WINDOWS TO YOUR HEALTH

YOUR SOURCE FOR HEALTH INFORMATION

Wentworth-Douglass Hospital
THE SEACOAST'S LEADING MEDICAL CENTER

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FALL 2011

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Hannaford Awards $250,000 to Support New Special Care Nursery

The Hannaford Charitable Foundation awarded Wentworth-Douglass Hospital (WDH) the largest private gift in the history of the Wentworth-Douglass Hospital & Health Foundation. Hannaford's gift of $250,000 over five years will support the multi-level nursery in the new WDH Women & Children's Center opening in early 2013. In honor of this significant gift, the nursery will be named the Hannaford Special Care Nursery at Wentworth-Douglass Hospital.

According to Donna Boyce, charitable giving specialist at the Hannaford Charitable Foundation, Hannaford awards grants for initiatives that have long-lasting benefits to communities and fill a significant need. Over the past years, a number of New Hampshire hospitals have closed their birth centers, creating a critical need for obstetric and newborn care facilities. Seacoast community birth rates

(continued on next page)

WDH EMERGENCY

Where We're Open and Ready to Care.

While the city sleeps the ER is open. When blizzards turn roads into crash scenes, the ER is open. When hearts stop, appendices burst, arms break, cuts bleed and brains stroke, the ER is open. When children screech, parents cry, friends worry and families pray, the ER at Wentworth-Douglass Hospital is open and ready to care.

No day is the same as the day before. On very busy "surge" days, patients arrive every 8 to 12 minutes with everything from minor ailments to life-threatening injuries and illnesses.

Working in the ER is a challenge and a reward. Emergency Nurse Manager Stacey Savage, RN, says it can be the best and the worst place to work all at the same time. "We're exposed to horrible things every single day – no human should see a child die or watch a young man suffer severe pain from cancer," Savage explained. "It's hard to go home and walk away some days. You never know what to expect. It's different every moment. You can amaze yourself – we're saving lives everyday."

The speed and unexpected nature of the ER creates a rapid yet fluid response. Savage said "It's almost like choreographing a dance. Everyone knows their part and the faster the pace the more we seem to move together. I think our nurses, docs and the entire team stand out from any other hospital. They're really exceptional."

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A Message from Greg Walker

Gregory Walker, FACHE
WDH President & CEO

The $10 million in State Medicaid cuts affecting the Wentworth-Douglass Health System (WDHS) created an unexpected and unprecedented challenge. The cuts were difficult and affected all employees in some way. In past years the Hospital has been able to absorb smaller cuts and uncertain economies with minor changes and program suspensions. This year the State's actions forced a heavy burden on our Hospital and all NH's hospitals. Through no fault of their own, 37 people lost their jobs and nine employees had hours reduced due to the State's inability to create a budget without harming hospitals and healthcare employees.

The reductions were very difficult for the individuals involved and our community also lost the support of a generous hospital able to go beyond its core mission to donate to multiple community projects, fund charity care at high levels and offer free programs that added a higher dimension of service.

While the Hospital reduced staffing and some services across the Health System, President Walker said, "We did not eliminate the programs we felt were so vital to our most vulnerable populations and partially supported through charitable donations."

Those programs include the Wentworth-Douglass Community Dental Center and the Medication Bridge program. In addition, the Children & Family Grief Counseling Program was transitioned to a hospital-based program under the direction of Social Work Services. The Care-Van free patient transportation program was not changed.

OTHER PROGRAM CHANGES INCLUDED:

- Community donations reduced by 50%
- Charity Care reduced from 300% to 200% of the Federal Poverty Level
- Greeter Program staffing reduced by 33%
- Hyperbaric Oxygen (HBO) Program eliminated
- Integrative Massage and Reiki Services reduced by 50%
- Parking Lot Shuttle Service eliminated

We regret the impact these changes will have on our people and our community. However, we are confident we can work together on stronger, more efficient systems to continue our steadfast commitment to excellence and high quality patient care.

Hannaford Awards $250,000 to Support New Special Care Nursery

(continued from front page)

are some of the highest in NH and WDH has led local hospitals in the number of births for several years.

At the heart of the Hospital's new addition is a state-of-the-art Women & Children's Center that will house the Hannaford Special Care Nursery. "It is a great example of the kind of healthcare projects of lasting value that the Hannaford Charitable Foundation works to support," said Boyce.

The Hannaford Special Care Nursery's family-centered model of care will facilitate bonding and attachment between parents and newborns, and prepare the family for the transition to home. Designed for multiple levels of care, the Nursery will feature a five-bed, well-baby area for newborns rooming-in with mom most of the time, a stabilization care area for infants awaiting transfer to or from a neonatal intensive care unit, and an eight-bed special care area for preterm or other babies having difficulty transitioning to life outside the womb. Four private special care rooms are equipped with state-of-the-art monitoring systems, radiant warmers, bassinets and a day bed for parents to stay with their baby. A specially-designed family suite with kitchen and laundry facilities will offer private space for the family's comfort while staying with their baby for as long as is needed to stabilize the infant for transition to home.

According to Karen MacDonald, RN, Nurse Director for Maternal and Child Services at WDH, all of the staff of Women & Children's are really excited about the Hannaford Special Care Nursery. "The Hannaford organization understands families are best served in a center that supports the privacy parents need to get to know their infants," said MacDonald. "This is especially important for high-risk infants."

