

Health Beat

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Healthcare Accountability: A Shared Mission

Michelle McEwen, FACHE, President/CEO

Accountability. It is a word we hear a lot these days whether we are talking finances, politics, education or healthcare. As we move forward with healthcare reform the trend is toward patients and providers being held jointly responsible for ensuring proactive, preventive and comprehensive care on both an individual and community basis. How you ask?

For healthcare providers it means working more collaboratively and integrating care practices to improve our communities' capacity for disease prevention, health promotion and protection. For you as the patient this means you will be expected to be fully engaged in all aspects of your care: understanding your health risks, taking action to minimize those risks, apply effective self-management tools and using prescribed medications appropriately.

Speare Memorial Hospital, as a member of the Central New Hampshire Health Partnership

The intent of the *Health Beat*

newsletter is to provide useful health-related news in a timely, accurate manner. It is not intended to provide medical advice on personal health matters. Such advice should be obtained directly from a qualified health care provider.

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(CNNHP), is preparing to fulfill these expectations through participation in the New Hampshire Accountable Care Organization (ACO) pilot project. An ACO assumes primary accountability for patients' overall health outcomes with a particular focus on quality, timely access and affordability:

- Through a multi-stakeholder, multi-carrier design;
- By focusing more on outcomes and providing the right care at the right time;
- Taking time to collaborate with colleagues and other treating providers on treatment plans and alternatives;
- Plan for care in a formalized, long-term way;
- Communicate with patients to provide individualized care using methods that make sense for the situation and the needs of the patient;
- Focus on being more efficient in delivering services, decreasing waste, improving communication and streamlining processes.

The CNHHP 's ACO pilot will have three clinical focus areas for collaboration over the next five years: adult patients with diabetes, congestive heart failure and chronic obstructive pulmonary disease. We wanted to begin this pilot with the management of a patient population where the majority of care can be delivered locally. By narrowing our initial focus we can identify and develop best practices for our healthcare community that can then be successfully implemented across the continuum of care.

The Central New Hampshire Health Partnership came together in the fall of 2008 to improve the overall health and well being of central New Hampshire residents. Members of the CNNHP are:

- Communities For Alcohol and Drug Free Youth (CADY)
- Community Action Program
- Genesis Behavioral health
- Mid-State Health Center
- Newfound Area Nursing Association (NANA)
- Pemi-Baker Home Health and Hospice/Aquatic & Wellness center
- Plymouth Pediatrics
- Plymouth Regional Clinic
- Speare Memorial Hospital
- Whole Village Family Resource Center

Getting back to you the patient, our ACO will use the Medical Home model of care. This model reinforces the patient-centered view of care where clinical decisions take into account you and your family's preferences, education, culture and traditions. You will be involved in all aspects of your care from prevention and health promotion, to addressing acute and chronic conditions with one or many healthcare providers locally.

Working together we can improve the quality, efficiency and effectiveness of medical care in Central New Hampshire. I look forward to updating you on our progress as we set the stage locally, for how healthcare reform can best be implemented nationally.



Diabetes Education Program Welcomes New Staff

Full text article available online at www.spearehospital.com

The Speare Memorial Hospital Diabetes Education program, certified by the American Diabetes Association, is pleased to welcome new Registered Dietitians Jean Baker and Janette Gaumer. Together they will be providing diabetes education and general nutrition counseling.

Jean Baker had been working as a medical writer and editor and comes to Speare after spending the last three years fully immersed in diabetes research, education and evidence based treatment recommendations. Working at Pri-Med, and in conjunction with the American Diabetes Association, she developed a full range of content for continuing medical education classes aimed at assisting primary care doctors to more proactively address diabetes with their patients.

“Diabetes used to be a disease of adults, but now we see it in adolescents and children,” Baker explains. “Because it impacts a huge segment of the population, it is important doctors stay current on the latest recommendations.”

