

care. together

Atlantic General Hospital & Atlantic General Health System



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From the President

Atlantic General Hospital's "2020 Vision" compels us to invest our resources in our community to create the Right Care, with the Right People, in the Right Place, engaging the Right Partners, while building and sustaining the Right Hospital to lead the way toward a healthy and vibrant community. In our previous issue of care.together, I discussed how delivering care in the "Right Place" means that it is accessible to the people in the community who are receiving the care.

Sometimes Atlantic General is unable to provide a particular service to be the most effective for our patients; or, there may be services not currently part of our system that would better meet the needs of members of our community if located in our community. These are situations that we evaluate when engaging the "Right Partners" to ensure the "Right Care" is available in the "Right Place."

What do I mean by this? A few years ago we learned

of the number of families traveling to Baltimore to get care for children with behavioral health needs associated with autism spectrum disorder,

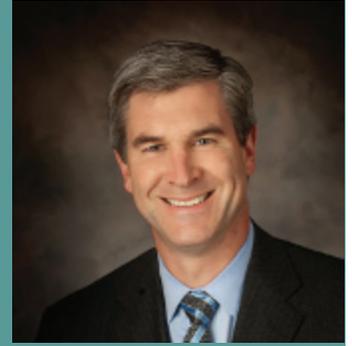
severe attention deficit/hyperactivity disorder, or other such conditions. A visit to the specialists at the world-renowned Kennedy Krieger Institute (KKI) would mean an all-day trip, which prohibited many from receiving much needed therapies.

We invited the KKI team to consider delivering their care via telemedicine, and we worked together to obtain a grant from CareFirst Blue Cross/Blue Shield to fund the technology necessary to deliver care in this manner. By engaging

these partners, we are now providing needed care to over a hundred children in our community, who may not be able to obtain this care otherwise. And this could change the future for these kids.

As you'll read in this edition of care.together, a key quality measure for hospitals nationally is the "readmission rate" – the frequency that patients who have received care as an inpatient in the hospital have to return to the hospital for another admission within 30 days of being discharged the first time. We studied this issue intensely, as it reflects the quality of the care originally received by the patient, and it affects the cost of health care delivered in our community.

We determined that a key predictor of readmission was discharge to a rehabilitation facility rather than to home. Therefore, we engaged the leadership at the Berlin Rehabilitation and Nursing Center (BRNC) to participate with us in developing a process using telemedicine technology to facilitate the continuation of care from AGH to BRNC. Together, we applied for and received a grant from the Maryland Health Care Commission to pioneer telemedicine connectivity



between a hospital and a rehabilitation facility. The results of this partnership were a 75 percent reduction in the number of patients readmitted to AGH from BRNC within a year of engaging in this collaboration, and an estimated annual savings in health care cost of nearly \$700,000 to the community.

Atlantic General Hospital has also developed partnerships to improve the quality of primary care being delivered in the community. A product of the Affordable Care Act is a form of primary care collaboration called accountable care organizations or ACOs. These legal structures are part of the Medicare Shared Savings Program (MSSP), of which there are only 433 in the U.S. These ACO programs are designed to create tighter relationships among different physician practices and between primary care physicians and hospitals, to develop best practices for care in communities and reduce costs of health care. AGH has partnered with Beebe Healthcare to participate in the first such ACO program on Delmarva,

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An Uplifting Note: The Benefits of Music Therapy

By Gail S. Mansell, BCCC, BCPC, FAPA
Director, Supportive Care Services

I'd venture to say that most of us would describe our experience with music as restorative. After a long day, we put in our favorite CD or turn to a relaxing station as we're stuck in traffic. It's comforting, soothing and can help us put aside the stress of the moment.

Researchers have latched onto that emotional "release" concept and pursued the physiological and neurological effects of listening to music. In studies, subjects who listened to music before a stressful event showed lower blood pressure levels for more than an hour following the event when compared to those facing the same stress without music.

Furthermore, not only does music help us reduce stress; it shows evidence of improving cognition and memory function. Most studies demonstrate that it doesn't matter what kind of music is used as long as it's preferred by the subjects.

Beyond the easing of everyday stresses, however, researchers have found more profound, curative impacts when they've studied music's effect on those facing serious illnesses and chronic conditions.

In addition to alleviating pain in a wide variety of patient groups, music also reduces anxiety in both children and adults facing surgery and illness. Following impressive results from a Cleveland Clinic study, music is also being used to reduce anxiety in patients who need to stay awake during certain brain surgeries.

