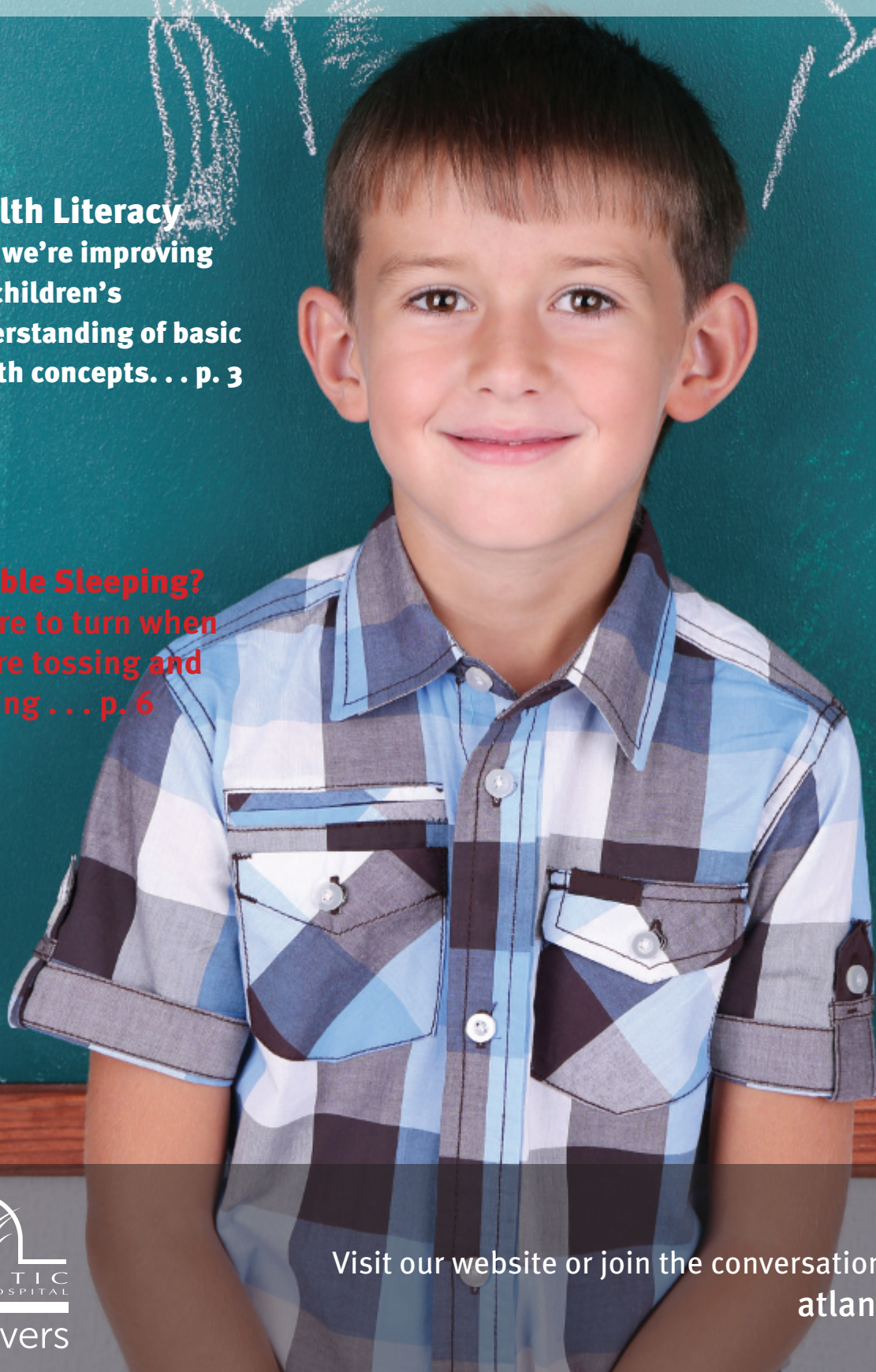


# care.together

Atlantic General Hospital & Atlantic General Health System

**Health Literacy**  
How we're improving  
our children's  
understanding of basic  
health concepts. . . p. 3

**Trouble Sleeping?**  
Where to turn when  
you're tossing and  
turning . . . p. 6



## From the President

As I promised in the previous issue of care. together, the Atlantic General Board of Trustees has approved the “2020 Vision” strategic plan. This plan will guide our operations and investments in care for our community for the next five years. On page 13, you can read a more detailed summary of this plan. What you’ll read about in the remainder of this publication is this plan coming to life.

Our future in our community depends upon our creating the right services in the right locations. It also depends upon our creating the right relationships with the right partners, to make sure that you have access to what you need at the right cost. This is referred to as the “Triple Aim” in healthcare.

Achieving the “Triple Aim” means we are: 1) improving the quality of health and healthcare in the community; 2) reducing the costs associated with healthcare delivery; and 3) increasing the community’s satisfaction with healthcare in the community. We are sharing some incredible and real stories about what’s happening as a result of this new strategic vision.

