Vol. 7 | Number 2

WINTER 2017

care together

Atlantic General Hospital & Atlantic General Health System

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care givers

From the **President**

Our strategic 2020 Vision compels us to develop a in coordinated, quality care and better health for our community. This strategic plan considers the fact that the health issues we are currently facing are of care that has not fully addressed the needs of our community. We cannot fix the system by doing things the way we've always done them. We have to challenge this thinking and explore alternative ways to care for our community. As you read this issue of care.together, you'll learn how Atlantic General Hospital and our are approaching new ways to provide care.

One important addition to the care we are providing is osteopathic manipulative treatment. This form of hands-on treatment is complementary to traditional treatments, such as surgery or medication therapy, but is a non-invasive way of relieving symptoms associated with many chronic illnesses. It is very effective in dealing with chronic pain, which augments the more traditional care provided through our Atlantic General Pain Center. This may also help reduce opioid prescriptions.

As patients, when surgery is scheduled, traditionally we may be prescribed some type of "prep" or medication prior to surgery. We are then given "post-op" instructions for proper care and follow-up after surgery. This puts a lot of the burden for a successful outcome on the patient, who often is not equipped to manage the surgery process.

Creating a "Perioperative Surgical Home" provides resources to patients and their family members to ensure the best possible outcome. Particularly for individuals with multiple chronic illnesses, such as high blood pressure, diabetes, or congestive heart failure, providing added support through nurse case managers will ensure that



patients and their families are more confident that they are doing the right things before and after surgery. This will prevent complications associated with the surgery.

Another unique service we are offering through the hospital and Atlantic General Health System is Medication Therapy Management (MTM). Elderly patients in our community who have several chronic illnesses and, therefore, several physicians managing their numerous medications, are at significant risk for medication interactions or for not being compliant with treatment plans due to their complexity.

We now have a team of pharmacists working with the nurses in our Patient Centered Medical Home (PCMH), to identify these patients and have the pharmacists review the medication plans from the patients' physicians. The pharmacist will consult with the physicians and make recommendations for changes in prescribing to eliminate interactions and make the daily care easier for patients and their family caregivers. The pharmacist will make help patients organize their medications, then collaborate with the PCMH nurses to make sure refills are timely and conveniently available. This whole process has prevented several patient trips to the Emergency Department and has improved the care for many in

Often times, when people are in the hospital for an extended stay they begin to feel depressed from not feeling well and being away from family,



friends or pets. Family and friends can visit regularly, but until recently the comfort of a pet was still missing. AGH initiated an animal assisted therapy (AAT) program to fill this void. We have a number of volunteers from the community who have attended special training programs with their dogs, so that the handlers along with their rounding on patients in AGH. Numerous beautiful stories regarding the positive effects of this program on patients and families in our hospital.

AGH is providing care beyond traditional medicine. We continue to evaluate alternative ways to augment the excellent care we have been providing to our community for nearly 25 years. The willingness to explore ways to supplement traditional care is proving beneficial to our patients and our community. This mindset is cultivated by our Board of Trustees, who have established the vision for AGH "to be the leader in caring for people and advancing health for the

Michael Franklin, FACHE *President & CEO* Atlantic General Hospital

Fiscal Year

WE BILLED

For services to our inpatients and outpatients \$162,112,256

REDUCTIONS FROM BILLED SERVICES

Total reductions	\$47,651,177
(financial assistance and bad debt)	\$7,420,892
Uncompensated care	
Maryland State Assessments	\$3,178,316
Discounts through third party payers	. \$37,051,970

REVENUE RECEIVED

Total Revenue\$117,741,640
Other operating revenue
from patient care and other services \$114,461,079
Therefore, the revenue we actually received

EXPENSES INCURRED TO RENDER SERVICES TO OUR PATIENTS

Salaries, wages, and benefits	\$62,629,170
Supplies, rent, professional fees, etc	\$38,114,066
Utilities	\$1,540,276
Maintenance & Repairs	\$5,907,319
Insurance	\$1,563,567
Interest, depreciation, amortization	\$7,513,906
Total cost to render services	\$117,268,304

NET INCOME/LOSS

From providing services to our community	\$473,336
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NON-OPERATING REVENUE

Generous philanthropic/endowment support	
from our community\$2,719,970	

NET REVENUE

Total revenue from operations & charitable	
gifts, less expenses\$3,193,306	

ATLANTIC GENERAL HOSPITAL

care.givers

Financial Summary

Fiscal Year 2017 July 1, 2016 – June 30, 2017

Admissions3,269
Average Length of Stay (days)
Patient Days of Care11,513
Emergency Visits
Laboratory Visits (outpatient)
Radiology Visits (outpatient)28,485
Surgeries (inpatient/outpatient)8,211
Physician Visits (AGHS)
Cardiology/Pulmonary

Giving Back to the Community

Fiscal Year 2017 Community Benefits Report (July 2016 - June 2017)

Melanoma Prevention

Cases of melanoma, the most dangerous form of skin cancer, are rising in Maryland. In fact, melanoma is the third fastest-rising cancer in our state.

Even more alarming, Worcester County has the highest rate of new melanoma diagnoses in Maryland, running at almost double the national average.

According to the Centers for Disease Control and Prevention (CDC), ultraviolet (UV) exposure causes more than 90% of melanoma in the United States. The CDC recommends the use of effective health education and outreach to encourage populations to reduce UV radiation exposure and increase sun protection. These measures are found to be one of the best ways to prevent the disease.