Another study showed that critically ill patients, who listened to music, required decreased amounts of sedative medication. Research has shown that music improves early recovery in stroke patients, particularly in the areas of focused attention and verbal memory. Incorporating "active" music therapy during physical therapy sessions, helps stimulate multiple sensory pathways and improve both the mobility and emotional well-being of Parkinson's patients.

Other clinical trials have revealed a reduction in heart rate, blood pressure, breathing rate, insomnia, depression, and anxiety with music therapy. Finally, music also has the power to mitigate the impact of stress on those with cancer by actually boosting anti-tumor response in studies.



Harpist Barbara Tasevoli plays for a patient on the medical/surgical unit of Atlantic General Hospital.

With all these benefits that music can carry, it's no surprise that music therapy is growing in popularity. Many hospitals are using music therapists for pain management and other uses. At Atlantic General Hospital and our Regional Cancer Care Center, we provide music therapy visits with our harpist, Barbara Tasevoli.

Patients have commented that listening to the harp is very "calming" and "reduced their anxiety and fear." Families of our patients have shared their experiences after music therapy interventions and stated "it was

MUSIC, continued on pg

Rediscovering the Joy of Living after Bariatric Surgery

Mert Schulze learned about bariatric surgery by accident. During a routine medical visit last year, the West Ocean City resident caught sight of a brochure about a surgical weight-

More than a month went by before he decided to pick up a phone and make an appointment to see Dr. Alae Zarif, Medical Director of Surgical Services at Atlantic General Hospital

was serious business. Mert embarked on a 6-month journey that began with routine tests and a visit to the Bariatric Center's dietician, followed by a more demanding phase

difficult steps—literally—and commit to regular exercise. And I started doing all these things months before surgery.”

Angela Simmons, an experienced nurse



Mert Schulze, an avid outdoorsman, lost a measure of his independence and the ability to enjoy many of the things he loved – including hunting – as he gained weight over the years. With weight loss surgery, he was able to take his life back.

loss procedure, and he was intrigued. At 5'9" and 268 pounds, he knew he had a weight problem, but it never occurred to him that there was a surgical option that could help him resolve it.

and an eminent bariatric surgeon. But at that point, Mert confessed, “It was like a game I was playing, as if I'd lose weight just by making the appointment.”

Soon, he realized that preparing for surgery

of lifestyle change.

“I had a lot to learn,” he said, “from how to shop and cook to how to rethink the way I was eating.

I had to take those first

practitioner who serves as Bariatric Coordinator at the hospital, described the Center's approach as a process, one that takes a while to work.

“The surgical procedure

isn't a magic bullet," she said, "nor is it a cosmetic procedure. It's a serious step that should never be taken lightly. From start to finish, the process can take a year and a half or even longer. People who want instant results are generally not appropriate candidates for our program."

Gains and Losses

Asked who might be considered a good candidate for bariatric surgery, Angela explained that the criteria, set by the American Society for Metabolic and Bariatric Surgery and the American Board of Obesity Medicine, center on a patient's body mass index, or BMI. (BMI is calculated by dividing weight by height.)

"To qualify for the surgery, a patient needs to be 100 pounds or more over his or her ideal body weight with a BMI of 40 or higher, or a BMI of 35 combined with severe obesity-related health issues such as high blood pressure or diabetes."

Mert met the criteria.

"I wasn't always overweight. It kind of crept up on me," he admitted, recalling that his pants size went from

33 to a 46 over a period of 15 years.

For one, he used to be an avid runner, a sport that helped him stay fit and keep his weight stable. Then, he had both knees replaced, and his running days came to an abrupt end. Little by little, the pounds came on.

"I gained weight, and I gained health problems," he said. "I had trouble breathing, even with the slightest exertion. Wherever I went, I was always looking for a bench.

"Sure, I tried dieting—but nothing worked. The worst thing of all is that I sort of got used to myself. I forgot what life was like before the weight gain, and I didn't even realize what I had lost: my self-confidence, my dignity, and my ability to enjoy life."

Mert was born on December 7, 1946, but his real birthday, he said, is October 27, 2015: the day he underwent sleeve gastrectomy, a procedure that reduces the size of the stomach.

During this particular weight-loss surgery, 75%-80% percent of the stomach is removed, resulting in an organ

shaped like a banana.

