

# care. together

Atlantic General Hospital & Atlantic General Health System



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## From the President

It is an honor to have been chosen to serve you and your friends, family and neighbors as the next President and CEO of Atlantic General Hospital and Health System. During my interviews with the Board of Trustees, medical staff, hospital leaders and community advocates, I found that one of the most attractive qualities is the organization's deep connection to the community it serves. While there is much to be celebrated, Atlantic General is also quick to understand that there is always room for improvement and more must be done.

As a healthcare organization, it is vital to recognize that meeting each patient where they are is paramount, and good health cannot occur with medical care alone. It is evident that Atlantic General acknowledges and respects this philosophy.

One of Atlantic General's distinguishing characteristics is its culture, as it's far more localized than other healthcare organizations in the area. Being a rural community hospital comes with great advantages. Atlantic General has created and cultivated this culture within the region – a culture of trust and unity. Every patient that walks through our doors is

treated as a friend, family member or neighbor, and most of the time, that's because they are.

As you will read in this issue of *care.together*, this sense of community connection becomes even more apparent when patients share the experiences they have had with us. Whether battling a severe case of COVID-19 or facing a life-changing cancer diagnosis, patients are often enduring some of the toughest times of their lives. What makes our caregivers special is the bond they form with each patient they serve. They are committed to bringing peace and comfort into the lives of those who are in desperate need of emotional relief. The caregivers at Atlantic General go above and beyond to lift a patient's spirits, and realize that even the smallest gestures of kindness and consideration can make an extraordinary impact on a patient's health and wellbeing. We value the connections formed between our caregivers and patients.

Not only does being a community hospital create an inviting, friendly culture, it also allows us to be far more flexible than our counterparts. We thrive on the feedback of those we serve, and truly listen to the needs and wants of the community. Our team

works collaboratively granting us the ability to make and execute decisions for the betterment of our patients with very little delay. This connection to the community was recognized by the Chartis Group, who named Atlantic General a 2022 Top 100 Rural and Community Hospital acknowledging the extraordinary performance of the nation's top rural hospitals based on an analysis of various data points. From patient experience to financial efficiency, Atlantic General continues to demonstrate the essence of what healthcare should be.

For me, the allure of Atlantic General is not confined to its past; it's also the limitless opportunities to evolve and improve in the future. Healthcare is not a static industry, so I believe it is essential for organizations to adapt and innovate to meet the needs of the public. Atlantic General Hospital first opened its doors in May of 1993, providing much-needed services for rural communities on the Eastern Shore. Since then, the population and demand for medical services have grown exponentially, requiring Atlantic General to continue to grow its services to provide more accessible and diverse lines of care.

In 2021, Atlantic General announced the construction of a new outpatient medical facility, the Gudelsky Family Medical Center. This facility will greatly increase accessibility and efficiency of organized outpatient care, as it acts as a "one-stop-shop"



for outpatient services.

I am honored to be the newly appointed President and CEO of Atlantic General Hospital and Health System. My personal philosophy greatly aligns with the core mission, vision and values of the organization, and I am grateful for the opportunity to lead such a respected and community-driven institution.

It is evident that throughout the years, the boards, medical staff and leadership have done a phenomenal job guiding a hospital that provides such high-quality care to the patients they serve. I would like to take this opportunity to thank Dr. Sally Dowling and Kim Justice for their role in maintaining a high standard of operation while the Board of Trustees completed their search for a new President and CEO. I look forward to building on those efforts and working with our many caregivers who demonstrate a continued desire to improve the healthcare provided to the Eastern Shore community.

**Don Owrey, MBA, FACHE**  
*President & CEO*  
 Atlantic General Hospital

# Atlantic General and Partners Launch the Healthy Homes Initiative

Last September, Atlantic General Hospital entered into a partnership with The Chesapeake Housing Mission and the Worcester County Health Department to form the “Healthy Homes Initiative,” a three-pronged approach to reducing the growing number of unsafe and unhealthy living conditions found in homes in Worcester County.

This partnership is the first of its kind in our region and is focused on people living below the poverty level. The main goal of this initiative is prevention of falls and other illness caused by living in an unhealthy environment.

Atlantic General Hospital and Health System staff have been providing volunteer construction teams for ramp building projects in the county since the fall of 2020. This agreement formalizes our commitment to these efforts moving forward.

- Chesapeake Housing Mission will provide critical home repair services to Worcester County residents living below the poverty level. CHM will design, obtain permits and provide all materials for the projects.
- Atlantic General Hospital and Health System will provide employee work teams to complete projects and reimburse CHM for materials for each project.
- The Worcester County Health Department will collaborate with CHM to screen vulnerable adults who may be in need of critical home repairs and work on a training program on home safety and health.

A collaboration between these three groups will facilitate improved living conditions for poverty level residents helping them to remain safely in their homes, reduce the risk of falls and other health problems, increase access to services and offer an improved quality of life in Worcester County.