That’s where education comes in: to bridge the gap between a doctor’s diagnosis and a patient’s treatment/self-management of diabetes. As Speare’s new diabetes education coordinator, Baker will be doing just that, bringing her full spectrum of knowledge about the disease into her discussions with patients.

Baker, who holds a master’s in nutrition from the University of Oklahoma and a master’s in nutrition communication from Tufts University, says 95 percent of patients with diabetes are type 2. “It is important to know the primary risk factors –

overweight, over 40, family history of the disease and an impaired fasting glucose (100-126 mg/dl) – so people can take the right actions in the right amount of time, while they are still symptomless,” stresses Baker.

For **Janette Gaumer**, also a nutrition counselor, food is fuel. In fact, she’ll even use your car as a perfect analogy for how the body works and uses food to keep it running smoothly. “Your body is the finest tuned machine out there,” she says. “If we put as much care and maintenance into ourselves as we do our cars, our bodies would function much more smoothly. Instead, we are a pack it in and fill it up society.”

Because of life’s fast pace Gaumer acknowledges it is hard to stay on track, but insists, “It is okay to live on the go, but you have to plan ahead.” To succeed, Gaumer helps people learn the role of fats, fiber, protein and carbohydrates in their diets, and how to read nutrition labels to better understand what they are really eating – paying particular attention to serving sizes. She also encourages a back to basics approach: whole grains, less processed food, more fruits and vegetables and nuts.



Registered Dietitians Jean Baker (l) and Janette Gaumer (r) will be providing patients diabetes education and general nutrition counseling.

Consistency is also key. Gaumer, who earned her bachelor’s in nutrition from the University of New Hampshire, explains, “You need to fuel your body consistently throughout the day. If you only fuel once a day your body will store the nutrition inefficiently and cause your blood sugar to fluctuate between highs and lows.”

Referencing her car analogy again, Gaumer also talks about the importance of exercise, “If you don’t keep your vehicle tuned up and running, it won’t work when you want it to. The same with your body.”

For more information about Speare Memorial Hospital’s Diabetes Education program or nutrition counseling call Jean Baker at (603) 238-6472 or Janette Gaumer at (603) 238-2244.

Diabetes Education Classes

The next session of *Living Well with Diabetes – It’s All About Balance* is scheduled for Tuesdays, January 4, 11, 18, 25 from 3 – 5 p.m. The four-week series of classes has been developed to help patients with diabetes better understand the disease and learn the skill needed to reach personal health goals.

Classes for each session will be held in the Cafeteria Annex located on the first floor of Speare Hospital. A referral from your healthcare provider is required, and the cost of the program is covered by Medicare and most other insurance carriers. For more information or to register for classes please call the Diabetes Education office at (603) 238-6472.





Amanda Hall, PA, takes a hands-on diagnostic approach to assess a PSU football player's knee injury.

New PA Joins Plymouth Orthopedics

Full text article available online at www.spearehospital.com

Dr. Michael Giovan, orthopedic surgeon with Plymouth Orthopedics & Sports Medicine Clinic and Plymouth State University's head team physician, is pleased to welcome Physician's Assistant Amanda Hall to the practice. Together they are increasing their scope of service and availability to area athletes, helping them get back in the game.

"Working with the athletic trainers and coaches, we get to know the athletes, observe them during practice and address their injuries when they occur," explains Dr. Giovan. "One of the biggest mistakes we see in athletes is failure to maintain their strength and conditioning throughout the year, and not just the season."

Having previously been the head team physician for high schools in Phoenix, Ariz., and Woodland, Calif., as well as serving on the medical staff for the Texas Rangers during spring training, Dr. Giovan knows the passion athletes have for their sport. That's why he specializes in advanced arthroscopic, minimally invasive surgical

techniques that reduce pain and expedite recovery time.

As a former elite collegiate athlete herself, Hall who graduated with her master's in science from the University of New England earlier this year, knows what it's like deal with injuries while maintaining your competitive edge. A competitive gymnast since the age of seven, Hall suffered multiple injuries during her career. She can relate to the setback an athlete feels when they are injured, which helped fuel her interest in orthopedics.

