

Health Beat

Spring 2013 | The Newsletter of Speare Memorial Hospital



Speare Presented National Quality Award

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A Critical Access Hospital

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Speare Memorial Hospital Recognized with National Quality Award

The only critical access hospital in New Hampshire, and one of eight nationwide, to receive award

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.

Published by
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On the cover: Speare's President and CEO Michelle McEwen, FACHE accepts the National Rural Health Resource Center Recognition for Quality Award from Alisa Druzba, director of the NH State Office of Rural Health, and Greg Vasse, from the Foundation for Healthy Communities, who nominated Speare for the award.

Speare Memorial Hospital has received the National Rural Health Resource Center Recognition for Quality award for excellence and innovation in healthcare, and for demonstrating our commitment to offering the highest quality care to our patients and the communities we serve.

Speare was nominated by Greg Vasse from the Foundation for Healthy Communities and Alisa Druzba, New Hampshire State Office of Rural Health Director, based on our demonstration of excellence in quality initiatives; participation in and public reporting of hospital quality outcomes; and innovation in improvements through patient engagement and care transitions. Speare is one of only eight Critical Access Hospitals nationwide receiving this award, and the only hospital in New Hampshire.

"This year's recipients embody both outstanding quality and meaningful innovation," says Terry Hill, executive director of the National Rural Health Resource Center. "They demonstrate that rural hospitals can lead the way in the rapidly changing healthcare industry."

Speare's President and CEO Michelle McEwen, FACHE, says, "We greatly appreciate the state recognizing and nominating us for this award. It honors the work our employees do

every day to provide excellent healthcare to our community, and their commitment to high quality, personalized patient care through continuous process improvement."

Alisa Druzba says, "The high functioning of the Hospital's quality program is a reflection of the spread of lean and six sigma methods throughout the management structure. A journey initiated with the Medicare Rural Hospital Flex Grant-sponsored lean and six sigma training of five staff during the first half of 2012, has continued with Hospital-sponsored training of 22 clinical and process leaders."

Being a full participant in the New Hampshire Hospital Associations Partnership for Patients to eliminate preventable harm was another reason Speare was nominated for recognition. Notes Greg Vasse, "Speare is reporting on seven of the 10 areas of preventable patient harm identified and has demonstrated sustained performance excellence. A focus on reducing all hospital readmissions within 30 days by 20 percent also reveals strength, resolve and the depth of Speare's commitment to quality and ongoing process improvement." The establishment of patient and family advisors, and spearheading a regional Transitions Care Team were also cited as key quality innovations leading to Speare's nomination.

Photo Caption: Speare's President and CEO Michelle McEwen, FACHE accepts the National Rural Health Resource Center Recognition for Quality Award from Alisa Druzba, director of the NH State Office of Rural Health, and Greg Vasse, from the Foundation for Healthy Communities, who nominated Speare for the Award. Also present to accept the award on behalf of Speare employees were (l-r): Kathy Wieliczko, director of Patient Care Management; Clint Hutchins, chair of the Board of Directors; Alison Ritz, Board Director; and Melissa Howard, director of Quality & Patient Safety.



Losing It with RehabFIT

Following knee replacement surgery last July, Susan Jayne was referred by Dr. Victor Gennaro to Choice Physical Therapy at Boulder Point.

“At first I was angry and frustrated in the demands that my therapist Nancy told me I needed to do,” says Susan, “but it pushed me to work harder and recover faster.”

After completing her prescribed physical therapy, Susan transitioned to RehabFIT Medical Fitness. She continues to be challenged at higher levels than she thought possible. After being on Weight Watchers for just over a year she has lost 90+ pounds, 35 of which she attributes to her time as a member of RehabFIT.

Susan says, “I am here every day but Sunday, when they are closed. The Smart Key keeps me honest and the workouts have helped me a lot.”



RehabFIT member Susan Jayne stands with Kathy Dunham, manager of RehabFIT Medical Fitness, and Kelly Legacy, clinical director for Choice Physical Therapy. Each are holding a 45 pound dumbbell representing her total weight loss over the past year.

We've Got Heart!