Dermascan is an awareness tool that Atlantic General uses in the community. Dermascan reveals sun damage on people's faces that cannot be seen with the naked eye. It is a curtained box with a black light and a mirror inside, specially designed so the person can see his or her own face. The outreach provider can look from the other side and explain to the participant what they are seeing, and point out what might be a result of exposure to the sun. The participant is asked before viewing his or her face in the Dermascan, "How often do you currently use sunscreen?" Then, after looking in the Dermascan box and receiving education about sun damage, they are asked, "After looking at your skin, how often do you plan to use sunscreen?" Respondents could select as responses *Never, Sometimes* and *Always*.

The goal is for there to be a verbal intent of behavior change/improvement (if one is needed). After going through the Dermascan evaluation procedure, 53% of participants in 2017 indicated that they would start using sunscreen.

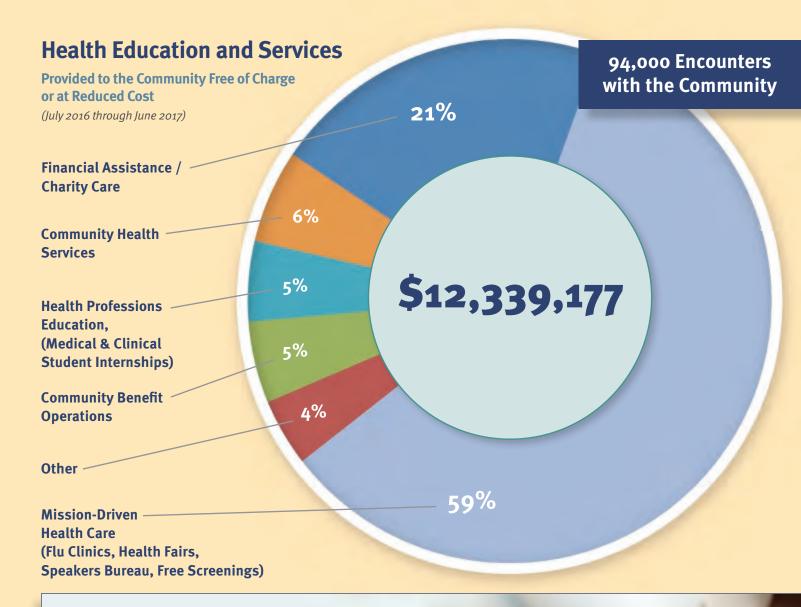
AGH Education for Students in Healthcare Fields

Since 2010, Atlantic General Hospital has provided **preceptor support to pharmacy students** from colleges and universities in the region.

During the final year of their education, students complete a set of clinical rotations in various pharmacy settings. The Atlantic General pharmacists who serve as preceptors assess each student's career goals and tailor his or her experience to foster the necessary skills, while also exposing students to research projects, patient counseling, and vaccinations in a retail pharmacy setting.

The preceptorships – each of which have a duration of nearly six weeks – require substantial planning and oversight on the part of our pharmacy preceptors. But educating future generations of pharmacists, many of whom will stay in the area, is an enormous benefit for the community. Underscoring the importance of this program, 25% of Atlantic General Hospital's pharmacists first encountered our hospital during their student preceptorships here.

Approximate benefit (staff hours equivalent): \$638,000 1,845 students served



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.

Thank you for helping us carry out our vision, mission, and values.

Walk with a Doc educate. exercise. empower 3rd Saturday of every month

Veterans Memorial at the South Gate Pond Ocean Pines

Walk with a Doc is a walking program for everyone interested in taking steps for a healthier lifestyle. What better way to start your weekend than on your feet, making strides to help your heart and improving your general health? Here's your opportunity to have questions answers by local physicians. For more information, contact Angela Simmons, CRNP, CBN, at **410-641-9568**.

Medical Mondays

9 a.m.

Fourth Monday of Every Month 5:30 – 6:30 p.m.

Aquacare 38069 Town Center Drive, Unit 15 Millville, DE (located in the Giant Shopping Complex)

Second Monday of Every Month 5:30 – 6:30 p.m. Worcester Youth & Family Services 124 N. Main Street, Berlin

Open to the public. Free education and guidance from top medical experts. Registration requested but not required. To register, call **410-641-9268** or go online **www.atlanticgeneral.org/calendar**.

Hypertension Clinics

First Monday of every month Apple Discount Drug, Berlin 10 a.m. – 12 p.m.

First Tuesday of every month Rite Aid, Selbyville 10 a.m. – 12 p.m. Hocker's Super Center, Clarksville 1 p.m. – 3 p.m.

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

Third Wednesday of every month Hocker's Grocery Store, Bethany Beach 10 a.m. – 12 p.m.

Breast Cancer Support Group

Third Wednesday of every month 1 p.m. – 2 p.m.

AGH's Atlantic Health Center

For local women and men who have fought breast cancer, current patients, and survivors. Lunch provided. Sponsored by Women Supporting Women. Call **410-548-7880** to register.

Bereavement Support Group

Fourth Wednesday of every month 7 p.m. – 8 p.m. AGH, Conference Room 1 For additional info., please contact Pastoral Care Services at 410-641-9725 or email gmansell@atlanticgeneral.org.

Diabetes Support Group

First Monday of every month 6 p.m. – 7 p.m. St. Paul's Methodist Church, Berlin

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

These groups are open to the public. For more information, contact the AGH Diabetes Outpatient Education Program at **410-208-9761**.

Stroke Support Group

Last Thursday of every month

2 p.m. – 3 p.m. AGH, Conference Room 1

Providing a community based environment for stroke survivors and caregivers on a monthly basis. For more information, contact Anne Waples at **443-614-5720**.

NAMI Lower Shore Support Group

Second Tuesday of every month 6:30 p.m. – 8 p.m. AGH, Conference Room 2 Offering shared wisdom and problem solving for

family members of individuals with mental illness. No registration or enrollment necessary. For more information, contact Gail Mansell, AGH Director of Supportive Care Services, at **410-641-9725** or **gmansell@atlanticgeneral.org**.