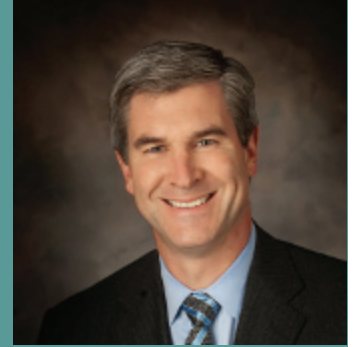
Our collaboration with the Worcester County Public Schools and the University of Maryland’s School of Public Health is creating a new way to educate our younger generations about health and healthy choices – the first such model to be created in the U.S. During the school system’s transition to the “Common Core” curriculum, the teachers took on the challenge of integrating “health literacy” concepts and principles into their lesson plans. And we worked with the Herschel S. Horowitz Center for Health Literacy at the University of Maryland’s School of Public Health to provide the standards guiding these integrated lesson plans.

Due to the growth and success of the cancer program at Atlantic General – an example of providing the “Right Care” in the “Right Place” according to the 2020 Vision – we are adjusting the structure of the services provided. The Regional Cancer Care Center has recruited another oncologist/hematologist, Dr. Roopa Gupta, to join Dr. Rabi Paul in providing this important care to our community. When they joined Atlantic General Hospital, both physicians brought with them a spirit of caring to those in our

community who are most in need. Our Regional Cancer Care Center will continue growing and expanding programs to allow cancer patients to receive the best care possible, right here.

How Atlantic General works with the “Right Partners” in our community is very important. As you’ll read in this issue, we are refining our focus on “Centers of Care” that are meaningful to those who live here. By making this care more convenient and more available, you – our community – can fit health and health care into your busy lives. These are services that can prevent illness, prevent progression of chronic illness into a crisis situation, and change lives.

A key partnership Atlantic General has entered into is collaborating with Beebe Healthcare in Lewes, Delaware, to expand the Delmarva Health Network (DHN). The DHN is a Medicare Shared Savings Program-designated Accountable Care Organization (ACO). The Medicare Shared Savings Program (MSSP) was constructed through the Patient Protection and Affordable Care Act (PPACA) – commonly referred to as “Obama Care” – as a program that rewards care providers for achieving the “Triple Aim” in communities.



Specifically, MSSP-recognized ACOs design care delivery to improve the health of communities and thereby reduce the overall costs of healthcare consumed by healthier Medicare beneficiaries. ACO programs in the MSSP are rewarded by lowering the growth of health care costs in their “assigned” communities.

This will be achieved through the ACOs being accountable for the care of their assigned Medicare beneficiaries, coordinating all the healthcare services provided to those beneficiaries, and investing in new infrastructure designed to improve ease and access to care.

In addition to Atlantic General and Beebe, approximately 40 primary care physicians and providers have also joined DHN. The DHN physicians and providers will work collaboratively to learn from each other “best practices” for ensuring quality care is available regionally. Nearly 20,000 Medicare participants will benefit from this program.

*Pres., continued on p8*

# Preparing Children for Better Health Through Education

**health literacy** (*noun*): the ability to obtain, process, and understand basic health information, allowing an individual to make appropriate health decisions.

We're excited to share that the New Year brought a new phase of the integrated health literacy project we have been working on with our partners from the Worcester County Public Schools and the Herschel S. Horowitz Center for Health Literacy at University of Maryland's School of Public Health.

In mid-January, we coordinated testing to measure students' health literacy in all Worcester County public school second grade classes and in grades 3, 4 and 5 in select schools in the county. The testing, which was conducted by staff from the Center for Health Literacy, will be used as a benchmark by which to measure improvement of the students' understanding of basic health concepts at the end of the school year, after implementation of integrated health literacy instruction.

The effort to increase school children's exposure to health concepts is not new. Programs have been introduced and then eventually phased out. The problem, we think, is that the previous attempts involved adding more curriculum – additional lesson plans, more instruction time – to students' and teachers' days. The extra work load was not sustainable.

We decided to try something different. In 2012, Atlantic General Hospital reached out to the Center for Health Literacy for assistance in creating a set of standards for developing *integrated* health literacy curriculum. These are tools that educators can use to weave health concepts into their existing lessons for reading, math, science and other subjects. We then reached out to the Worcester County Public Schools to find eager and enthusiastic teachers willing to pilot a project putting these standards to use.

**Fourth Grade Example Math Lesson:** Jimmy is trying to choose something to drink with lunch, based on which has fewer calories: a 16 oz. bottle of flavored water or a 12 oz. bottle of juice. Based on the information below, which beverage should he choose:

Juice: 110 calories per 8 oz. serving  
Flavored water: 40 calories per 8 oz. serving



The result was a beautiful partnership. Atlantic General provided the funding for research and development as well as the health and wellness knowledge of our nurses and health care providers, the Center for Health Literacy provided their research skills and health literacy expertise, and the teachers provided their knowledge of the classroom and curriculum development.

In January of 2014, the first set of integrated health literacy curriculum standards for primary schools ever developed in the U.S. were put to the test with a pilot program in Ocean City Elementary's second grade classrooms. The results of the pre- and post-evaluations with the students demonstrated a marked improvement in health literacy, spurring us on to the next step: bringing integrated health literacy curriculum to all elementary school grade levels. And, here we are.

We are incredibly fortunate to have such great partners in this project. We want to thank the Arthur W. Perdue Foundation for providing grant funding to support the second grade teachers at Ocean City Elementary who helped us get started, the educators this year at Snow Hill Elementary, Showell Elementary, Buckingham Elementary, Pocomoke Elementary, Snow Hill Middle School and Pocomoke Middle School and those teachers who will take future steps with us toward our ultimate goal – for the integrated health literacy standards to be adopted on a statewide and then a national level.



