

Jordan Hospital Receives **OUTSTANDING QUALITY SCORES**

INDEPENDENT DATA NOW PROVES WHAT PLYMOUTH-AREA RESIDENTS KNOW BY EXPERIENCE: JORDAN HOSPITAL PROVIDES TOP-QUALITY PROGRAMS AND SERVICES, DEVELOPED OVER THE HOSPITAL'S 109-YEAR HISTORY OF CARING FOR THE COMMUNITY.



**GOT BACK PAIN?
GET FAST HELP**

SEE STORY ON PAGE 2.

Jordan Hospital has received outstanding patient satisfaction and core measure quality scores from a federal healthcare agency.

What are core measure quality scores? Established by the Center for Medicare and Medicaid, core measures monitor a variety of scientifically researched standards of care that have been shown to improve clinical outcomes for patients. They provide a way to evaluate the quality of care hospitals provide and, where there is room for improvement, help them achieve their quality goals.

Each core measure relates to a particular condition, such as heart attack or pneumonia, and establishes scientifically proven protocols for treatment. "All of these measures are evidence-based—if you follow these protocols, outcomes will be better for patients," shares Jordan Hospital Senior Director of Quality and Safety Deb Sullivan, RN, MS.

"We are justly proud to receive these scores," shares Jordan Hospital President & CEO Peter Holden. "Our core measure quality and patient satisfaction scores prove that patients receive great care at Jordan Hospital every day."

These scores let patients see that Jordan Hospital consistently follows best-practice guidelines. "We are constantly looking for ways to make improvements and monitor our compliance," says Sullivan.

As part of that effort, Jordan Hospital has established a Service Excellence Team that focuses on improving patient satisfaction.



A FEW OF JORDAN HOSPITAL'S RECENT CORE MEASURE QUALITY SCORES ARE:

100% for all acute myocardial infarction (heart attack)

100% for stroke

99% for heart failure

98% for pneumonia

97% for surgical care improvement project

This multidisciplinary team includes senior leadership, directors, managers, physicians and front-line staff from all areas of the hospital.

(continued on page 11)

FOCUS ON PHILANTHROPY

**FESTIVAL OF TREES:
THE ART OF GIVING**

**JORDAN HEALTH FOUNDATION
WELCOMES DR. MARVIN LOPEZ**

**JORDAN HOSPITAL CLUB
DONATES \$200,000**

**LEAVE THE WORLD A BETTER
PLACE WITH YOUR WILL**

AN EXTRAORDINARY GIFT

**BRICK PROGRAM PAVES THE
WAY TO BETTER HEALTH**

**DELICIOUS COLLABORATION
BETWEEN JORDAN HOSPITAL
AND LOCAL RESTAURANTS**

CRITICAL CARE PROJECT UPDATE

GOT BACK PAIN? GET FAST HELP



Back pain can make one's life difficult. Unfortunately, just diagnosing the problem can require multiple appointments and long waits to see specialists.

Now, Jordan Hospital's Spine Care Center introduces a smart solution: a new Fast-Track Service, which streamlines the process of assessing back pain, helping patients get better, faster.

With Fast-Track, a neurosurgical provider team evaluates patients within a week of patients being referred by their primary doctor. Then the Spine Center's multidisciplinary team develops a unique treatment plan that may use chiropractic, physical and occupational therapy, pain management and neurosurgery, according to each patient's back pain profile.

"We saw the long wait times patients were experiencing before their back pain was resolved," explains Ian Paskowski, DC, medical director of the Spine Center. So Spine Center staff put their heads together and asked patients and doctors to share ideas about innovations to improve patient care and convenience. The result of that collaboration was the Fast-Track Service. No more long waits or unnecessary MRIs.

Fast-Track solves problems for patients and doctors alike. "Some primary care providers are uncomfortable treating spine issues, and they order MRIs for their patients," says Neurosurgeon Alan Murphy, MD, of the Spine Center. "Or they might refer the patient directly to a neurosurgeon without any further evaluation, which may or may not be the right next step."

