

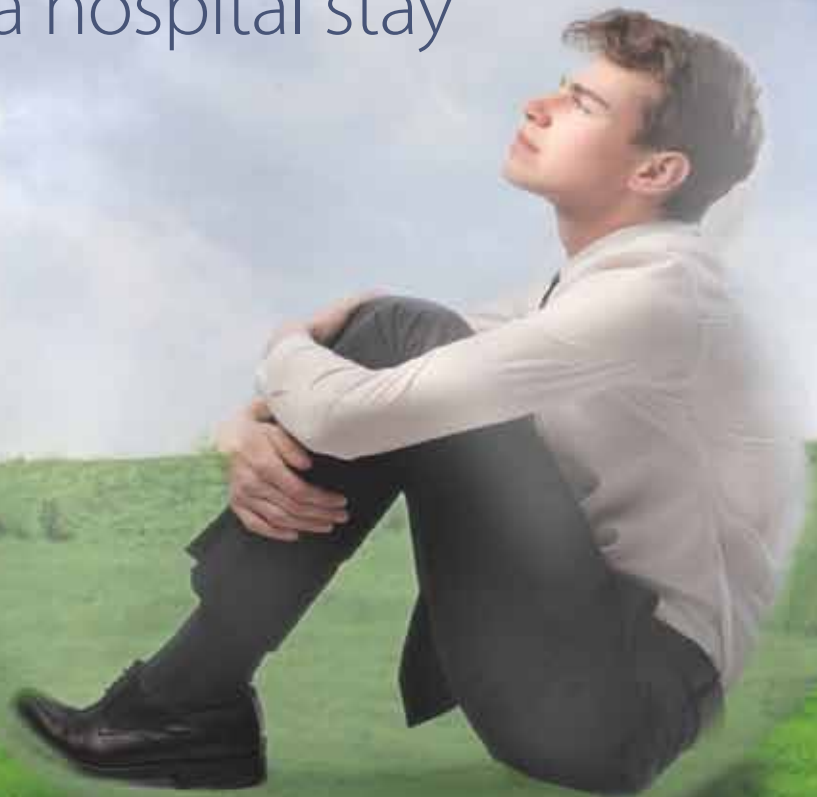
# synapse

THE CHESTER COUNTY HOSPITAL MAGAZINE | 2017 : VOL 1

## HOW TO KEEP YOURSELF WELL

*without living your life in a bubble*

Keys to preventing a hospital stay



Penn Medicine

# CHESTER COUNTY HOSPITAL WELLNESS CALENDAR

# PROGRAMS TO **KEEP YOU WELL!**

## WELLNESS PROGRAMS

If you are looking to make healthier lifestyle choices, you will benefit from these educational programs offered by Chester County Hospital's Community Health and Wellness Services Department.

### WEIGHT MANAGEMENT

We can provide the guidance you need to create realistic strategies for successful weight management and support you on your journey to a healthier lifestyle and weight loss.



- **Weight Matters**— Realistic strategies for those struggling with unwanted weight.
- **Struggles and Solutions**— Monthly support for a healthier lifestyle and weight loss.
- **Nutrition Counseling** (610.738.2835)— Individualized guidance for healthy choices.



### SMOKING CESSATION

For many, the first step to better health is quitting smoking. **We know it is not easy.** Our programs have a proven track record of helping people become ex-smokers.

- **Stop Smoking Now! Program**— Identify your triggers and develop a plan to quit.
- **Smoking Cessation Support Group**— Help for those who quit or those who are still trying.

### DIABETES EDUCATION

Diabetes is an underlying condition that can complicate your health. The hospital offers programs to help you better understand diabetes and manage your daily health.



- **Reversing Pre-Diabetes**— Reduce your risk of getting Type 2 diabetes with healthier choices.
- **National Diabetes Prevention Program** (610.738.2835)— Help for people with pre-diabetes or at high risk for developing diabetes.
- **Diabetes Self-Management Program** (610.738.2835)— Classes and counseling for those with Type 1, Type 2 or gestational diabetes.
- **Diabetes Support Group** (610.738.2835)— Monthly support for individuals and families.

### CHILDBIRTH EDUCATION

Whether you are a first-timer or an experienced parent, we offer carefully crafted and comprehensive programs to support you during pregnancy, labor, postpartum and parenthood.



- **Prepared Childbirth**— Be ready for birth in a four-week series or a one-day class.
- **Maternity Unit Tour**— Visit labor and delivery, nursery, maternity, and NICU.
- **Calm, Confident Birth**— Address beliefs, fears and concerns about birth and parenting.
- **Sibling Class**— Help the future big brothers and sisters (ages 3-7) prepare for a sibling.
- **Newborn Care**— Understand how to take care of your baby before they come home.
- **Prenatal Breastfeeding**— Learn to breastfeed and where to find support.
- **Pumping and Returning to Work**— Continue breastfeeding after maternity leave ends.
- **Childbirth Refresher**— For parents who just need a reminder about giving birth.

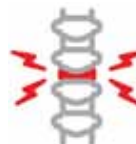
### HEALTHY BODIES

We offer high quality health education programs to address specific chronic health conditions. Special presentations, physician lectures, classes, screenings and support groups are available.



- **Heart Health**— Offerings include cardiovascular health risk assessments, blood pressure screenings, Hands-Only CPR training and cardiac support meetings.

- **Cancer Support**— The Abramson Cancer Center has local support groups and programs focused on the emotional effects of cancer.



- **Bones and Joints**— Programs include pre-surgery education, unit tour and tailored physical therapy.

### KEYNOTE SPEAKER REQUESTS

We have dynamic speakers who can address health care topics for your organization. Get started by calling 610.738.2542 to speak to a community health educator. Topics include:

- **Heart Health** (Risk Assessment, A-Fib, Strokes and Heart Attacks, Know Your Numbers)
- **Bone Health** (Osteoporosis, Arthritis, Joint Replacement)
- **Cancer Prevention** (Screening Recommendations, Prevention and Early Detection)
- **Women's Health** (Breast Health, Women and Heart Disease, Menopause, Pelvic Health)
- **Senior Health** (A Variety of Topics Available)
- **Screening Recommendations and Disease Prevention**



- **Nutrition** (Healthy Eating, Diet and Weight Loss, Super Foods)
- **Diabetes** (Prevention, Treatment, Diet and Lifestyle)

Program descriptions, schedules, fees, locations and registration information can be found at [ChesterCountyHospital.org/wellness](http://ChesterCountyHospital.org/wellness) or by calling 610.738.2300 (unless another phone number is noted).

# Contents

## ▼ DEAR NEIGHBORS



This year, Chester County Hospital is celebrating our quasiquicentennial. In other words, it's our 125th birthday! As the first hospital in Chester

County, we are proud to have served the health needs of our community all these years. Reflecting upon our history causes me to think about the many things we have accomplished in just the last few years. Here's a short list of highlights.

In 2013, we joined Penn Medicine. We became the fourth hospital in the University of Pennsylvania Health System, which has continued to expand its footprint in the region.

Between 2013 and 2014, we opened 72 private rooms in our Lasko Tower. Since that time, we have witnessed a significant increase in the number of patients coming to Chester County Hospital for care.

The following year, we cut the ribbon at Penn Medicine Southern Chester County to expand the hospital's radiology, lab and physical therapy services to the West Grove and Jennersville areas, as well as provide much-needed primary and specialty care.

In 2016, we launched a comprehensive electronic medical record called PennChart. This change created system-wide consistency for our patients no matter which Penn Medicine providers, service or facility chosen.

And this year, we embarked on our largest expansion since 1925, when we relocated the hospital from Marshall Square Park to 701 East Marshall Street.

Over the course of the upcoming year, you will hear greater details about the features of our expansion project and about the numerous game-changing stories that have taken place during our 125-year history.

Warm regards,

Michael J. Duncan  
President and CEO

## cover story

### 3....HOW TO STAY OUT OF THE HOSPITAL

We want our patients to be healthy, so here are six tips for staying well. We understand that sometimes a trip to the hospital is needed, and so we are sharing ideas for what to do before, during and after a hospital stay. Plus, learn how our transitional care program is helping patients at high risk for being re-admitted avoid a return trip to the hospital."