A recent outcomes study found that clients reduced falls by more than 90 percent after completion of their CHM projects. Additional construction projects are planned throughout this summer and fall.



*Opening in Early 2023!*

Our heartfelt thanks go out to the Gudelsky family, our *Campaign for the Future* donors, and all others who have been involved in funding and bringing this important project to fruition. We are grateful for your generosity of spirit!



# New Gudelsky Family Medical Center

to bring expanded outpatient services to the community

In late February, developers began the initial surface grading that marked the start of construction for The Gudelsky Family Medical Center.

The new 53,000-square-foot facility will be conveniently located near the communities of Ocean Pines and Berlin on Racetrack Road. At the heart of this much-awaited project is the objective of improving the efficiency and effectiveness of organized outpatient care for the communities served by AGH.

This new facility will allow AGH to better serve its core populations by providing high quality care in the most cost efficient and appropriate setting.

Currently, outpatient health and medical services are not located in one centralized facility, as is the case for the hospital's inpatient services. Patients, particularly elderly patients, must travel to multiple disparate locations throughout the county, and in some cases outside the county, to obtain basic primary care and related outpatient services.

Patients with Medicaid and some commercial insurances are denied coverage by their insurer for certain services at Maryland hospitals, where charges for care are set by the state. This facility will open access in the local community for these patients to receive outpatient surgery and screenings in a less costly setting covered by more insurance plans.

In addition to contributing to the better health of the community, the project will create job opportunities, including recruitment of new physicians and hiring of additional nurses and allied health professionals, plus other support staff.

## Featured Services

### *The first multispecialty ambulatory surgery facility in Worcester County, Maryland*

The new center will allow for expansion of the surgical services available in Worcester County while also providing a more cost effective location for planned outpatient procedures.

- Three procedure rooms and one surgery suite will be shifted from the surgery department within Atlantic General Hospital to the new center, built larger to accommodate the equipment, instrumentation and sterile field zones required for the more complex procedures of today. The center will also house an additional surgical suite.
- The closure of the surgery suite and the three procedure rooms at the hospital will also allow for enlargement of the three remaining suites to better accommodate robotic and laparoscopic surgery and other advanced procedures.
- Construction will incorporate best practice and progressive surgical planning strategies, including improved lighting, a variety of private and semi-private pre- and post-operative patient care stations, and discharge areas responding to the specific needs of patients.
- Atlantic General Hospital and Health System will be able to provide needed services in a less costly environment. This means

## New Faces & Board Appointments



patients who are restricted to stand-alone surgery centers by their health insurance plans will now have a cost-effective option for their care close to home. Until the Gudelsky Family Medical Center opens, patients either forgo care due to inconvenience, or they must travel 20 miles or more for these services.

### Additional AGHRx RediScripts Pharmacy

AGHRx RediScripts has come to be relied upon as a vital resource for medication education and management, Medicare prescription drug plan evaluation and cost savings and financial assistance for area patients with more complex medication needs. The new location will offer convenience and improved access for the significant elderly populations in the Berlin and Ocean Pines communities, including a drive through and additional parking.

### Ancillary Services

The space will also allow Atlantic General to provide more cost effective labs and other ancillary services in a convenient location adjacent to the surgery center and primary care and specialty offices that commonly rely upon them to deliver safe and effective care.

### Specialty Offices

The new facility will accommodate the office practices of Atlantic General Health System's primary care providers and specialists located in northern Worcester County as well as future providers as Atlantic General continues recruitment efforts for our medically underserved region.

Construction is expected to be completed within 18 months. A traffic light will be installed at the intersection with Racetrack Road as the project nears completion. ●



**Charlotte Kerbin Cathell** has been appointed Chair of the AGH Board of Trustees, having most recently served as Secretary of the Board. Charlotte was first sworn into office as the Register of Wills for Worcester County on December 3, 1998, retiring in 2018. A lifelong resident of Worcester County, Cathell is married to Judge Dale R. Cathell (retired). She is a member of the AGH Foundation and the Corporate board. Charlotte was a founder and president of Worcester County G.O.L.D., a former long-time member and president of the Worcester County Commission for Women and is on the board of directors of Taylor Bank. Charlotte has resided in Ocean Pines for over forty years and is the first countywide-elected official from Ocean Pines. She was named the Citizen of the Year by the Ocean Pines Chamber of Commerce in 2019.



**Doug Cook** has been appointed Vice Chair of the AGH Board of Trustees after serving as Treasurer of the Board since 2018. Doug is the Chief Lending Officer and Executive Vice President at Calvin B. Taylor Banking Company. Doug also serves as a trustee member for the Life Crisis Center. He holds an MBA from Salisbury University and a bachelor of sciences degree in finance from Regis University. He served in the United States Army as well. Doug and his wife, Lisa, have two children, Garrett and Austin.