In November 2010, representatives from Hannaford Charitable Foundation and Hannaford Brothers Supermarkets visited WDH and were impressed with the caring staff, commitment to the community, state-of-the-art-facilities and the Hospital's vision for the future. Hannaford's contribution is a generous commitment to the future of Wentworth-Douglass Hospital and the Seacoast and a tribute to what can be accomplished by a successful organization that puts community first.

The Hannaford Charitable Foundation is the charitable giving arm of Hannaford Supermarkets of Scarborough, Maine. The Hannaford Foundation provided $1.3 million in grants in 2010 to 130 non-profit organizations that serve communities where Hannaford Supermarkets does business and where its associates live. Hannaford Supermarkets operates 178 stores in Maine, New Hampshire, Vermont, New York and Massachusetts.

Wentworth-Douglass Hospital & Health Foundation 4-story Addition Naming Opportunities

NAMING OPPORTUNITY	NAMING AMOUNT	CURRENT DONORS
Fourth Floor—Med-Surg		
Patient Room (32)	$10,000 each	
Staff Lounge	$10,000	
Third Floor—Med-Surg with Joint Center		
Joint Center Joint Camp Exercise Room	$25,000	Seacoast Orthopedics & Sports Medicine
Patient Room (32)	$10,000 each	
Second Floor—Women & Children's Center		
Women & Children's Center	$1,000,000	
Emergency C-Section OR	$500,000	
Entire Level II Neonatal Nursery	$250,000	Hannaford Charitable Foundation
Pedi-Room (3)	$15,000 each	
LDRP/Post-Partum/Test Room (21)	$15,000 each	
Family Education Conference Room	$30,000	Donation Pending
Pediatric Family Playroom	$75,000	Wilson Family
Pedi-Exam Room	$10,000	
First Floor		
WDH Education Center	$1,000,000	
Auditorium 1	$75,000	Donation Pending
Auditorium 2	$75,000	
Auditorium 3	$75,000	
Auditorium 4	$75,000	
Resource Center	$100,000	
Conference Room A	$25,000	
Conference Room B	$25,000	
Conference Room C	$25,000	
Conference Room D	$25,000	

For more information on Naming Opportunities, please call the Wentworth-Douglass Hospital & Health Foundation at (603) 740-2687.

U.S. NEWS RANKS WENTWORTH-DOUGLASS HOSPITAL AS ONE OF THE BEST REGIONAL HOSPITALS IN THE BOSTON METRO AREA

22nd annual rankings recognize hospitals in 94 metro areas and 16 specialties

Wentworth-Douglass Hospital has been ranked #16 in the category of Nephrology in the Boston Metro Area in U.S. News Media & World Report's 2011-12 Best Hospital rankings. The latest rankings showcase 720 hospitals out of about 5,000 hospitals nationwide. Each is ranked among the country's top hospitals in at least one medical specialty and/or ranked among the best hospitals in its metro area.

According to Wentworth-Douglass Hospital President & CEO Gregory Walker this is the second consecutive period Wentworth-Douglass Hospital has been ranked as a Best Regional Hospital in the Boston Metro Area. "This ranking recognizes the contributions of all our caregivers who provide high quality care everyday for patients in our community," Walker said. "We are honored to be listed among the other distinguished healthcare institutions in the Boston area."

Covering 94 metro areas in the U.S., the regional hospital rankings complement the national rankings by including hospitals with solid performance nearly at the level of nationally ranked institutions. Hard numbers stand behind the rankings — death rates, patient safety, advanced technology, patient care resources and high patient satisfaction scores compared to state and national scores.

Wentworth-Douglass Hospital was recognized as Best Regional Hospital in the category of Ear, Nose and Throat in the U.S. News Media & World Report 2010-11 listing.

We want your feedback

We would like to hear from our inpatients. If you were a patient that stayed overnight in the hospital within the last year, please join us for an evening of discussion. We will be discussing discharge planning, nursing, physician care and the impact of recent construction on the patient experience. There will also be an open Q & A session. A buffet dinner will be provided. To register for a date, please call Community Relations at Wentworth-Douglass Hospital at (603) 740-2818.

DATES:
Tuesday, October 11 from 5 – 7 p.m.
Monday, October 17 from 5 – 7 p.m.

LOCATION:
Ann Torr Conference Room at Wentworth-Douglass Hospital (4th floor).

P.E.T. PROGRAM HELPS PEDIATRIC PATIENTS MAINTAIN CONTINENCE

P.E.T. patient Lilian Kohl, 9, left, hangs around at home with her family (from left to right) Charlotte, 13, David, 7, their mother Ann, Isaac, 5 and Clara 11.

At age 8, Lilian Kohl was diagnosed with "giggle incontinence." She was having trouble with one of the most important parts of being a child - she would lose urine when she laughed. Lilian's pediatrician referred her to CHaD at Wentworth-Douglass Hospital (CHaD at WDH) to see a pediatric urology specialist.

CHaD at WDH, a Children's Center for Specialty Medicine, offers services like pediatric urologists that Lilian needed, through a collaboration with pediatric specialists from Children's Hospital at Dartmouth and Wentworth-Douglass Hospital. Lilian and her mother Ann Kohl met with Mary Gheen, APRN who diagnosed Lilian with "giggle incontinence."

"It was encouraging to find out this was a real condition with treatment options," said Ann. "We found out she was also retaining a lot of urine when she thought she didn't have to go to the bathroom anymore."