## features

### 6....THE MOST IMPORTANT PERSPECTIVE IN HEALTH CARE ...YOURS

Chester County Hospital has invited a group of patients and family members to give it a fresh perspective on the hospital experience. This volunteer committee is providing the administration invaluable feedback about everything from discharge instructions to campus improvements.

### 9....INNOVATIONS

The hospital has embarked on an expansion project that will modernize its surgical suites, increase the size of the Emergency Department, add new patient care areas, and create a new front entrance. All the while, the hospital continues to renovate areas to bring leading-edge technology for invasive procedures.

### 16...CHARITABLE GIVING: WHO'S YOUR HEALTH CARE HERO?

The Foundation invites all grateful patients to make a gift in honor of their favorite Chester County Hospital health care hero.

## departments

### 2....POINTS OF PRIDE

Accomplishments from around the hospital

### 12....OUR NEW PHYSICIANS

Biographies of our newest physicians on staff

### 17....IN THE COMMUNITY

Employees and volunteers donate winter coats to those in need; Hospital supports the Gift of Life campaign and encourages organ donation



3



6



9



16

## synapse

SYNAPSE MAGAZINE SINCE 1981

*Synapse* is an award-winning publication produced by Chester County Hospital's Corporate Marketing Department. The articles provided in this magazine are solely for informational purposes. It should not be relied on or used in placement of a physician's medical advice or assessment. Always consult a physician in matters of your personal health.

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1

## points of pride

### Hospital Security Named Program of Distinction

Chester County Hospital's Security Department has been recognized as a Program of Distinction by the International Association for Healthcare Security and Safety (IAHSS). It



is only the second hospital in Pennsylvania and one of just 36 hospitals in the United States to achieve this honor. To attain this recognition, 70% of the security officers, managers

and directors needed to study and successfully pass IAHSS' intensive certification examination.

"I think this accomplishment fits well with our culture of excellence," says Security Manager **John H. Mullin, Jr., CHPA, CHSS**. "This is a difficult exam and preparing for and achieving the certification is one of many methods which combine to make our team stronger. It gives them a deeper understanding of the thought process for security, management, preparedness and safety." Passing the exam is an individual achievement, but earning the Program of Distinction is a collaborative effort.

Seventeen officers in the department earned their credentials in either the basic, advanced, supervisor or CHPA (*Certified Healthcare Protection Administrator*) levels.



### Hospital Unveils New Website

Chester County Hospital strategized the next generation of its website over the course of the last two years and proudly launched a fresh new design in early 2017. The site complements Penn Medicine's website, which launched in the spring of 2016, while tailoring the experience to Chester County's suburban community.

Key features are its Find A Doctor search that is specific to just Chester County Hospital's Medical Staff and a new online registration system for the 350+ Community Wellness programs it hosts each year.

Although ChesterCountyHospital.org mirrors Penn's website, it is administered locally by the six members of the hospital's Marketing and Public Relations team under the direction of **Colleen Leonard Leyden** and through the daily maintenance by Senior Web Coordinator **Mark Wisniewski**.



Seated, from left: Cheryl Monturo and Suzanne Henrick. Standing: Betty Brennan; Cindy Brockway, MSN, RN, CCRP; Eileen Curry, MSN, RN, CCRN; and Patty Paulley, BSN, RN, CEN. (Not pictured, Hilary Collins, RN, BSN.)

### NURSING RESEARCH

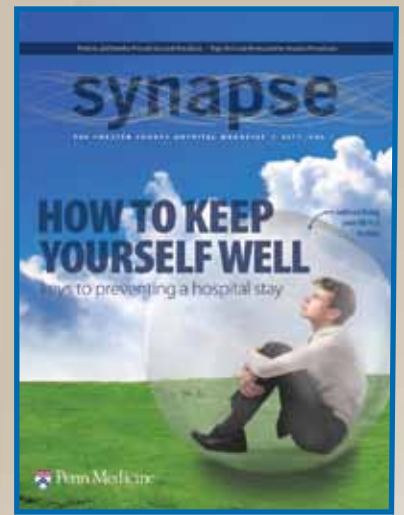
## Transformational Leadership: Dual Perceptions

Very few research studies look at leadership style from both the perspective of bedside nurses and their immediate clinical managers. This nurse-driven study, authored locally by **Suzanne Henrick, MSN, MPH, NE-BC**, of the Critical Care Unit, **Betty Brennan, EdD, MSN, CEN**, of the Emergency Department, and **Cheryl Monturo, PhD, MBE, ACNP-BC**, of Nursing Research, used 11 focus groups to examine the leadership expectations of both sides. The responses about the frontline staff's expectation of their managers and the managers' explanation of their own roles fell into two broad themes.

"Management 101" focused on the traditional task responsibilities of a leader. "The Right Stuff" described visionary, energizing and inspirational leadership skills. The mid-level manager group were inconsistent in defining leadership and style focusing more on day-to-day tasks. In comparison, frontline staffs' responses were more balanced in their definitions and expectations.

This insightful study recommended that hospital administration consider further investment in the leadership development of mid-level clinical managers. This change, consistent with Magnet® status, provides managers with the opportunity to advance and grow their transformational leadership skills beyond the operational focus.

Chester County Hospital's nurses are leading various hospital-based research projects for improvement of the patient experience and the nurse work/life balance. *Synapse* will feature more of these studies in upcoming editions.



# OUR NOT-SO-SECRET SECRETS

## FOR HOW TO STAY OUT OF THE HOSPITAL

CHESTER COUNTY HOSPITAL WANTS OUR COMMUNITY TO BE HEALTHY.

That's why our wellness programs are designed to teach people how to stay well. Our caregivers want to help our patients achieve a full and speedy recovery.

And, our patients leave the hospital with a personalized discharge plan to help them avoid being re-admitted. Honestly, Chester County Hospital really does want its neighbors to be in such good health that they don't need to be hospitalized.

So in this mindset of trying to keep you out of the hospital, we offer these six simple secrets to help you reduce your chance of being admitted.



**UNDERSTAND AND FOLLOW YOUR PRESCRIBED MEDICATION PLAN**



**KNOW YOUR MEDICAL CONDITIONS AND FOLLOW A HEALTHY DIET TO PROACTIVELY MANAGE THEM**



**GO TO ALL OF YOUR SCHEDULED HEALTH CARE PROVIDER APPOINTMENTS**



**BRING A LIST OF ANY CHANGES OR CONCERNS TO YOUR APPOINTMENTS AND ADDRESS THEM WITH YOUR PHYSICIAN**



**PREVENT YOURSELF FROM FALLING BY UNDERSTANDING THE RISKS THAT SURROUND YOU**



**IF YOU AREN'T FEELING WELL OR IF YOU HAVE PAIN FOR MORE THAN THREE DAYS, CONTACT YOUR HEALTH CARE PROVIDER**

# NOT-SO-SECRET... *continued*

However, we understand that sometimes staying healthy is a challenge. Underlying chronic conditions or unexpected accidents can undermine your quest to be in good health, and they can prompt a visit to an emergency room or create the need for an inpatient stay. Sometimes, hospitalization just can't be avoided.

For that reason, we are giving you the inside scoop on what you need to know before, during and after your stay. But first, we want to introduce you to our transitional nursing program to help you avoid being readmitted down the road.

## Continuum of Care Nursing

When Nurse Barbara Myers, BSc, RN, PCCN,\* visits patients, it is a welcomed break for them in the stream of unfamiliarity that can come with an inpatient stay. As a Continuum of Care Nurse, Myers meets her patients within 48 to 72 hours after they are admitted. During this first meeting, she explains that her role is to be a familiar face to them while they are in the hospital, as well as someone to listen to them and to be a source of support for them after they are discharged.

Her job is to keep patients on the road to recovery and to reduce their likelihood of readmission.

"This first meeting is planned soon after a patient is admitted so I can start my care and support while they are still in the hospital," Myers said. Patients typically have dietary, doctor or consultation questions, and she can step in and answer those questions as needed. If Myers cannot answer the question at hand she reaches out to the appropriate medical provider so the patient has clarity before leaving the hospital. "I am so pleased that I have the ability to help these patients."

This initial meeting provides an opportunity for patients' loved ones to get to know her too.

\* Barb Myers announced her retirement as

*Synapse* was going to print. A new Continuum of Care nurse will be named soon.