Visit www.atlanticgeneral. org and click on the calendar to check for available dates and other upcoming events.

AGH/HS

Atlantic General Health System Locations

(Outpatient physician offices providing family medicine, internal medicine, general surgery, gynecology, pediatrics, neurology, dermatology, oncology, endocrinology, urology and/or pulmonology)

- Berlin
- Ocean City
- Ocean Pines
- Ocean View
- Pocomoke
- Selbyville
- West Fenwick
- West Ocean City

Atlantic ImmediCare Locations

(Providing 7-day-a-week walk-in primary care services)

- Berlin (Atlantic Health Center)
- Ocean City (Monday-Friday in off season)



Nettie Widgeon Wins DAISY Award

Atlantic General Hospital awarded the DAISY Award for excellence in nursing for the first quarter of Fiscal Year 2018 to **Nettie Widgeon, RN**.

Nettie has worked at Atlantic General Hospital for 13 years, starting as a CNA on the Medical-Surgical Unit. She became a tech and transferred to the Emergency Department – eventually earning her nursing degree. She was certified as a SAFE nurse, providing compassion and clinical exams for victims of sexual assault.

Nettie worked in the Emergency Department until this year, when she took the clinical supervisor position for AGHS. One DAISY nomination she received described a situation in which

Community Impact

Supporting the Local Economy and Quality of Life

- Maintains more than 900 year-round staff positions for local residents.
- Total Payroll of more than \$48 million, which is spent in the communities in Delaware, Maryland and Virginia.
- Medical Staff of 244 includes:

Anesthesiologists/Pain Management Cardiologists Dermatologists Emergency Medicine Physicians Endocrinologist Family Practice Physicians Gastroenterologists General Surgeons Gynecologists Hospitalists Infectious Disease Specialist Intensivists Internists Nephrologists Neurodevelopemental Disabilities Specialists Neurologists Nurse Practitioners Oncologists/Hematologists Ophthalmologists Orthopedic Surgeons Pediatricians Physician Assistants Psychiatrists Pulmonologists Radiologists Rheumatologist Urologist

Awards & Recognition

From left: Andi West-McCabe, Director of Emergency Services; Nettie Widgeon, DAISY Award winner; and Kim Parce, Director of Operations for AGHS.

a patient was brought to the ER with slurred speech and disorientation. While the patient admitted to having had too much to drink, Nettie realized that not all symptoms pointed to alcohol intoxication. Due to her sharp observation, the patient was diagnosed with a severe brain hemorrhage and was immediately transferred for surgery.

As the nomination recounted, "In a quick and challenging environment, this was an exceptional medical assessment alert to the physician. All nurses are caring; some have more experience than others. However, a quick eye to the abnormal can result in a lifesaving event. Had the patient been treated for his agitation rather than the hidden, immediate problem, this case could have resulted in a grim outcome."

About her DAISY award, Nettie states,

"This is a true highlight of my career! There is no greater job in the world than

being a nurse; it is who I am."

AGH Wins Best in Benefits Award

The Milliman annual **Best in Benefits** award recognizes employers who offer the best benefits plans relative to their peer organizations. Analyzing benefit plan designs, premiums and employer contributions, international actuarial and benefits consulting firm Milliman, Inc. calculates the benefit value and cost of each company plan to the employee.

The Best in Benefits program comparatively evaluates benefits including medical, dental, life, voluntary benefits and leave policies to determine the Best in Benefits awards.

The Mid-Atlantic Region survey included data from 147 companies representing nearly 80,000 employees, with close to \$950 million dollars spent by companies on healthcare collectively. Ten employers, including Atlantic General Hospital, received the award in our region this year.



Animal-Assisted Therapy Lifts Patients'



In partnership with Pets on Wheels of Delmarva,

Atlantic General Hospital is now providing animal-assisted therapy (AAT) to patients as part of an Integrative Therapies initiative.

AAT is a type of therapy that involves animals as a form of treatment. It is a growing field that uses dogs and other animals to help people recover from – or cope more effectively with – challenges such as heart disease, cancer and mental health disorders.

AAT uses trained animals to enhance patients' physical, emotional and social well-being, thereby improving self-esteem, reducing anxiety, and facilitating healing.

Research has shown that animals have a calming effect on humans, helping to reduce blood pressure and anxiety levels. Moreover, animals tend to make people feel less lonely while bringing out positive social characteristics. Many hospitals and nursing homes use AAT programs to help reduce feelings of depression and isolation in their patients, as well as to stimulate mental activity through their interaction with animals.

Corresponding with fundamental human traits, animals provide an opportunity for people to cultivate their capacity to love, which is an essential aspect of good mental health and emotional well-being.

One of the most fundamental advantages of animal-assisted therapy over other types of therapies is that it provides patients a much-needed opportunity to give affection as well as to receive it. It is this reciprocity – rare among medical therapies – that make animal-assisted therapy a unique and valuable route to healing.

The AAT program at Atlantic General Hospital/Health System is limited to canines only. For more information on AAT or any of the other Integrative Therapies being offered through hospital and health system partners, please visit **www.atlanticgeneral.org/integrativetherapy.**

Above: Jonas, a Dalmatian who is one of the pet therapy dogs in Atlantic General's Animal-Assisted Therapy program, is flanked on the left by hospitalists Karen Montella, PA-C and Dr. Gregory Stamnas. Behind Jonas is dog handler Randy Creasy. Sherry Whitt, Director of Medical/Surgical Nursing, and Gail Mansell, Director of Supportive Care Services, are at right.



