



John Hession

Growing a Specialty: Hospitalist Program Introduced

Michelle McEwen, FACHE, President/CEO

Improving quality, enhancing patient safety and being cost effective — all of these are drivers leading to the development of Speare Memorial Hospital's new hospitalist program. A hospitalist is a physician that works solely in a hospital, and is dedicated to addressing and coordinating your care needs during a stay in the hospital.

Speare Memorial Hospital entered this new era of in-patient care with the start of our own hospitalist program on September 1. Dr. John Jehl is the first physician to join Speare as a hospitalist, providing care to our adult patients without the obligation to maintain an office practice. Nationally, this is becoming the model for delivering in-patient care. The standard approach to care was focused on providers splitting their time between office and hospital patients. Office visits could often be delayed when a physician was unexpectedly called away to the hospital, and delays in hospital care occurred when awaiting the physician's arrival from the office.

A hospitalist does not replace your primary care physician. Hospitalists are responsible for your care while hospitalized, but work in partnership with primary care providers

to coordinate care after discharge from the hospital. The goal of the hospitalist program is three-fold: 1) Improved patient care as a result of the physician's focus on in-patients. 2) Better physician availability to meet and consult with patients and their families. 3) Enable our community physicians to focus on patients needing office care by freeing them from hospital obligations.

Hospitalist programs are a progressive healthcare trend, and represent the fastest growing medical specialty in the country according to the Society of Hospital Medicine. Specialties are the wave of the future as the new generation of physicians aim to hone their skills in a particular practice area. This also fits in with their goal of obtaining a better work/life balance, as compared to being on call 24/7/365 that has characterized the careers of their predecessors who are retiring. Having a hospitalist program addresses that goal and is an important recruiting tool in attracting and retaining physicians and specialists to meet our communities' healthcare needs.

Additionally, Speare's hospitalist programs enables our community physicians to focus on the delivery of outpatient care and preventative

"My Hospital of Choice"

Alison Ritz knows healthcare. Her entire career has been in healthcare, beginning as a registered nurse in Canada and eventually becoming the vice president for Clinical Program Management and Development at Beth Israel Deaconess Medical Center in Boston. Her experience includes hospital business development, clinical programs and facilities planning and development. Today, Ritz continues to put her experience to work as the newest member of Speare Memorial Hospital's Board of Directors.

She and her husband officially retired in June of this year, making Holderness their permanent residence after vacationing here for many years. "I have 15 years experience with Speare," notes Ritz. "It is my hospital of choice as the leadership and staff know what they do well, and know what they shouldn't do. Speare Memorial Hospital can't serve every clinical need, but it has links to the necessary specialists to offer the full continuum of care."

She says, "I was very fortunate in my career, and learned quality healthcare is not just about good clinical outcomes, but also ensuring the patient feels cared about. The patient comes first in any setting."

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“My Hospital of Choice”

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Alison Ritz from Holderness is the newest member of SMH’s Board of Directors.

Although Ritz says her experience comes from larger facilities, she is learning the nuances of rural health care. “Realistically Speare Memorial Hospital cannot be all things to all

people,” Ritz notes, “but it is a vital access point to the healthcare system. Knowing what services the hospital can offer and what it can’t, and triaging (assessing) patients accordingly is so important. It isn’t just about treating the patient, but planning for the patient.”

Patient satisfaction and word-of-mouth are so very important says Ritz. As she begins to “discover” more about Speare Memorial Hospital herself, she is impressed by the exceptionally high patient satisfaction scores for the Birthing Suite, and that nursing care hospital-wide is rated very highly.

Ritz comments there is strong leadership at Speare Memorial Hospital and she has found all the directors and front line employees she has met dedicated to making the hospital the best it can be. “Walking down the hallways people smile and say hello,” Ritz comments. “It is a warm, genuine environment.”

Ritz received her Registered Nursing diploma from Toronto General Hospital in Canada. Later she completed both her bachelor’s in nursing and master’s in nursing administration at George Mason University in Fairfax, Va. Her progressive nursing career spans nearly four decades, with the last 20 years serving hospitals in the Boston-metro area.