After working on bladder retraining and some support with medication, Lilian was referred for testing and Biofeedback Therapy, a technique that can help patients gain awareness and control of pelvic floor muscles. The pelvic floor refers to a group of muscles that line the bottom of the pelvis and are important for controlling continence.

Luckily for Lilian, and her family, the Pediatric Elimination Therapy (P.E.T.) Program opened at Wentworth-Douglass Hospital's Rehabilitation Services Department just in time for Lilian's treatments to start. Lilian lives in Hampton with her parents, Ann and Waldemar, her four siblings and a house full of fun-loving pets.

"You'd do anything you can for your child but having the convenience of a local program really makes it a little less stressful for the whole family," said Ann. "I was so thrilled that we would not have to go all the way to Manchester because Lilian goes to school in Dover."

Lilian, now 9, says she was a little nervous going to P.E.T. at first but after starting she felt much better. "It's helped me a lot," said Lilian. "Before, whenever I'd have an accident, it was a big one and now they're really small."

WDH Therapy Program Specialist Leslie M. Parker, MPT, CDT, sees the progress Lilian has made and is confident in the effectiveness of the P.E.T. Program. "I am certain Lilian will be symptom free within the next few sessions," said Leslie.

"I've seen real improvement," said Ann. "The staff are great. Leslie will look at Lilian's charts and adapt the program for her."

Ann is proud of her daughter and all the work she has put into the process. "She's been a real trooper," said Ann. "She has to chart every day and she puts in the work. She's been great at being open and honest and realizing this is a real medical problem and she is not alone, other children have it."

Part of Lilian's P.E.T. is Biofeedback with video games. Lilian enjoys the games where she has to use her pelvic floor muscles to control a dolphin and fish swimming through water and another where she's the fairy and has to capture bees by squeezing her muscles. Lilian said the games make her feel a little less like she's in a doctor's office or at the hospital.

P.E.T. is a program offered by Wentworth-Douglass Hospital's Rehabilitation Services Department in collaboration with CHaD at WDH pediatric urology specialists. For more information on the P.E.T. Program, please call the WDH Rehabilitation Services Department at (603) 740-2101. For more information about CHaD at WDH, please call (603) 740-2366.

P.E.T is the Seacoast's premiere pediatric bladder and bowel program, developed by WDH Physical Therapy Program Specialist Leslie M. Parker, MPT, CDT. It is a non-invasive pelvic floor muscle evaluation and treatment program for pediatric bladder and bowel dysfunctions, offered to children six years and older with a goal of restoring and maintaining continence.

P.E.T. Physical Therapy Specialists work with the child's urology specialist and primary care providers to treat common problems such as:

- frequent urination
- urgent urination
- urinary retention
- daytime or night wetting
- constipation
- stool soiling
- recurrent urinary tract infections

For more information, please call the WDH Rehabilitation Services Department at (603) 740-2101.

South Berwick Physician and Hospital Donation help save Honduran child

One of the last things Shirley Frederick, MD did before leaving on a medical mission to Honduras was to pick up a small package of supplies and medications donated by Wentworth-Douglass Hospital (WDH) for her trip. Little did she know just how important the medications would be for a four-year-old boy. "If it wasn't for donated Rocephin and Solu-medrol from WDH," Dr. Frederick emailed, "I'm not sure if we could have been so successful in resuscitating that young child. Thank you, thank you for your assistance in the trip!"

The following is an excerpt from a letter Dr. Frederick wrote to the organizer of the trip to Honduras about her last night there.

"Around 3:30 or 4 am I woke hearing Bob holler "A dead baby?" I was out of bed in a flash just a few seconds before he was pounding on our door. The whole group got up to a 4 yr. old unconscious child with what looked to be agonal breathing. He was in grave danger. As things sometimes work out (with help from above I am sure) we had everything we needed. Lin pulled her inhaler out of her pocket and he got his first dose of albuterol while someone ran for an epipen (we didn't use). Joan had miraculously brought a battery powered nebulizer and got that going. Of course everything was packed but I had brought IM Solu-Medrol and Rocephin. I told the guys which box to look for and Max and Tim climbed through the cage wrestling the correct one down. Someone guessed his weight, Juliana and Chelsea dug through my luggage to get nebulized prednisone (that I had brought from my daughters asthma supply) to use next as his lungs were opening up. I was looking up the dose of meds when we realized we had no sterile diluent to mix the powder with.....lidocaine!! Mary had commented earlier that the crash box was pathetic with the exception of lots of lidocaine! Someone charged off to find that. Vicki then mixed meds. The interpreters calmed down the parents explaining everything as the boy started to come to and cry. (He will probably now have nightmares of gringos with headlamps poking him with loud machines and needles). Mary gave the two shots... and then the teenagers came up with a small toy (a football) to help calm him down. We watched him carefully until well after sun up.... he left a smiling boy, breathing fine, clutching his football with 2 or 3 emergency inhalers and a lot of education.... What a great team!!!"

Dr. Frederick, Dept. Chief of Family Practice Medicine, is part of another great team of caregivers at South Berwick Family Practice in South Berwick, Maine.