The Value of Hands-On Treatment: Osteopathic Medicine in a Nutshell



In early 2017, Deborah Conran, DO, joined the staff of the Integrative Health Program at Atlantic General Hospital. It's a program

that combines alternative medicine with traditional medicine to treat the whole person – body, mind and spirit.

We asked Dr. Conran to tell us more about osteopathic medicine and the specifics of her practice:

What is a DO? What is the difference between a DO and an MD?

A DO is a Doctor of Osteopathic Medicine. Like MDs, we're fully licensed physicians, and we can be found in every medical specialty. We emphasize a whole-person approach to medicine – one that looks beyond a person's symptoms to understand how lifestyle and environmental factors affect health. Osteopathic medicine is a rapidly growing field, with one out of every four medical students in the United States enrolled in an osteopathic medical school.

What's "special" about this specialty?

The osteopathic philosophy of medicine is based on the view that all systems of the body are interrelated. We DOs have an extra bonus way of taking care of our patients: In addition to everything else we do as physicians, we're trained to use a special form of touch, called osteopathic manipulative treatment (OMT).

Tell us more about OMT.

OMT allows us to deal with all the body's tissues, including bony joints, fluids, nerves and soft tissues. Regrettably, many osteopathic doctors no longer offer OMT – mainly because of time constraints. But our program provides this hands-on approach to patients with a wide range of acute and chronic conditions.

Chiropractors also use manipulative treatment. How does OMT differ from that?

Like DOs, chiropractors work holistically, using their hands to diagnose and treat patients. They perform adjustments to correct poor alignment, improve function, and balance health. However, chiropractors don't undergo the same medical training as DOs or MDs. They can't prescribe medication or perform surgical procedures. What they can do is provide adjustments and give expert advice on nutrition, exercise, and lifestyle. While there's some overlap between a chiropractic adjustment and OMT, DOs are trained to perform very particular types of manipulation.

What are the principal benefits of OMT?

DOs use OMT to alleviate pain, promote healing, and increase mobility. We also

use it to relieve symptoms of asthma, migraines, cardiac problems and ear infections, among numerous diseases and conditions. The simple placing of hands on a patient's body can also help ease anxiety and other forms of mental distress. In many cases, OMT is used to complement drugs or surgery – and sometimes even replace them altogether.

Who should seek osteopathic care?

Osteopathic medicine is not for every patient in every situation, and neither is OMT, but often we work as vital members of a patient's healthcare team. For example, we can help patients with diabetes by treating their neuropathy – nerve damage affecting their feet and legs – but we can't maintain their blood sugar levels. For that, they need to work with an endocrinologist or an internist specializing in diabetes.

How can patients find out more about osteopathic medicine and decide whether it's right for them?

I'd suggest visiting the patient information website of the American Osteopathic Association. Atlantic General's website is also quite informative.

Dr. Conran is located at the Alantic Health Center at 9714 Healthway Drive in Berlin. For more information, call **410-641-3340.**

2017 STRATEGIC INITIATIVES:

PROGRESS on Multiple Fronts

Noteworthy initiatives that were undertaken in Fiscal Year 2017 addressed several key strategic priorities. Among our accomplishments:

AGHRx RediScripts Pharmacy Transitions-in-Care Program

We've expanded care coordination services offered by RediScripts to include the development of medication plans of care within the overall treatment plan of patients. The goal is to assist patients with medication instructions in simple, easy-to-understand language that is presented in engaging and intuitive formats. While the main focus is on education, patients also benefit by receiving prepackaged medications, organized in blister packs by dosage amount and time of day – offered as a free service to those participating in the program. This program also allows for patients who have the most complex health or medication requirements to be seen in their homes.

Perioperative Surgical Home Model

Most hospital surgery systems fail to offer a "continuum of care" that covers the full perioperative period, which begins with the decision to operate and often ends well after discharge. Instead, pre-op, surgery and post-discharge are treated as discrete episodes of care. Our initiative improves efficiencies along with standardizing the approach for procedures. It is a big help to our elderly population – many of whom may have chronic health conditions and who comprise a large portion of our surgery patients.

As these patients are typically at higher risk of experiencing complications during or after surgery, this initiative includes the implementation of a standardized pre-admission process in which a nurse case manager identifies high-risk patients, coordinates the necessary testing, and arranges anesthesiologist visits with patients prior to scheduling surgery. Patients are also evaluated via phone following discharge. The result is improved health outcomes, reduced costs because of eliminating cancellations and delays in surgery, lower rates of complications and readmissions, as well as reduced lengths of stay in the hospital.

Women's Health Services in West Ocean City

Building a facility dedicated to providing comprehensive women's health services – including outpatient minor surgical procedures and diagnostic testing – has been an important focus of our *Campaign for the Future*. Our newly opened Women's Health Center provides the latest 3D mammography, ultrasound and bone density testing capabilities, delivered in a warm and comforting environment. Convenient appointments for gynecology consultations are coordinated in conjunction with any needed screenings, working around the schedules of today's busy women.

During Fiscal Year 2017, AGH also implemented upgrades to the **PERKS Electronic Medical Record Keeping System** and other IT infrastructure while investigating plans for a cardiopulmonary rehabilitation center, pain rehabilitation program, radiation oncology services, community supportive care services, and additional care coordination support. We extend special thanks to our donors and all others who have supported the AGH Foundation in helping to make these programs possible.

2018 STRATEGIC INITIATIVES:

New Priorities Underscore a Continuing Commitment to Our Community's Health

Outpatient Nutrition Services Program

Among the top health concerns identified in our most recent Community Health Needs Assessment are **cancer**, **overweight/obesity**, **diabetes** and **heart disease**. Treating these and other chronic conditions through diet education is an effective intervention to prevent hospital readmissions and improve health.