**William E. Esham, III**, now serves as Secretary of the AGH Board of Trustees after serving four years as Treasurer. Will is an attorney with Ayres, Jenkins, Gordy & Almand, P.A. Will graduated with from Washington & Lee University in 1987 and was admitted to the bar in 1991 after obtaining his law degree from University of Baltimore. Will is a member of the Board of Trustees of Worcester Preparatory School, attorney for the Ocean City Planning and Zoning Commission and past president of St. Martin's Church Foundation.



**Aaron Finney** has been named Treasurer of the AGH Board of Trustees. He was appointed to the Board in 2020, serving on the Finance and Information Technology Steering Committees. A native of the Eastern Shore of Virginia, Aaron returned to the area with his family to live in Ocean Pines. He is President and CEO of TRGroup, Inc., a United States SBA-certified information technology and security consulting firm. Aaron began supporting the hospital as an AGH Foundation member, before serving on the Foundation Board of Directors for six years.



**Steve Green** joined the Atlantic General Hospital Foundation in 2012, becoming a Board member in 2014. After serving as chair of the Membership Committee for

*continued, p. 6*

# New Faces

seven years and Foundation vice chair for two years, Steve is now the chair of the Foundation, and has been appointed to the AGH Board of Trustees. Steve has been the publisher and editor of The Dispatch newspaper for 24 years. When not working or volunteering, Steve can be found with his family on the beach, swimming, and on the sidelines of his kids' games and activities.



**Kevin E. Myers** has been appointed to the AGH Board of Trustees. A resident of the West Ocean City/Berlin area, Kevin is the internal certified public accountant and tax advisor for The Oxford Companies. He is a graduate of the University of Maryland,

where he earned his B.S. in accounting. He completed his master's in taxation from Georgetown University. Kevin began supporting Atlantic General when he joined the AGH



Foundation in 2020 and currently serves on the Foundation Board.

**Steven E. Sweigert** has been appointed to the AGH Board of Trustees. A financial advisor and partner with Mitchell and Hastings Financial Services, he has over a decade of experience in assisting clients find financial prosperity. Steven graduated from Bloomsburg University with a B.S. in Economics, and has earned the Chartered Retirement Planning Counselor designation. Steven also serves on the AGH Foundation Board, playing a very active role, and continues to co-chair the annual Robert E. Warfield Memorial Fall Golf Classic.



**Jodi Bernier** was named the new Patient Accounting Manager for Atlantic General Hospital and Health System in July 2021. She joined the organization in 2019 as a Medicare collections specialist before being promoted to Patient Accounting Supervisor and has more than 20 years of experience in the medical claims and billing fields. Jodie is a graduate of the Katharine Gibbs Business School.



**Wendy Corkran, CRNP**, joined Atlantic General Health System in February 2022 to provide primary care to the communities of southeastern Sussex County, Delaware. After providing patient care for more than 13 years

as a registered nurse, Wendy earned her Master of Science in Nursing at Wilmington University in 2017 to become a family nurse practitioner. Wendy practices alongside Dr. Ellen Rowe at Atlantic General Primary Care in West Fenwick, DE. To schedule an appointment, please call 302-564-0004.



**Neurologist Jeremy Gill, MD**, joined Atlantic General Health System in November of 2021 from Sentara Martha Jefferson Hospital's neurosciences division in Charlottesville, Virginia. Dr. Gill received his doctor of medicine from University of Maryland School of Medicine after earning a bachelor's

degree in behavioral neuroscience at Lehigh University in Bethlehem, Pennsylvania. He completed his neurology residency at University of Massachusetts Memorial Health Center (UMMHC) in Worcester, Massachusetts, where he served as chief resident of neurology from 2008 – 2009. He then continued his training at UMMHC with a fellowship in clinical neurophysiology. Dr. Gill practices alongside Drs. Preeti Yonker and Lawrence Kemp and physician assistant Emily Laustsen at Atlantic General Neurology in Berlin, Maryland. Dr. Gill is accepting new patients. Please call 410-641-4765 to schedule an appointment.



**Emily Goodchild, LCSW-C**, joined Atlantic General Hospital and Health System in December 2021 to care for patients at the new Atlantic General Behavioral Health Crisis Center. Emily earned her Master of Social Work from

Salisbury University in 2018. Prior to joining Atlantic General Health System, she provided patient and family support and crisis intervention for pediatric patients at University of Maryland Medical Center, in Baltimore. Emily earned her bachelor's degree in psychology from Washington College in Chestertown, MD. In September 2021, she received a certificate in Trauma Treatment with Children and Adolescents.



**Kerri Ellinger, PA-C**, joined Atlantic General Health System in February 2022 to provide care at Atlantic General Women's Health in Ocean City. Kerri earned her degree in physician assistant studies at State University of New York, Stony Brook and has over 25 years of experience. She is certified

by the National Commission on Certification of Physician Assistants. Kerri moved to the Eastern Shore in 2000 and since then has focused on women's health and urology. She is passionate about helping women at all stages of life take care of themselves – physically, emotionally, and mentally. To schedule an appointment, please call 443-728-1050.