The procedure is highly effective for a couple of reasons: The new stomach is able to hold considerably less than the original one, helping to reduce the amount of food that can be eaten in one sitting. The surgery also has an effect on digestive hormones, which can allow an individual to feel full for a longer period of time after eating.

Support groups, both before and since the surgery, have made all the difference, Mert said. "I've met many inspirational people in these groups—and now, I'd like to think I'm able to inspire others."

He wore one of his old suits to a recent meeting: "I look like a clown in that old suit now, but if it helps people see that the process works, I don't mind looking silly!"

In real life, Mert looks anything but silly. He takes special pride in being able to tuck in his shirt again after years of being too self-conscious to do so.

In fact, he has always been his own worst critic. "My family never came down on me for my

weight," he said. "The three-letter 'F' word was never said."

Life to the Fullest

According to Angela, that harsh, judgmental word is never said at the Bariatric Center, either: "Here, we're tuned in to the ways in which obesity is vilified in our society. We want to lift our patients up, not tear them down!"

The Center's climate of acceptance and support clearly enhances patients' chances for success after surgery—success being defined as an average loss of 50%-60% of a patient's excess weight. Mert met and then surpassed that expectation through a combination of grit, support, and a certain gift he has for enjoying life.

Now, instead of looking for the nearest bench, Mert enjoys going to the supermarket with his wife, treasuring everyday errands as opportunities for quality time.

His walks on the Boardwalk, especially when accompanied by one or more of his four grandchildren, provide memorable moments to

MERT, continued on p8

Plans for New Cancer Center Move Forward

in August, the town of Berlin approved construction of a new comprehensive cancer care center for Worcester County.

The new 18,000-square-foot facility, which will sit on the corner of Rt. 113 and Old Ocean City Boulevard, will provide one centrally-located, convenient facility for the care and treatment of individuals with cancer and blood disorders.

Cancer is a leading cause of death in the United States, and in Maryland and Delaware the incidence of cancer is higher than the national average. Even more concerning, the mortality rate for Worcester County, Md., and Sussex County, Del., residents diagnosed with cancer is nearly 10 percent higher than for the state of Maryland.

“We as healthcare providers need to better address the high cancer mortality rate in our community. Right now, convenient, comprehensive cancer care is not available close to home for many of the residents we serve,” said Michael Franklin, president and CEO of Atlantic General Hospital.

Groundbreaking: July 2017
Completion: early 2018.

“Our current cancer care program provides excellent chemotherapy care and care navigation services, but we need to do more. We’re very excited about placing these critical services on our hospital campus in our community.”

Agreements for exclusive partnerships with premier cancer care providers in Maryland are being finalized. A collaboration with 21st Century Oncology will allow for the latest



radiation oncology therapies at the new Regional Cancer Care Center. 21st Century Oncology has been providing cancer treatment in Berlin for over a decade, and the collaboration with Atlantic General Hospital will allow for a more efficient cancer care delivery system in our community at a single location, rather than a duplication of services that already exist.

“Since 1993, Atlantic General has been part of the fabric of our community, dedicated to improving the health of each individual and the population overall,” said Lou Taylor, chairman of the Atlantic General Hospital Board of Trustees. “This new center is the next vital step in protecting the health of those we serve, right here in Worcester County.”

The new Regional Cancer Care Center will be located on a 4-acre parcel next to Old Ocean City Boulevard in front of Berlin Nursing and Rehabilitation Center that Atlantic General Hospital acquired in 2014.

Key Services

In addition to existing medical oncology and chemotherapy infusion services and integrative therapies, the new center will include:

- Radiation oncology
- PET, CT, MRI and other advanced diagnostic radiology services
- Laboratory and pathology services
- Community education and support facilities
- Telemedicine technology for patient consultations and follow up care at a national cancer care center for more complex cases.

For a detailed list of services and features, visit atlanticgeneral.org/thenewrccc.

Urgent Care or Emergency Care?



How to know which one is best for your child

As a parent, you have a pretty good idea when your child has an illness or injury that needs more than a hug and an over-the-counter medication.

When you can't see your pediatrician—maybe it's the weekend or after office hours—you may think your only option for help is a hospital emergency department.

That is the best place to take your child if he or she is truly having a medical emergency. However, for nonemergency situations you do have another choice: urgent care.

You may be able to see a doctor more quickly—and for less money—than at a hospital.

So how do you know which is the best place to take your child?