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medicine, while we look for opportunities to standardize and implement best practices for hospitalized care. Doing so fosters operational efficiencies which means more time and attention devoted to each patient population (in-patient and outpatient). It also streamlines communication between nurses and specialists, with the goal of enhancing the overall care experience and patient satisfaction.

While many of our community physicians will no longer have the hospital presence they once did, they will remain an important component of the delivery of healthcare to our community. On behalf of all of us at Speare Memorial Hospital, I want to thank them for their many years of service covering in-patient care, consulting on the medically complex surgical patients and being available to assume care of Emergency Room patients.

- Dr. Diane Arsenault
- Dr. Gary Diederich
- Dr. Lei Jiang
- Dr. Mustapha Karanouh
- Dr. Frederick Kelsey
- Dr. John Lloyd
- Dr. Alan Rosen
- Dr. Kevin Young

We look forward to working with them on collaborative initiatives to continually improve the health of our community.



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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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603-238-6468

Save the Date!
Eldercare: Conference for Families & Older Adults 2009

Saturday, March 14 • 8:30 a.m. – noon • Prospect Hall, PSU Campus
More details to come!



New Orthopedic Surgeon Hired

Two local practices to merge

Filling the vacancy left by the departure of Dr. Scibetta back in July 2007, Speare Memorial Hospital is pleased to welcome Dr. Michael Giovan, orthopedic surgeon. Dr. Giovan will begin seeing patients on December 1.

Dr. Giovan is from Woodland, Calif. He obtained his Doctor of Medicine from George Washington University School of Medicine, and did his internship and residency at Maricopa Medical Center Orthopaedic Training Program in Phonex, Ariz. Dr. Giovan also completed a fellowship in shoulder and elbow/sports medicine at The Core Institute in Sun City West, Ariz. His wife, Kelley, has ties to New Hampshire with family in the Lakes Region.

Dr. Giovan will be practicing with Dr. Gennaro, in what will be a newly formed practice owned by Speare Memorial Hospital. This practice will operate out of the existing Cottage Orthopedics office located at Town West on Tenney Mountain Highway. The new practice will be named the Plymouth Orthopedics & Sports Medicine Clinic. Long-term, the practice will move to the hospital's proposed medical office building to be located at Boulder Point.

Dr. Giovan and Dr. Gennaro are accepting new patients. Please call (603) 536-1565 to schedule an appointment.



Speare Memorial Hospital Volunteers gathered for a late September reception to recognize their many contributions to our community hospital. Volunteers contributed over 10,000 hours in the past fiscal year while assisting visitors and patients, working on special events and office projects. Families and friends of volunteers were included in the reception as recognition of their continuing support of our active volunteers. Anyone interested in learning more about Speare Memorial Hospital's Volunteer Program is encouraged to call 238-6460.

Dr. James Koren, Jr. Joins Plymouth General Surgery

Speare Memorial Hospital is pleased to welcome Dr. James Koren, Jr., a general surgeon joining Plymouth General Surgery. Working in partnership with Dr. Joseph Casey, Dr. Koren brings experience in advanced laparoscopic procedures including complicated hernias, colon resections, stomach ulcers and a procedure for heartburn/reflux.



Dr. James Koren, Jr.

"Laparoscopic surgery allows people to heal more rapidly, spend less time in the hospital and return to their hobbies quicker," explains Dr. Koren. "Laparoscopic surgical techniques have been rapidly evolving over the past 25 years to where larger medical centers can do most elective surgeries through this less invasive approach, and what Plymouth General Surgery can now offer to the central New Hampshire community. Even though this type of surgery is less invasive, it is important to remember that surgery is carefully evaluated in each case, and is usually not the first line of treatment."

A practicing general surgeon since 2001, Dr. Koren's move to Plymouth was motivated by his desire to return to his rural roots, be closer to family and practice medicine in a way that allows him to develop a relationship with patients and help improve their quality of life.