In honor of National Wear Red Day, Speare employees showed their support and helped spread the message about the importance of heart health. You too can build a better heart:

- Know Your Numbers: Maintain a healthy weight and control your blood pressure, cholesterol and blood sugar.
- "Butt Out!" If you smoke, NOW is the time to quit.
- Move It! Get at least 30 minutes of exercise every day.
- Eat Smart: Whole grains, fruits and vegetables provide a solid foundation for a healthy diet.
- Chill Out! Take time to relax, refresh and rejuvenate to better manage stress. Get at least eight hours of sleep.
- Check Up: If you haven't had a physical recently, call your primary care provider to schedule one.



Mark Your Calendars!

Visit

www.spearehospital.com
for details

3rd Annual Wine, Women & Wisdom

Thursday, April 4th 5 p.m.

Common Man Inn in Plymouth

Cost: \$10 per person

Sponsored by



Community Health Fair

Meredith Community Center

Saturday, May 4th from 8 - 11 a.m.

Free health screenings
and information

Speare Golf Classic

Thursday, June 6th

Morning and Afternoon Flights

Proceeds benefit the
Dental Health Program

Sponsored by



Speare Primary Care Welcomes New and Returning Patients

Timely access to personalized patient care in the community where you live, from providers you know and trust, is the promise of Speare Primary Care, a practice of Speare Memorial Hospital. Located at Speare's medical office building at Boulder Point in Plymouth, Speare Primary Care is the merging of two practices—Gennaro Family Practice and Tenney Mountain Internal Medicine—into one, with expanded care options for patients of all ages, including newborns.

"We are excited to bring together a team of medical providers committed to excellence in patient-centered care that is fully integrated with other Hospital practices and services," says Speare's Practice Administrator Chuck Hulse. "Dr. Mandy Gennaro and Britt McDonald, PA-C, have joined together to create this new practice, and welcome Certified Family Nurse Practitioner Anne Thatcher. Anne is a familiar face in the Speare family having previously worked in the Hospital's Emergency Department. Also joining the team is Carol Lurie, APRN, who will bring her strength in adolescent medicine to the practice."

Dr. Mandy Gennaro says the transition from private practice to Speare Primary Care provides patients consistency of care with increased options. Dr. Gennaro notes, "We are a team partnering for the benefit of all of our patients, striving to be the provider of choice by delivering timely, efficient, and coordinated care."

Providing same-day access is a key care initiative of Speare Primary Care, and addresses a critical need for patients living in the greater Plymouth area. Says Physician's Assistant Britt McDonald, "This is the community where we live, work and play, and it is important to people to have access to the care they need, when they need it, in the community where they live, from providers they know. We can offer that at Speare Primary Care."

For Anne Thatcher, APRN, joining Speare Primary Care is an opportunity to come "home" as she puts it, "I have found my home as a nurse practitioner in primary care, and I look forward to forming relationships with patients, and positively impacting the health and wellness of our community."

Speare Primary Care

Located on the second floor of Speare Memorial at Boulder Point
103 Boulder Point Drive in Plymouth

Now accepting new patients

(603) 536-1881



Spring Forward With Small Steps to a Better You

by Janette Gaumer, RD, Certified Health Coach

Are your boots feeling a bit heavier? Are your jeans fitting a little tighter? Spring is just around the corner and you can spring forward feeling better and a little bit lighter by making small changes in your routine!

Here are some tips to keep you moving more on days when it is cold or rainy outside:

1. Turn up the music and *DANCE* for 15 to 20 minutes. It's fun and yes, sweating to the oldies or rap is good for you and your heart.
2. A few extra trips up and down the *STAIRS* will add up over the day. Look for an excuse to go back up stairs just to move more. Did you know that climbing five flights of stairs five times will burn about 75 calories?
3. *MARCH* in place for five minutes three times a day, maybe during commercial breaks if you're watching TV, or while you're brushing your teeth. That adds 15 minutes of walking into your day.
4. Dust off that *HULA HOOP* and *JUMP ROPE*. Act like you are a kid again and have fun...enjoy the silliness and laugh a lot.
5. Grab a *BALL*. Any ball will do. Bounce it and try to catch it, or lob it against the wall in your cellar or garage.