**Christopher Farrell, MD**, joined Atlantic General Health System in November 2021 to provide advanced orthopedic care to the lower Eastern Shore. A subspecialist in hip and knee replacement, Dr. Farrell has more than 20 years of extensive experience in the field and has been board certified by the American Board of Orthopaedic Surgery since 2008. He was a fellow in adult reconstruction at the Hospital for Special Surgery in New York, NY, after completing a knee fellowship in adult reconstruction and sports medicine at Lenox Hill Hospital, also in New York. Dr. Farrell graduated from Georgetown University Medical School in Washington, DC, before entering his orthopedic surgery residency at Mayo Graduate School of Medicine, in Rochester, MN. He joins Dr. M. Sean Hooker in practice at Atlantic General Orthopedic Surgery and will provide surgical procedures at Atlantic General Hospital's Center for Joint Surgery. To schedule a consultation, please call 410-629-0365.



**Paige Kreppel, LMSW, CAC-AD**, provides behavioral health care to patients ages 16 and older at Atlantic General Behavioral Health Center. Paige began her career as a certified addictions counselor, providing intensive outpatient substance abuse services in Wicomico County. During her time in Wicomico County, she provided individual and group counseling, crisis intervention, case management, couples counseling, care coordination, career advisement, and self-development services. Paige then graduated from Salisbury University's Advanced Standing, Master of Social Work program, expanding on her expertise in clinical counseling. While completing her MSW degree, she was selected as the Behavioral Health Workforce Integration Service and Education (BHWISE), Substance Use Disorder Workforce Expansion (SUDWE) fellow for 2020. To schedule an appointment, please call 410-641-3340.



Prior to being promoted to the role of cardiopulmonary manager in the fall of 2021, **Mitchell Loring** worked at Atlantic General Hospital and TidalHealth as a registered respiratory therapist. Mitchell is a graduate of Delaware Technical Community College's respiratory care program and is certified in basic life support, neonatal resuscitation and advanced cardiovascular life support. He currently serves on the Delaware Tech Respiratory Committee to ensure the program continues to graduate competent therapists in accordance with the American Association of Respiratory Care. In addition to leading and educating his team of respiratory therapists, he enjoys providing quality healthcare to community members. Mitchell has been married to a registered nurse for 17 years, and they have three children. He's actively involved in youth sports, including the Berlin Little League where he serves as the safety officer.



**Dr. Sandra Mancilla** joined Atlantic General Health System in 2022 to provide primary care to the residents of southeastern Sussex County. Dr. Mancilla has more than 14 years of clinical experience in community medicine and is fluent in both English and Spanish. She completed her residency and internship in family medicine at Saint Francis Healthcare in Wilmington, Delaware in addition to internships at General Military Hospital in Guadalajara, Mexico. Dr. Mancilla received her Doctor of Medicine from Universidad Autónoma de Guadalajara in Mexico. She is board certified in family medicine and is a member of the Delaware Academy of Family Physicians and the American Academy of Family Physicians. Dr. Mancilla cares for adults and children ages four and older. To schedule an appointment, please call Atlantic General Primary Care in Selbyville at 302-436-8004.



**Tom Purchase** joined Atlantic General Hospital and Health System in late 2021 to serve as Director of Biomedical Engineering. Tom received his training as a Biomedical Equipment Repair Technician from the United States Army Medical Equipment and Optical School in Aurora, Colorado. He started his career at TidalHealth, then Peninsula Regional Medical Center (PRMC), where he worked for 21 years, 12 of them as the Supervisor of Biomedical Engineering. While based at PRMC, Tom provided support to the Biomedical Engineering Department at Atlantic General Hospital as far back as 2005. During his time in the Army Reserves, he was deployed to Kuwait and Qatar in support of Operations Enduring Freedom and Iraqi Freedom and got to meet President George W. Bush and Gen. (Ret.) Colin Powell while serving on a Secret Service detail.



**Sherry Stevenson** joined Atlantic General Hospital in February 2022 as Patient Access Manager, overseeing the registration, scheduling and insurance verification teams for the organization. Sherry was born and raised on the Eastern Shore and comes to Atlantic General with more than 20 years of experience in the field. Her healthcare career began in 1981 as a registered radiologic technologist; she became experienced in CT, mammography and angiography and holds the distinction of being the first MRI tech at Peninsula Regional Medical Center. Mid-career, she went back to school, graduating with a Bachelor of Science in healthcare administration from the University of St. Francis, in Joliet, IL, in 2001. Sherry also has an IT background, serving as a clinical analyst for both McKesson STAR and EPIC systems during her tenure with Tidalhealth Peninsula Regional, in addition to her 15 years as patient access manager. ●

# Awards & Recognition

## AGH Named a Top 100 Rural & Community Hospital

Atlantic General Hospital has been recognized as a 2022 Top 100 Rural & Community Hospital! Compiled by The Chartis Center for Rural Health, this annual recognition program honors outstanding performance among the nation's rural hospitals based on the results of the Chartis Rural Hospital Performance INDEX™. The index takes into account quality, outcomes, financial efficiency and patient experience, among other factors.