Family members, who sometimes are the main caregivers after discharge, will often call Myers with questions in and out of the hospital. Before patients leave, Myers ensures that they understand the discharge process and their specific instructions, and she fields any questions they have about post-hospital care.

If a patient is identified as high risk for readmission, Myers will call to check in on them 72 hours after discharge. She calls again seven days later; at two weeks from that date; and then again in another three to four weeks. These status calls give her patients the opportunity to ask new questions and to request services they may have initially declined, such as a home-care nurse. It opens the door for alternative conversations about the patient's health. She has the opportunity to listen to patients and hear their concerns. Myers then serves as a liaison between them and their providers so the doctors can enhance, reevaluate or change the treatment plan provided.

During these calls, Myers listens for cues that indicate a need for intervention. These prompts are often a shortness of breath, lethargy or other vocal and behavioral signs that alert her to potential issues in the patient's discharge recovery. In these instances, she encourages the patient to contact their doctor or offers to do this for them. Myers can make a follow-up appointment for the patient or contact their physician or family members to discuss her observations.

The Continuum of Care program started as a pilot in late 2015. During the trial period, Myers met with Independence Blue Cross adult patients during their hospitalization. It was limited to this set of patients as a way to measure the success of the program. (The service is not aligned with or funded by any insurance company in particular. Also, maternity and pediatric patients were not included in the pilot.)

After six months, preliminary findings were positive and garnered continuation of the program. Since that time, processes and strategies transitioned as needed to improve the success of this initiative. One long-term goal of the Continuum of Care initiative is to meet with every patient, regardless of their insurance provider.

"Patients are happy with this service. It gives them a point of contact and someone to listen to them," explains Myers. During their meetings and phone calls, she hears unfiltered feedback from patients about their hospital experiences, which provides the clinicians, physicians and nurses the opportunity to grow and improve patient care.

*By Diana Walker and Lisa Huffman*

*Photo by Rick Davis*

# WHAT PATIENTS NEED TO KNOW...



## BEFORE YOUR HOSPITAL STAY

- Bring lists of current medications, allergies, medical history and health care providers
- Bring your health insurance information
- Bring the contact information for your support person and emergency contacts
- Bring a copy of your Advance Directive (if you have one)
- When traveling, bring all the above plus any other test results (EKG, labs, etc.) with you to serve as baseline information in the event of an emergency



## DURING YOUR HOSPITAL STAY

- Ask for a pen and paper to help you remember your questions during your stay
- Ask for clarification about anything you don't understand
- Ask your health care providers to use easy-to-understand terms when needed
- Ask every day if your patient status is "inpatient" or "observation" as it could impact insurance coverage and post-hospital rehab care (this status is defined and assigned in compliance with Medicare guidelines)
- Ask everyone who enters your hospital room to wash their hands upon entry
- Ask to hear the bed or chair alarms so you won't be startled
- Listen to case managers/social workers to understand your discharge instructions
- Tell case managers/social workers your preference of where to receive follow-up care
- Identify a trusted support person who health care providers can contact and who will listen to your discharge instructions
- Watch the Patient Education Channel and "Preparing for Discharge" videos



## AFTER YOUR HOSPITAL STAY

- Review your discharge instructions and make note of important contact numbers
- Schedule follow up appointments outlined in your discharge instructions as soon as possible
- Visit your health care provider within one week of discharge. (It's okay to be persistent when scheduling follow-up appointments. Tell office staff it is a follow up from your hospital stay.)
- Take discharge instructions to all follow-up health care provider appointments
- If rehab is in your discharge instructions, the facility will get a copy of these instructions and explain the rehab process
- Make follow-up appointments with doctors or homecare nurses before leaving the rehab facility
- Call your health care provider with any concerns
- Be honest about how you are feeling and healing during any follow-up calls from your health care provider, insurance company, and continuum of care nurse
- If you are out of the hospital and having a medical emergency, call 9-1-1 and never drive yourself to the hospital



## IF YOU NEED EXTRA HELP...

- Your pharmacist can review medication instructions and information
- Chester County Hospital's Community Health and Wellness Services has healthy lifestyle programs. Call 610-738-2300 for information.  
Diabetes Education / Smoking Cessation  
Weight Management / Healthy Living

# Hospital Turns to Patient and Family Advisory Council for Invaluable Feedback

EVERY PERSON WHO WALKS THROUGH THE DOORS OF A HOSPITAL WILL HAVE A UNIQUELY DIFFERENT EXPERIENCE. WHETHER THEIR VISIT IS AN INPATIENT STAY OR AN OUTPATIENT PROCEDURE, EVERYONE HOPES AND EXPECTS THAT THEIR TIME AT THE HOSPITAL WILL BE EASY AND POSITIVE.

In June of 2016, Chester County Hospital created a Patient and Family Advisory Council (PFAC) to help ensure that all patients and visitors receive the kind of care and treatment they hope for, expect and deserve. The council, made up of current and former patients and their families, meets monthly with staff and administration to share their insights and recommendations to help enrich the hospital experience.

“The Patient and Advisory Council gives the hospital a more direct way to build patient and family perspectives into daily operations and future endeavors,” says Carli Meister, Director of Customer Relations and Risk. She co-leads the group with Director of Development Tom Gavin. “From workflows to wayfinding, council

members get a behind-the-scenes look at systems and renderings and give their feedback through the eyes of a patient or visitor,” Meister adds. Each person on the 14-member council has a unique relationship with the hospital.



## The most important perspective in health care .....

### a loved one's point of view

Jean Burke was a Chester County Hospital employee in the 1990s. Her son was a cancer program patient, and her husband has been hospitalized a number of times. Burke currently volunteers in the hospital's Family Lounge and uses her own experiences to help others.

“We've had good hospital encounters and, unfortunately, some bad ones. That's the reason I wanted to be involved with this committee,” says Burke. “Our not-so-good experiences were usually the result of a staff member not being able to relate to our family's point of view. I'm proud of this hospital and its staff for trying to do things better and for wanting everyone to have a good stay.”





Burke's input was especially helpful when the PFAC was asked to weigh in on the Abramson Cancer Center at Chester County Hospital's plans for improvements. She was able to reflect upon her son's experience, and share her perspective as his family member. As a result, Burke offered valuable first-hand observations and suggestions.



## an extended stay experience

Jennifer Kash is a long-time resident of West Chester, whose relationship with the hospital began when her mother worked in Radiology. But prior to the birth of Jennifer's own son, she didn't have a lot of first-hand experience with the hospital. Kash gave birth prematurely at just 24 weeks. Her baby, Bryce, lived in the NICU for five months, undergoing many difficult therapies and two major surgeries. Today, Bryce is a healthy and happy kindergartener and the big brother to his 3-year-old sister.

"The year Bryce was born, we spent Labor Day, Thanksgiving, Christmas, and New Year's, and all the days in between, in the NICU with the staff. Everyone was amazing. The doctors and nurses didn't just take care of our son, they took care of my husband and me too. They were just so kind to our family, and some of these relationships still remain," says Kash.

them... but, if it does happen to you, the care you receive really matters. I want to help make sure other people's experiences are as positive as mine."

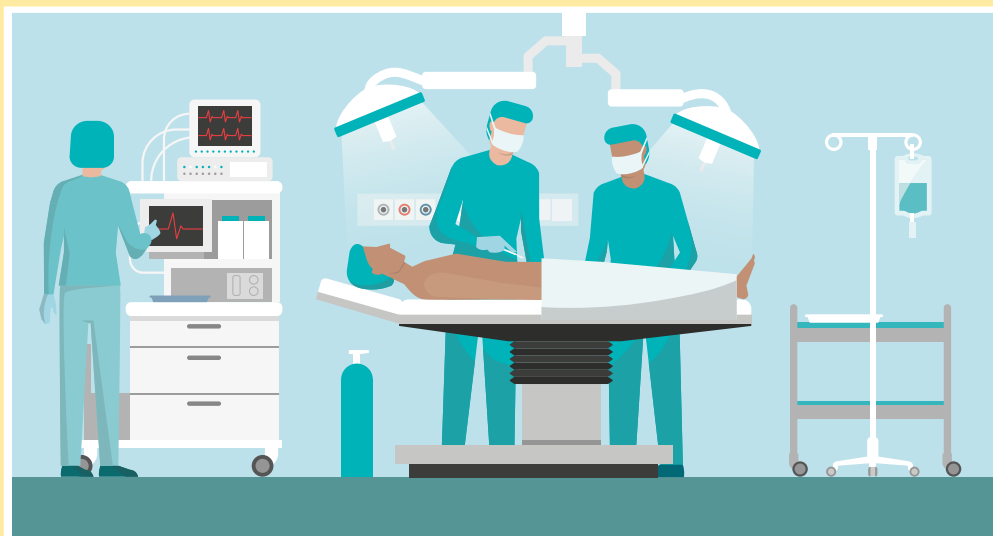
Kash is a tremendous asset as the PFAC reviews the upcoming expansion plans for the NICU. Recently, she spoke about her extended stay during a Nursing Symposium at the hospital. To hear Kash's point of view about the impact the staff has on their patients deeply affected the nurses at the symposium. Her experience demonstrated that attention to the details matter.