Consider urgent care for things

such as:

- A cold or cough that doesn't get better in several days or a cold that gets worse and is accompanied by a fever.
- A minor cut that might need stitches.
- A rash, especially with fever.
- Vomiting and diarrhea that lasts for more than a few hours.
- A severe sore throat or a problem swallowing.
- A minor bone fracture.
- An insect or animal bite.

But you'll want to call 911 or go to the ER if your child has signs of a medical emergency. Those include:

- Any significant change in behavior, such as being confused, delirious or excessively sleepy or becoming increasingly less

responsive or alert.

- A severe headache or vomiting, especially after a head injury.
- Uncontrolled bleeding.
- Problems breathing.
- Increasing pain or severe, persistent pain.
- Severe or persistent diarrhea.

You should also get emergency help if your child is unconscious.

Good things to know

Urgent care centers don't require an appointment. Most have evening and some weekend hours, but they aren't open 24 hours a day.

Many of them offer services like x-rays, lab tests and medications.

Hospital emergency departments are open 24/7. They are staffed and equipped to handle any medical emergency.

at Atlantic Health Center

9714 Healthway Drive
Berlin, MD

410-641-3340 (press 5)

Hours:

8 a.m. – 6 p.m., Monday – Friday
10 a.m. – 5 p.m., Saturday & Sunday

at Townsend Medical Center

1001 North Philadelphia Ave. (Corner of 10th St.)
Ocean City, MD
(410) 289-0065

Hours:

Open 7 days a week, Memorial Day to
Labor Day, 8 a.m. – 6 p.m.

Off Season: 8 a.m. – 5 p.m., Monday –
Friday

Mohs Micrographic Surgery: The Gold Standard for Treating and Curing Skin Cancer



The Eastern Shore may not be the Sun Belt, but the sun is one of our region's greatest assets. We're a beach community and a farming community, and our people work, live, and thrive outdoors. However, there's a downside to all that sunshine, especially as we

age. Over time, too much sun can lead to skin cancer.

Dermatologists urge us to wear protective clothing, apply sunscreen, and limit the time we spend in the sun, but even the most careful among us can still get skin cancer, usually on our face, head, neck, or hands. Fortunately, there's an outstanding treatment for many types of skin cancer, and it's called Mohs micrographic surgery.

Today, at Atlantic General Dermatology, patients with the two most common skin cancers—basal cell carcinoma and squamous cell carcinoma—can have Mohs surgery right in the office and go

home cancer-free.

“Mohs is the gold standard when it comes to removing these cancers,” says Dr. Sara Moghaddam, who is certified to perform the procedure.

Experts at the American Academy of Dermatology agree with her, and they go even further, saying that Mohs surgery offers the highest cure rate for hard-to-treat basal cell and squamous cell cancers.

When you undergo Mohs surgery, you receive local anesthesia and stay

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MERT, continued from p5

savor as well.

As for his plans, Mert is excited at the prospect of his next family trip to Disney World. Now, he can keep up with his grandchildren's fast pace. Now, he can live life to the fullest.

Mert, who is retired from a successful career in the housing industry, used to love making things with his hands, and he has recently rediscovered that skill.

"I'm planning to make a hutch for my wife," he said, "and a train for my grandson, one with a little locomotive that he can ride around in, something he'll have for his children and their children one day.

Angela described Mert as "down-to-earth, a guy who always wears a smile on his face." The last time she saw him, he said, "Angela, you have no idea, you and Dr. Zarif saved my life."

And he meant every word of it.



To learn more about the Atlantic General Bariatric Center, visit atlanticgeneral.org/bariatrics or call 410-641-9568.