# REGIONAL CANCER CARE CENTER

On February 2 of this year, Atlantic General Hospital and Health System converted all services provided within the Outpatient Infusion Center to a medical oncology and infusion practice. With this change, the center was renamed the Regional Cancer Care Center and is now managed as part of Atlantic General Health System's provider network.

Our patients will continue to receive the same high-quality care from the center's experienced and compassionate clinical team, with the addition of Roopa Gupta, MD, a medical oncologist and hematologist who recently joined Dr. Rabindra Paul in practice (see p 10 for more about Dr. Gupta). The only difference patients will notice is the type of bill they receive: It will now be a single statement with physician and facility services charges on one bill.

Financial counselors are available to assist patients with any questions they may have about this transition. Please call 410-629-6402.

**P**hil Flanagan just knew something wasn't right, and after seeking a second opinion from Dr. Jonathan Bell, a gastroenterologist at Atlantic General Endoscopy Center, he was glad he didn't put his symptoms down to old age. In early 2013, a colonoscopy revealed that Phil had colon cancer.

Surprisingly, one of the hardest things about cancer treatment was how to respond to the concern of others. He was worried about his diagnosis and what would happen next, but he felt right away that he was in good hands.

"Of course you're scared, but Dr. Paul (the medical oncologist) tells you straight up. The staff doesn't use big words, and they don't sugar coat it,"

Phil said.

He met with Atlantic General Health System's cancer care navigator, who along with Dr. Paul, helped him coordinate surgery and his chemotherapy treatment. In April, he had surgery to remove the cancerous tissue from his colon and place the port for infusions. Then he was on to chemotherapy.

"You couldn't ask for a better bunch of people," Phil said, referring to Dr. Paul and the staff at the Regional Cancer Care Center. He was given tips on how to make the chemotherapy treatments easier. When he was sent home with a pump that would push medication in small amounts for 46.

*Phil, continued on p7*



# THE CHILD INSIDE

Atlantic General Hospital Penguin Swim brings out the kid in all of us

The 21<sup>st</sup> Annual AGH Penguin Swim was another record breaking event, raising more than \$91,000 for our not-for-profit community hospital. But, it was more than that. It was an opportunity for participants to embrace the desire to play dress up, to laugh and act silly, to do something a little outside the lines, like running pell-mell into wintry ocean water. It was the chance for those young and old to grasp the terrific benefits of childhood, while doing something very grown up: supporting a vital community service.

We would like to thank all those who joined us on New Year's Day to celebrate a great partnership between the hospital and all those we serve.

## Young and Old

Youngest Penguin: Maddie Gaffney (1 ½ months old)

Oldest Penguin: Papa Joe Gaffney (81 years young)

## Costume Contest

Best Overall: Butch Lorditch

Most Spirited: John Rolfes

Most Creative: Rick Moore

Best Little Penguin: Lillianna Browning and Alexis Iovacchini



## Top Fundraisers

### Team – Business Category

1. Bull on the Beach, \$27,000
2. AGH Flapping Flamingos, \$2,661
3. Fisher's Popcorn, \$1,300

### Team – Community Groups Category

1. Ocean City Ravens Roost #44, \$9,555
2. The Parke at Ocean Pines, \$4,840
3. The Jamboys, \$1,350.69

### Team - 18 & Under Division

1. Polar Patrollers, \$370
2. Team O'Jettski's, \$155
3. Stephen Decatur Connections, \$100

### Individual

1. Craig Kettler, \$3,390
2. Butch "Woody" German, \$1,632
3. Robert LeCompte, \$525

### Individual – 18 & Under Division

1. Benjamin Kettler, \$385
2. Lilliana and Nicholas Franklin, \$250 each
3. Samantha Ewancio, \$200

Special thanks to Penguin Swim Committee, Co-Chairs Sal Fasano and Madalaine How, and our sponsors and Penguins for such a successful event.

### Glacier Sponsors:

Princess Royale Oceanfront Family Resort & Condominiums  
Bull on the Beach  
Clearchannel Outdoor  
AGH Auxiliary  
D3Corp

Check out more photos of the event and a complete list of sponsors at [www.aghpenguinswim.org](http://www.aghpenguinswim.org).

# where to turn

## When you're tossing and turning

**If you've been accused of getting up "on the wrong side of the bed," is it because you didn't get much sleep on any side on the bed?**

Lack of sleep can contribute to more than a bad mood; it can also negatively affect your energy level, ability to concentrate and even your overall health.

Most adults need seven to eight hours of sleep a night. If you regularly have trouble falling

asleep, wake up in the middle of the night and can't get back to sleep, or feel drowsy during most days, you likely aren't getting the sleep you need.

So what's a weary, sleep-deprived person to do?



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**Start with lifestyle changes.** Some simple changes in your daily habits may be effective in helping you rest easier.

**Exercise early.** Activity too close to bedtime can wind you up and make it difficult to relax. Try to exercise in the morning or early evening — regular exercise at these times may even help you sleep better.

**Watch what you eat and drink.** Eating a large meal or drinking caffeinated beverages before bed can keep you up, and alcohol, even if it initially makes you feel sleepy, may make it difficult to stay asleep.

**Help your mind stop racing.** Have too much to think

about when your head hits the pillow? Don't take these thoughts to bed. Instead, make time earlier in the evening to write down worries and possible solutions or make a to-do list for the next day.