## a caring community member

Debbie Hess has been watching Chester County Hospital evolve since she moved to the area as a young mother more than three decades ago. Hess began her relationship with the hospital as a volunteer. She then joined

the Women's Auxiliary, serving in different leadership roles including President.

"Over the years, the demographics of Chester County have changed so much and the community has grown. I'm amazed at the thoughtfulness of the hospital, and how it has made adjustments within its structure and organization to meet those ever-changing needs," says Hess. "All the while, it has held on to its patient-centered culture and its commitment to the community."



"Having such a long, extended stay makes my input somewhat unique on the council. There aren't many people who have had that kind of experience with a loved one, certainly not many between the ages of 35 to 45. People think what happened to us could never happen to

Currently, Hess is working with fellow council members to evaluate the patient discharge process. The group is looking at how the hospital transitions inpatients back to their homes or to a skill nursing facility.

*continued >*

## perspective... *continued*

Co-leader Tom Gavin explains, "Council members sat and listened with willing patients while the nurses walked them through their discharge instructions. This allowed the council to observe the process in action and get real-time feedback." The PFAC then made follow-up phone calls to those patients to see if they retained the information they received. "Once the group finishes collecting all the



necessary results, they will review their findings and make recommendations to the administration for improving the discharge process," he adds. "This insight is invaluable."

The PFAC is also testing new campus signage and the wayfinding instructions needed for the extensive expansion project underway at the hospital. This improvement plan includes relocating the main entrance and transporting visitors, via a shuttle, to and from the front door and the parking lot. The PFAC provided suggestions on everything from where signs should be located to the order in which destinations should be listed on interior signs.



"We represent the voice of our community, and the hospital's decision-makers are listening."

## first-hand experiences

Members personally tested all signage and wayfinding systems prior to the expansion groundbreaking and invited friends in the community to help test out the signs. Their helpers were each given a fictitious assignment and asked to

independently get from point A to point B. The council did not guide their volunteers, but simply observed and documented their wayfinding experiences and then noted any challenges they faced. Findings and recommendations were then shared with management.

"It was like a scavenger hunt, and we were just along for the ride to see what happened. We looked at things like whether or not the signage was adequate and if it was user-friendly," says Jean Burke. "We want it to be simple for people. There are already enough complications in life... how to get around a hospital should not be one of them." Chester County Hospital has other projects in progress or planned for the Patient and Family Advisory Council in the near future. From the beginning, the council has been embraced by the staff.

Many departments are eager to work with the group and get their guidance." There are lots of positive changes that are going to transpire because of this council. The hospital is looking ahead and asking for our input in advance so they do not have to find out later that

something doesn't work from the standpoint of the patient or family," says Debbie Hess. "We represent the voice of our community, and the hospital's decision-makers are listening."

*by Beth Eburn*

WHAT'S



IS *New* AGAIN... FOR NOW



## Hospital reopens its 1925 front entrance to make way for modern expansion

While Chester County Hospital is reflecting on its 125 years of service to the community, it is also gearing up to break ground on the largest expansion effort in its history. Starting this spring, a 250,000-square-foot expansion project and a 26,000-square-foot renovation will begin.

This plan is another significant endeavor for the community-based hospital, which completed Lasko Tower – a 93,000 square foot expansion – about three years ago. Lasko Tower added 72 spacious rooms for heart patients whose vitals require careful monitoring, plus a mother and baby pavilion and an orthopaedic/surgical recovery unit. The construction of Lasko Tower was a critical first step in the hospital's bigger plan.

“The community we serve relies on our mission-based approach to care, our reputation for quality, and our history of providing advanced clinical services, treatments and programs,” says Mike Duncan, President and CEO of Chester County Hospital.

Chester County's 65+ population has been on the rise and expected to continue growing by 4% annually over the next 5 years.\* (Source: Neilson Group) This means people will manage more non-communicable diseases such as heart disease, cancer, and orthopaedic disorders than they manage infectious diseases.

“This is a trend we are already seeing,” Duncan adds, “To plan for the future we must accommodate anticipated growth.” The hospital has seen dramatic growth across all care areas. Since FY2014, inpatient admissions have risen more than 8%. In addition, it has witnessed:

<b>CARDIAC CATHETERIZATIONS</b>	+17% (since FY14)
<b>OPEN HEART SURGERIES (INCLUDING VALVES)</b>	+37% (since FY15)
<b>ORTHOPAEDIC SURGERIES</b>	+34% (since FY13)

*continued >*

# innovations

The hospital has contracted with Ballinger for the architecture and L.F. Driscoll for construction. Once the expansion is complete, the hospital will gain a beautiful new front entrance, plus the following much-needed spaces:

- 15 MODERN OPERATING ROOM SUITES
- 3 HIGH-TECH LABS FOR CATHETERIZATION AND ELECTROPHYSIOLOGY
- 8 ADDITIONAL EMERGENCY DEPARTMENT ROOMS
- 2 TRAUMA BAYS
- NEW AREAS FOR NON-INVASIVE CARDIOLOGY AND PRE-ADMISSION TESTING
- POTENTIALLY 99 NEW INPATIENT ROOMS (pending approval)

Logistically, it is important for our community to know that the construction is positioned at the entrance that guests have used since 1986. This means that traffic patterns around campus have changed.

Our main entrance will be re-established where E. Marshall Street meets Convent Lane and our free valet parking service will relocate to this area as well. This long-term, temporary entrance is actually the hospital's historic front

door, and it was used when the building first opened in 1925. All guests are encouraged to take advantage of our free valet service and enjoy quick and direct access to the hospital. An Information Desk is located here and our staff will happily guide our visitors to their destinations.

Visitors can also self-park in or around the new parking garage, which opened last November and is located where E. Marshall Street intersects Montgomery Avenue. Since the main entrance closed in May, the hospital has been relying on a shuttle to transport visitors from the parking garage to the new front door.

The driveways and entrances to the Emergency Department and the Ambulatory Care Center have been not changed.

This multi-phase construction project will take several years to complete. We have installed new directional signs and strategically located hospital personnel to assist our guests in wayfinding during their time on campus. As always our employees will happily direct and assist our visitors whenever possible.

*Parking instructions and campus details are available at [ChesterCountyHospital.org](http://ChesterCountyHospital.org).*

## Leading Edge Technology for Invasive Procedures

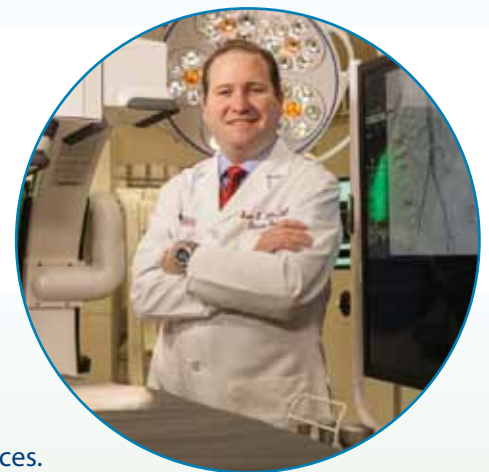
Chester County Hospital's Invasive Cardiovascular Services has recently renovated its third and final cardiac catheterization lab. The refreshed Invasive Lab features an enlarged room layout and state-of-the-art imaging technology, allowing its multi-disciplinary team to efficiently expand its Peripheral Vascular Services and manage a rapidly growing Electrophysiology department.