MRIs are expensive and often don't identify the underlying problems causing back pain. And neurosurgeons often have long appointment wait times. "With unnecessary tests, more office visits, scheduling and travel challenges, none of this was putting the patient first," notes Dr. Paskowski. "The patient still feels the pain and becomes even more worried due to the uncertain diagnosis."

The Fast-Track Service defines the care pathway that makes sense for each individual patient and puts providers where they are most efficient in the system. "That means streamlining the diagnostic process and making the neurosurgeon more accessible for those patients that truly need that level of care," Dr. Paskowski explains.

"We've got a built-in mechanism now to identify patients who may have more serious problems, so we can see them immediately. The new system puts patients at the center of the equation, right where they should be."



Our new system to treat back pain puts patients at the center of the equation, right where they should be.

IAN PASKOWSKI, DC
Spine Care Center Medical Director

WWW.JORDANHOSPITAL.ORG/SPINECARE

SPINE CARE FAST-TRACK SERVICE

- 1 Patients are evaluated by a neurosurgical provider team within a week of being referred by their primary doctor.
- 2 The Spine Center's multidisciplinary team develops a unique treatment plan that may use chiropractic, physical and occupational therapy, pain management, and neurosurgery according to each patient's back pain profile.

FRAGILE FOOTPRINTS: COMPASSION IN ACTION

Parenting is a challenge in the best of circumstances, but when a child faces life-threatening illness, families can be stretched to the breaking point. A child needing 24-hour monitoring quickly depletes parents' emotional and financial resources. Surgeries and emergency care are commonplace. Siblings suffer too, wishing parents could come to their ball games or help in their classrooms.

I feel like someone has my back now, and that makes a world of difference for all of us.

JULIE PERKINS, Plymouth, MA

Here's where Fragile Footprints Pediatric Palliative Care program of Jordan Hospital and Cranberry Hospice steps in to provide physical, emotional, social and spiritual support to seriously ill children and their families. The program helps them cope day to day as they face the toughest ordeal of their lives—one that could go on indefinitely.

"Serious illness impacts everything about a child's and family's life," says Deborah Dolaway, Fragile Footprints administrator. "While the child may receive excellent medical care, the social and emotional needs of the family can be invisible."

To help normalize life, a specially trained team of nurses, social workers, pediatricians, and spiritual and complementary care practitioners assesses the family's needs, coordinates care and offers a wide range of services. Fragile Footprints staff and volunteers work together to help families in 48 towns live life to the fullest in the face of a struggle that can be exhausting and isolating. Dolaway shares, "When a family hits a crisis, they know we are there—we are often their first call."

Julie Perkins of Plymouth was skeptical at first. "I just didn't know if I could juggle another thing." Her 3-year-old, Fiona, has multiple life-threatening health problems because of a rare chromosomal disorder and needs constant care. But when Julie learned that Fragile Footprints supports the whole family, she decided to give it a try.

"They asked, 'How can we make your lives easier?'" Julie recalls. "We have good care for Fiona, but I have three other kids, and they miss out on a lot."

Last summer, Fragile Footprints helped the family experience some moments of pure joy that many of us take for granted: It sent the family to a Pawtucket Red Sox game and to a day camp where kids enjoy a petting zoo and crafts while parents get some downtime. "My kids were thrilled!" shares Julie.

Every other week, a Fragile Footprints child life specialist plays with the kids. "The support we've received has been amazing," says Julie. "It's a relief because after three years of fighting for Fiona, I feel beat up and exhausted. I feel like someone has my back now, and that makes a world of difference for all of us."



Fiona Perkins smiles wide with support from Fragile Footprints.