Meet Our New Healthcare Providers

Dennis Dean, CRNA
Atlantic Anesthesia, PA
Wentworth-Douglass Hospital
789 Central Ave.
Dover, NH 03820
(603) 740-2651

Board Certification: Nurse Anesthetist, American Association of Nurse Anesthetists

Colleen Lynch, APRN
Hilltop Family Practice
85 Main St.
Somersworth, NH 03878
(603) 692-6676

Board Certification: APRN, American Academy of Nurse Practitioners

Timothy Haley, DO
Seacoast Emergency Physicians
Wentworth-Douglass Hospital
789 Central Ave.
Dover, NH 03820
(603) 742-5252

Degree: DO, University of New England College of Osteopathic Medicine
Residency: Family Medicine, Eastern Maine Medical Center
Board Certification: Emergency Medicine, American College of Osteopathic Emergency Physicians and Family Medicine, American Board of Family Medicine

Brian Hyett, MD
Gastroenterology Professional Association
330 Borthwick Ave., Suite 311
Portsmouth, NH 03801
(603) 433-2488

Degree: MD, University of Massachusetts Medical School
Internship/Residency: Internal Medicine, Beth Israel Deaconess Medical Center
Fellowship: Gastroenterology, Brigham and Women's Hospital
Board Certification: Internal Medicine, American Board of Internal Medicine

Jeffrey Schoengold, MD
Seacoast Emergency Physicians
Wentworth-Douglass Hospital
789 Central Ave.
Dover, NH 03820
(603) 742-5252

Degree: MD, Georgetown University School of Medicine
Residency: Emergency Medicine, Maine Medical Center

Ryan Johnson, MD
Dover Pediatrics
17 Old Rollinsford Rd., Suite 5
Dover, NH 03820
(603) 742-4048

Degree: MD, Wake Forest University School of Medicine
Residency: Pediatrics, Dartmouth-Hitchcock Medical Center

Alexander Ortiz, MD
Seacoast Emergency Physicians
Wentworth-Douglass Hospital
789 Central Ave.
Dover, NH 03820
(603) 742-5252

Degree: MD, SUNY State University of New York – Stony Brook School of Medicine
Residency: Emergency Medicine, SUNY Health Science Center – Stony Brook

Sean Lynch, MD
Gastroenterology Professional Association
21 Clark Way
Somersworth, NH 03878
(603) 692-2228

Degree: MD, Cornell University Medical College
Internship/Residency: Internal Medicine, Beth Israel Deaconess Medical Center
Fellowship: Gastroenterology, Wake Forest University Baptist Medical Center
Board Certification: Internal Medicine, American Board of Internal Medicine

Sucharit Joshi, MD
Seacoast Kidney & Hypertension Specialists
330 Borthwick Ave., Suite 100
Portsmouth, NH 03801
(603) 436-3433

Degree: MD, Mount Sinai School of Medicine
Internship/Residency: Internal Medicine, The University of Michigan Hospital
Fellowship: Nephrology, Beth Israel Deaconess Medical Center
Board Certification: Internal Medicine, American Board of Internal Medicine

Shilpa Lamba, MD
Manchester Urology Associates at Dover
10 Members Way, Suite 402
Dover, NH 03820
(603) 742-1444

Degree: MD, Baylor College of Medicine
Residency: Urology and General Surgery, UMDNJ Robert Wood Johnson Medical Center

Peter Hedberg, MD
Seacoast General Surgery, P.C.
750 Central Ave., Suite N
Dover, NH 03820
(603) 749-2266

Degree: MD, University of Arizona College of Medicine
Internship/Residency: General Surgery, Massachusetts General Hospital
Board Certification: General Surgery, American Board of Surgery

For more information visit
www.wdhospital.com

Know Your Stats
About Prostate Cancer

The American Urological Association Foundation and the National Football League want you to *Know Your Stats* about prostate cancer. So all men over 40 should talk with their doctors about their PSA (prostate-specific antigen) score and get regular physical exams.

Attend a Free Prostate Cancer Q&A (Sept. 27)
Attend a Free Prostate Cancer Screening (Sept. 28)

Prostate Cancer Q & A
Tues., Sept. 27, *5:30 - 7 p.m.*
Wentworth-Douglass Hospital
Ann Torr Conference Room, 4th Floor
789 Central Ave.
Dover, NH 03820

Prostate Cancer Screening
Wed., Sept. 28, *5:30 - 7 p.m.*
Wentworth-Douglass Hospital
Seacoast Cancer Center
789 Central Ave.
Dover, NH 03820

Wentworth-Douglass Hospital
THE SEACOAST'S LEADING MEDICAL CENTER

AUAFOUNDATION
The Official Foundation of the American Urological Association

NFL

To register for Q & A, visit the Education section of our website at www.WDHospital.com or call for screening appointment at (603) 740-2817.

Intuitive Surgical® proudly supports this community education program.

No medical services are provided by the AUA Foundation or its agents or employees. Prostate cancer screening is rendered by qualified local physicians, laboratories and affiliated personnel who are not employees of the AUA Foundation, the National Football League, or Intuitive Surgical®. None of these entities is responsible for the testing and care rendered.

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Red Rider Doc Cycles for Healthier Lives

Treating diabetes is his career and his life. Endocrinologist Mick Davidson, DO, was diagnosed with Type 1 diabetes just before his fifth birthday. Thirty-two years later he entered his first American Diabetes Association's Tour de Cure donning a Red Rider jersey, the designation for riders who live every day with diabetes by their side. The cycling event gave him the opportunity to continue his commitment to a healthy lifestyle that provides a positive example for his patients, friends and family and to raise more than $3,700 to help find a cure for diabetes in his lifetime.