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

10231 Old Ocean City Blvd., Suite 205
Berlin, MD 21811
410-629-6800

Atlantic General Bariatric Center

10231 Old Ocean City Blvd., Suite 207
Berlin, MD 21811
410-641-9568

Behavioral Health Services

9714 Healthway Drive
Berlin, MD 21811
410-641-3340

Wound Care Center

10231 Old Ocean City Blvd., Suite 104
Berlin, MD 21811
410-629-6863

Sleep Disorders Diagnostic Center

9733 Healthway Drive
Berlin, MD 21811
410-641-9726

Developmental Health Telemedicine

9714 Healthway Drive
Berlin, MD 21811
410-641-3340

Diabetes Education Program

9714 Healthway Drive
Berlin, MD 21811
410-641-9703

Atlantic General Pain Center

9714 Healthway Drive
Berlin, MD 21811
410-629-6321

Center for Joint Surgery

9733 Healthway Drive
Berlin, MD 21811
410-641-9189

Designated Stroke Center

9733 Healthway Drive
Berlin, MD 21811

Eunice Q. Sorin Women's Diagnostic Center

9733 Healthway Drive
Berlin, MD 21811
410-641-9215

Atlantic General Health System

Atlantic General Dermatology

38394 Dupont Highway, Suite F
Selbyville, DE 19975
302-564-0001

Atlantic General Urology

10231 Old Ocean City Boulevard
Suite 206
Berlin, MD 21811
410-629-6277

Regional Cancer Care Center

10231 Old Ocean City Boulevard
Suites 208 & 210
Berlin, MD 21811
410-629-6888

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
1 – 3 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.

Diabetes Support Group

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

Berlin

Suspended for the summer. Meetings will resume the first Monday of every month this fall.

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 information, contact Carole Spurrier, NAMI Lower Shore Representative, at 410-208-4003 or carolespurrier@msn.com.

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.

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.

MUSIC, continued from p3

beautiful and brightened our day.” Another family said, “It was so nice to see Mother smiling and more relaxed.”

No one knows all the ways music can benefit the body, but studies have shown that music can affect brain waves, brain circulation, and stress hormones. These effects are usually seen during and shortly after the music therapy.

Music therapy is like food for the soul. It can bring joy to the heart and fresh air to the lungs. Singing songs and letting rhythm move both body and mind to better health and happiness is a therapy we all should practice daily.

MOHS, continued from p7

awake the entire time. Your doctor will remove thin layers of skin one by one and examines each layer under a microscope, paying close attention to its edges, or margins. When the margins come up cancer-free, the procedure is over.

Here's another advantage of the Mohs technique: Your dermatologist can remove the entire cancerous growth while sparing the greatest possible amount of nearby healthy tissue. That means a smaller scar. But Mohs has an even more important benefit: Unlike other cancer treatments, which require patients to wait for their results—sometimes for

two weeks or even longer—patients can be sure that they're “all clear” right away. No guesswork, no anxiety, and no waiting period. Period!

If you've been diagnosed with skin cancer, you won't need to drive for hours to a big medical center for treatment. Mohs micrographic surgery is now available right here at Atlantic General Dermatology, where you'll be in excellent hands.

For more information, or to schedule an appointment with Atlantic General Dermatology, located in Selbyville, DE, call 302-564-0001.

New Faces & Places



Meshach Heenatigala, MD, joins Atlantic General Surgical Associates, in Berlin, MD, from York Hospital in York, PA, where he completed a rural track surgical residency.

He completed his medical degree at Albert Einstein College of Medicine and his bachelor's in chemical engineering at Columbia University. Dr. Heenatigala is a member of the Society of American Gastrointestinal and Endoscopic Surgeons and is an associate member of the American College of Surgeons. His passion lies in serving the local community, providing up to date care, using minimally invasive techniques. To make an appointment please call 410-641-9568.



Janice Napieralski, who is the new Director of Patient Financial Services at Atlantic General, comes to us from Peninsula Regional Medical Center where she served as the

Interim PFS Director. Janice has 18 years of upper management experience in the patient financial services field and was the Director of Patient Financial Services at Med Star Health System and Johns Hopkins Health System before serving as the Assistance Vice President for Revenue Cycle at Carroll Hospital Center in Westminster, Maryland from 1998 to 2015. Janice earned her master's degree in healthcare administration from the College of Notre Dame, in Baltimore, Maryland. She is active in the Healthcare Financial Management



23rd Anniversary

The Atlantic General Hospital Foundation held their Anniversary Celebration on May 19, 2016 to commemorate the hospital's 23 years of providing quality health care. The event was graciously hosted by Buddy and Laura Jenkins on the grounds of their beautiful home in Berlin.



Association and the American Association of Healthcare Administrative Management among other professional organizations.



Padraic Keen, Pharm.D., recently joined Atlantic General Health System as an oncology pharmacist at the Regional Cancer Care Center. In addition to overseeing the

custom mixing of chemotherapy infusion medication, Padraic provides medication education for cancer care patients and serves as the liaison with the AGHRx RediScripts Outpatient Pharmacy to ensure that all the patient's medication needs are met. Prior to working with Atlantic General, he provided clinical pharmacy services at Beebe Healthcare in Lewes, DE, for the emergency department, medical/surgical unit and the ICU. Padraic completed a hospital pharmacy practice residency at Meritus Health in Hagerstown, Maryland, where he served as chief resident. He graduated with a bachelor's degree in biology from Salisbury University and earned his Doctor of Pharmacy from University of Maryland Eastern Shore.