TO MAKE AN ONLINE DONATION TO FRAGILE FOOTPRINTS,
GO TO: WWW.JORDANHOSPITAL.ORG/DONATE

MEDICAL PROGRAM Highlights



Breast Center Responds to National Study

In the October 18, 2011, edition of the *Annals of Internal Medicine*, a research study on screening mammography concluded performing mammograms every other year to reduce the probability of false positive results. The study, "Cumulative Probability of False-Positive Recall or Biopsy Recommendation After 10 Years of Screening Mammography," was funded by the National Cancer Institute. The study also showed that performing mammograms every other year leads to an increase in late-stage diagnosis of breast cancer.

"The purpose of screening mammograms is to discover breast cancer at an early and curable stage. Women then have the potential for less surgery, less radiation, lesser chances of having cancer in their lymph nodes and need for chemotherapy" says Elizabeth Tito, MD, director of the Jordan Hospital Breast Center. Screening every year, as opposed to every other year, decreases deaths from breast cancer. Yearly mammograms decrease mortality by 40 percent, compared with 23 percent for women who have them every other year.

National Recognition for Stroke Care



Jordan Hospital has received the 2011 American Heart Association/American Stroke Association's Get With The Guidelines® Stroke Gold Plus Performance Achievement Award. The award recognizes Jordan Hospital's commitment and success in implementing excellent care for stroke patients, according to evidence-based guidelines. Jordan Hospital achieved 85 percent or higher adherence to all Get With The Guidelines—Stroke Performance Achievement indicators for two or

more consecutive 12-month intervals and achieved 75 percent or higher compliance with six of 10 Get With The Guidelines—Stroke Quality Measures, which are reporting initiatives to measure quality of care.

Jordan OB/GYN & Midwifery Welcomes New Physician



Jordan OB/GYN & Midwifery (JOGM) is pleased to announce that Lara Kingston, MD, has joined the JOGM practice in Plymouth. Her clinical interests include obstetrics, adolescent and adult gynecology, menopause, laparoscopic surgery, cervical dysplasia, colposcopy and abnormal uterine bleeding. To schedule an appointment with her, please contact the Plymouth JOGM office at (508) 830-6116.

Have you ever gone to the doctor's, been given instructions, went home and forgot those instructions?

If so, you are not alone. Of the medical information patients receive, 80 percent is immediately forgotten. And even what you think you remember might not be right—50 percent of all patients do not follow medical instructions correctly.

Jordan Hospital has implemented two initiatives to help sort out the confusion: *Teach Back*, to make sure providers relay important medical information to patients and their caregivers in a clear manner, and *Ask Me 3*, to teach patients to ask the right questions.

Both programs help to ensure that important information is effectively exchanged.

The *Ask Me 3* program recommends patients ask these questions at every medical encounter:

1. What is my main problem?
2. What do I need to do (about the problem)?
3. Why is it important for me to do that?

The *Teach Back* system allows care providers to evaluate a patient's understanding of important information. "Using *Teach Back* standardizes the way we communicate with patients and families about health issues and helps us make sure they understand," shares Melissa Killham, RN, one of two nursing directors leading these initiatives.

Teach Back and ASK ME 3

Better Communication. Better Health.

First Community Hospital to Offer Lung Cancer Screening



The Jordan Hospital Club Cancer Center, in collaboration with the Department of Radiology, launched the first lung cancer screening program at a Massachusetts community hospital. During the screening

period, 81 patients received free computed tomography (CT) scans. The screening strictly followed the guidelines set forth in the recently published, randomized, prospective National Lung Screening Trial, which showed a 20 percent reduction in lung cancer mortality in those patients who were screened with a CT scan compared with those who were screened with a single-view chest X-ray.

"When detected at an early stage, lung cancer is no longer an automatic death sentence," says Marvin J. Lopez, MD, FACS, FRCS, executive director of the Jordan Hospital Club Cancer Center. "The launch of this program and the free screenings are part of the hospital's ongoing commitment to educate the communities we serve about important health-related issues."