Prior to the renovation, the room was structurally limited due to the age of the building, which dates back to 1925. These limits made it challenging to install new high-tech equipment necessary to perform advanced procedures. The cath lab was originally opened in 1991 when the department only performed diagnostic procedures. In 2004, the room was re-designed to be an Interventional Cardiovascular suite with up-to-date digital imaging equipment and technologies to support interventional vascular procedures. In 2005, the program grew again to add Electrophysiology and Ablation procedures. Chester

County Hospital continues to see exceptional growth in its Interventional Cardiovascular services.

"Our ablation program has witnessed transformational growth over the last two years with the addition of advanced technology and an expanding team of Electrophysiology providers. The Peripheral Vascular program also continues to grow and treats increasingly complex diseases. To accommodate advanced therapies and provide more services to the community, we needed to extensively renovate the suite," says Tim Martin, BS, RCIS, Business Operations Manager for the Invasive Cardiology program.

The six-month renovation began in June 2016 and included gutting the entire suite, expanding the procedural area and control room, as well as adding new flooring that could accommodate industry-leading equipment. A major





▲ SEAN RYAN, MD, FACS,  
Vascular Surgeon at Surgical Specialists, P.C.

KURT SCHILLINGER, MD, PHD, ►  
Cardiologist at Cardiology Consultants of Philadelphia.

component of this renovation was the investment in technology, including an advanced vascular imaging system: the GE Discovery ISG 730.

The GE Discovery ISG 730 provides superior imaging while reducing the amount of radiation exposure to the patient and clinician. In addition, its distinctive mobile platform brings the same capabilities of a fixed system while allowing the imaging system to fit around and away from the patient, making it easier to perform surgical procedures.

Vascular Surgeon Sean Ryan, MD, Chief of Surgery and Section Chief of Vascular Surgery for the hospital, explains some of the major benefits of this new system. "We can get much better imaging when we're intervening on blocked blood vessels or aneurysmal blood vessels. We can perform these procedures with less radiation and contrast dye, which makes this safer for the patient, operator and staff. Since the imaging is crisp and clean, we can ensure a better outcome meaning fewer complications and a shorter stay for the patient."

The new technology also gives the hospital the ability to treat patients with more complex illnesses right in Chester County, rather than sending them to another institution. "What I'm most excited about is the ability to treat patients who have aortic aneurysm disease, which is a weakening of the wall of the blood vessel of the major artery in the body. We can treat these patients by using high-quality images and pre-planning software with a minimally invasive approach. The procedure requires almost no incision whatsoever and

most people go home the next day," Dr. Ryan adds.

In addition to the upgrade in equipment for vascular services, Chester County Hospital has also included leading-edge technology for electrophysiology services, including the BioSense Webster CARTO® 3, an advanced mapping ablation system.

Kurt Schillinger, MD, PhD, Cardiologist and Chief of the Atrial Fibrillation Ablation Program, explains some of the new technology impacting electrophysiology services. "One of the biggest investments has been in three-dimensional electroanatomic mapping. This equipment is like a GPS that's used for the patient's heart and allows us to create a three-dimensional shell of the cardiac structures. We can then manipulate catheters inside the 3D shell to keep track of where catheters have been and where they're going, to increase the success of the procedure."

What this means for patients is access to safer, more successful procedures close to home. Dr. Schillinger adds, "Arrhythmias affect a significant portion of the population. Before, patients with life-threatening arrhythmias had to go to a large academic center for treatment. Now, with our new technology, we can treat and care for patients locally."

By Barbara Curtis  
Photos by Rick Davis



# new physicians

## Section of Allergy and Immunology

### Anthony R. Rooklin, MD

Dr. Rooklin earned his medical degree from Thomas Jefferson University. He completed his internship at Georgetown University Hospital and then finished his residencies at Georgetown University and at Children's Hospital Medical Center in California. Afterward, he completed his fellowships at Thomas Jefferson University and at Children's Hospital of Philadelphia (CHOP). Board certified in the fields of Allergy and Immunology, and Pediatrics, Dr. Rooklin practices at Asthma & Allergy Associates in Upland.

## Section of Anesthesiology

### Michael He, MD

Dr. He earned his medical degree from the University of Pittsburgh School of Medicine. He completed his internship at Mercy Hospital of Pittsburgh and then finished his residency at the Hospital of the University of Pennsylvania. Board certified in the field of Anesthesiology, Dr. He practices at West Chester Anesthesia Associates.

### Haeoh M. Jung, MD

Dr. Jung earned his medical degree from the University of Pittsburgh School of Medicine. He completed his internship at Temple University Hospital and then finished his Residencies at Lankenau Medical Center and at Hahnemann University Hospital. Board certified in the field of Anesthesiology, Dr. Jung practices at West Chester Anesthesia Associates.

## Section of Colon and Rectal Surgery

### Jeffrey L. Butcher, MD

Dr. Butcher earned his medical degree from Hahnemann School of Medicine. He completed his residency at Graduate Hospital and then finished his fellowship at The Ferguson Clinic in Honolulu. Board certified in the fields of Surgery, and Colon and Rectal Surgery, Dr. Butcher practices at TriState Colon and Rectal Associates in Havertown.

## Section of Palliative Medicine

### Michael M. Soojian, MD

Dr. Soojian earned his medical degree from Dartmouth Medical School. He completed his internship, residency and fellowship at Hahnemann University Hospital. Board certified in the fields of Hospice and Palliative Medicine, Dr. Soojian is a palliative care consultant for patients at Chester County Hospital.

## Section of Cardiology

### Christopher L. Baldi, DO



Dr. Baldi earned his medical degree from the University of Medicine and Dentistry of New Jersey. He completed his residency at Geisinger Medical Center and then finished his fellowship at Graduate Hospital. Board certified in the fields of Internal Medicine and Cardiovascular Diseases, Dr. Baldi practices for Cardiology Consultants of Philadelphia at Chester County Cardiology Associates in West Chester.

### Paula Eryazici, MD

Dr. Eryazici earned her medical degree from Universidade Federal DO Ceara in Brazil. She completed her Residencies at Brazil's Hospital Universitario Walter Cantidio and at John H. Stroger Jr. Hospital of Cook County in Chicago. Afterward, she completed her fellowships at Hospital De Messejana in Brazil and at Advocate Illinois Masonic Medical Center in Chicago. Board certified in the fields of Internal Medicine and Cardiovascular Diseases, Dr. Eryazici practices at West Chester Cardiology.



### Sharayne D. Mark, MD

Dr. Mark earned her medical degree from the University of Rochester. She completed her residency at New York Presbyterian Hospital in Cornell and finished her fellowship at the Hospital of the University of Pennsylvania. Board certified in the field of Internal Medicine, Dr. Mark practices for Cardiology Consultants of Philadelphia at Chester County Cardiology Associates in West Chester.



## Section of Critical Care Medicine

### Kapil K. Rangavajhala, MD

Dr. Rangavajhala earned his medical degree from Osmania University in India. He completed his residency at Seton Hall University School of Health and Medical Sciences in New Jersey. Afterward, he finished his fellowship at Baylor College of Medicine in Texas. Board certified in the fields of Internal Medicine, Critical Care Medicine and Pulmonary Diseases, Dr. Rangavajhala is an Intensivist at Chester County Hospital.

## Section of Endocrinology

### Anitha Somasundaram, MD

Dr. Somasundaram earned her medical degree from Jawaharlal Nehru Medical College in India. She completed her internship and residency at Mercy Catholic Medical Center. Afterward, she finished her fellowship at Thomas Jefferson University Hospital. Board certified in the field of Internal Medicine, Dr. Somasundaram practices at Gateway Endocrinology in West Chester.



## Department of Family Medicine

### Ronda L. Broady, DO

Dr. Broady earned her medical degree from Philadelphia College of Osteopathic Medicine. She completed both her internship and residency at St. Joseph Hospital. Board certified in the field of Family Practice, Dr. Broady practices at West Chester Family Practice.



### Patricia A. Montgomery, MD

Dr. Montgomery earned her medical degree from the University of Pennsylvania, and then she completed her residency at Abington Memorial Hospital. Board certified in the field of Family Medicine, Dr. Montgomery practices at Gateway Family Practice in Newtown Square.