Phase 1 of our new program includes expansion of nutrition services along with making use of existing community and health system resources and relationships. Nutrition counseling goes far beyond weight management, offering guidance to improve the health of individuals with cancer, gastro-intestinal diseases, malnutrition and other conditions.

Phase 2 will include development of a multigenerational wellness building, in conjunction with the Integrative Health Program to provide cooking education and hands-on demonstrations for the community, including a kitchen and garden space, a bike-share program to improve access, and multipurpose areas to meet the nutrition and wellness needs of our patients.

Medication Therapy Management

We are expanding the medication

therapy management (MTM) program provided by AGHR_x RediScripts Pharmacy. RediScripts began providing these services – which include pharmacist intervention, evaluation and development of a medication plan of care within the patient's overall treatment plan – this past year. Prescription adherence was an impressive 96.5% among MTM participants, compared to a national average of 79%. Moreover, no patients participating in the program were readmitted to the hospital for additional care.

Up to now, the MTM program has been limited to patients of AGHS physicians already enrolled in the Patient Centered Medical Home. Now, any patient of Atlantic General Hospital or Health system who is at-risk for medication mismanagement will be eligible to participate. In addition to one-on-one education, patients receive a pre-packaged medication service that helps simplify complex dosing for people taking taking multiple medications. With the expansion, this program will be able to accommodate 300 patients.

Integrative Health Services

With this new program we will provide access to a variety of services, allowing patients and their health care provider teams to choose their own treatments and select preferred providers to support the plan of care. The program will include an office to help navigate patients through the process while expanding upon existing community and health system resources and relationships.

Available services will include massage, reflexology, reiki, meditation, tai chi, animal-assisted therapy, acupuncture, nutrition counseling, yoga, essential oils/aroma therapy, osteopathic manipulation and creative writing.

The second phase of the Integrative Health Services program, to be explored the following year, will include a multigenerational wellness center where community residents can receive these services in one location.

Project Management Office

With the rapid changes happening in healthcare, Atlantic General Hospital and Health System is establishing a project management office. We have hired a project management director who will oversee this office and implement systems to track progress as well as improve workflow and communications in the efficient implementation and funding of complex projects.

In addition to these initiatives, during Fiscal Year 2018 we will continue to research plans for establishing a cardiopulmonary rehabilitation center, a pain rehabilitation program, and geriatric care services.

It's Time to Get Ready

... for the 24rd Annual Penguin Swim to benefit the Atlantic General Hospital Foundation!

The Penguin Swim is a fun annual event to support our not-for-profit community hospital! Each year, hundreds of Penguins raise funds to help AGH provide the excellent quality care on which our community depends.

Individual and Team fundraising efforts by Penguin Swim participants enable Atlantic General to continue to provide that care – but they can't do it alone! Corporate sponsors help make the event a big success, as the Penguin Swim is one of the largest fundraisers in support of AGH's mission to create a coordinated care delivery system that provides access to quality care, personalized service and education to improve individual and community health.

Event day check-in and registration runs from 10:00 a.m. to 12:30 p.m. in the Premier Lobby on the lower level of the Princess Royale Hotel. Fun and games will take place in the Atrium on the second floor. The swim will take place at 1:00 p.m. on the beach. **ALL swimmers MUST register either online or in-person AND check-in to receive a wristband to gain access to the Atrium and the Swim Area!**

We offer a special invitation to all participants to come to pre-registration and advance check-in at the Princess Royale in the Premier Lobby from 2:00 to 4:00 p.m. on New Year's Eve. Those who do will be eligible to receive pre-registration prizes!

The registration fee is \$25 per swimmer. All registered swimmers will receive an official 2018 Penguin Swim short-sleeve t-shirt. Additional prizes – penguin hats, water bottles, beach towels, etc. – can be earned based on the level of fund raising.

Register online at aghpenguinswim.org or text PENGUIN to 51555. If you are a returning Penguin from last year's Penguin Swim, please LOGIN first before signing up for this year's event. Thank you!



Event Schedule

New Year's Eve at The Princess Royale 2:00 - 4:00 pm – Pre-Registration and Advance Check-in

Avoid long lines at the event! Wristbands, prizes, and shirts can be picked up early!

New Year's Day at The Princess Royale

10:00 am – Registration and Check-in BEGINS
12:30 pm – Registration and Check-in ENDS
12:45 pm – The *Bull on the Beach* team will parade down the beach!

1:00 pm – The Swim!

1:15 - 2:00 pm – Awards Ceremony

Use **#OCPenguinSwim** when posting about the Penguin Swim on social media (and make sure your post is PUBLIC so everyone can see it!). Find us on Facebook, Twitter and Instagram.

OC Ravens Roost #44: A Decade-Long Commitment to the Penguin Swim – and to AGH



In 2008, a group of members from the OC Ravens Roost #44 were traveling to a Baltimore Ravens game when member Maggie Miller brought up having seen an announcement regarding the Penguin Swim. One member thought it was a crazy idea and bet another he wouldn't do it. Minutes later, everyone decided to participate if it was done together.

The OC Ravens Roost #44 Penguin Swim team raised \$5,100 that first year. Since then, the fundraising totals have increased every year – in total, over \$82,000 raised for AGH!

Fundraising efforts go beyond the Penguin Swim and have included wine tastings, guest bartending, boat cruises, auctions, and raffles.

The Penguin Swim continues to be

a very special event for the members of OC Ravens Roost #44. A core group of seven members participates each year without fail – along with additional members that increases the total team count. Team members work hard to raise money for AGH, along with assisting on the day of the swim as well.

Gary Miller, captain of the OC Ravens Roost #44 Penguin Swim team, sums it up succinctly: "We've had a lot of fun and we think it's a great cause! We do what **we** can to help this hospital have the best facilities, tools, and doctors that **they** can."