Orthopedic Program Hosts Swiss Nurse

Jordan Hospital's award-winning joint replacement program hosted Nicole Zigan, MSN, RN, research assistant at Zurich University of Applied Science in Switzerland. She visited to better understand the patient benefits of the joint replacement program. Zigan learned of Jordan Hospital's program after reading a 2009 article by Pam Almada, MSN, RN B-C, and Robin Archer, BSN, RN B-C, who leads the orthopedic nurse liaison program at Jordan Hospital. The nurse liaison program is a home-visit program where a specialized orthopedic nurse visits patients before and after surgery to help assist with their care.



National Recognition for Prostate Removal Surgery



In December, Jordan Hospital Urologists Craig Gillard, MD, and Ted Morgan, MD, received a Prostatecom quality award from HealthGrades for superior care in prostate removal surgery. The scores confirm why Jordan Hospital ranks sixth in all Massachusetts hospitals for prostate cancer surgery.

A provider introduces new information and then asks the patient to repeat back the information that was given in the patient's own words so the provider can gauge the patient's understanding.

The National Quality Forum, a nonprofit organization that focuses on improving the quality of American healthcare, identifies *Teach Back* as one of the 50 essential "safe practices" to improve healthcare.

"Anyone at Jordan Hospital who interacts with a patient or caregiver is asked to use the *Teach Back* method, and we encourage the *Ask Me 3* questions at Jordan Hospital and during all follow-up visits," shares Elizabeth York, RNC,

co-chair of the Patient and Family Education Committee. Information about the program has been added to the hospital's patient handbook and discharge instructions, and all hospital employees must complete training in the method.

The next time you are at Jordan Hospital or your doctor's office, be on the lookout for signs to help you remember the three questions of *Ask Me 3*.

"Patients who learn about the importance of using *Ask Me 3* will be taking the right steps to improve their health," shares Killham. "That is what we are all working toward."



Philanthropy

AT JORDAN HOSPITAL AND CRANBERRY HOSPICE

Festival of Trees Celebrates the “Art of Giving”

Bruce Davis, an award-winning artist and owner of Vessel Documentation Service in Plymouth, gave his friends pieces of artwork they all cherish.

There are the sculptures Bruce made as gifts for their 50th birthdays, capturing something special about their hobbies, personality or accomplishments. And his unforgettable hand-carved wooden soldiers are the most coveted item each year at the holiday Yankee Swap.

“Bruce was always giving—coaching his sons’ sports teams, donating his art,” shares his long-time friend Karen Bernstein. “He had a way of asking all the right questions and making everyone feel important.” Bruce passed away in December 2010.

Karen and Bruce’s wife, Carmen, participate in the Birthday Buddies, a group that has been meeting regularly for 25 years. When one of the group members lost her husband, the Buddies were so impressed with the support the family received from Cranberry Hospice that they started a tradition of donating a tree to the Festival of Trees each year. That tradition started more than 15 years ago. It was a natural choice for the group to honor Bruce’s creative and generous spirit at the Festival of Trees.

For the tree, named “The Art of Giving,” friends took photographs of Bruce’s art and turned them into ornaments with gold bows. Decorations included an artist’s palette and, of course, wooden soldiers. “The time our friends put in to honor Bruce’s sense of giving was a wonderful tribute,” says Carmen Davis, Bruce’s wife of 36 years. “I can’t tell you how much their thoughts meant to me.”

This was the 22nd annual Festival of Trees hosted by the Friends of Cranberry Hospice. More than 50 trees were festively trimmed by local



The Birthday Buddies celebrate 15 years at the Festival of Trees. Front row, left to right: Joan Halunen (on chair), Kathleen Branigan, Pauline Serkey, Susan Miraglia, MaryLee Roberts, Karen Bernstein, Mary Ann Cashman, Carmen Davis and Linda DiBona. Back row, left to right: Chris Bosanquet, Jason Davis. Not pictured are Birthday Buddies Helen Fila, Susan Gallitano, Lydia Miles and Jan Rushforth.

Photo courtesy of Karen Bernstein

decorators, shops, museums, businesses and individuals with various themes, some in honor of a loved one.