### Drew E. Rowan, MD

Dr. Rowan earned his medical degree from Jefferson Medical College, and then completed his residency at Chestnut Hill Hospital. Board certified in the field of Family Medicine, Dr. Rowan practices at Gateway's Colonial Family Practice in Coatesville.



### Section of General Surgery

#### Xiang Yuan, MD

Dr. Yuan earned his medical degree from Beijing Medical University in China. He completed his internship at Lankenau Medical Center, and then finished an internship/residency at Mercy Fitzgerald Hospital. Afterward, he completed his fellowship at Eastern Virginia Medical School. Board certified in the field of Surgery, Dr. Yuan practices at Potts Surgical Associates in Downingtown.



### Section of Neonatology

#### Jherna Balany, MD

Dr. Balany earned her medical degree from Indira Gandhi Medical College in India. She completed her Post-Graduate Education at the University of California - Berkeley and then finished her residency at Saint Peter's University Hospital in New Jersey. Afterward, she completed her fellowship at St. Christopher's Hospital for Children. Board certified in the field of Pediatrics, Dr. Balany is a Neonatologist at Chester County Hospital with the CHOP Care Network - Newborn Care.

### Section of Internal Medicine

#### Lei Olivia Zhang, MD

Dr. Zhang earned her medical degree from Shanghai Medical University in China. She completed her internship and residency at Cooper University Hospital in New Jersey. Board certified in the field of Internal Medicine, Dr. Zhang practices at Penn Primary Care and Integrative Medicine Whiteland in Exton.

### Section of Internal Medicine - Hospitalist

#### Swapna S. Gummadi, MD

Dr. Gummadi earned her medical degree from Ross University School of Medicine in Dominica. She completed her residency and fellowship at Central Maine Medical Center. Board certified in the field of Family Medicine, Dr. Gummadi is a Hospitalist at Chester County Hospital.



#### Diana Sporici, MD

Dr. Sporici earned her medical degree from Universitatea de Medicină și Farmacie Grigore T. Popa in Romania. Afterward, she completed her internship at Lemuel Shattuck Hospital in Massachusetts. She returned to her medical school alma mater for her residency and then completed a second residency at the Hospital of the University of Pennsylvania. Board certified in the field of Internal Medicine, Dr. Sporici is a Hospitalist at Chester County Hospital.



#### Maria Vasiliadis, DO

Dr. Vasiliadis earned her medical degree from Lake Erie College of Osteopathic Medicine. She completed her internship/residency at Lehigh Valley Hospital and Health Network. Board certified in the fields of Family Medicine and Geriatric Medicine, Dr. Vasiliadis is a Hospitalist at Chester County Hospital.



### Section of Nephrology

#### Trina D. Banerjee, MD

Dr. Banerjee earned her medical degree from Drexel University of Medicine, and then completed her internship there as well. She finished her fellowship at NYU Langone School of Medicine. Board certified in the field of Nephrology, Dr. Banerjee practices at Lyons Chvala Nephrology Associates in West Chester.

#### Robert P. Chvala, MD

Dr. Chvala earned his medical degree from Robert Wood Johnson Medical School. He completed his internship, residency and fellowship at Robert Wood Johnson University Hospital. Board certified in the field of Nephrology, Dr. Chvala practices at Lyons Chvala Nephrology Associates in West Chester.

#### Abhinai K. Gupta, MD

Dr. Gupta earned his medical degree from Saint Louis University School of Medicine. He completed his internship at All-India Institute of Medical Sciences and then finished his residency at the University of Texas Medical School at Houston. Afterward, he completed his fellowship at the University of California - Davis Medical Center. Board certified in the field of Nephrology, Dr. Gupta practices at Lyons Chvala Nephrology Associates in West Chester.

#### Maria Victoria Largoza, MD

Dr. Largoza earned her medical degree from the University of Santo Tomas in the Philippines, where she continued to complete her internship. Afterward, she finished her residency at St. Francis Hospital in Wilmington. Board certified in the fields of Nephrology and Internal Medicine, Dr. Largoza practices at Medical Associates of Drexel Hill in Newtown Square.



#### Patricia J. Lyons, MD

Dr. Lyons earned her medical degree from Hahnemann University. She continued at Hahnemann University Hospital for her internship, residency and fellowship. Board certified in the field of Nephrology, Dr. Lyons practices at Lyons Chvala Nephrology Associates in West Chester.

#### Hye-Ran Park, MD

Dr. Park earned her medical degree from Temple University School of Medicine. She continued at Temple University Hospital for her internship, residency and fellowship. Board certified in the fields of Internal Medicine and Nephrology, Dr. Park practices at Medical Associates of Drexel Hill in Newtown Square.

#### Faahud A. Yafai, MD

Dr. Yafai earned his medical degree from Temple University School of Medicine. He completed his internship and residency at Temple University Hospital. Board certified in the field of Internal Medicine and Nephrology, Dr. Yafai practices at Medical Associates of Drexel Hill in Newtown Square.

#### Carl J. Waldman, MD

Dr. Waldman earned his medical degree from Northwestern University Medical School in Illinois. He completed his internship at Fairfax Hospital in Virginia, and then finished his residency at Georgetown University Medical Center. Afterward, he completed his fellowship at the Medical College of Virginia. Board certified in the field of Neurology, Dr. Waldman practices at Penn Neurology Westtown.



## Department of Obstetrics/Gynecology

### Uduak U. Andy, MD

Dr. Andy earned her medical degree from Boston University School of Medicine. She completed her internship, residency and fellowship at the Hospital of the University of Pennsylvania. Board certified in the field of Obstetrics/Gynecology, Dr. Andy practices at Penn Ob/Gyn Associates in Philadelphia and at Penn Urogynecology in Berwyn.



## Section of Ophthalmology

### Holly C. Simpson, MD

Dr. Simpson earned her medical degree from Jefferson Medical College. She completed her internship at Albert Einstein Medical Center and then finished her residency at Case Western Reserve University School of Medicine in Ohio. Board certified in the field of Ophthalmology, Dr. Simpson practices at Mudgil Eye Associates, P.C., in West Chester.

### Lindsay S. Odell, MD

Dr. Odell earned her medical degree from Chicago Medical School of the Rosalind Franklin University of Medicine and Science. She completed her residency at Thomas Jefferson University Hospital. Dr. Odell practices at Penn Ob/Gyn in Exton and West Grove.



## Section of Orthopaedics

### Frank P. Giammattei, MD

Dr. Giammattei earned his medical degree from the University of Cincinnati Medical School. He completed his internship at McGaw Medical Center of Northwestern University in Illinois and then finished his residency at Thomas Jefferson University. Board certified in the field of Orthopaedic Surgery, Dr. Giammattei practices at Premier Orthopaedics and Sports Medicine – Brinton Lake, Upland and N. Wilmington.



## Section of Orthopaedics

### Evan K. Bash, MD

Dr. Bash earned his medical degree from Thomas Jefferson University. He completed his internship at Mercy Catholic Medical Center and then finished his residency at Tufts-New England Medical Center. Board certified in the field of Orthopedic Surgery, Dr. Bash practices at Premier Orthopaedics and Sports Medicine – Brinton Lake, Upland and N. Wilmington.



### Charles D. Hummer, MD

Dr. Hummer earned his medical degree from Jefferson Medical College. He completed his internship at Pennsylvania Hospital and then finished his residency at Thomas Jefferson University Hospital. Afterward, he completed his fellowship at the University of Cincinnati's The Christ Hospital. Board certified in the field of Orthopedics, Dr. Hummer practices at Premier Orthopaedics and Sports Medicine – Brinton Lake, Upland and N. Wilmington.



### James A. Costanzo, MD

Dr. Costanzo earned his medical degree from the University of Pittsburgh School of Medicine. He completed his residency at Thomas Jefferson University Hospital and then finished his fellowship at Sinai Hospital of



Baltimore. Dr. Costanzo practices at Premier Orthopaedics and Sports Medicine – Brinton Lake, Upland and N. Wilmington.