## Hospital Chaplain Appointed to Maryland's Advisory Council on Quality Care at the End of Life



AGH Chaplain Gail Mansell

Gail Mansell, Chaplain and Director of Supportive Care Services for Atlantic General Hospital and Health System, has been appointed to the State Advisory Council on Quality Care at the End of Life by Governor Larry Hogan.

Gail joined Atlantic General Hospital in 1998 and has served as the Director of Supportive Care Services since 2000. During this time, she implemented the first pastoral care program at the hospital and oversaw the construction of the Showell Family Chapel.

She is a board certified clinical chaplain, community health worker and the hospital's community educator for advanced directives, MOLST, and end-of-life care. Gail provides grief and bereavement counseling and serves as facilitator of the Faith Partnership, which helps facilitate health education and health literacy efforts through leaders at area houses of worship. She is the chairperson of the Ethics Committee at the hospital.



### AGHRx RediScripts Offers Safe Medication Disposal and Free Narcan without a Prescription

As part of ongoing efforts to stem the flood of drug overdose and death, AGHRx RediScripts continues to offer free Narcan medication, a naloxone nasal spray used to treat opioid

overdose. The life-saving medication is available any time the pharmacy is open, and no prescription is required. The pharmacy also provides free Detera Drug Deactivation kits, which

allow individuals to safely dispose of unused opioid medications. The pharmacy is located on the first floor of the hospital, adjacent to the main entrance. **To learn more, call the pharmacy staff at 410-641-9240.**

# Partnership Continues to Help Patients in Need

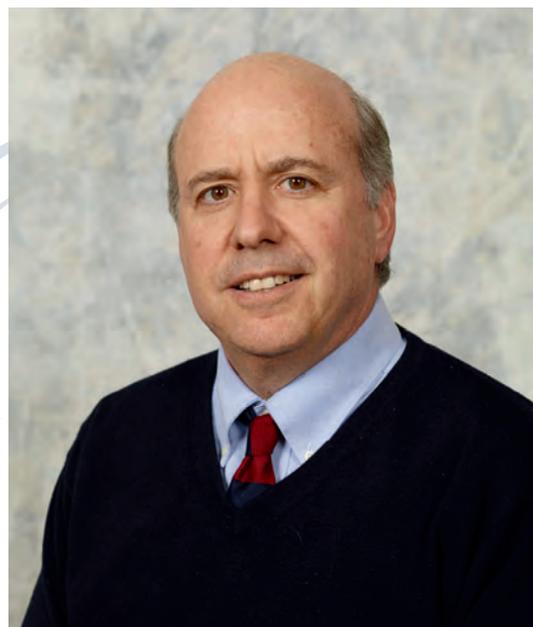
Atlantic General Hospital partners with the Ignatius DiNardo Foundation to identify patients and community members in Worcester and Wicomico County, MD and Sussex County, DE, with urgent financial healthcare needs.

The Foundation was created in memory of Ignatius DiNardo, MD, by his family. Dr. DiNardo was a long-time hospitalist at Atlantic General Hospital who was beloved by colleagues and staff, until his death in 2019.

The goal of the Foundation is to give assistance to people in one of their most vulnerable times, when they are impacted by a chronic or life-threatening disease. Through this fund,

patients and community members that qualify will have access to financial assistance for health care needs such as medication, private in-home care and sub-acute skilled care.

A five-member committee created by Atlantic General Hospital identifies patients and community members in need of financial assistance for their medical care expenses. This committee ensures that all other avenues to financial assistance have been exhausted prior to submitting a recommendation to the DiNardo



Ignatius "Iggy" DiNardo, MD

Foundation.

Since beginning the partnership, Atlantic General Hospital has identified eight patients who have received assistance through the DiNardo Foundation to pay for rehab, ambulance transfer and home health, among other needs. ●



## *29th Anniversary Celebration*

This year's Anniversary Celebration, one of Atlantic General Hospital Foundation's largest fundraising events, was held on May 19, 2022 at the home of Kevin Myers, on Winding Creek Drive in Berlin, MD. Many thanks to our generous sponsors and attendees for making this year's gala the best yet. More than \$208,000 was raised, with over 500 in attendance to commemorate the hospital's accomplishments toward meeting its mission to create a healthy community.

# Faith Put Me Here

## A journey of of Hope and Healing at the Burbage Regional Cancer Care Center

“When you get a diagnosis like cancer and you hear that word, it just changes your life. You think, ‘how am I going to get through this? Who is going to get me through this?’ My cancer journey started in June of 2019 when I started not feeling well. I thought maybe I had diverticulitis and when the pain got really bad in August, I went to the ER.