“To date, the Festival of Trees has raised over \$1.7 million to benefit Cranberry Hospice’s Children’s and Teen’s Bereavement Program and direct patient care,” says Festival Coordinator and Friends of Cranberry Hospice Co-president Sue Withington. “It brings the community together and enhances the spirit of giving.”

“I hope Bruce was watching,” shares Carmen. “He really would have enjoyed seeing his friends putting in this effort—‘paying it forward’—and seeing others enjoy his art. To know Bruce’s giving spirit is still giving to those who need it means a lot.”



Tree in memory of Bruce Davis: “The Art of Giving”

Photo courtesy of Karen Bernstein

A Community Effort: Jordan Hospital Club Donates \$200K

Jordan Hospital Club (JHC) members may know how to have fun, but they also know how to get important work done to fulfill their mission of helping Jordan Hospital deliver high-quality care. “The JHC has come a long way since 1906, when it was a small group of women wrapping bandages,” shares JHC President Wendy Reifeiss. “This is a real community effort to support our hospital, and it’s successful because we’re enthusiastic about having fun together and improving our community’s health.”

At its annual meeting this past November, JHC members celebrated another successful year and presented Jordan Hospital President and CEO Peter Holden with a \$200,000 check to support hospital programs.

This year, JHC funds supported nursing scholarships, The Emergency Department Teddy Bear Fund, Hibiclens cleanse kits, The Jordan Hospital Club Cancer Center, The Cardiac Rehab Center, the BirthPlace and other critical hospital programs.



The Jordan Hospital Club presents Jordan Hospital President and CEO Peter Holden with a check for \$200,000 at its annual luncheon.

The \$200,000 check represents combined funds JHC has raised at all its events throughout the year. Some of this year’s fundraisers included the Polar Plunge, the Kayla’s Beat Goes On Road Race, and The Duxbury Lawn Party. Other ongoing initiatives, such as the JHC Gift Shop, also support hospital programs.

“We’re all volunteers, so all funds go right to where they are most needed at the hospital,” Reifeiss adds. “It’s an incredible feeling—knowing our efforts are really making a difference.”

Information about JHC fundraising events and sponsorship opportunities is available at www.jhclub.org.



Marvin Lopez, MD, FACS, FRCS

JORDAN HEALTH FOUNDATION Welcomes New Trustee

Marvin Lopez, MD, FACS, FRCS, executive director of Jordan Hospital Cancer Services, has joined the Jordan Health Foundation Board. “We look forward to working with Dr. Lopez in the capacity of trustee,” says Cindy Outhouse, the foundation’s president. “He brings a wealth of knowledge and experience with philanthropy and is enthusiastically committed to helping us advance our program.”

An internationally renowned cancer and breast surgeon, Dr. Lopez joined Jordan Hospital’s surgical staff early in 2011. Just prior, Dr. Lopez served as the Chair of Surgery at St. Elizabeth’s Medical Center in Brighton, Ma. He is also a professor of surgery at Tufts University School of Medicine in Boston.

Dr. Lopez is board certified and specializes in general surgical oncology and breast surgery.

He offers patients comprehensive, state-of-the-art cancer care including diagnosis, treatment and support services for breast, thyroid, melanoma, sarcomas and gastrointestinal cancers.

In addition to Dr. Lopez’s surgical skills, he has authored more than 100 publications on breast cancer and exenterative pelvic surgery and has given more than 250 presentations nationally and internationally. Dr. Lopez is a Fellow of the American College of Surgeons, Surveyor for the Commission on Cancer and a Fellow with the Society of Surgical Oncology.

The entire Jordan Hospital community extends its heartfelt thanks to its Foundation Trustees for serving as advocates and stewards of donor funds and for partnering with staff to foster meaningful relationships with donors.