New Faces



New Board Chairman

Hugh T. Cropper, is a graduate of Worcester Preparatory School in Berlin, the College of William and Mary, and the University of Maryland Law School. Hugh practices as an attorney and is a partner in the law firm of Booth,

Booth, Cropper & Marriner, PC. He has represented local clients in and around Worcester County for nearly 29 years, including numerous charitable and pro bono clients. Most recently, Hugh represented Diakonia in connection with its new facility in West Ocean City. Hugh is the chairman of the Board of Directors for Bank of Ocean City. He is also chairman of the Board of Directors for the Lower Shore Land Trust. He was formerly a member of the Board of Governors of the Maryland State Bar Association, and is a member of the Judicial Nominating Committee for the First Circuit. Hugh has been a member of the Board of Trustees of Atlantic General Hospital since 2007, and currently serves as chairman of the Quality Committee. He was formerly secretary of the Board of Trustees, and most recently served as treasurer. Hugh lives in the Berlin area with his wife, Jennifer, and his twins, Myra and Hugh Thomas. He was born and raised in Worcester County and his grandfather, Hugh T. Cropper, was the former mayor of Ocean City. He is an active commercial fisherman and enjoys the outdoors, hunting, and fishing with his family. Having begun his term as board chair in November 2017, Hugh looks forward to serving Atlantic General Hospital and the needs of the community.



Jonathan Bauer has joined the organization as the New Vice President of Information Systems, taking over for Andrew Fowler who retired in June. Jonathan was born and raised in southwestern Pennsylvania

just outside of Pittsburgh. He spent four years at Slippery Rock University in Slippery Rock, PA, where he earned a Bachelor of Science in physics. His first position in healthcare was with McKesson, working with pharmaceutical-distributing robots. It was there that his love for technology and healthcare grew, and he went on to obtain his MBA from Waynesburg University in Waynesburg, PA. After nine successful years with McKesson, Jonathan accepted a position at Somerset Hospital, in Somerset, PA, as its director of information services. Soon after joining Somerset Hospital, he was promoted to chief information officer where he successfully led the hospital through all stages of Meaningful Use and achieved Most Wired® – the premier award program for healthcare IT – in three consecutive years. Jonathan has continued his passion for learning by gaining his CHCIO and CPHIMS certification from both the College of Healthcare Information Management Executives (CHIME) and the Healthcare Information and Management Systems Society (HIMSS).



Julie Dreisch recently joined Atlantic General Hospital to take on the new role of Director of the Project Management Office. In this position, Julie will design a project management process and implement it across the

organization to assist Atlantic General with its rapidly evolving infrastructure and approach to patient care and community health. A certified Project Management Professional (PMP), Julie has more than 30 years of experience in project and program management working in the healthcare, recruitment and staffing, and management consulting sectors. She graduated from the University of North Carolina, Chapel Hill.



Tim Whetstine accepted the position of Vice President of Practice Administration for Atlantic General Hospital and Health System in October. Tim has more than 22 years of experience in clinical operations,

practice management and revenue cycle management in healthcare systems large and small across the United States. Prior to joining Atlantic General, he served as the Executive Director of Clinical Operations for Millard-Henry Clinics in Russellville, AR; the Senior Practice Manager for Physicians Professional Management Corporation in Lewiston, ME; and Director of Billing Operations for McKesson Corporation. Tim is a veteran of the US Air Force where he served as an organizational trainer and nuclear weapons expert, earning several awards during his 11 years of service. He holds Bachelor of Science and Master of Business Administration degrees from Wayland Baptist University.

Major Gifts

- Atlantic General Hospital Auxiliary for the Annual Appeal
- Harvey L. Berger for the Integrated Health Literacy Program in memory of Albert & Beatrice Berger, parents, and Barry Berger, brother
- Hal Glick Service Award Gala

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On behalf of the Foundation, the Board and all AGH associates, thank you for your generosity and investment into the needs of our community. It is only with the support of our generous donors that Atlantic General Hospital and Health System are able to continue to make a difference in the lives we touch. We truly could not accomplish this without the

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Financial support is critical to bridging the gap between the cost of modern medicine and the growing needs of our community. That's why we are in the midst of the **Atlantic General Campaign for the Future**, which is helping to fund five major healthcare initiatives:

- Construction of the John H. 'Jack' Burbage, Jr. Regional Cancer Care Center
- Modernization of our Inpatient Care Area
- Modernization of our Surgical Facilities
- Expansion of the AGH Emergency Department and Outpatient Services
- Finishing touches on the newly opened Atlantic General Women's Health Center

We have secured more than \$5 million of our \$10 million overall goal in pledges, commitment and grants. We extend our heartfelt thanks and appreciation to the donors listed on the next page, as we solicit additional financial support from more members of the community so we can complete these critically important endeavors.

To learn how you can support our Campaign, please visit **atlanticgeneral.com/campaign** or contact Atlantic General Hospital Foundation at **foundation@atlanticgeneral.org**.

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January 1, 2017

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Member Volunteers who helped with this event!

... and the many AGH

Lollipop the Clown, Face Painter

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Team – Business Category Bull on the Beach

(Ocean City), \$35,645* AGH Poppin' Penguins (Berlin), \$2,202

Jetseal (Bel Air), \$250

*The Bull on the Beach team has contributed more than \$478,000 to the AGH Penguin Swim since it started.