**Stick to a sleep schedule.** If possible, try to go to sleep and wake up at the same times each day — even on the weekends. This can help your body set its biological clock for regular sleep.

**Get into a pre-bedtime routine.** Reading a book, listening to soft music, dimming the lights, brushing your teeth and washing your face can help your body slow down before going to bed.

**Make your bedroom comfortable.** Many people sleep best in a room that is

cool, dark and quiet. A comfy bed is also important. A fan or white noise machine can help block out distracting noises or help lull you to sleep.

**Focus on your breathing.** Take deep breaths — you may even want to count them. Relax the muscles in your body — slowly working your way up from your toes to your head.

**Don't force yourself to stay in bed if you can't sleep.** If you're still awake after 20 minutes, go into another room to read or participate in another quiet activity. Go back to bed when you feel sleepy.

**Identify patterns with a sleep diary.** If lifestyle changes don't help break the cycle of poor sleep, start keeping a sleep diary to identify problems that you can discuss with your doctor.

Your doctor may want to know:

- When you go to bed and when you get up
- How long you are in bed before falling asleep
- How often you wake up during the night
- Your work schedule
- If you have physical pain
- What medications you take
- If you drink caffeine or alcohol
- If you smoke
- If events or problems in your life are upsetting you and making it harder to sleep

If you have a bed partner, ask if you snore, gasp for air or move around during sleep, and note any of these occurrences in your sleep diary.

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Once you recognize that a sleep problem is ongoing, you don't need to chalk it up to aging or try to learn to live with it. Putting up with sleepless nights can put you at higher risk of diseases such as high blood pressure, heart disease, obesity and diabetes.

You could even put your loved ones at risk of harm, as sleep deprivation may contribute to slowed reaction time when driving and a higher risk of accidents.

Help is available. Consult your doctor and provide as much information as you can — a thorough sleep diary can be a great tool

## Common sleep disorders

If you or a loved one experiences persistent problems sleeping, such as the ones listed below, turn to a medical professional for help. There are treatments available to improve the quality of your nights, days and life.

**Insomnia.** Almost everyone has occasional insomnia, which is marked by difficulty falling or staying asleep or waking up too early. Stress, jet lag, temperature extremes, noise and medication side effects are common culprits. If insomnia is chronic, the lack of sound sleep may lead to excessive daytime sleepiness and fatigue. Memory problems, reduced ability to concentrate and more frequent illness may follow.

**Sleep apnea.** People with sleep apnea experience pauses in breathing that last from several seconds to more than a minute. These may occur five to 30 or more times an hour, and are often associated with loud snoring. Apnea sufferers sometimes gasp, snort or make a choking sound when breathing resumes. The breathing disruptions interfere with the deepest and most restorative levels of sleep. If untreated, the disorder may result in extreme fatigue and daytime sleepiness. Sleep apnea may also contribute to high blood pressure and increase the risk of heart attack and stroke.

**Restless legs syndrome (RLS).** RLS is characterized by crawling, burning or tingling sensations in the legs and an irresistible urge to move the legs during rest. Leg movement may cause frequent awakenings and result in excessive daytime sleepiness.

**To learn more about the sleep studies offered at the Sleep Disorders Diagnostic Center at Atlantic General, call 410.641.9726 or visit [www.atlanticgeneral.org](http://www.atlanticgeneral.org)**

to help pinpoint the cause. Your doctor may also do a physical exam.

In some cases, medication or behavioral therapy may be prescribed. Be sure to talk to your doctor before taking any over-the-counter sleep aids or herbal supplements, as they could interact with other medications you are taking. If a reason for your sleep troubles is not clearly evident, your doctor may recommend an overnight sleep study.

A sleep study can help rule out sleep disorders and/or determine effective treatment that can help you stop tossing and turning and regain restorative sleep.

*Phil, continued from p4*



hours after his two-hour infusions at the hospital, the staff called him periodically to see how he was feeling.

"It was like being with my own family," he said.

Everything went like clockwork: he was given a rundown of everything that would happen during the infusion visit, and "when they tell you you're getting your chemo at 9 o'clock, that's when it happens."

Through it all, Phil still kept his tee time each week. With treatment finished, the 68-year-old retiree is also back to swimming regularly and working out at the gym. "I recommend you all to anyone," he said. "You're fantastic."

# Weighing Your Options

For every extra pound you carry, there are at least 10 reasons why you should lose it. Excess weight can lead to heart disease, diabetes, high cholesterol, high blood pressure, sleep apnea, osteoarthritis, urinary incontinence, menstrual problems, gallstones, cancer—not to mention worsening your quality of life!

But losing weight is easier said than done. Many severely overweight people find themselves facing two options: the conventional route of diet and exercise or weight-loss surgery.

Weight loss the old-fashioned way  
Losing weight involves making a real commitment to drastic lifestyle changes. Changing your eating habits will mean consuming plenty of fruits and vegetables, whole grains, lean protein and calcium-rich foods like fat-free milk. You'll need to limit saturated fats and sodium. Exercise is essential, and you'll want to get at least 60 to 90 minutes of moderate activity a day to spur weight loss.

*The good news:* Experts agree that diet and exercise are the best ways to peel off pounds and keep them off.