### Roland B. Lutz, MD

Dr. Lutz earned his medical degree from Jefferson Medical College. He completed his internship and residency at Naval Hospital in San Diego. Afterward, he completed his fellowship at Maryland Institute of Emergency Medical Service Systems. Board certified in the field of Orthopedic Surgery, Dr. Lutz practices at Premier Orthopaedics and Sports Medicine – Brinton Lake, Upland and N. Wilmington.



### Daniel C. Farber, MD

Dr. Farber earned his medical degree from the University of Maryland School of Medicine. He completed his internship and residency at Penn State Milton S. Hershey Medical Center. Afterward, he finished his fellowship at the Mayo Clinic. Board certified in the field of Orthopaedic Surgery, Dr. Farber practices locally at Penn Orthopaedics Exton.



### James T. McGlynn, MD

Dr. McGlynn earned his medical degree from Georgetown University. He completed his internship at the Robert Wood Johnson University Hospital and then returned to Georgetown University for his residency. Board certified in the field of Orthopaedic Surgery, Dr. McGlynn practices at Premier Orthopaedics and Sports Medicine – Brinton Lake, Upland and N. Wilmington.



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### Section of Orthopaedics

#### Andrew B. Old, MD

Dr. Old earned his medical degree from the University of Vermont College of Medicine. He completed his internships at Insall Scott Kelly Institute for Orthopaedics and Sports Medicines at New York University, and Orthopaedic Associates of Portland. Afterward, he completed his residency at Hahnemann University Hospital. He returned to Maine's Orthopaedic Associates of Portland for his fellowship. Dr. Old practices at Premier Orthopaedic & Sports Medicine in West Chester.



#### Raymond M. Wolfe, MD

Dr. Wolfe earned his medical degree from Georgetown University School of Medicine. He completed his internship and residency at Georgetown University Medical Center. Board certified in the field of Orthopaedic Surgery, Dr. Wolfe

practices at Premier Orthopaedics and Sports Medicine – Brinton Lake, Upland and N. Wilmington.



#### David T. Yucha, MD

Dr. Yucha earned his medical degree from Temple University School of Medicine. He completed his residency at Temple University Hospital and then finished his fellowship at Thomas Jefferson University Hospital. Board certified in the field of Orthopaedics, Dr. Yucha practices at Premier Orthopaedics and Sports Medicine – Brinton Lake, Upland and N. Wilmington.



#### James M. Zurbach, MD

Dr. Zurbach earned his medical degree from Pennsylvania State University College of Medicine. He completed his residency at Naval Hospital

in San Diego. Board certified in the field of Orthopaedic Surgery, Dr. Zurbach practices at Premier Orthopaedics and Sports Medicine – Brinton Lake, Upland and N. Wilmington.



### Section of Pulmonary Disease

#### Gaurav J. Patel, MD

Dr. Patel earned his medical degree from Government Medical College in India. He completed his residency at Jamaica Hospital Medical Center in New York. Afterward, he completed two fellowships at Texas Tech University Health Science Center and at Oklahoma University Health Science Center. Board certified in the fields of Internal Medicine, Critical Care Medicine and Pulmonary Diseases, Dr. Patel practices at Pulmonary Critical Care and Sleep Associates in West Chester.

### Department of Pediatrics

#### Jason Z. Bronstein, MD

Dr. Bronstein earned his medical degree from New York University School of Medicine. He completed his Residencies at Jefferson Medical College/A.I duPont Hospital for Children and at North Shore University Hospital. Board certified in the field of Pediatrics, Dr. Bronstein sees patients at Chester County Hospital with the CHOP Care Network - Pediatric Care.

#### Geoffrey R. Simon, MD

Dr. Simon earned his medical degree from Medical College of Virginia. He completed his residency at Emory University School of Medicine in Georgia. Board certified in the field of Pediatrics, Dr. Simon practices at CHOP Care Network North Hills in West Chester.



### Section of Pediatric Neurology

#### Nicole R. Ryan, MD

Dr. Ryan earned her medical degree from Albert Einstein College of Medicine. She completed her Residencies at Children's Hospital of Philadelphia (CHOP) and at the Hospital of the University of Pennsylvania. Afterward, she completed her fellowship at CHOP. Board certified in the field of Pediatric Neurology, Dr. Ryan practices at CHOP Division of Neurology in Philadelphia.

### Section of Psychiatry

#### Jody J. Foster, MD

Dr. Foster earned her medical degree from Medical College of Pennsylvania. She completed her internship, residency and fellowship at Pennsylvania Hospital. Board certified in the field of Psychiatry, Dr. Foster practices at Penn Psychiatry at Pennsylvania Hospital.

### Section of Podiatry

#### Dina K. Becker, DPM

Dr. Becker earned her podiatry degree from Temple University School of Podiatric Medicine. She completed her residency at Bryn Mawr Hospital. Dr. Becker practices at the Foot & Ankle Center of Chester County in Exton.



#### Craig G. Kriza, DPM



Dr. Kriza earned his podiatry degree from Ohio College of Podiatric Medicine. He completed his internships at Cambridge City Hospital in Boston and at Kensington Hospital, where he also finished his residency.

Dr. Kriza practices at Premier Orthopaedics and Sports Medicine – Brinton Lake, Upland and N. Wilmington.

#### Erin E. Kutvoelgyi, DPM

Dr. Kutvoelgyi earned her medical degree from California College of Podiatric Medicine. She completed her internship at Yale New Haven Hospital and then finished her residency at Yale New Haven Hospital/VA in Connecticut. Board certified in the field of Podiatry, Dr. Kutvoelgyi practices at Professional Podiatry, LLC in Kennett Square.



#### Wendy Kim Le, DPM

Dr. Le earned her podiatry degree from Dr. William M. Scholl College of Podiatric Medicine in Illinois. She completed her residency at Crozer-Keystone Health System. Dr. Le practices at Foot and Ankle Associates, LLP, in Kennett Square.

▶▶ TO FIND A DOCTOR, CALL 800.789.PENN, OR SEARCH ONLINE AT [www.chestercountyhospital.org](http://www.chestercountyhospital.org)

# charitable giving

*“I wish to extend my gratitude to **DR. BERMAN** for taking care of me during my cancer trial. At all times I felt that I was getting the very best care. His concern for me as a person and not just another patient, makes Dr. Berman my Health Care Hero.”*  
Gratefully, Nancy Holman

*“**THE ICU STAFF** nurtured me through a life-threatening illness with kindness and proficiency. Their care-giving was a major factor in my recovery.”*  
Gratefully, Brenda A. Aiken

*“Having cancer upends your life in ways a person can never anticipate. Fortunately having **DR. MICHELE TEDESCHI** as my oncologist makes this experience a lot less stressful. She is thorough, knowledgeable and professional, but more importantly she is kind and caring. I wouldn't want to have anyone else in my corner more than she.”*  
Gratefully, Ellen DiSanti

*“**DR. JANE SUNOO, DR. PAMELA SCOTT** (retired) and **DR. MAUREEN HEWITT** offer and deliver exceptional skills, experience, and care. All three are concerned about the total person in their care and treat the entire patient/client. They are rare finds.”*  
Gratefully, Susan R. Austin, Ph.D.

*“**KARIN NARULA, BSN** is intelligent, caring, knows her business, has a wonderful personality, sense of humor and a great smile. Karin is a keeper!”*  
Gratefully, Mr. and Mrs. John Devries

*“The parents and grandparents will be eternally grateful to **NURSE LORETTA MCANALLY, BSN, RNC-NIC** for her magnificent care of Jimmy and Michael during their stay in the NICU. She was the ultimate professional and most skillful in caring for the boys as well as calming us.”*  
Gratefully, Mr. and Mrs. Dale Bonsall

*“Thank you to the team members in the **HEART CATH LAB** for their dedication to improving a patient's life.”*  
Gratefully, Gabrielle Deane

who's your...  
**HERO?**



EACH SPRING, IN THE SPIRIT OF NATIONAL DOCTORS' DAY AND NATIONAL NURSES' WEEK, we invite our patients and loyal community of donors to make a gift in recognition of the extraordinary care they have received at Chester County Hospital. We ask them to nominate a doctor, nurse or other hospital team member to be their "Health Care Hero."

The responses we receive each year are heartfelt and grateful – celebrating the commitment and compassion that the Chester County Hospital family provides daily to our community.