"I think exercise is a critical aspect of diabetes management, not an option," Dr. Davidson said. "It should be viewed as any medication we are prescribed. I try to set an example for my patients. Diabetes led me to where I am today. I'm in medicine because I have diabetes."

Dr. Davidson managed his diabetes fairly well since his childhood but a few years ago realized he needed to make some changes. "Diabetes is a daily a challenge for anyone but the goal is to live as close to normal a life as possible," Dr. Davidson explained. "About one and a half years ago I was unhappy with my diabetes control and under a lot of stress. My wife suggested I get more active and I started exercising on an elliptical trainer every night.

His wife, whom he met while working in a research lab at the Joslin Diabetes Center in Boston, has been his motivator. "She got my fundraising started and inspired me during the ride by meeting me at rest-stops with our daughter Libby to cheer me on," said Dr. Davidson. "I joined the Wentworth-Douglass Hospital Tour de Cure team for it's first year of existence. The group of over 100 riders raised more than $28,000, topping all teams for fundraising in this year's Kennebunk Tour."

The best method to prevent diabetes and other illnesses, Davidson said, is to take a 30-minute walk five days a week. "It's easy to come up with excuses but there are many exercise choices. You can ride your bike, walk your dog, play with you kids or grandkids," Dr. Davidson said. "There's no one right exercise. It should be fun and keep you motivated to stick with it."

Dr. Davidson grew up in central Maine, completed his medical degree at the University of New England College of Osteopathic Medicine and his residency and fellowship in Endocrinology, Diabetes and Metabolism at the Cleveland Clinic. Diabetes has been a constant in Dr. Davidson's life and he says, "I wouldn't be where I am today without it." In a blog post on the online diabetes community, *tudiabetes.org*, Dr. Davidson celebrated his 30th year with diabetes with a "novella" about his diagnosis at an early age and living with diabetes. The following highlights his career choice.

I needed to find a way to incorporate my experience into helping patients…I don't walk into the room and say "Hi I'm Dr. Davidson and I have diabetes" but in the right setting, it carries a lot of weight to be able to say "I realize what you are struggling with." I find that it is very meaningful for people with diabetes to have a doctor who has been there.

Dr. Davidson is one of the physicians at Endocrinology & Diabetes Consultants, 10 Members Way, Dover, NH. For more information call (603) 742-1143.

DIABETES SUPPORT & EDUCATION GROUPS

DIABETES EDUCATION/SUPPORT GROUP is a monthly educational meeting including presentations, interactive diabetes games and networking. Participants come for support, further information and to share stories and experiences with people facing similar challenges. The group meets the last Thursday of the month from 7 - 8 p.m. For more information, please contact Kris Ferullo at (603) 740-2861.

TYPE 1 SUPPORT GROUP is geared toward adults with Type 1 diabetes to meet others, share ideas and resources and explore ways of managing their diabetes. The group meets on a Thursday, quarterly, from 6 - 7 p.m. Please call (603) 740-2887 to register.

CHILDREN WITH DIABETES AND THEIR FAMILIES is an informal gathering of parents of children with diabetes where common topics and challenges are discussed in a supportive environment. Children with diabetes and their siblings can come to the meeting and will be able to participate in a group activity while the parents meet. The group meets monthly from 6:30 - 7:30 p.m. For more information, please contact Kris Ferullo at (603) 740-2861.

For information on this year's Seacoast Diabetes Expo, see back page.

Cancer Survivors Celebrate Life

June Coakley, 80, of Dover signs her name under a list of Lymphoma survivors during Wentworth-Douglass Hospital's Cancer Survivors' Day event in June.

Anne Daugherty, a social worker in the Seacoast Cancer Center at Wentworth-Douglass Hospital, talks with patients Barbara Hebert, 56, of Dover, left, Doris Roy, 70, of Dover and her husband Raymond during Cancer Survivors' Day.

Cancer survivors, their family and friends joined Wentworth-Douglass Hospital's Seacoast Cancer Center staff to celebrate life during National Cancer Survivors' Day at the hospital in June. Over 100 people celebrated with food, prizes, music, hugs, laughter and their stories.

"I've come here every year since I was diagnosed with cancer," said Jonny vonHusen, 73, of Somersworth. He relaxed next to the waterfall in the lobby of the hospital, listening to live harp music and sharing his gratitude for the celebration.

"People get to come to this event and see how many other people have this disease that you can't see, taste or hear," said vonHusen, a prostate cancer survivor. "You just live life to the fullest but you always have this fear that it will come back. This is great because we can relate to each other here."

As patients tell their stories, Wentworth-Douglass Hospital staff get a chance to be with their patients outside the Cancer Center, sharing a joyful time with them.

"Seeing people getting along with their lives years after I've stopped following them is wonderfully gratifying," said Asa Nixon, MD, a radiation oncologist at Wentworth-Douglass Hospital. "This is one of my favorite functions to attend. And, you know, even though every day is a celebration, it is nice to have this yearly event as an exclamation point."

Lymphoma survivor June Coakley, 80, of Dover tells her story with an emphasis on the people that took care of her through her treatment, especially one of her nurses, Carol Chambers, RN.

"They are the greatest group of people I've ever met," said Coakley. "When I was coming here for treatment, I thought to myself 'do I mind coming here…no.' And that's probably sad, but it is true. I love it here. I just saw Carol here and she came at me with her arms out for me – she's amazing."