*The bad news:* Admittedly, losing weight this way can be frustrating. The recommended loss of one to two pounds a week can seem like a drop in the bucket without fast results. But



remember: Losing one pound a week translates to 52 pounds in a year!

## Losing weight through surgery

Surgery may sound like a quick fix, but it carries risks. However, potential or existing health problems caused by obesity may outweigh those risks. If you have a body mass index (BMI) of 40 or above (100 pounds overweight for men, about 80 for women) or you have a BMI of 35 to 39.9 and weight-related health problems, you may be a candidate for weight-loss, or bariatric, surgery.

Bariatric surgery helps you lose weight by restricting the amount of food you can comfortably consume.

*The good news:* Weight comes off fast, with most people losing at least 50 percent to 60 percent of their excess weight within the first two years after surgery. Obesity-related conditions like type 2 diabetes, high blood pressure, high cholesterol and sleep apnea can be improved or resolved.

*The bad news:* There's a chance of postoperative infection, blood clots and other surgical complications, some life threatening. You'll still have to adopt drastic lifestyle changes, particularly

when it comes to your eating habits, and adjust to limited quantities of food. After some surgeries, you may not be able to have a drink with your meal because your stomach can't hold both food and liquid. Eating too much or too fast may cause vomiting or intense pain.

Traditional weight loss or surgery? Each option is a major undertaking, but remember that no matter what route you choose, you're working toward a

## Do you need help reaching your weight loss goals?

The experts at Atlantic General Bariatric Center are here for you. Whether you wish to explore surgery options or need some guidance with proper nutrition and changing your habits, contact us today! Call Shelly Geis, bariatric coordinator, at 410-641-9568 or visit [www.atlanticgeneral.org/bariatrics](http://www.atlanticgeneral.org/bariatrics).

## Pres, continued from p2

If, by working together, the members of DHN are able to achieve health improvement and reduced health care costs in our region, Medicare will share those saved dollars with the DHN program.

While these times of change in our

country are challenging, how we respond to such challenges can create exciting new opportunities. The 2020 Vision for Atlantic General allows us to see more clearly the way care in our community can be re-designed to better serve those who choose to live or visit here.

Whether through pioneering changes in our children's classrooms or the way care

is provided to our residents and visitors, this clarity of vision is revitalizing collaboration and investment in creating a healthier and more vibrant community than ever before.

Michael Franklin, FACHE  
President & CEO



# Calendar of Events

## Hypertension Clinics

*First Monday of every month*  
Apple Discount Drugs, Berlin  
10 a.m. – 12 p.m.  
Walgreens, Ocean Pines  
1 – 3 p.m.

*First Tuesday of every month*  
Rite-Aid, Selbyville  
10 a.m. – 12 p.m.  
Walgreens, Clarksville  
1 – 3 p.m.

*First Wednesday of every month*  
Rite Aid, Berlin  
10 a.m. – 12 p.m.  
Rite Aid, Ocean Pines  
1 – 3 p.m.

*Third Wednesday of every month*  
Walgreens, Bethany Beach  
10 a.m. – 12 p.m.  
Walgreens, Selbyville  
1 – 3 p.m.

## Stroke Support Group

*Last Thursday of each month* • 2 – 3 p.m.  
Atlantic General Hospital, Conference Room 1  
For more information, contact Dawn Denton at  
410-641-9268 or [ddenton@atlanticgeneral.org](mailto:ddenton@atlanticgeneral.org).

## Diabetes Support Group

Ocean Pines  
*First Wednesday of every month* • 7 – 8 p.m.  
Ocean Pines Library

Berlin

*First Monday of every month* • 6 – 7 p.m.  
St. Paul's Methodist Church  
For more information contact the Diabetes  
Outpatient Education Program at 410-641-9703.

## Parkinson's Disease Support Group

*Second Tuesday of each month* • 2:30 – 4 p.m.  
Ocean Pines Library  
For more information, contact Ron and Mary Leidner  
at 410-208-0525.

## NAMI Lower Shore Family Support Group

*Second Tuesday of each month* • 6:30 – 8 p.m.  
Atlantic Health Center Conference Room, Berlin  
Offering shared wisdom and problem solving for  
family members of individuals with mental illness.  
Provided by the Lower Shore affiliate of the National  
Alliance on Mental Illness (NAMI). For more infor-  
mation, contact Carole Spurrier, NAMI Lower Shore  
Representative, at 410-208-4003 or [carolespurrier@msn.com](mailto:carolespurrier@msn.com)

Want more information about upcoming events or health news that comes directly to your inbox? Sign up for our monthly e-newsletter at [www.atlanticgeneral.org](http://www.atlanticgeneral.org).

## Save the Date

# 22<sup>nd</sup> Anniversary Celebration

Thursday, May 21, 2015

6:30 - 9:30 pm



*This year's event will honor John H. "Jack" Burbage, Jr. for his years of dedication to our community and leadership to our community hospital.*

*at the home of*  
Jay & Cheryl Taustin  
10647 Griffin Rd., Berlin, MD

**For more information, contact Heather Trader**  
[hetrader@atlanticgeneral.org](mailto:hetrader@atlanticgeneral.org)  
**410.641.9671**

*All proceeds benefit the Atlantic General Hospital  
Foundation*

# New Faces & Places



**Chris Fellin, MD, FACP,** recently joined the Hospitalist Program at Atlantic General Hospital to provide inpatient care. Dr. Fellin received his undergraduate degree at Wilkes University in

Wilkes Barre, PA, and his MD from Hahnemann University School of Medicine in Philadelphia, PA. He completed his Internal Medicine residency at Geisinger Medical Center in Danville, PA, then joined the Department of General Internal Medicine, serving as the Department Director until 2000. Dr. Fellin joined Evangelical Community Hospital in Lewisburg, PA as a hospitalist physician, serving as Hospitalist Group Director until 2012.