Dr. Koren grew up in a small town north of Youngstown, Ohio. The opportunity at Speare Memorial Hospital matched up with his goal of living and raising his own family in a smaller, more rural community. He says, "We are centralizing our family in New Hampshire. I have a sister who lives in Manchester and my parents are relocating here as well. I am a 20 minute commute to the hospital by foot, and get to have a small hobby farm."

Before coming to Speare Memorial Hospital, Dr. Koren worked at Easton Hospital in Easton, Pa. He received his doctorate from The Ohio State University and completed his surgical residency at Saint Elizabeth Medical Center in Youngstown, followed by a fellowship at Saint Peter's University Hospital in New Brunswick, N.J.

Plymouth General Surgery is accepting new patients and appointments can be made by calling (603) 536-5670. The office is located in medical office building adjacent to Speare Memorial Hospital above Oliver Drug.



Giving Matters

Susan Durgy, Director of Development
(603)238-2211

Charitable IRA Rollovers

The Emergency Economic Stabilization Act passed into law on October 3 includes the reauthorization of charitable IRA rollovers. People aged 70½ who are required to take a minimum required distribution from their IRA can make a gift directly from their IRA or ROTH IRA account to a public charity and not pay tax on the payout.

This is an easy way to give! Simply instruct your IRA administrator to write a check from your IRA account to Spere Memorial Hospital in the amount you want to give.

The criteria for the Charitable IRA Rollover consist of:

1. The gift must be from a traditional or Roth IRA (no 401(k)s, 403(b)s, etc.).
2. The donor must be least 70½.
3. The gift must be to a public charity or other than a supporting organization.
4. The gift must not be to a donor advised fund maintained by the charity.
5. The gift must be outright (no life income arrangements).
6. The gift, combined with other qualifying IRA charitable rollover gifts made during the year, must not exceed \$100,000.

If you have questions about Charitable IRA Rollovers, please call Susan Durgy at (603) 238-2211.

Friends of Spere Memorial Hospital

"Thank you for taking such good care of my daughter."
 "Thank you all again for your knowledge, your kindness and your wonderful care."
 "We are deeply grateful. This care meant so much to me and our family during this difficult time."
 "I am writing to express my heartfelt thank you for all the special care and attention I received..."

Sentiments like these are frequently expressed by grateful patients and their families who have experienced compassionate, skillful care during life threatening times. At Spere Memorial Hospital, we are proud and honored to be here when you need us. We are proud of our staff, our facility and of the support our community demonstrates through their generosity.

During this season of giving thanks and counting blessings, we wish to express our sincere thanks to you... our friends for your kind support. Between June 16 and October 15, 2008, Spere Memorial Hospital received \$27,512 in contributions. Your gifts truly make a difference! Thank you!

Best wishes for a happy and healthy holiday season!

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Urinary Incontinence: Not Just Your Grandmother's Concern

Gillian Cavezzali, Director of Rehabilitation Services

Urinary incontinence, or involuntary loss of bladder control, isn't something that just happens to older woman. In fact, the condition affects men and women alike, young and old. More than 25 million Americans have urinary incontinence, and the experience can leave them feeling ashamed, socially isolated, and depressed, yet only 15 percent seek treatment.

Judy Bolger, a physical therapist at Speare Memorial Hospital and women's health specialist, notes that the number of people with urinary incontinence is most likely much higher than reported. Bolger says that physical therapists are crucial in treating urinary incontinence because of their role in both assessing and treating musculoskeletal conditions. "Patients often think that because of age or medical history, incontinence is something they have to learn to live with, but in reality that couldn't be further from the truth," she says.

Stress incontinence is one of the two most common types of incontinence. Stress incontinence is a sudden involuntary loss of urine when moving in a certain way, such as when exercising, sneezing, laughing or coughing, that may result from pregnancy, childbirth, menopause, or pelvic surgery. "During pregnancy and childbirth, weakened pelvic floor muscles and poor ligament support at the bladder can lead to stress incontinence which may or may not resolve itself," says Bolger. "Similarly, women going through menopause experience incontinence because the reduction in estrogen can contribute to weakened vaginal tissues," she adds.

Other contributors to stress incontinence may include: pelvic surgery, such as hysterectomy; obesity; chronic cough that may be associated with pulmonary diseases; urinary tract abnormalities; and certain over-the-counter cold medications.