Celebration a “Roaring” Success

This year’s celebration, which sported a Roaring ‘20s theme and drew more than 500 attendees and 119 sponsors and donors, raised more than \$120,000 for the not-for-profit hospital. Just as important, the event gave the community the opportunity to come together to celebrate the generous ongoing

philanthropic support that’s allowed the hospital to continue serving Worcester County and the surrounding areas over the years.

The Atlantic General Hospital Foundation presents a painting by Kirk McBride to 23rd Anniversary Celebration hosts Buddy and Laura Jenkins. From left: Todd Ferrante, Chairman of the Atlantic General Hospital Foundation; Buddy Jenkins; artist Kirk McBride; Laura Jenkins; and Kim Ruark Mihaly, AGH Foundation Anniversary Celebration Chair.



ROBERT E. WARFIELD MEMORIAL FALL GOLF CLASSIC APPROACHES



To recognize the generous commitment and loyal service of the late Robert E. Warfield, Sr., the Atlantic General Hospital Foundation has established the Robert E. Warfield Memorial Fall Golf Classic, benefiting Atlantic General Hospital (AGH).

The tournament, formerly known as the AGH Annual Fall Golf Classic, will celebrate 23

years on Thursday, Sept. 22, 2016 at the Ocean City Golf Club.

An alumnus of Montgomery Blair High School in Silver Spring, MD and Western Maryland College (McDaniel College) in Westminster, Bob 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. Bob also donated a set of tennis courts on the campus and has been an integral member of the AGH Fall Golf Classic Committee since he joined 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.

Renowned on the local links, his magnetic personality and community involvement allowed him to touch the lives of many people. Although he will infinitely be missed by all, his legacy will persevere.

For information on the Robert E. Warfield Memorial Fall Golf Classic to benefit Atlantic General Hospital, please contact the AGH Foundation Office at 410-641-9671 or email [Alli Justice Hudson at \[ajustice@atlanticgeneral.org\]\(mailto:ajustice@atlanticgeneral.org\)](mailto:AlliJusticeHudson@atlanticgeneral.org).

Pres, continued from p2

called the Delmarva Health Network (DHN). Together with several area primary care physicians in Worcester County, Maryland, and Sussex County, Delaware, the DHN ACO has been working to improve the health and care for Medicare patients for the past couple of years.

Over the past decade, cancer care has been identified as the number one health concern by those who live in our community. In addition to creating the first full-service cancer program in Worcester County, AGH is entering into a partnership with 21st Century Oncology to bring all of the cancer treatment

modalities to one location on the Atlantic General Hospital campus. 21st Century Oncology has been providing radiation oncology services in Berlin for more than a decade, and this relationship between AGH and 21st Century Oncology will build upon the existing services in the community to make cancer care more convenient and more efficient.

Creating this partnership within our community for our community prevents duplication of care and collaboration for the best possible cancer care for our patients, thus reducing the costs associated with cancer care. It also creates a safer experience for our patients, ensuring that their physician is

here, close to home, if they should need immediate care.

These are a few examples of how Atlantic General is engaging the “Right Partners” to create the “Right Care” in our community. Research shows that these collaborative relationships are key to healthcare services being more affordable and more accessible, thereby making our communities healthier. As our strategic vision describes, it is the convening of the best care providers available to create a coordinated quality care delivery system that will continue to make our community the best place to live.

Next Issue: Right Hospital.

Awards & Recognition



Pharmacist and Patient-Centered Diabetes Care Certificate

Karan Bealla, Pharm D, recently received APhA's Certificate in Pharmacist

& Patient-Centered Diabetes Care. Karan joined Atlantic General Hospital in 2014 as a per diem inpatient staff pharmacist before becoming a full time staff pharmacist at AGHRx RediScripts in September 2014. She is a graduate of Wilkes University in Wilkes-Barre, Pa., where she received her Doctor of Pharmacy degree, and she has 10 years of experience in the retail pharmacy industry. In 2015, Karan began helping the Diabetes Outpatient Education Program by teaching the medication education component to program participants.