Barbara Hebert, 56, of Dover, a breast cancer survivor, made her connection with Barbara Civiello, MD, a medical oncologist at Wentworth-Douglass Hospital, and Anne Daugherty, LICSW, the Cancer Center's Social Worker.

"We (Dr. Civiello and I) created a bond between patient and doctor where I feel comfortable and she knows what is going on in my personal life," said Hebert. "And Anne has been there for me all along the way, every step."

Hebert has been cancer-free for four years.

"If I had to have treatments again," said Hebert. "I'd come here."

Alice Tansey, RN, BSN, OCN explains why the Cancer Center continues to hold this event. "It is heartwarming to see survivors after they have completed treatment with us and resumed their lives," said Tansey. "The positive feedback from patients and their families makes what we do worthwhile."

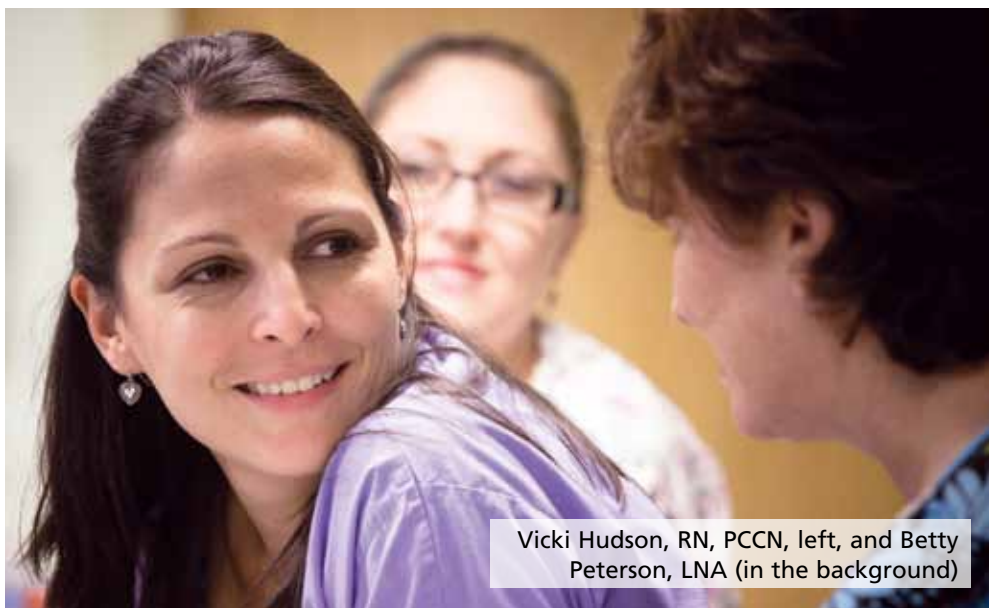
At the end of the evening, Social Worker Anne Daugherty reflects on the Cancer Survivors' Day event. "What a wonderful experience to see so many survivors coming together to celebrate," said Daugherty. "It's nice to have a chance to visit with folks feeling more relaxed and enjoying being here at the hospital without worry about a test, lab work or treatment. It was a great night!"

WDH EMERGENCY *(continued from front page)*

When patient volume and acuity are high the entire hospital responds. Emergency Nurse Director Ann Lak, RN, said it can be stressful for patients and family to be waiting for an inpatient bed or service. "All of our hospital departments are involved in a surge response with increased demands experienced in all areas," Lak said. "Our staff are expert problem solvers, extremely versatile and firm in their patient advocacy. They value their colleagues and support each other with a strong team philosophy – we are all in it together. When I review the service we provide, I am filled with a sense of purpose and great pride."

The ER is constantly working on redesigning patient care systems so that patients are seen and treated by the physician as close to the time that they arrive as possible. Lak explained, "Our "door to doc" times have decreased by almost 50% over the past few years, even though our patient volume has increased. We strive for exceptional patient satisfaction with the care and caring that they receive in the ED."

Lukas Kolm, MD, Emergency Physician


Vicki Hudson, RN, PCCN, left, and Betty Peterson, LNA (in the background)

Bryan Stephan, RN, CEN and Kendall Magee, RN, CEN

EMERGENCY DEPARTMENT MEDICAL DIRECTOR:

Why I work at WDH

By Lukas Kolm, MD

I am completely attached to Wentworth-Douglass Hospital from my relationship with providers to the whole way the hospital represents itself. Having had opportunities to select my initial clinical position after residency, I was very fortunate that an opening was available with Seacoast Emergency Physicians at WDH. It was a very difficult decision not to take a position in Florida where my parents had relocated. As much as I was torn, my experience with emergency medical services in the NH Seacoast and WDH guided my decision.

I started out in night school at UNH, became a Caravan bus driver and ran a landscape business on the side before gaining full-time acceptance to UNH as a Zoology major. I became an EMT to participate in UNH field work – that's what started me in emergency medicine. I volunteered for Durham Ambulance (now McGregor Memorial EMS) and discovered how passionate some of the emergency docs were at WDH - Peter Bradley, John Estabrook and Babu (Ram) Ramdev.

Ram made us do something three times before it was OK. I used to talk to Ram about going to medical school and he became a real clinical mentor to me. My own passion for emergency medicine remains strong and my dedication to WDH and the surrounding area brings great personal satisfaction and pride to me, along with my colleagues and my family.

I adore my time here and I've had my own humbling moments. We have a passion for excellence. I'm very proud to be affiliated with this hospital. You strip me down and my roots are here.