You Can Leave the World a Better Place— With Your Will, There's a Way

Jordan Hospital and Cranberry Hospice

continually look for ways to fund and improve the quality of care and service delivery to patients. This means keeping up with the rapid advances in diagnosis and treatment technology, patient comfort measures, and recruiting the best and the brightest healthcare professionals.

Pursuing excellence in patient care is made possible, in part, by generous individuals through their donations and bequests. A bequest to Jordan Hospital or Cranberry Hospice, whether large or modest, is a living gift, a lasting and meaningful one to current and future generations.

Bequests left to Jordan Hospital or Cranberry Hospice allow the organizations to:

- Provide the best possible care to patients when they need it most, from premature babies to the elderly and cancer patients
- Help refurbish and/or rebuild facilities and acquire ever-advancing technology and medical equipment

- Find ways to better understand, prevent and treat life-threatening illnesses by supporting continuing education for our community's healthcare professionals

Many options are open to you:

- Consider leaving a specific amount of money or a percentage of your estate.
- Make Jordan Hospital or Cranberry Hospice a residual beneficiary of your estate, once you have provided for your loved ones.
- Establish a permanent memorial fund—an endowed fund—in your will to benefit Jordan Hospital or Cranberry Hospice. The hospital invests the principal (initial bequest amount), and the annual income will be used to benefit the service or program you designate. As an endowed memorial fund, your bequest becomes a gift that lasts and gives forever.
- Nominate Jordan Hospital as a beneficiary of your life insurance policy.



The "Daisy Bench" in the Cranberry Hospice Garden of Hope.

For more information about bequests or if you would like to discuss how best to direct your legacy gift, please contact Judith Lage-Margalejo at the Philanthropy Office at (781) 934-9463 or jmargalejo@jordanhospital.org. We strongly recommend seeking legal advice when drawing up your will.

AN EXTRAORDINARY GIFT



Richard M Shiff, OD

Jordan Hospital is honored that longtime, much-missed friend and benefactor Richard M. Shiff, OD, chose to make a generous bequest of \$350,000 in his will to help ensure the future quality of patient care at Jordan Hospital.

Dr. Shiff was always concerned with and supportive of the availability and delivery of high-quality medical care in his community. He established the Helen L. Shiff Endowed Memorial Fund at Jordan Hospital in 1974, when his only beloved sister passed away.

With Dr. Shiff's bequest to Jordan Hospital, he established the Dr. Richard M. Shiff and Helen L. Shiff Memorial Fund, a permanent, endowed fund. The fund income enhances patient care and

hospice services, upgrades or acquires major hospital equipment, renovates any unit for specialized care, or helps fund whatever is needed to deliver exceptional care to patients.

A retired Plymouth and Duxbury optometrist who was long active and supportive in community affairs, Dr. Shiff passed away on December 14, 2010, at age 93. "Dr. Shiff was a quiet, elegant gentleman and a much-loved member of the Jordan Hospital family," shares Cindy Outhouse, vice president of Philanthropy. "We will always be grateful for his gift to help secure the future of care at Jordan Hospital and across the communities we serve."

Paving the Way to Better Health, One Brick at a Time

Since 1903, Jordan Hospital has been a reflection of the caring community it serves. The hospital's Commemorative Brick Program continues that tradition by offering you the opportunity to add your name or that of a loved one to Jordan Hospital's brick gardens.

Since 2005, these gardens have featured beautiful shrubs and trees, fragrant flowers, statuary, quiet seating areas, pathways, and soft lighting. Located at the main entrance to Jordan Hospital, they provide a restorative environment for patients, families, visitors and staff, promoting beauty and wellness in moments of peaceful reflection.

Come and Walk With Us...

Located at the main entrance to Jordan Hospital, the *Walkway of Friends* is a place where you can make a personal tribute gift to honor a loved one while supporting Jordan Hospital's services and beautifying its campus. Celebrating a special occasion such as a birthday, graduation, wedding or anniversary; in honor of Mother's Day, Father's Day, or Doctor's Day; memorializing a special friend or loved one—the reasons to place a brick are countless.