The staff was great – they could tell I was in a tremendous amount of pain; they could see it in my eyes. They didn’t brush off my pain, my concerns. It was the responsiveness of the staff at all levels that impressed me.

Within two weeks of that trip to the ER, I was diagnosed with ovarian cancer, stage 3B, and in my first cancer treatment.

I had asked, ‘who should I go to?’ because if we don’t get this done right the first time, I won’t be here for a second try. I was reassured to learn of the Burbage Cancer Care Center’s connection to larger cancer centers. I went to Baltimore for my surgery and came back here for my treatments.

The largest piece, of course, is faith, and faith put me here, at the Burbage Regional Cancer Care Center. You feel good things when you’re there. Nothing holds a candle to the holistic benefits of the large windows, all the light, open space, the garden, the caring staff.

For more information about the John H. 'Jack' Burbage, Jr. Regional Cancer Care Center and its partnerships with major academic and research medical centers, visit [www.agh.care/rccc](http://www.agh.care/rccc).

As a cancer patient we must always keep hope alive within ourselves.

The care team is all about you, helping you, making you feel good during a really difficult time. Wherever you’re sitting for treatment, you’re looking out onto a beautiful garden. It’s a wide open, beautiful space. It’s just wonderful. And, it makes you feel good during a very difficult time. They understand you – they listen. Dr. Paul is wonderful. They take the time to talk to you. Paige, who’s the nurse practitioner, takes the time to talk to you each and every time you walk in. You can see the staff cares. That helps with healing, feeling good and remaining positive about a very difficult diagnosis.

In April, I had my 22nd infusion. That's the last one, and it will be follow up appointments from there.

I will miss everyone. When you see the same faces week in and week out for two years, you get to know the staff. You wonder how they hold up day after day caring for patients with cancer, and they just keep giving."

– **Kathryn Redden**

HR professional, artist, performing arts lover, cancer survivor

# ATLANTIC GENERAL HOSPITAL WELCOMES NEW CEO



Donald Owrey, MBA, FACHE  
President & CEO, Atlantic General Hospital

On June 1, Atlantic General Hospital and Health System welcomed Donald Owrey, our new President and CEO, to the family.

The Board of Trustees selected Don after an intensive nationwide search, describing him as the ideal choice from an extensive pool of candidates provided by the national search company, WittKieffer. They noted that his credentials, background and personal philosophy are a perfect fit for the organization's mission, vision and values.

Don brings more than 30 years of health care experience and leading regional health care strategy to AGH. He has spent the past 20 years in various leadership roles with the University of Pittsburgh Medical Center (UPMC). Most recently, in addition to his role as President of UPMC Williamsport, he served as the COO

for UPMC's northern region, which comprised six rural and community hospitals, a 450-provider medical group and more than 5,000 employees.

While there, Don was directly responsible for establishing the strategic direction and providing operational leadership for the system's hospitals and providers, resulting in consistent operating margin improvements, year-over-year advances in Press Ganey patient experience scores, notable gains in patient safety and quality, and impressive employee engagement ratings.

In this position, Don led the development of a fully accredited Level 2 trauma center at UPMC Williamsport and oversaw \$90 million in capital improvement projects, including a cancer center expansion, a 30-bed inpatient rehabilitation unit, and numerous other program expansion and infrastructure projects.

Don is a transformational leader with a proven track record of success in hospital progression, clinical program development, improved patient experience and quality outcomes, employee and physician engagement, revenue growth and care model redesign.

Prior to his role in Williamsport, PA, Don served 11 years as President of 3 UPMC hospitals in western Pennsylvania. His career with UPMC also includes leadership positions

with UPMC Health Plan and UPMC Children's Hospital of Pittsburgh.

Don graduated from Thiel College, in Greenville, PA, and earned a master's degree in business administration from Robert Morris University, in Pittsburgh, PA.

He calls it a privilege to join the AGH family, care givers, strong leadership team and medical staff.

"Don's appointment is the result of an extensive process led by our search committee chair, Charlotte Cathell and our search committee members comprised of board members, former board members, hospital leadership and staff, medical staff providers and community leaders," said Greg Shockley, Immediate Past Chair of the Atlantic General Hospital Board of Trustees. "We look forward to working with him as our new leader."

In his previous community, Don served in various civic roles including local and regional chambers of commerce; economic development corporations; Thiel College, community college and area school boards; the United Way, YMCA, and Young Life organizations.

"Even with all its complexities, health care is local and remains deeply personal, where relationships and trust matter the most. It's such an honor for me to join the outstanding team at AGH and to ensure that residents from across the region have access to quality care that is compassionate, coordinated and personalized for the patient."