For more information about the AGH Hospitalist Program, visit [www.atlanticgeneral.org](http://www.atlanticgeneral.org) and click on Medical Staff.



**Esther Harrell, LCPC,** recently joined Atlantic General Hospital's Behavioral Health Program at the Atlantic Health

Center. She is licensed by the Maryland State Board of Professional Counselors and Therapists as a Licenced Clinical Professional Counselor (LCPC). After receiving her bachelor's degree from Hood College, she earned her master's degree in clinical psychology from Loyola University Maryland. She has more than 20 years of experience in the mental health field providing individual, group and family clinical and behavioral assessments in a multitude of settings. Earlier in her career, she worked in the Behavioral Psychology Department at Kennedy Krieger Institute. For the last 16 years she has provided a variety of behavioral health services to clients of all ages at the Worcester County Health Department. For more information about the Behavioral Health Program or to schedule an appointment, call 410-641-3340.



**Liezl Irisari, MD,** joined Atlantic General Women's Health in Ocean Pines in January to provide general women's health care and uro-gynecology care, which focuses on disorders of the female pelvic floor,

including pelvic organ prolapse and pelvic reconstruction surgery. Dr. Irisari completed a fellowship in minimally invasive gynecology at St. Elizabeth's Medical Center in Utica, NY, after her obstetrics and gynecology residency at Penn State Milton S. Hershey Medical Center. She is board certified in uro-gynecology and completed her medical degree at West Virginia University. Dr. Irisari is currently accepting patients. To schedule an appointment, please call 410-208-9761.

**Roopa Gupta, MD,** recently joined Atlantic General Health System to provide medical



oncology and hematology services along with Dr. Rabindra Paul at their practice located in Berlin. She provides consultations at Atlantic General Medical Oncology and oversees cancer and hematology

care at the Regional Cancer Care Center located within Atlantic General Hospital. Dr. Gupta completed a geriatric fellowship at Harvard Medical School Division on Aging as well as a hematology/oncology fellowship at the National Cancer Institute at NIH. She earned her medical degree at Boston University School of Medicine and is board certified in internal medicine as well as medical oncology and hematology. Dr. Gupta is currently accepting new patients. Appointments can be made by calling 410-629-6888.

**Drs. Orr and Garg Move to Atlantic General Primary Care and Pediatrics in West Ocean City**



Munna Garg, MD, and Danielle Orr, MD, relocated from Atlantic General Health System’s Ocean Pines office to new space within Atlantic General Medical Center in West Ocean City in January. This transition to the recently purchased building allows Atlantic General to better accommodate the primary care and pediatrics needs of the growing patient population in the area. An additional pediatrician is expected to join Drs. Garg and Orr by early summer. Both providers are accepting new patients. Appointments can be made by calling 410-390-3341.



Atlantic General Primary Care and Pediatrics  
12308 Ocean Gateway, Unit 1  
Ocean City, MD



**Dr. Gong Moves to Atlantic General Primary and Specialty Care in Ocean Pines**

Dr. Lei Gong, who has been with

Atlantic General Health System since 2009, recently relocated to Atlantic General Primary and Specialty Care in Ocean Pines to provide family medicine. Atlantic General is currently working with the Worcester County Health Department to continue to provide family medicine care to the Snow Hill community. Appointments can be made with Dr. Gong in his new location by calling 410-208-9761.

**Awards & Recognition**



**Get with the Guidelines®-Stroke Gold-Plus Quality Achievement Award**

In October 2014, Atlantic General Hospital received the Get with the Guidelines®-Stroke Gold-Plus Quality Achievement Award from the American Heart Association for the treatment of stroke patients. The hospital earned the award for meeting specific quality achievement measures for diagnosis and treatment of stroke patients, such as aggressive use of medications and risk-reduction therapies aimed at reducing death and disability and improving life after stroke.

**AGH Named Joint Commission Top Performer**

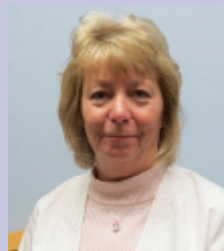
Last fall, Atlantic General Hospital was recognized as a 2013 Top Performer on Key Quality Measures by the Joint Commission, the main accreditor of health care organizations in the United States. The hospital achieved the award for attaining and sustaining excellence in quality for surgical care and pneumonia, and is the only hospital on the Eastern Shore of Maryland to be recognized.



**Tracey Donalds, DAISY Award Winner**

Registered Nurse Tracey Donalds was honored with the first DAISY Award for extraordinary nursing bestowed at Atlantic General Hospital. The DAISY award is presented to a deserving nurse once a quarter based upon nominations received from patients, families and colleagues. According to one of the nominations Tracey received from a patient’s family member, “she is the most fiercely compassionate medical professional we have ever encountered.”

Nominations are currently being accepted for the second quarter award. To nominate a nurse, visit [www.atlanticgeneral.org](http://www.atlanticgeneral.org) and click on the Nursing@AGH icon. Paper forms are also available in every hospital department and Atlantic General Health System office.