Approximately 243 Chester County Hospital team members were recognized as Health Care Heroes in 2016 for providing outstanding care and making a difference in a patient or caregiver's life. To acknowledge their inspirational commitment to our hospital, The Chester County Hospital Foundation presents each Hero with a commemorative gift and a copy of the grateful patient's note. The Heroes' reactions are emotional and humble – a true testament to the hospital's special culture of caring.

We are proud of our Health Care Heroes and all our team members who inspire confidence and loyalty in our patients. Their healing touch, compassion, and skill are the key elements of our hospital's patient-centered care.

To make a gift in honor of your Chester County Hospital Health Care Hero, please visit the GIVING section of [ChesterCountyHospital.org](http://ChesterCountyHospital.org), call 610.431.5266, or send a note along with your donation in the enclosed gift envelope.

By Ashley R. Kopp  
Director of Development for Annual Giving and Donor Relations



▲ COAT DRIVE ORGANIZERS DISPLAY A SMALL PORTION OF DONATIONS.



*Winter Warmth shared with our Neighbors...*

Employees & Volunteers donated more than 100 new winter items to those in need

IN THE WORDS OF MARTIN LUTHER KING, JR., "LIFE'S MOST PERSISTENT AND URGENT QUESTION IS, 'WHAT ARE YOU DOING FOR OTHERS?'" This question, and Dr. King's legacy of activism and philanthropy, drives Chester County Hospital to coordinate an annual servant-leadership project to assist those in need each January.

For 2017, the project was Days of Caring, Days of Warmth. Chester County Hospital employees, volunteers and Medical Staff were invited to donate new and unused coats, hats, scarfs and mittens throughout the month of January. "Chester County Hospital is one of the top employers in the county giving us the ability to reach a lot of philanthropic individuals," Jackie Felicetti, Chief Human Resources Officer, explained.

As a result of that outreach, 87 new coats for children, teens and adults were collected. A total of 54 winter weather accessories were also donated. Nancy Canfield, Benefits Coordinator, lead the Days of Caring, Days of Warmth initiative. She said, "I have seen first-hand many children who have already benefitted from these donations. Our employees' and staff's caring actions are making an impact for those with the greatest needs in our community."

The coats and accessories were delivered to United Way of Chester County's partnering agencies. Local case workers within these agencies then distributed the warm coats and winter accessories to those who needed them most.

## Advocates for Organ Donation



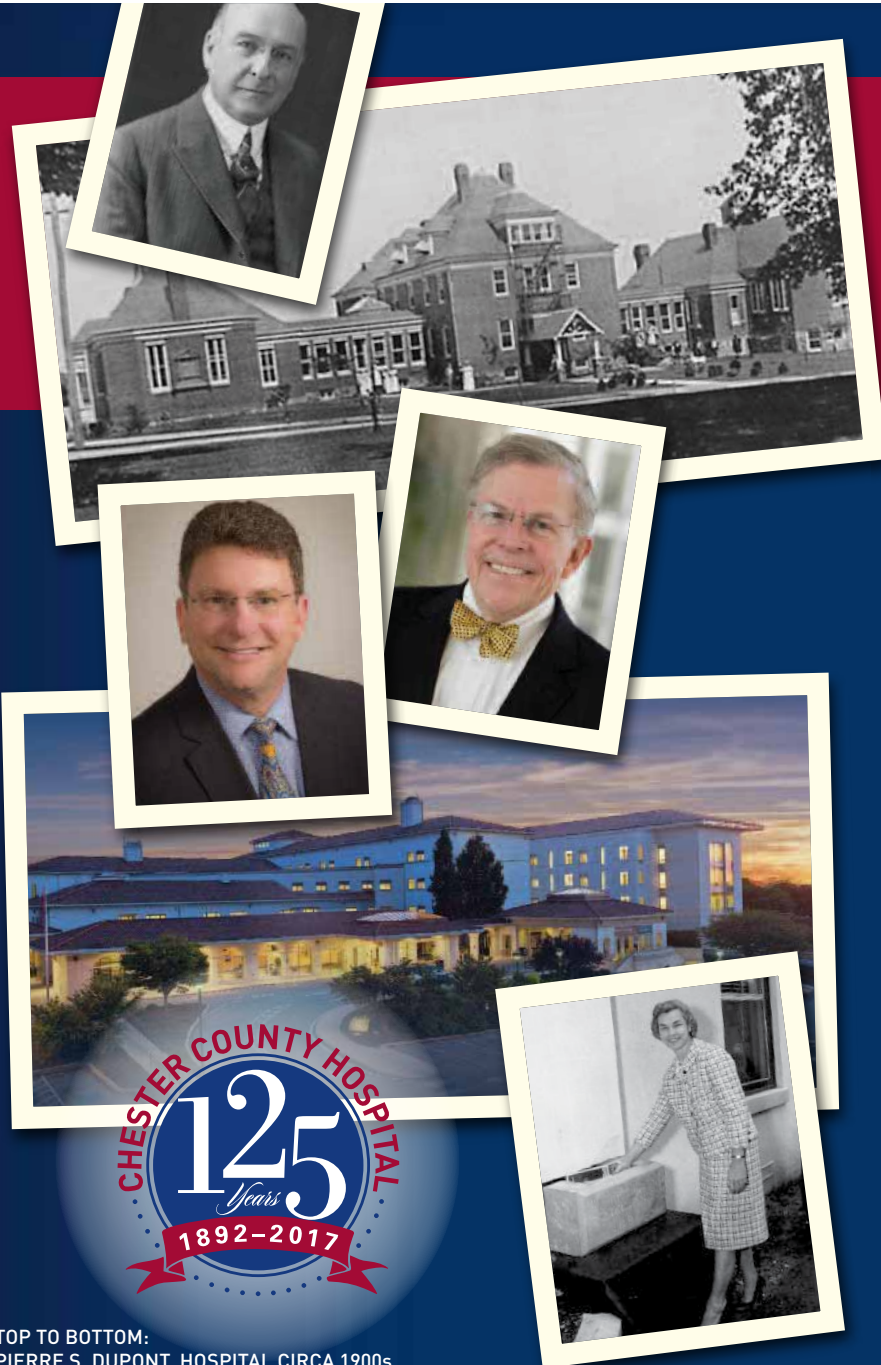
Each day, 22 people in the United States die while waiting for a life-saving organ transplant. Chester County Hospital is pleased to join Gift of Life Donor Program and organ procurement organizations throughout the country to inspire hope, advocacy and passion for National Donate Life Month and beyond. Gift of Life is encouraging individuals to register to become an organ, tissue and cornea donor.

"As a health system, we are uniquely positioned to not only tend to the health of our patients, but to inspire our community to be mindful of wellness in all aspects of life," says Kathy Gorman, the hospital's Senior Vice President for Strategic Planning and Marketing. "The more people we can inspire to become organ donors, the better we can serve our mission to be advocates for the well-being of our entire community."

Individuals are encouraged to talk with family members and friends about registering as a donor. Each organ, tissue and cornea donor can help up to 75 people. To sign up, visit [donors1.org/penn](http://donors1.org/penn).



Call 610.738.2793 to update your mailing information.



# *Celebrating* **125 YEARS** OF SERVICE

**Chartered in 1892 as the county's first hospital,** Chester County Hospital has been serving its growing community for 125 years. Today, our work still honors the spirit of our early founders, while also looking to the future of care for our community. Our vision and values continue to push us toward being the leading provider of care in the region and a national model for quality, service excellence and fiscal stewardship.

**Throughout our 125th anniversary year,** we are acknowledging many of the visionaries, role-models, everyday heroes and champions who have made us what we are today.

To explore our history and read **125 Stories of Chester County Hospital,** as well as learn about the hospital's history, vision and 2017 anniversary events, visit **ChesterCountyHospital.org.**

WE ARE GRATEFUL TO BALLINGER AND LF DRISCOLL,  
CO-LEAD SPONSORS OF OUR 125 ANNIVERSARY CELEBRATIONS

B A L L I N G E R



LF Driscoll

TOP TO BOTTOM:  
PIERRE S. DUPONT, HOSPITAL CIRCA 1900s,  
H.L. PERRY PEPPER, MIKE DUNCAN,  
CHESTER COUNTY HOSPITAL PRESENT DAY, JEAN OAKES