Team – Community Groups Category

Ocean City Ravens Roost #44 (Ocean City), \$13,485

PrengaPenguins (Berlin), \$1,175

It's 5 O'Clock Somewhere (Port Jefferson Station, NY), \$1,046

Team - 18 & Under Category

Team Parker (Gaithersburg), \$500

Team Cylc (Snow Hill), \$388

O'Jettskis (Ocean City), \$325

Individual - Adult 19 & Over Division

- Craig Kettler (Leesburg, VA), \$5,150 "Woody" Butch German
- (Baltimore), \$2,191

Lilliana Franklin (Berlin), \$1,100

Individual – 18 & Under Division

Nicholas Franklin, age 14 (Berlin), \$1,100

Max Ewancio, age 15 (Berlin), \$640

Samantha Ewancio, age 18 (Berlin), \$590

Youngest Penguin

Hazel Long (Berlin) (8 months and 23 days old)

Oldest Penguin

Papa Joe Gaffney (Selbyville, DE) (83 years and 10 months young)

Costume Contest

Best Overall Costume – "King Neptune", Butch Lorditch (Denver, PA)

Most Spirited – "Clowns in Pajamas" from Kylie's Penguins, the Rolfes family (Reisterstown)

Most Creative – "Shark Eating Kid" from It's 5 O'clock Somewhere, Mike Schlegel (Breiningsville, PA)

Best Little Penguin – "Clark Kent/Superman" Jay Kettler (Leesburg, VA)

Best Team/Group Costume – "Winter Princesses" from It's 5 O'clock Somewhere, McKenna Schlegel, Sienna and Keera Pearce (Breiningsville and Effort, PA)

24 Anniversary The Home of Raymond C. Nichols

May 18, 2017

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2016 - 2017 *Sociates* Campaign

Annual Appeal Pledge Drive

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PATIENT ASSISTANCE FUND

Mary Ellen Beideman Ann Bergey Melanie M. Buchanan-Nooney Charlie and Ingrid Cathell Evelyn Flexner Charles Gizara Ashley Godwin Cheryl Nottingham in memory of Sherry Lewis

Associate Assistance Fund

Audrey Bonser

In addition to the Annual Pledge Drive, the Associates Campaign Committee held several events throughout the year including AGH Apparel Sales (windbreakers, scrubs, shirts), Paint Nights, Vendor Days, Raffles, Chinese Auction, Popcorn Sale, and Jeans/Jersey Days.

Thank you to all of the AGH Associates who participated in fundraising efforts, which raised more than \$17,000 in support of AGH's programs and services!

- June H. Tomlinson in memory of William C. Tomlinson and Joanna Lehmann Mrs. Ruth R. Torres in memory of Michael P. Torres, Sr. Mrs. Shirley I. Travers in memory of My Parents Ed and Gail Tribull in memory of James and Grace Tyson
- Thomas C. Troutman in memory of Camille Troutman
- Donald and Patricia Trovinger

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The 2016 Robert E. Warfield Memorial Tournament

23RD ANNUAL FALL USSIC) September 22, 2016

Ocean City Golf Club - Berlin



Robert E. Warfield, Sr. May 22, 1940 - January 22, 2016

The Atlantic General Hospital Foundation is honored to share in recognizing the generous commitment and loyal service of the late **Robert E. Warfield, Sr**. through the establishment of the **Robert E. Warfield Memorial Tournament** to benefit Atlantic General Hospital.

An alumnus of Montgomery Blair High School in Silver Spring, MD and Western Maryland College (McDaniel College) in Westminster, Bob Warfield dedicated his busy life to giving to others in service and in spirit. A veteran of the United States Army, Bob served as a second lieutenant in the Army's 29th Division in Korea before moving to Ocean City and co-founding Moore, Warfield & Glick Realtors.

A Trustee at McDaniel College, Bob and his beloved wife of 47 years, Margaret 'Peggy' Warfield, endowed an

undergraduate scholarship for students from Worcester County who major in economics or business. An avid sportsman, Bob also donated a set of tennis courts on the campus. Bob was an integral member of the AGH Fall Golf Classic Committee ever since joining the Foundation's Board of Directors in 1999. A founding member of the hospital's Board of Trustees and former Chairman of the Board of Directors for the AGH Foundation, he was also a member and served on the board of directors for the Ocean City Golf and Yacht Club, and on the board of directors for the Maryland Economic Development Corporation and Chesapeake Bay Restoration Fund.

A great family man, Bob loved life to the fullest and never passed on the opportunity to help someone in need. Renowned on the local links, his magnetic personality and community involvement enabled him to touch the lives of many people. Although his generous being will be infinitely missed by all, his legacy will persevere.

Tournament Co-Chairs Chris Carbaugh and Terry Wright

Special Thanks to Buddy Sass and Ocean City Golf Club

Legacy Sponsor The Carousel Group for 17 Consecutive Years as Title Sponsor

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Fager's Island

Fenwick Bait & Tackle

Fins Fish House & Raw Bar Fish Tales Bar & Grill George's Bloody Mary Mix Golden Horseshoe Golf Club Grotto Pizza Haircutterv Happy Jack Pancake House Harpoon Hanna's Harvest Moon Tavern Henlopen City Oyster House Holiday Inn Express Holiday Inn Oceanfront Hook' Em & Cook' Em ish Boutique Judith M Fishing K-Coast Surf Shop M.R. Ducks Bar & Grille Malia's Cafe Malibu's Surf Shop Market Street Inn Moio's Montego Bay Hardware OC 360 Eats & Drinks Ocean City Florist Ocean Resorts Golf Club Old Pro Golf, Inc. Planet Maze & Lasertron Quiet Storm Surf Shop **Revelation Craft Brewing** River Run Golf Club Rommel's Ace Hardware **Ruark Golf Properties** Ruddo Golf Sea La Vie