DAISY Winner, Quarter 3



One Atlantic General Hospital and Health System nurse who goes above and beyond is honored each quarter with a DAISY Award for Extraordinary

Nurses. The award is part of the DAISY Foundation's program to recognize the super-human efforts nurses perform every day. The winner for Quarter 3 was RN Patty Tull, who works in surgical services.

From left: Bette Weaver, RN, Chair of the Professional Nursing Council; Patti Tull, RN, DAISY Award recipient; and Colleen Wareing, Vice President of Patient Care Services.



Nurse of the Year & Friend of Nursing Award

Tracey Wooden, RN, has been recognized as Atlantic General Hospital's Nurse of the Year for 2016. Tracey, who works in Palliative Care Services, has been with

AGH since 2005. She holds a BS degree in Cultural Anthropology from State University of New York at Buffalo and obtained her RN from Salisbury University. She is currently completing her master's

to become a nurse practitioner in palliative medicine. Tracey is a clinical expert in palliative medicine and has achieved the title of Certified Hospice and Palliative Medicine Nurse through the National Hospice and Palliative Medicine Association.



The Friend of Nursing Award for 2016 was bestowed to Diana Boze, who is a nurse technician in the medical/surgical nursing area. Diana has been commended for the dedication and professionalism she displays

each and every day in her position. She has been with Atlantic General since 2006.



Maryland Wellness at Work Award

In June, Van Mitchell, Secretary for Health and Mental Hygiene, presented a Gold Wellness at Work award to Tracey Mullineux, RN, AGH Wellness Program Coordinator, in recognition

of Atlantic General Hospital's exemplary accomplishments in worksite health promotion.

The Wellness at Work Awards took place as part of the 7th annual Maryland Workplace Health & Wellness Symposium. The awards program is sponsored by Healthiest Maryland Businesses, the state's initiative to support healthy workplaces.

Circle of Honor Award

This year, Atlantic General was recognized for pioneering programs that have improved patient outcomes, thereby drastically reducing preventable hospital readmissions. These programs include the telemedicine collaboration with Berlin Nursing and Rehabilitation Center, the AGHRx RediScripts Pharmacy's bedside prescription concierge program for discharging patients, and the Transitions in Care Program for discharging inpatients at high risk of readmission. This is the third year in a row that Atlantic General Hospital has received the Circle of Honor Award for Patient Safety Innovation from the Maryland Patient Safety Center.



From left: Bob Yocubik, RN, Director of Quality at Atlantic General Hospital; Charles Gizara, RN, Director of Clinical Integration at Atlantic General Hospital; Joan Lunden, 2016 Maryland Patient Safety Conference keynote speaker; Jeff Kukel, Pharm D., Manager of AGHRx RediScripts Pharmacy; Robert H. Imhoff, III, President and CEO of the Maryland Patient Safety Center; and Michael Franklin, President and CEO of Atlantic General Hospital and Health System.

Dedication to Excellence Award

Atlantic General's Board of Trustees recently presented the Dedication to Excellence Award to the ICU at Atlantic General and its Pain, Agitation, Delirium (PAD) Program. The PAD Program is designed to improve pain management, shorten duration of mechanical ventilation, reduce incidence of ICU delirium, and reduce the incidence of significant long-term physical and cognitive dysfunction for ICU patients. If implemented properly, patients have shorter stays and better health outcomes. Through the PAD program, the ICU reduced ventilator days and reduced the cost of drugs while improving the outcome of the patients.



From left: Carol Smith, RN, Kelly Lund, RN, and Megan Collins, RN, Intensive Care Unit; Atif Zeeshan, MD, Medical Director of the ICU; Anne Watson Waples, RN, ICU; Scott Rose, Director of the ICU; and Hugh Cropper, IV, Secretary of the Board of Trustees.

Center of Excellence Award

The Wound Care Center at Atlantic General Hospital has received the Robert A. Warriner III, M.D., Center of Excellence Award for the seventh consecutive year. The Center has again achieved patient satisfaction rates higher than 92 percent and a healing rate of at least 91 percent in less than 30 median days, among other quality standards, for calendar year 2015. The Center was awarded this prestigious honor by Healogics, the nation's largest provider of advanced wound care services. Out of 780 eligible Centers, Atlantic General is the only center to receive the award all seven years it has been in existence. The award is named for Dr. Robert A. Warriner III, a pioneer in wound care and the former Chief Medical Officer for Healogics.