Urge incontinence, when the bladder muscle contracts at the wrong time, causing leakage with the urge to urinate, can be less clear-cut to diagnose notes Bolger. Possible causes are urinary tract infection, kidney stones, constipation, neurological disorders (such as Parkinson disease or multiple sclerosis), and bladder irritants such as chocolate, caffeine, or nicotine.

Physical therapy management for urinary incontinence may include: biofeedback training; "Beyond Kegels" exercises; education about the bladder, pelvic floor muscles, and normal emptying techniques; bladder retraining and timed schedules for urinating; and dietary modifications. Physical therapists can also offer tips on lifestyle changes that will help make the bladder less irritable – including lifting and moving correctly, avoiding common bladder irritants, keeping a bladder diary, and exercising correctly, such as avoiding improper sit-up techniques. Physical therapy sessions are usually once a week for four to six weeks.

For more information or assistance in managing urinary incontinence contact Rehabilitation Services at Speare Memorial Hospital. Rehab Services can be reached at (603) 238-2225 and is located at 20 Highland Street, Plymouth. Most insurance covers physical therapy, but a physician referral is required.

Tune In to SMH on the Radio

Speare Memorial Hospital has launched a year-long health information campaign linking together our print advertising with a biweekly *Health Notes* column in Foster's Sunday Citizen and a health tips infomercial running on four central New Hampshire radio stations. The purpose of the campaign is to raise awareness about specific health issues/topics and the related providers, services and initiatives at Speare Memorial Hospital.

The campaign runs in two week cycles. *Your Health. Our Mission* print ads can be found in the *Laconia Citizen*, *Record Enterprise*, *Meredith News*, *Littleton Courier* and *Winnesquam Echo*. *HealthBeat* on the radio can be heard on Tuesday and Thursday during the 7 a.m. hour and Wednesdays during the 3 p.m. hour on the following stations:

- 105.7, WLKC the River North
- 98.7, WLNH
- 94.9, WFTN
- 106.9 WSCY

Health Notes appears in Foster's Sunday Citizen every other Sunday with scheduled dates and confirmed topics as follows:

December 7, Know Your Medications

December 21, Holiday/Toy Safety

January 4, 2009, Quality Management in Healthcare

Share Your Thoughts!

Log onto
www.spearehospital.com and
take our community needs survey.

Health Beat

The WELLNESS NEWSLETTER for the Community We Serve

Radiology Department Implements Digital Imaging

Speare Memorial Hospital Radiology Department announces the implementation of its new digital Picture Archiving Communications System (PACS). PACS moves the Radiology Department at Speare from a film-based operation, to viewing and storing x-rays in a digital format.

Technology has played a transforming role in the evolution of healthcare, and PACS is another example of how technology supports service excellence in the delivery of patient-centered care. As SMH Director of Radiology Linda Nestor explains, "With PACS we have images that are immediately available and interface with the hospital's electronic information system. This eliminates delays, increases Radiology's overall operational throughput, and enhances physician knowledge and speed of diagnosis."

She continues, "A physician across town can view a patient's images before that patient has even left the hospital, whereas with film, physicians would have to wait for them to be physically delivered." This also eliminates the potential for lost or misfiled films, Nestor notes, as images can also be burned to CD.

Making the switch from film to PACS has resulted in the elimination of Radiology's dark room, the need for a physical filing system and backlit view boxes. In their place is a reading room with two work stations, configured with three side-by-side monitors. There is also a work station located in the Emergency Department, and 42 inch digital monitors have been installed in the operating rooms. These monitors replace light boxes used for film so surgeons can view and reference x-rays during surgical procedures.



General Surgeon Dr. Bentwood confers with Radiologist Dr. Trought regarding a patient x-ray using the new PACS digital imaging system at Speare Memorial Hospital.)

These medical grade monitors explains Nestor, "gives radiologists more power, tools and options in which to view images. Not only are the diagnostic images better, but the electronic connectivity moves patients more quickly from testing to the treatment phase of their care."