Dr. Kolm joined the staff at WDH in 2001. He grew up in Boston, received his MD and MPH from Boston University School of Medicine, completed an internship at St. Elizabeth's Medical Center of Boston in Internal Medicine and a residency in Emergency Medicine at Cook County Hospital, Chicago, IL. He is certified by the American Board of Emergency Medicine.

Stacey Savage, RN, Nurse Manager, left, and Ann M. Lak, MS, RN, Director Emergency Services

Robert Piotrowski, MD,Emergency Physician

Kathy Pacsay, RN, CEN and patient Felicia Coffin, 20, of Berwick, Maine

24 HOURS IN THE ED

TIME	TYPES OF PATIENT COMPLAINTS	# OF PATIENTS
0:00- 0:59	Dental Pain, Fever, Nose Bleed, Uncontrolled Atrial fibrillation (abnormal heart rhythm)	4
1:00- 1:59	Cough, Sinus Pain	2
2:00- 2:59	Abdominal Pain, Alcohol Intoxication, Ankle injury, Morning After Pill, Testical Pain	5
3:00- 3:59	Back Pain	1
4:00- 4:59		0
5:00- 5:59	Abdominal Pain, Pain, Shoulder/Neck Pain	3
6:00- 6:59	Abdominal Pain, Left Leg/Hip Pain, Unresponsive	3
7:00- 7:59	Dizziness, Ear Pain/Sore Throat, Fall: Head Laceration, Fall: Ankle/Knee Injury, Fever, Heel Pain	6
8:00- 8:59	Ear/Throat Pain, Fall, Swollen Neck/Head	3
9:00- 9:59	Cat Bite, Chest Pain, Dizziness/Palpitations, Fall: Painful Tailbone, Fever/Cough, Flank Pain/Fever, Motor Vehicle Accident (MVA), Rabies Booster, Right Finger Laceration, Short of Breath/Weakness	10
10:00- 10:59	Abdominal Pain (x2), Fall: Bicycle Accident, Fall: Sleepiness, Rapid Heart Beat/Fever, Cellulitis, Tick in Neck	7
11:00- 11:59	Back Injury, Jaw Pain, Kidney Pain/Confusion/Dizziness, Left Eye, Neurological Symptoms, Rabies Vaccination, Short of Breath/Nausea, Vomiting/Diarrhea, Wrist Injury	9
12:00- 12:59	Abdominal Pain, Ankle Pain, Dental Pain, Fall: Head Laceration, Hip Pain, Left Side Shoulder Pain, Left Thumb Injury, Panic Attack, Sore Throat	9
13:00- 13:59	Chest Pain, Fall, Insect Bite/Leg Swelling/Redness, Left Shoulder Pain, MVA: Neck/Leg Pain, MVA: Elbow Pain, Laceration, Short of Breath	8
14:00- 14:59	Ear/Tooth Pain, Fever, Finger Laceration, Headache, Medication Overdose, Thrush	6
15:00- 15:59	Alleged Assault, Back Pain (x2), Chest Pain, Dizziness/ Blurred Vision, Leg Laceration, Nose Bleed	7
16:00- 16:59	Altered Mental Status (x2), Back Pain, Dental Pain, Difficulty in Breathing, Diuretic Flare, Elevated Heart Rate, Left Arm Injury, Left Foot Pain, Nausea/Headache, Nausea, Nose Infection, Short of Breath	13
17:00- 17:59	Chest Pain (x2), Fall: Vomiting, Fever, Head Injury, Rectal Pain, Short of Breath, Thumb Laceration	8
18:00- 18:59	Abdominal Pain, Arm Injury, Back Pain, Cough, Diarrhea, Dizziness, Alcohol Intoxication, Fall: Back Pain, Fever/Cough	9
19:00- 19:59	Abdominal Pain, Back Pain/Painful Urination, Fall: Head Injury, Gastrointestinal Tube Leak, Left Leg Injury, Light Headed, Sore Throat, Swollen Feet	8
20:00- 20:59	Bloody Stool, Face Laceration, Kidney Stones, Object in Nose, Short of Breath, Sore Throat, Stitch Removal	7
21:00- 21:59	Depression, Fever, Nausea/Vomiting, Right Hand Injury	4
22:00- 22:59	Abdominal Pain, Chest Pain, Cough, Fall, Fever, Right Hand Injury, Wheezing	7
23:00- 23:59	Abdominal Pain, Left Elbow Laceration, Welts	3

For non-life threatening illness or injury, visit the **WDH Walk-In Urgent Care in Lee, NH** on Route 125 near the Lee traffic circle. The Urgent Care facility is a walk-in clinic providing medical attention when an Emergency Department visit is not warranted. For more information, call (603) 868-8507.

Community *Programs*

SEPT. 24 VASCULAR SCREENING

WDH Cardiovascular staff will offer a screening program to assess risk for stroke, aneurysm or peripheral arterial disease from 9 a.m. - 2 p.m. Call (603) 740-2817 for an appointment time.

LOCATION: Wentworth-Douglass Professional Center at 10 Members Way, off Exit 9 of the Spaulding Turnpike in Dover.

SEPT. 27 PROSTATE CANCER Q & A

Urologist Sandy Chin, MD, Radiation Oncologist James Becht, MD and Medical Oncologist Henry Sonneborn, MD will be available for an open question and answer session to discuss topics related to Prostate Cancer from 5:30 - 7 p.m. Please click on *Community Programs* on our homepage at www.WDHospital.com to register, or call (603) 740-2817.