From left: Senator Jim Mathias; Geri Rosol, Wound Care Center program director; Chante Walker, Wound Care Center medical office assistant; Michael Franklin, CEO of Atlantic General Hospital; Jo-Anna Schanno, RN, Wound Care Center; Yvonne Bass, Wound Care Center patient services representative; Nicole House-Blanc, Wound Care Center nurse manager; Diane Ceruzzi, DO, Wound Care Center physician; Kimberly Florek, Wound Care Center billing specialist; Lou Taylor, chairman of the Atlantic General Hospital Board of Trustees; Michael Cylc, Atlantic General Hospital Foundation member. Not pictured, Brenda Marino, RN, Wound Care Center.

Prevention Award

Health Literacy Liaison Chelsea Leonard recently received the Prevention Award from the Worcester County Drug and Alcohol Abuse Council for her contribution to the improvement of quality of life by reducing alcohol and drug abuse. During the



past year, Chelsea has worked tirelessly with the students, teachers and administrators in Worcester County Public Schools to expand and promote the county's Integrated Health Literacy Program.

Achieving the **Triple Aim** in Healthcare

We are proud to share that Atlantic General Hospital is making great strides in further improving healthcare quality in Worcester and Sussex counties and the surrounding area while also reducing costs, two major dictates of the Patient Protection and Affordable Care Act (ACA) signed into law in 2010.

Much of the ACA was framed around the Triple Aim set forth by the Institute for Healthcare Improvement three years prior to:

- Improve the health of the population,
- Improve the patient experience of care (including quality, access and reliability), and
- Reduce the per capita cost of healthcare.

Atlantic General Hospital also used this Triple Aim to establish our 2020 Vision

Strategic Plan, with the Five Rights: Right Care, Right Place, Right People, Right Partners and Right Hospital. These guiding principles are proving to be a powerful framework for positive changes both within and outside of the hospital.

During the period of 2013-2015, Atlantic General Hospital had the largest reduction of inpatient readmissions of all hospitals in the state of Maryland, exceeding the goal set for us by the state.

A readmission is defined as any inpatient care provided within 30 days of discharge from a previous hospital stay and is viewed negatively as an avoidable healthcare interaction. Essentially, if a hospital does a better job of preparing the patient for discharge, there is a lower risk of readmission.

Such success can be attributed to several efforts, including our Patient Centered Medical Home's Transitions in Care program that tracks high-risk patients to ensure they are following their discharge care plans, a rehab telemedicine partnership with the Berlin Nursing and Rehabilitation Center, and our AGHRx RediScripts Pharmacy's concierge program for bedside prescription delivery and medication education, among others.

Atlantic General was also the Number 1 lowest cost hospital in the state of Maryland for Fiscal Year 2015, a position we also held in Fiscal Year 2014 and one we're striving to achieve once again.

While meeting specific quality goals and distinct cost-savings measures

can be achieved relatively quickly with the right approach, improvement in the overall health of our population, individuals who live and work in our community, takes much longer. A variety of social factors can slow health improvement, and tracking success can also be more complex.

But, we're committed to our community's health and we're continuing to build programs that eliminate social barriers to care, such as educational programs to improve health literacy, remote telemedicine to provide primary care services to homebound individuals, and extending palliative care services that address emotional needs as well as pain and stress management to the outpatient setting.



We are pleased to share with you our recent achievement in earning 2016 Most Wired Hospital distinction.

Information technology (IT) allows healthcare organizations to deliver medical services more efficiently and safely, while making these services increasingly convenient and accessible for patients to use.

From telemedicine services that bring much-needed developmental health specialists to Eastern Shore children to electronic medical records that allow us to identify and help those patients most at risk of becoming ill, investing in the right IT has made it possible for us to continue to provide great care to our friends, family and neighbors, and to our visitors.

This award is a testament to Atlantic General's technology achievements and our commitment to improving individual and community health.

Do you have feedback about the care you received from Atlantic General Hospital and Health System?

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 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.

Consider giving to our Grateful Patient Program. This is a wonderful way to honor a caregiver while sustaining quality healthcare for our communities. More information can be found at www.atlanticgeneral.org/honoracaregiver.

Send us an email. Drop us a line at pr@atlanticgeneral.org and we will respond to your comment or question within 72 hours.

Write or call. Letters can be sent to: Atlantic General Hospital Patient and Family Relations 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.

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