Don and his wife, Kelly, have three grown children and enjoy outdoor activities, the beach, biking and all that the shore offers. They are looking forward to becoming an integral part of the community. ●

# Upcoming Events

**Walk with a Doc** – educate, exercise, empower  
3rd Saturday of every month – 9 a.m.

Join us for our **Walk with a Doc** the third Saturday morning of every month. Each month, a new guest from our medical or clinical staff will share an important tip on a health and wellness topic before attendees set out on a walk for the remainder of the hour. Meet our staff, ask questions, and be entered into a drawing for a prize. Find details on the guest and walk location each month at [www.agh.care/walkwithadoc](http://www.agh.care/walkwithadoc).

## Diabetes Support Group

First Wednesday of every month • 3:30–4:30 p.m.  
Ocean Pines Library

The group provides discussion, education, and a speaker on the topic of diabetes. We will be meeting in-person at the Ocean Pines library. For more information, please contact Darlene Jameson at: 410-208-9761 or [djameson@atlanticgeneral.org](mailto:djameson@atlanticgeneral.org).

## Parkinson's Support Group

Second Tuesday of every month • 3:15 – 4 p.m.  
Stansell House at Coastal Hospice, Ocean Pines

For individuals suffering from Parkinson's, as well as their caregivers. Group provides discussions and mutual support, as well as education on exercise, nutrition, coping techniques, medications, and developments in treatment. For more information, contact Kay Kinnikin at 410-641-4765 or [kkinnikin@atlanticgeneral.org](mailto:kkinnikin@atlanticgeneral.org).

**CPAP Mask Fitting** – appointment necessary  
1st and 3rd Thursdays of every month

## Atlantic General Hospital Sleep Disorders Diagnostic Center, Berlin

Atlantic General Hospital's Sleep Disorders Diagnostic Center hosts a mask-fitting clinic for patients who are having trouble adjusting to their CPAP equipment. This is a FREE service, but you must call ahead to set up an appointment. To schedule, contact Robin Rohlfing at 410-641-9726.

## T.O.P.S. of Berlin – Group #169

Every Monday • 5 – 6:30 p.m.

### Conference Room 1

**Take Off Pounds Sensibly** is a weekly support and educational group promoting weight loss and a healthy lifestyle. Contact Rose Campion at 410-641-0157 for more information.

## Grief Support Group

Fourth Wednesday of every month • 5:30 – 7 p.m.

### Conference Room 1

Our goal is to instill hope for the future and give you skills to help you find your way, by providing a supportive place where members can share stories confidentially and spend time with others who understand. Please contact Gail Mansell at 410-641-9725 or [gmansell@atlanticgeneral.org](mailto:gmansell@atlanticgeneral.org) for more information.

Visit [www.agh.care/calendar](http://www.agh.care/calendar) for other upcoming events and dates.

## Online Appointment Scheduling

### Did you know...

If you're the patient of an Atlantic General Health System primary care provider or medical specialist, you can now schedule appointments online!

Our appointment scheduling service makes it easier than ever to schedule routine annual physical exam visits, sick visits, and follow-up care appointments. Simply go to [www.agh.care](http://www.agh.care) and click or tap on the **Book an Appointment** icon or download our app. It's super-quick and super-easy! ●



Go to: [agh.care](http://agh.care)



## 2022 Robert E. Warfield Memorial Tournament

# Fall Golf Classic



*Special Thanks to The Carousel Group, Legacy Sponsor*

## Thursday, September 22, 2022

Ocean City Golf Club – Berlin, MD

**AGH's 29<sup>th</sup> Annual Fall Golf Classic is just a few weeks away. Sponsorship and team play opportunities are now available. Questions? Contact the AGH Foundation at 410-641-9671.**

The tournament, formerly known as the AGH Fall Golf Classic, will celebrate its twenty-ninth year recognizing the generous commitment and loyal service of the late Robert E. Warfield, Sr. "Bob" dedicated his busy life to giving to others in service and in spirit. He was 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, 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.

For local golfers this tournament has become an annual tradition, with last year's event raising more than \$112,000 to expand health care services and programs for our community. Registration begins at 8 a.m. with a 10 a.m. shotgun start. Player entry fee includes cart and greens fees, breakfast and lunch as well as snacks and beverages on the course.

Deluxe giveaways, exciting course challenges and impressive tournament awards are also included.

The tournament will be held rain or shine and will be a scramble format with all teams playing 9 holes on the Newport Bay course and 9 holes on the Seaside course. Team reservations can be submitted via our website and must be received by September 15th. Space is limited and earliest entries are accommodated first.

Signature sponsorship opportunities are available for this year and many include complimentary golfers, ad space, logo placement, and ample signage at the event. Special thanks to The Carousel Group, Legacy Sponsor – 23 consecutive years as a Title Sponsor and our Tournament Co-Chairs Steven Sweigert and Daniel Bunting.



## VISION

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

## MISSION

To provide a coordinated care system with access to quality care, personalized service and education to create a healthy community.