A Special Gift for That Special Child

Celebrate the life of your new baby or another special child in your life by having a brick engraved with a personal message or commemorative date. The inspirational messages on these bricks are a lasting and meaningful way for parents, grandparents, family members and friends to express the joy children bring to their lives.



Visit the Cranberry Hospice Garden of Hope

Designed to be an oasis and a sanctuary for rest and reflection, the Garden of Hope is a celebration of life and a memorial to honor loved ones who have touched you. Beautifully landscaped with a rare assortment of plantings, the Garden's *Walkway of Remembrance* is paved with engraved bricks in tribute to family and friends—a meaningful and enduring way for you to provide support for Cranberry Hospice & Palliative Care while honoring and remembering someone special.

A gift or pledge of \$500 to Jordan Hospital or Cranberry Hospice reserves your brick for engraving and placement. Personalized bricks are installed several times throughout the year. For a brick reservation form or more information, contact Sara Matthews in the Philanthropy Office at (508) 830-2420 or smatthews@jordanhospital.org.

A Delicious Collaboration Between JORDAN HOSPITAL AND LOCAL RESTAURANTS



“Mamma Mia’s serves and cares about its neighbors.”

MIKE DIBONA,
Mamma Mia’s District Manager

IN PARTNERSHIP. It began with the idea from one of Jordan Hospital’s Business Partner Committee members, Susan Fitzgerald of Sign-A-Rama in Kingston. She wanted to develop a program that would:

- Showcase local restaurants
- Promote healthy eating
- Provide a charitable benefit for Jordan Hospital

Over the summer of 2011, Mamma Mia’s of Carver was the first to participate in the *Healthy You!* program, featuring its Haddock Italia dish and donating a portion of the proceeds to Jordan Hospital.



**HEALTHY
YOU!**

“As a local business and family chain,” says the restaurant’s district

manager, Mike DiBona, “Mamma Mia’s serves and cares about its neighbors. Our partnership with Jordan Hospital raises awareness for the importance of healthy eating while raising funds that benefit us all.” Last fall, Mamma Mia’s restaurant in Plymouth joined the *Healthy You!* program as well.

“We are very grateful to Mike DiBona for helping us launch this program,” notes Cindy Outhouse, vice president of Philanthropy at Jordan Health Systems. “Susan Fitzgerald and our entire Business Partner Committee are working with us to engage area restaurants in the program. *Healthy You!* is good for everyone and is very much in keeping with Jordan Hospital’s focus on promoting a healthy community.”

Local restaurants are invited to participate. For more information on the *Healthy You!* program and the many ways to partner with Jordan Hospital for the community’s health, please contact the Jordan Hospital Philanthropy Office at (508) 830-2420 or email couthouse@jhsi.org.

Critical Care...Critical Choices: Project Update

Medical science and technology continually evolve, changing the way medicine is practiced at healthcare institutions, including at Jordan Hospital. Ensuring that each patient receives the highest level of care in the optimal setting often means addressing the physical and equipment limitations of existing facilities. Jordan Hospital has undertaken a \$500,000 renovation and refurbishment of the Samuel S. Dennis 3rd and Lillian W. Dennis Critical Care Center, where the hospital cares for its most seriously ill patients, including cardiac, respiratory, surgical, cancer and stroke patients.

The \$500,000 price tag for upgrading the Critical Care Center includes:

- Thirteen new Critical Care patient beds with improved access and flexible positioning for better medical assessment, treatment and patient comfort at \$26,215 each
- Three ventilators with advanced monitoring capabilities and flexible placement at \$32,881 each
- Renovating and refurbishing the Family & Visitors Suite and the private Family Consult Room
- Converting and equipping existing space at The Critical Care Learning Center for the development and ongoing training of critical care teams

“We are both humbled and grateful to announce the receipt of an extraordinary gift of \$250,000 from Patrick and Barbara Roche of Marshfield to launch our fundraising initiative,” reports Jordan Hospital Intensivist John Wengryn, MD. The Roches are longtime friends of Jordan Hospital who always respond when the hospital needs support. They hope their gift will inspire others to join in helping raise the funds needed to complete this project.