LOCATION: Wentworth-Douglass Hospital Ann Torr Conference Room

SEPT. 28 PROSTATE CANCER SCREENING

Manchester Urology Associates at Dover and WDH Laboratory Services staff will provide screenings to include PSA test and DRE (Digital Rectal Exam) from 5:30 - 7 p.m. Call (603) 740-2817 for an appointment time.

LOCATION: WDH Seacoast Cancer Center

SEPT. 29 JOINT PAIN SEMINAR

Nurses from WDH will discuss knee and hip pain, some of the causes and latest treatments, including information about medications, nutrition and exercise starting at 3 p.m. Please click on *Community Programs* on our homepage at www.WDHospital.com to register, or call (603) 740-2817.

LOCATION: Dover Senior Center, McConnell Center, 61 Locust St., Dover

OCT. 6 FAST FORWARD STROKE EVENT

Wentworth-Douglass Hospital staff will provide screenings and information on how to prevent strokes from 10 a.m. – 2 p.m. Call (603) 740-2817 to register.

LOCATION: Wentworth-Douglass Hospital Auditoriums.

OCT. 10 BREAST RECONSTRUCTION

Join Plastic Surgeon, C.Wesley Bean,MD to learn about Breast Reconstruction at 5:30 p.m. Please click on *Community Programs* on our homepage at www.WDHospital.com to register, or call (603) 740-2817.

LOCATION: Wentworth-Douglass Hospital Auditoriums

OCT. 26 JOINT PAIN SEMINAR

Nurses from WDH will discuss knee and hip pain, some of the causes and latest treatments, including information about medications, nutrition and exercise starting at 1 p.m. Please click on *Community Programs* on our homepage at www.WDHospital.com to register, or call (603) 740-2817.

LOCATION: Great Bay Family Practice Building, 60 Exeter Rd., Newmarket

OCT. 26 BREAST CANCER Q & A

Medical Oncologist Barbara Civiello, MD, General Surgeon David Coppola, MD and Radiation Oncologist Su Metcalfe, MD will be available for an open question and answer session to discuss topics related to Breast Cancer from 5:30 - 7 p.m. Please click on *Community Programs* on our homepage at www.WDHospital.com to register, or call (603) 740-2817.

LOCATION: Wentworth-Douglass Hospital Auditoriums

NOV. 5 SEACOAST DIABETES EXPO

Enjoy cooking demonstrations, guest speakers, product displays and activities during this year's Seacoast Diabetes Expo from 9 a.m. – 12 noon. No registration required.

LOCATION: The Works Family Health & Fitness Center, Somersworth

NOV. 5 NOVEMBER NIGHT

November Night is a Wentworth-Douglass Hospital & Health Foundation fundraising dinner event. Please call the Foundation office for more information at (603) 740-2687.

LOCATION: Wentworth by the Sea, Newcastle

NOV. 8 LUNG CANCER Q & A

Medical Director of The Chest Clinic at Wentworth-Douglass Hospital Shubhra Ray, MD and Medical Oncologist Taylor Ortiz, MD will be available for an open question and answer session to discuss topics related to Lung Cancer from 5:30 - 7 p.m. Please click on *Community Programs* on our homepage at www.WDHospital.com to register, or call (603) 740-2817.

LOCATION: Wentworth-Douglass Hospital Auditoriums

WDH PROVIDES SPOKEN WORD-TO-TEXT TRANSLATION FOR PATIENTS WITH HEARING LOSS

Wentworth-Douglass Hospital has a new method of communicating with patients who have hearing loss using realtime captioning interpreter services. This service, Communication Access Realtime Translation (CART) is provided by Captions Unlimited and uses trained stenographic reporters who listen to a conversation and translate it instantly into word-for-word text on a computer screen. Since the translator is not in the room with the patient, the information displays on a computer screen near the patient for instant translation of the spoken words.

CART not only allows people with hearing loss to understand what is being said but also to understand the interaction within an environment, such as jokes or sounds of cell phones ringing and laughter in the background. This allows the individual who is deaf or hard of hearing to be an active participant rather than just a silent observer.

Captions Unlimited owner and CEO Denise Phipps has provided captioning and CART services for almost 20 years. She has captioned events such as the Inaugural Ball where both President Obama and Vice President Biden spoke. Phipps and her staff use steno machines, like you would see in a courtroom, connected to their computers to translate the spoken words quickly into text.

"We are court reporters by trade," said Phipps. "We have been tested at 260 words per minute but often can write in excess of 300 words per minute in short spurts. The consumers really love this because we're not in the room with them. They can speak about personal issues and not have to worry about someone sitting there staring at them."

According to the Hearing Loss Association of America, 17 percent of people in the United States have hearing loss. While the use of sign language is common, many people who are deaf or hard of hearing rely on English to communicate. CART is mostly used for people who become deaf later in life, people who are oral deaf (are deaf but can speak) and people with ear implants. CART can also be used for people who were born deaf if they do not use American Sign Language (ASL) or do not have an ASL interpreter available. WDH has ASL interpreters available for patients.

The development of broadcast captioning opened the world of television news and entertainment to people who are deaf or hard of hearing. But that new technology was left behind in their living rooms when they ventured out into their communities, according to Captions Unlimited. In their relationship with Captions Unlimited, WDH provides ease of mind and patient care with instant translation. WDH's CART service is also currently available in French and Spanish.