Sea Level Designs Seaside Country Store SiCuli Rustic Italian Kitchen Sisters Skechers SoDel Concepts Restaurant Group Studio S Sunset Grille Sunset Provisions Surfside Hotel Tada! The Avenue Inn & Spa The Crab Bag The Globe Restaurant the Greene Turtle Sports Bar & Grille (The Original) The Harrison Group The Hobbit Restaurant The Kite Loft The Longboard Café The Salt Pond Golf Club The Starboard The Treasure Chest Touch of Italy Trattoria Troon Golf Venable's Cleaners Victorian Charm Vogue On 54 Walmart Store Berlin Waterman's Seafood Company Wave Riding School Terry Wright White Marlin Open Zen Spa Fenwick

TOURNAMENT WINNERS

Newport Bay (Best Ball) Winning Teams

- 1. Horizon CSA: Dale Allman, Glen Lebedz, Aldo Nichini, Mark Cornelius
- 2. Atlantic Dental/Atlantic Group & Associates: Chris Takacs, Chris Carbaugh, Kyle Gebhart, Steve Brown
- 3. Eastern Shore Golf Magazine: Ray Taranto, Stade King, Andrew Nixon, Blair Carey

Seaside (Scramble) Winning Teams

- 1. Lou Taylor & Co: Lou Taylor, Howard "Buzz" Taylor, Dan Parker, Tom Darcy
- 2. Piney Island Construction: Duane Maddy, Jeff Montgomery, Randy Fisher, Nolan Dove
- 3. Gregory & Associates: Phillip Cheung, Dean Bennett, George Smith, Matt Kraeter

Women's Longest Drive - Christine Fowler (Seaside)

Men's Longest Drive - Matt Krater (Seaside), Eric Davis (Newport Bay)

Men's Closest to the Pin – Tim Thormann (Seaside), Marc Custodio (Newport)

Putting Contest – Tim Shipp



The Allstate Foundation Helping Hands in the Community – \$1,000 to support Atlantic General Hospital's Programs & Services.

The Community Foundation of the Eastern Shore Community Needs Grant Program – \$5,000 to support Integrative Therapies at Atlantic General Hospital's Regional Cancer Care Center.

The Community Foundation of the Eastern Shore Help Your Neighbor Fund – \$1,000 to support the Cancer Patient Assistance Fund.

Maryland Hospital Association – \$30,000 to support Atlantic General Hospital's Hospital Preparedness Program.

State of Maryland Governor's Office of Crime Control and Prevention – \$18,400 to support Atlantic General Hospital's Sexual Assault Forensic Examination (SAFE) Nurses Program.

Worcester County Health Department – \$1,500 to support Tobacco Use Prevention and Cessation Outreach and Education through Atlantic General Hospital's Population Health Department.

Worcester County Health Department – \$8,000 to support the Prescription Drug Monitoring Program.



Mark Allison - Nurse Dave from ICU -"Thanks for caring for Michael Allison."

Mark Allison - Nurse Charles from ICU -"For professional and compassionate care for Michael Allison."

Edward and Mary Anne Aurand - Tom Cassidy

Lee and Diane Baker - Anne Oglesby

Robert L. Bremerman - Roopa Gupta, M.D.

Phyllis A. Cody - All - Great Staff

E. Charles Cox - All Employees on 2 South "Who directly cared for my wife Eileen Cox."

James and Beverly Crabill - Craig Johnson, PA-C

Ted Doukas

Ruth Galvin - Wound Center for excellent service

Robert Galvin - We Care

Jacob W. Gatrell - Dr. Castaneda

The services and facilities of Atlantic General Hospital & Health System are operated on a nondiscriminatory basis. They are subject to the provisions of Title VI of the 1964 Civil Rights Act, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Hill Burton Act, and Section 1557 of the Affordable Care Act. The acts prohibit discrimination on the basis of race, color, national origin, age, disability, gender or sexual orientation. This facility's nondiscriminatory position applies to admissions, provisions or services, granting of privileges, accommodations, and opportunity to participate in programs and activities. Leona M. Harden - "All who have given me the best and my special caregiver Dr. Kristine Griffin."

Mr. and Mrs. Young Hines - in memory of Mrs. Nellie Belle Hines

Charles and Viola Hoffman - All Caregivers Rita and Larry Hollada - Brandi Musselman, MD Michael and Ethel Jacobs - AGH Nurses

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Steve and Rose Long - Dr. Stephen St. Pierre Bohdan Macuk

Mr. and Mrs. Charles R. Martin - Dr. Bontempo

Robert McCarthy - Nurses, techs, doctors and the ER Department.

Carol Naylor

Audrey M. O'Keefe

John G. Olenick - Med Surg Unit

Nate and Rosemary Pearson - Dr. Stephen Waters

John and Elaine Postanowicz - Dr. Edwin Castaneda

Violet Steger - Lisa Bayles, CRNP, DNP

Violet Steger - Nurses & Doctors - "So attentive and kind to me while I was in the Emergency Room recently."

Tom and Kathy Stephanos - Rachael Warren

Mary K. Stephanos - Rachael Warren

Jim and Carolyn Sturla - All Caregivers

Mr. and Mrs. Jeff M. Thaler - Dr. Gregory Stamnas

Charles and Patricia Tregoe - All doctors and nurses at AGH

Suzanne Wagner - Craig Johnson, PA-C

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2017 - 2018 Annual Appeal

I/We would like to demonstrate our support of Atlantic General Hospital Foundation by helping to maintain the highest level of excellence in health care during the coming year. I/We are making a gift of:

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Mail to: AGH Foundation, 10320 Old Ocean City Blvd., Berlin, MD 21811. If you prefer to make your donation online, you may do so at *atlanticgeneral.org/give* or text *AGH to 41444*.

O Please contact me to discuss AGH's planned giving Legacy Society.

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These primary committees represent areas of concentration for fundraising and planning.

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Mrs. Emily Tunis Mrs. Kathy Drew

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