Now that you are moving forward into spring... look at some small diet steps that may make you lighter, too:

1. Eat *BREAKFAST*! Yes, this really is the most important meal of the day. You don't have to have a big sit-down meal and you can think outside of the cereal box. Try a glass of one percent or skim milk, a banana and a handful of nuts, or a granola bar and a glass of juice.
2. *DON'T SKIP* meals! You will eat less if you eat three square meals with one or two small snacks a day. Your meals should include two or three food groups. Try a small container of yogurt, berries, and cereal such as grape nuts, or a sandwich with turkey, lettuce, and tomato on whole wheat bread.
3. Use a *SMALLER* plate! Using a plate that is no larger than nine inches in diameter will bring down your portions to a normal size.
4. Fill half of your plate with *VEGETABLES*. They're low in calories and full of the vitamins and minerals that your body needs to stay healthy. Bored with your usual choices? Set up a 'salad bar' in your fridge with cut-up veggies. Fresh, frozen, or canned – they all count.
5. *FRUIT* is a sweet and easy snack. Grab a piece of fresh fruit, package of canned fruit, small box of raisins, or dried fruit in snack-size baggies.

Want more information or interested in one-on-one nutrition counseling? Contact the dieticians at Speare Memorial Hospital: Jean Baker at (603) 238-6472 or Janette Gaumer at (603) 238-2244.

Spiritual Care Program

by Kathy Wieliczko, Director of Patient Care Management

Being in a hospital, dealing with illness and uncertainty, can be challenging. Many people find that talking with a chaplain can be helpful during this time. Recognizing the importance of providing this kind of support for our patients, the Social Services Department worked with area ministers to create the Spiritual Services Program at Speare.

Since January of 2009, we have had a team of volunteer chaplains from our community providing spiritual services to our patients. These ministers come to us with Clinical Pastoral education and a desire to provide this care to our patients. Over the past four years, they have donated 790 hours of service to our patients and their families.

Our chaplains are available every day, and on-call as needed, to be a caring presence, offer spiritual and emotional support, and to listen with openness and understanding. Patients and families have been encouraged to call a chaplain when experiencing feelings of fear, anger, loneliness, helplessness, anxiety, grief, or loss, or when they just need someone to talk to.



Eileen Torrey, Reverend Dan Bowers and Fr. Leo LeBlanc (missing from the photo are Deacon Michael Guy and Reverend John Davies.)



Giving Matters

Between October 17, 2012 and February 13, 2013, the following individuals and organizations generously contributed \$105,216 to Speare Memorial Hospital. On behalf of all us at Speare, thank you for your support in helping us provide excellent healthcare to our community every day.

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 By Paul San Soucie



In Your Eyes. Seeing Clearly After 40

by Jaime Bates-Ekborg, ABOC, CPOA- Optician at White Mountain Optical

"Where are my glasses?"

Remember hearing those words and teasing your parents about their frantic searches to find their reading glasses just so they could read the paper or order off the menu? Did you ever think that this would one day happen to you, too?

Now, as an adult, you probably realize it's not all that funny -- especially when you need the assistance of your children just to flip through a magazine or read small print.

At White Mountain Optical we understand. You are concerned about your eyesight, and apprehensive about having to wear reading glasses, bifocals or progressives; and ultimately, become a bit more like your parents.

I used to have 20/20 vision, what's happening to me?

Presbyopia is an age-related condition that leads to a diminished ability to focus clearly on objects up close. It is a natural part of the aging process, with symptoms

starting around the age of 40 and progressing yearly.

As a child, the crystalline lens, which is responsible for near accommodation, is very elastic. As a 20-something, the crystalline lens starts to lose some of its elasticity. It is still flexible enough so that 20- to 30-something's think nothing of it, and changes seem sudden when you reach your 40's and have to hold things at arm's length to clearly see them.

What happens next? Eventually, you won't be able to hold material far enough away to read it comfortably. Once this happens, it's safe to say that you have presbyopia and are in need of reading glasses, bifocals, or progressive lenses.

Not your mama's bifocals!

Now comes the fun part - EYEWEAR!! Eyewear is one of the hottest trends in fashion accessories. It can change your look and allow you to reinvent yourself.

The eye care professionals at White Mountain Optical are here for you. We can provide you with answers to your



tough questions about what is best for you, your lifestyle, and your changing vision. Through patient education, kindness, understanding, and a bit of tasteful humor, our goal is to help you with this life change. You will look and feel fabulous in your eyewear with the help of White Mountain Optical. We promise.

We can help

White Mountain Optical is located at Speare Memorial at Boulder Point, 103 Boulder Point Drive in Plymouth. Our hours of operation are weekdays, Monday-Friday, from 8 a.m. to 5 p.m. Walk-ins with outside prescriptions are always welcome, and if you have any questions about your insurance coverage or our pricing, please call 603-238-2143.