“Mr. and Mrs. Roche know we rely on our partnership with our community to help us implement the latest advances and provide the best care,” shares Jordan Hospital Intensivist John Wengryn, MD. “This help makes all the difference for our patients.”



PLEASE JOIN THE ROCHEs, AND HELP JORDAN HOSPITAL MEET THIS CRITICAL NEED.

Philanthropic support from friends across the communities that Jordan Hospital serves helps ensure the hospital has the resources necessary to upgrade and sustain its Critical Care program. To date, \$300,000 has been raised for this project. If you can make a gift, large or modest, to help meet these needs, please call the Philanthropy Office at (508) 830-2420. For online giving, please visit www.jordanhospital.org/donate.

Jordan Hospital Receives OUTSTANDING QUALITY SCORES

(continued from cover)

Patients are surveyed on communication with and responsiveness of hospital staff, noise levels, cleanliness of surroundings, and medication and discharge information.



Jordan Hospital nurses signed the Service Excellence pledge, a commitment to providing the highest quality care and best experience for patients.

Successful initiatives that have developed out of Service Excellence Team meetings include:

- Sharing stories of patient experiences that inspired staff
- Installing whiteboards to facilitate communication with families
- Having senior leaders make rounds to check in with patients and staff
- Raising awareness of noise levels to foster a peaceful care environment
- Reviewing patient feedback and creating recognition programs to encourage outstanding care

Recent survey results show these efforts have had a positive impact on patient care. In nine of the 10 areas examined, Jordan Hospital's patient satisfaction scores improved—and in those nine areas, Jordan Hospital outscored comparable hospitals across New England in patient satisfaction.

"We will not rest on these laurels," says Holden. "Process improvement is a way of life for our hospital and a core element of our culture."

JORDAN HOSPITAL AND CRANBERRY HOSPICE 2012 Events

SAVE THE DATE

Score for a Cure Women's Soccer Tournament

Saturday, March 31 &
Sunday, April 1, 2012

JunglePlex
Plymouth, MA

To benefit Jordan Hospital's
Breast Center
www.scoreforacure.com

Cranberry Hospice "Spring Into Fashion" Show

Thursday, April 26, 2012
Indian Pond Country Club, Kingston
Tickets \$50

Jordan Hospital Breast Center Mother's Day Program

Saturday, May 12, 2012
The Riverside
Middleboro, MA

2nd Annual Zipper Open

Saturday, May 19, 2012
Southers Marsh Golf Club
Plymouth, MA
Contact Will Stearns at
(508) 830-3535

To benefit Cardiac Rehabilitation
Services at Jordan Hospital

WOW (Women Owning Wellness) at White Cliffs Golf, Tennis, Wellness Seminars and Healthy Living Fair

Monday, May 21, 2012
White Cliffs Country Club
To benefit Jordan Hospital

Jordan Hospital Club's Lawn Party

Friday, June 15, 2012
Duxbury, MA
www.jhclub.org

15th Annual Cranberry Hospice Golf Tournament

Thursday, June 21, 2012
Plymouth Country Club
Golfer fee: \$175

Jordan Hospital Golf Classic

Monday, August 6, 2012
Indian Pond Country Club, Kingston
Golfer fee: \$250
To benefit the BirthPlace
at Jordan Hospital

For information on any upcoming event, please contact Shannon-Rose Malone at (508) 830-2095 or srmalone@jordanhospital.org.



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A LOOK BACK...



On December 19, 1903, Jordan Hospital opened its doors to care for its first patients. Jordan Hospital was founded by Eben Jordan of Boston's Jordan Marsh department store, who was a summer resident of Plymouth.

what's inside

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Stay connected to your friends at Jordan Hospital through Facebook® at www.facebook.com/JordanHospital