**Beverly Ward, RN, Certified Breast Care Nurse**

Registered nurse Beverly Ward, the breast health navigator for the Eunice Q. Sorin Women’s Diagnostic Center at Atlantic General Hospital, recently passed the non-profit Oncology Nursing Certification Corporation’s Certified Breast Care Nurse examination. The certification encompasses the entire spectrum of breast care nursing practice, including breast cancer screening and early detection, diagnosis, treatment options, symptom management, psychosocial and spiritual considerations, end of life care and breast cancer survivorship.

# starting a new tradition

## Ocean City Community Health Fair

**Tuesday, May 5, 2015**  
**Roland E. Powell**  
**Convention Center**  
**Ocean City, MD**  
**8 am - 1:30 pm**

It began 29 years ago, even before Atlantic General was a hospital. It is the AARP Health Fair. It has evolved through the years, becoming an annual event through partnership among Ocean City AARP Chapter #1917, the Town of Ocean City and Atlantic General Hospital and Health System. The face of the city has

continues. We would really like to get people of all ages who live, work and visit Ocean City into the event.”

In an effort to do that, AARP has brought on a new partner this year, Blood Bank of Delmarva.

In conjunction with the health fair, there will be a blood drive occurring in the same space at the same time. So along with health screenings, education and information traditionally found at the event, there will also be an opportunity to be a lifesaving blood donor. Appointments for blood donations can be made by contacting the blood bank, at 888-8-BLOOD-8 or [www.delmarvablood.org](http://www.delmarvablood.org).

The ever popular free screenings will be on site including carotid, skin cancer, respiratory, bone density, hearing, blood pressure, foot checks and many more. We will be doing a lab screening panel, including total cholesterol, HDL, LDL, triglycerides and glucose, and a 12-hour fast is required. Along with screenings, there will be health information about AGH services and other community health-related services.

Again, in an attempt to be more community-friendly, the time of the event has changed this year; the date is Tuesday, May 5, 8 am to 1:30 pm. We welcome all participants to come for a particular screening or blood donation or come for the whole day and participate in all that is being offered.

For more information about the Ocean City Community Health Fair, contact Dawn Denton at 410-641-9268.



Event planners (from left) Melvin Friedman, from AARP Chapter #1917; Suzanne Murray, from the Blood Bank of Delmarva; Regina Brittingham, from the Roland E. Powell Convention Center; and Dawn Denton, Community Education Manager at Atlantic General Hospital.

changed. There are more year-round residents of all ages, so that meant the health fair needed to change too.

Last year, the name of the event was changed to the Ocean City Community Health Fair, in hopes of conveying the message that ALL are welcome; it's not just an event for "senior citizens."

Dawn Denton, Community Education Manager at AGH reports, "We did see a few families come through the event last year and we hope that trend

# ATLANTIC GENERAL 2020 VISION

Continuing to build upon our Mission “To create a coordinated care delivery system that will provide access to quality care,” the AGH 2020 Vision will drive strategic decisions toward integration beyond the acute care facility over the next five years. These decisions will build upon the current investments in developing community-based care delivery systems that incorporate primary care, specialty care, and care management of chronic conditions through our Patient Centered Medical Home (PCMH). Accomplishing our Vision will require disciplined investment of time and resources in the “Right” principles.

Our “2020 Vision” will build upon our distinctive competencies to create a new system of health. Investment in technology-based solutions will facilitate care being distributed more evenly throughout our region, creating equity in access to all. Building upon our health literacy initiatives and our relationship with the Worcester County Health Department and other community health agencies, AGH will be a leader in addressing the individual factors that affect health promotion and prevention of disease. Continuing to promote health care interventions driven by patient-centered values to improve individual function and well-being will result in improved quality of life for those who choose to live in our community.



## “Right” Principles

### Right Care

Patient/Family Centric, Error Free, Primary Care Provider-Driven, Timely Delivery, Best Practice Protocols;

### Right People

Needs-Based Provider Recruitment, Service Orientation, Right Training, Continuous Learning;

### Right Place

Appropriate Distribution of Primary Care, Availability of Specialists, Telemedicine, Community-Based vs. Hospital Based;

### Right Partners

Advanced Acute Care Referral Relationships, Rehabilitation Care, Long-Term Care, Home Health Care, Supportive Care/Hospice, Mental Health Care, Accountable Care;

### Right Hospital

The Right Leader for Coordinated Quality Care in our Community.

# Please, tell us!

We value the opinions of our patients and families. If you have a less than satisfactory experience, please share it with us so we can improve how we provide care. If you have a positive experience we would love to share kudos with our associates, volunteers and medical staff. We strive every day to bring you the best care possible.

There are several ways you can share your opinions with us:

**Fill out and return surveys you receive in the mail from NRC Picker.** This agency conducts the surveys on our behalf to collect valuable information about our patients' experiences. Survey responses are confidential.

**Fill out a comment card.** These are available in every hospital department and physician office of Atlantic General Health System. Just hand the completed survey to any associate.

**Send us an email.** Drop us a line at [pr@atlanticgeneral.org](mailto:pr@atlanticgeneral.org) and we will respond to your comment or question within 72 hours.

**Write or call.** Letters can be sent to 9733 Healthway Drive, Berlin, MD 21811. Or, call our Patient and Family Services Representative at 410-629-1500.