Dr. Giovan says, "Amanda is a good fit for the practice because she relates well with the patients as a result of her own athletic experience."

New patients are being accepted. Call Plymouth Orthopedics & Sports Medicine Clinic at (603) 536-1565 to schedule an appointment. The office is located on the second floor of Speare Memorial at Boulder Point, 103 Boulder Point Drive just off Tenney Mountain Highway in Plymouth.

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A department of Speare Memorial Hospital

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Come see for yourself!

*Speare Memorial at Boulder Point
(603) 536-1284*



“Hats” Off to Volunteers

By Jennifer Oldenburg, Student & Volunteer Services Coordinator

Speare Memorial Hospital volunteers are continuing to raise their visibility in the hospital and the community thanks to new initiatives. Hospital volunteers are now knitting baby hats to ensure that every baby born at SMH receives a hat. “The reward and gratitude one receives from a new mom when she receives the hat is immeasurable,” states Janet Rapp, a long time volunteer of SMH. “A new mom saw me knitting at the desk and asked what I was doing. When she found out the hat her little girl was wearing was knitted by me, she gave me a hug and thanked me personally for my efforts, which made me very happy.”

Speare Memorial Hospital Volunteers also participated in the Community Health Fair held on Saturday, September 25 by hosting a fall festival with proceeds benefitting

the scholarship fund. Each year the volunteers raise money to provide a scholarship to a local high school student pursuing a career in the healthcare industry. This year 12 Plymouth Regional High School students and six PSU students, along with another dozen volunteers, worked together at the Fall Festival, trying to raise more money so they can provide multiple scholarships and reach out to more of our community schools.

We are looking for more opportunities to partner with high school and college students to create community connections. I enjoy the students’ energy, the opportunity to cross educate and foster leadership skills while meeting hospital needs.

A new program to start later this fall will involve volunteers visiting with patients and families



Janet Rapp knits a baby hat.

in each of the waiting areas to help improve the entire patient experience and satisfaction with SMH. For more information on volunteering with Speare Memorial Hospital contact Jennifer Oldenburg at (603) 238-6460 or via email: joldenburg@spearehospital.com.

It’s All About You!

Massage Therapy

Whether you are a teen, athlete or active senior, massage therapy provides a customized treatment based on your specific needs. This could mean reducing or relieving the impact of stress, pain, soothing overused or injured muscles, increasing mobility and range of motion, as well as providing deep relaxation. Licensed Massage Therapist Darlene Nadeau offers the following massage treatments: relaxation, tension tamer, therapist’s choice and pre-natal.

Scheduled massages on Tuesdays and Thursdays. Cost for 1 hour massage:

Medical Fitness Program member \$65.00; Non-member \$75.00

Yoga

Yoga for all ability levels with Certified Yoga Instructor: Kathie Fournier Stringham.

Mondays 5:15 – 6:30 p.m.

“Boot Camp” Circuit Training

Circuit training for a full-body workout combining cardio and strength training.

Thursdays 4:30 – 5:30 p.m.

Coming Soon! Flirty Girl Fitness

Dance moves that use your own body weight to create targeted muscle-toning resistance.

Cost per class is \$10 or Eight-visit punch card valid for any class: Medical Fitness member \$40; Non-member \$60

RehabFit

A department of Speare Memorial Hospital

All programs take place at RehabFIT located on the first floor of Speare Memorial at Boulder Point, 103 Boulder Point Drive just off Tenney Mountain Highway in Plymouth.
(603) 238-2225



Giving Matters

by Susan Durgy, MBA, CFRE

As I write this, 14 of the 33 miners in Chile have been rescued from their harrowing experience being trapped over 2,000 feet underground for 69 days. I was glued to the television into the wee hours of the morning, watching hopefully as the rescuers successfully brought up one miner after another. The world watches in

optimistic anticipation as the last 19 prepare to surface. How small a world we live in...that I can sit in Plymouth, New Hampshire watching families reunite a hemisphere away. Most heartening is that the rescue would not be possible without the collaboration and cooperation of people from around the world.