## VALUES

We become the leaders in caring through these values:

- C**ompassion
- A**ccountability
- R**espect
- E**rror-Free

## 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.

## SAFETY

We are committed to Zero Harm for our patients, providers, care givers, and associates.

## PATIENT EXPERIENCE

- W**elcoming
- O**utstanding
- W**arm

We communicate with and treat our patients as loved ones.

## ETHICAL COMMITMENT

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

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

# We like feedback!

We value the opinions of our patients and their families. If you have a positive experience, we would love to share kudos with our associates, volunteers and medical staff. On the other hand, if your experience with us is less than excellent, please share it with us too, so we can improve how we provide care.

We strive every day to bring you the best care possible. There are several ways you can share your opinions with us to help us in our mission:

### Fill out and return surveys you receive in the mail.

An agency conducts surveys on our behalf to collect important information about our patients' experiences. All survey responses are confidential, so please share your honest observations.

### Fill out a comment card.

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

### Send us an email.

Drop us a line at [pr@atlanticgeneral.org](mailto:pr@atlanticgeneral.org). We'll 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 Relations Representatives at **410-629-1500.**

### Consider giving to our Grateful Patient Program.

If you've had a particularly positive experience at AGH, this is a wonderful way to honor a caregiver while sustaining quality healthcare for our communities. More information and details about this program can be found at [www.agh.care/honoracaregiver](http://www.agh.care/honoracaregiver).

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.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-410-629-1500.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-410-629-1500.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-410-629-1500.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-410-629-1500。

주의：한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-410-629-1500 번으로 전화해 주십시오.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-410-629-1500.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-410-629-1500.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-410-629-1500.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-410-629-1500.

ማስታወሻ: የግንባር ስራዎች ለሁሉም ሰዎች ለጽዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተከታይተኞች፣ ወደ ማከተሉት ቁጥር ይደውሉ 1-410-629-1500.

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دیریگک سمات اب ،دشاب یم مهارف 1-410-629- 1500

# Ocean City Man Fondly Recalls the Staff Who Saved His Life



**Bob Ames, who spent a month in the hospital with COVID-19 in February 2020, reunites with his caregivers. From left: DiAngela Prunesti, DO; Patty Ames; Bob Ames; and Kathleen Henley, DO.**

“It was the worst and the most amazing experience of my life.” This is how Bob Ames describes his 30 days as an inpatient at Atlantic General Hospital, a time when he fought to live and then began his slow recovery from COVID-19 in February of 2021.

Originally from York, Pennsylvania, he and his wife, Patty, split their time between a house there and their home in Ocean City. Bob, who has been coming to the resort town since he was a teenager, tries to spend as much of the year as possible in Ocean City. He has looked forward to the warm days of summer, so he can invite the physicians and the staff who took care of him over for a beer at his home bar, which backs up against the bay.

“They saved my life. It’s as simple as that,” he said.

He recalls the day that he dropped to his knees at the house, burning with fever, but remembers very little from the next 10 days. It was touch and go for some time, and Bob wasn’t able to benefit from being surrounded by his loved ones, due to the necessary visitor restrictions during the very height of the pandemic.

His daughter and granddaughter drove down from York to be with Patty and offer whatever support they could.

Much of that amounted to taking care of the staff who were taking care of Bob, mainly with cookies and other food, including a pizza party on the day Bob was finally discharged.

Delirious with illness, he said that he never saw the light, but he did talk to the Grim Reaper.

“He said to me, ‘are you ready to go, or do you want to stay and fight?’ I told him I wanted to stay, and he left without me.”

So, he fought on, with the hospital staff standing in as family. He remembers Dr. Kathleen Henley, one of the hospitalists taking care of him, helping him to the window so he could wave to his wife and daughter. Even through his illness, he was touched to find that she was crying, too.

He remembers the nurses, who were so good to him, particularly a traveling nurse named Sherry who came down from New York to provide care during that time.

“I would sing to her, “Sherry,” by The Four Seasons, every time she came by.”

He remembers “the gal in the kitchen” who was worried about him when he stopped eating again.

“She didn’t like that at all,” he said. “She said, ‘what can I get you that you’ll eat?’” So, he asked for the open face turkey sandwich that he had had earlier in his stay. The nutrition clerk assured him that they always had the fixings on hand in the kitchen, and she would bring him an open face turkey sandwich any time he asked for one, regardless of what was on the menu.

“Dr. Henley, Dr. Prunesti, everyone gave 110%. I’m here today because of them.”



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*Friends and Neighbors of Atlantic General Hospital*

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(410) 641-1100  
(877) 641-4244

**Patient & Family Relations**  
(410) 641-9654

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dowrey@atlanticgeneral.org

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jbauer@atlanticgeneral.org

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aebergey@atlanticgeneral.org

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sdowling@atlanticgeneral.org

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tkeiser@atlanticgeneral.org

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