## VISION

To be the leader in caring for people and advancing health for the residents of and visitors to our community.

## MISSION

To create a coordinated care delivery system that will provide access to quality care, personalized service and education to improve individual and community health.

## VALUES

*(Keeping "PATIENTS" at the Center of our Values)*

- P** Patient safety first
- A** Accountability for financial resources
- T** Trust, respect & kindness
- I** Integrity, honesty & dignity
- E** Education – continued learning & improvement
- N** Needs of our community – Participation & community commitment
- T** Teamwork, partnership & communication
- S** Service & personalized attention

These values are honored in all we do for our patients, visitors, medical staff, associates, partners and volunteers.

## ETHICAL COMMITMENT

To conduct ourselves in an ethical manner that emphasizes community service and justifies the public trust.

## QUALITY STATEMENT

We deliver care that is accessible, safe, appropriate, coordinated, effective, and centered on the needs of individuals within a system that demonstrates continual improvement.

# Our Leadership

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# AGH Centers of Care ... that Care



*Our medical specialists and clinical staff are with you every step of the way.*

## **Atlantic General Hospital**

### **Atlantic General Endoscopy Center**

... Board certified gastroenterologists perform colonoscopies, upper endoscopies and other procedures to diagnose colorectal cancer, GERD and inflammatory bowel diseases. The Atlantic Endoscopy Center has performed more than 13,000 procedures since 2008.

### **Atlantic General Bariatric Center**

... The only hospital-based bariatric surgery program on Maryland's Eastern Shore, offering both surgical and non-surgical weight loss options. Gastric banding and gastric sleeve procedures are part of the comprehensive bariatric program that includes pre-operative counseling and dietary and fitness consultations as well as post-op support group activities and weight loss monitoring.

### **Behavioral Health Services at Atlantic Health Center**

... Provides outpatient behavioral health and substance abuse services in conjunction with the Worcester County Health Department, including psychiatric evaluation, medication evaluation and monitoring, plus individual, family and group counseling/therapy.

### **Diabetes Education Program**

... ADA-recognized program offers comprehensive group and individual educational sessions for diabetes patients and their families, led by certified diabetes educators. In addition

to individualized, custom diabetes management plans, the program provides information about glucose monitoring, diabetes medications, exercise and meal plans, and more.

### **Eye Surgery Center**

... The center's board-certified ophthalmologists offer specialized treatment for multiple eye conditions.

### **Center for Joint Surgery**

... The Center's orthopedists offer the latest surgical options for patients undergoing joint replacement or fracture repair surgery, including Verilast total knee replacement and the Birmingham Hip Resurfacing procedures.

### **Sleep Disorders Diagnostic Center**

... Diagnosis and treatment for sleep apnea and other conditions that can impair the ability to sleep well. Diagnostics are available for insomnia with sleep apnea, upper airway resistance, obesity hypoventilation syndrome, hypersomnia, nocturnal seizures, REM behavior disorders, and narcolepsy.

### **Atlantic General Urology**

... Treats conditions affecting the urinary tract systems of women and men, including procedures such as cystoscopy and endoscopic treatments for bladder conditions, biopsies and cancer treatments, non-surgical kidney stone treatment, laser treatment for enlarged prostate, and erectile dysfunction treatment.

### **Designated Stroke Center**

... Specially trained physicians and nursing staff maintain integrated stroke protocols in the AGH Emergency Department, along with diagnostic and inpatient clinical services to streamline the treatment of stroke patients and improve outcomes.

### **Eunice Q. Sorin Women's Diagnostic Center**

... Digital mammography services, bone density exams, and non-invasive alternatives for some breast surgeries, with same-day mammogram appointments available.


### **Wound Care Center**

... A hospital-based outpatient program that works in conjunction with primary care physicians to provide specialized treatment for problem wounds.

### **Atlantic General Health System**

... Atlantic General Hospital's network of more than 15 primary care provider and specialist offices and specialty centers in Worcester County, Maryland, and Sussex County, Delaware. For a complete list of providers and locations, visit [www.atlanticgeneral.org/agh](http://www.atlanticgeneral.org/agh).

### **Regional Cancer Care Center**

... Performs chemotherapy and hydration treatments for cancer patients, as well as blood product transfusions, treatments for autoimmune disorders such as Crohn's disease and rheumatoid arthritis, infusions for chronic anemias, COPD and osteoporosis, and more. 



9733 Healthway Drive  
Berlin, MD 21811

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*Friends and Neighbors of Atlantic General Hospital*

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*care.together is the community magazine published by Atlantic General Hospital and Health System.*

**General Information**

(410) 641-1100

**Physician Referral Line**

(410) 629-1500

(877) 641-4244

**Patient & Family Relations**

(410) 641-9654

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(410) 641-9746

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An Educational Course for Retirees**

Instructor: Matt Repass, CFRA, RFC – PKS  
Investment Advisors LLC

Tuesdays, March 31<sup>st</sup> and April 7<sup>th</sup>  
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OR

Thursdays, April 9<sup>th</sup> and 16<sup>th</sup>  
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Atlantic Health Center Conference Room  
9714 Healthway Drive  
Berlin, MD



Class sizes are limited so register today! Advance registration is required. Please contact Donna Pellingier at 410-641-9690 or dpellingier@atlanticgeneral.org with questions or to register. Light refreshments will be served.