Bishop of Newark wished to establish, helped form the Sisters of Charity of Saint Elizabeth.

Today, the Sisters of Charity continue to draw their inspiration from Vincent de Paul, Louise de Marillac and Mother Seton. The Sisters have educational, health, pastoral and social ministries in 28 diocese in 16 states, the District of Columbia, the Virgin Islands, and El Salvador. Congratulations and Blessings to all members of the congregation.

■ 16th Annual "Walk To Remember"

The Perinatal Bereavement Support Program at Good Samaritan Hospital hosted the 16th annual "Walk to Remember," on Sunday, October 3. The most widely attended in the hospital's history, more than 400 community members participated in this year's walk, which was followed by a special ceremony venerating the memory of the approximately 870,000 babies who die each year through miscarriage, ectopic pregnancy, stillbirth or newborn death.

The theme of this year's walk was rainbows and included participants walking under a giant balloon arch. Poems, stories, bagpipe and trumpet music were shared at the ceremony following the walk. Also, 48 new bricks were set in the hospital's Walkway of Remembrance.

As part of a national program, the "Walk To Remember" is held each year throughout October, which is National Pregnancy & Infant Loss Awareness Month. Our Perinatal Bereavement Support Program is recognized nationally as one of the finest in the country.

According to Pam Magi, RN, Director of Good Samaritan's Perinatal Bereavement Support Program, many people who experience the loss of a newborn or child during pregnancy often go through periods of feeling extreme isolation. Events, such as "Walk To Remember," help parents, friends and families symbolically join together throughout the country to honor the precious babies whose short lives have touched the hearts of many.

■ Pregnancy & Infant Loss Awareness

October marks a special time of remembrance with National Pregnancy & Infant Loss Awareness Month.

It is an important period for Good Samaritan's Perinatal Bereavement Support Program who throughout the year carries out the hospital's mission by offering support and comfort to couples who have experienced the loss of a baby either during or immediately following pregnancy.

Our Perinatal Bereavement Support Program offers support through the various stages of grief suffered from loss. By fostering an environment where people understand they are not alone, the group helps bring many closer toward a resolution of their grief. Services available include support groups, parent network, one-to-one sharing, a lending library and telephone support. The group also hosts special annual events, such as a holiday candlelight memorial service and reunion picnic.

The program is led by Pam Magi, RN, Director of the Perinatal Bereavement Support Program at Good Samaritan. Magi has been working for a number of years with families who have experienced the loss of a baby or infant. In 1988, Magi developed the Perinatal Bereavement Support Program and now coordinates the program.

With October being a meaningful month for the group, employees are encouraged to visit Good Samaritan's Walkway of Remembrance, located in front of the hospital's main entrance. The walkway and garden are replete with commemorative bricks inscribed with personal information and messages of the babies whose short lives touched many hearts. The walkway has been especially comforting to those who have experienced a loss and demonstrates the important work the Perinatal Bereavement Support Program does for the community.

■ Fall Golf and Tennis Classic Held

More than \$200,000 was raised at this year's Good Samaritan Hospital Foundation's 15th annual Fall Golf and Tennis Classic held at the Edgewood Country Club in River Vale, NJ. Proceeds from the event will help to open a new, state-of-the-art Epilepsy Monitoring Unit at the hospital.

Special thanks to our tournament sponsor, Union Sate Bank, who continues to demonstrate commitment to the community through efforts such as this.

■ Summertime Fun

Good Samaritan Hospital employees wound down the summer by enjoying a relaxing family picnic on September 2 on the grounds of the Tagaste Monastery.

With cooperating weather, employees indulged in an old fashioned barbecue complete with hamburgers, hot dogs, watermelon, barbecued chicken and all the fixings.

Children enjoyed the day as much as the adults with pony rides, a petting zoo and trips on a live-sized toy train.



Marcy Oneil's daughter meets a goat at the Employee Picnic petting zoo