In our small corner of the world, the staff of Speare Memorial Hospital provides our own version of heroic

care each and every day. Babies are born, broken bones are repaired, hearts are rehabilitated, and loved ones are comforted in the final hours of long and happy lives. For our friends, family, co-workers, we depend on Speare and Speare depends on the support of the community. Together, the community rallies together to support our community hospital, so that exceptional care will be here when we need it.

On behalf of the board of directors and staff, with sincere appreciation, thank you to the following individuals and businesses for donations totaling \$51,708 between June 16 and September 30, 2010. Your generosity makes the world of difference to us!

Three anonymous gifts
Janet K. Adams
Antoinette's Flower & Gift Boutique
Jack and Dana Armstrong
Ashland Woman's Club
Kevin and Nancy Barrett
Sharon Beaty and Wendell Broom
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Woodstock Inn, Station & Brewery
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Tributes

In Memory of
Kria Anne Cushing
by Mascoma Valley
Regional Educational
Association MVREA

In Memory of
Berenice Hall
by Virginia Dunn

In Honor of
Speare Memorial Hospital
Oncology staff
by Mr. and Mrs. Keith M.
Harger

The Seasons of Life and Estate Planning

Fall seems to be a time when we are particularly attuned to the rhythm of our lives, which mirrors the natural seasons. The season of your life inevitably changes your estate planning objectives. Everyone needs a life and estate plan. Unfortunately many folks procrastinate and do not implement the fundamentals of estate planning. Having your "house in order" makes sure your loved ones will not be left to guess your wishes or deal with unnecessary legal issues.

Every few years, it is important to update your basic estate plan, including

a will or living trust, Durable Power of Attorney, life insurance, and long-term care insurance. Not only do government rules change but your personal situation may change because of marriage, having children, disability, remarriage, and/or changes in your heir situation. You will want to preserve your financial legacy and safeguard your physical well-being.

As we move through life we are enriched by the people we meet and the charities we support. Speare Memorial Hospital plays a vital role in preserving

the health of our community and there are many simple and commonly used ways to include the hospital in your estate plan. Here are some examples:

First, consider a bequest in your will or living trust. The most popular way is to designate the Hospital to receive a specific dollar amount or a specific piece of property.

"I give to Speare Memorial Hospital, a New Hampshire not-for-profit corporation, federal tax ID # 02-0226774, located in Plymouth, NH the sum of \$10,000 (or property) for its general uses and purposes."



Meditation: Taking Time to Reboot

By Dr. Kathy Pearson, Tenney Mountain Internal, Family & Adolescent Medicine

We are all used to rebooting our computers if they seem to have a problem, or simply “freeze up.” Did you ever think of how your mind freezes? You know, when you keep thinking something that is causing you anger, anxiety or fear. Maybe you have fixated on how you feel less than, or you feel taken advantage of or unappreciated. Maybe you are just trying to do too much and please too many other people. In other words, maybe you are just like an old-fashioned record stuck on the same point in a song. Time to reboot.

How do humans reboot? The best way is to meditate. To stop the mental gymnastics you go through all day, and sadly, sometimes all night. Meditation has been used through the centuries by all kinds of cultures. It belongs to no particular religion or spiritual philosophy. Think of it as your time to become centered and focused. Your time to meet YOUR needs. The best time to do this is early in the morning and/or when you return home

from work. If you cannot do it twice daily, then once is fine.

Meditation takes about 15 to 20 minutes. It is not supposed to be hard and it is doing something positive for you. The easiest way to meditate is to use an old Zen technique.

- Sit in a chair somewhere where no one – person or animal – will disturb you.
- You can play some gentle music loud enough so you can barely hear it.
- Then focus on your breathing, in through the nose and out through the nose, or the way your chest rises and falls as you breathe.
- If your mind starts to wander, clear your mind and bring your attention back to your breathing.

If you do this daily you will eventually reach a meditative state. How will you know? You will lose awareness of the chair you are sitting in and the room around you.

Meditation only lasts 15 to 20 minutes if you are sitting upright in a chair. If you need to awaken for an emergency you will. If you lay down you may just go to sleep, which is probably what your body needs, but you could sleep longer. So initially sit up in a chair. As you come out of the meditative state you will become aware of the room, your chair and awaken refreshed. You will think clearer and things that may have been bothering you will probably not seem so overwhelming. You may find having a clearer head enables you to find a better resolution to many dilemmas. Enjoy!



Dr. Pearson is an adult and adolescent medicine specialist who takes a holistic approach to health, focusing on the connection between mind, body and spirit. She is accepting new patients. Call Tenney Mountain Internal Medicine at (603) 536-6355 to schedule an appointment.

Second, perhaps a percentage of your estate is a better solution. You could consider 10%, 25% or 50% with the balance divided among your other heirs.

Third, consider a percentage or 100% of your estate residue after making specific bequests to family and friends.

Fourth, you can name the Hospital as a contingent beneficiary and the bequest only takes effect if all other conditions fail. This will insure the property will pass to the Hospital rather than unintended beneficiaries.

Fifth, all retirement plan programs require a primary beneficiary be named when the plan is established. The beneficiary may be changed at any time and may include a charity such as the Hospital.

Many individuals have life insurance policies which are no longer needed for the original purpose. The beneficiary of life insurance policies may be changed to include all or a percentage going to the Hospital upon your death.

Congress is currently deciding the nature of the Federal estate tax changes

to take effect in 2011. All bequests to the Hospital receive the full benefit of the estate tax charitable contribution deduction.

If you have already included Speare Memorial Hospital in your estate plan or would like to do so, let us know so that we will be sure to honor your wishes and recognize you as you choose. Making a planned gift to Speare Memorial assures that your life's work will have a beneficial impact on our community for years, perhaps generations to come. For more information please contact Susan Durgy, MBA, CFRE at (603) 238-2211.



3D Ultrasound is Coming to Speare

Full text article available online at www.spearehospital.com

Speare Memorial Hospital has announced it is acquiring the iU22 ultrasound system from Philips Medical Systems, providing advanced diagnostic imaging capabilities and featuring 4D (or real-time 3D) imaging technology that allows patients to view the fetus and internal organs as if they were being held in their hands.

Because it can be used in the most delicate conditions without major side effects, ultrasound has become one of the most popular diagnostic methods among patients and physicians. Ultrasound uses high-frequency sound waves to produce moving images of the body's internal soft tissue structures. It provides a safe, fast and relatively painless means of diagnostic imaging on an outpatient basis. The iU22 system's powerful imaging capabilities support a variety of common exams, including vascular, thyroid, abdominal, pelvic and testicular exams. It also offers

advanced imaging capabilities specifically beneficial in the evaluation of breast masses.

"Ultrasound imaging is hugely beneficial because it is a relatively low cost and non-invasive way to look inside the body," says Linda Nestor, director of radiology at Speare. "With the new Philips system, we are acquiring an extremely high level of diagnostic information and can provide answers for our patients more quickly and easily. Plus, results from the ultrasound exam often reduce the need for more invasive procedures."

Early clinical use by registered diagnostic medical sonographers indicates that the Philips iU22 intelligent ultrasound system has the potential to:

- Make ultrasound exams much faster.
- Help patients and their physician better visualize and understand their condition.

- Help identify the nature of suspicious breast lesions sooner utilizing new, higher resolution, higher frequency transducers.
- Enhance diagnostic capability, thus reducing or eliminating the need for more expensive or invasive tests and procedures.
- Provide clearer ultrasound images and better diagnostics, especially in difficult-to-image patients.
- Guide catheters and needles in 3D space without radiation exposure.

