

Commonwealth Health Connections

Volume one, Issue one

Special
Community
Benefit
Report

Commonwealth
Health 

The Affiliate Hospitals of Commonwealth Health: Berwick Hospital Center • First Hospital • Mid-Valley Hospital • Moses Taylor Hospital
Regional Hospital of Scranton • Special Care Hospital • Tyler Memorial Hospital • Wilkes-Barre General Hospital



**CORNELIO
CATENA, FACHE**
Chief Executive Officer

DEAR FRIENDS,

As we enjoy another beautiful springtime in Northeastern Pennsylvania, Commonwealth Health is pleased to present this inaugural issue of *Commonwealth Health*

Connections. We hope our magazine will become a valuable source of health information for you and your family.

In the past, you may have received one of our previous publications—*Health Connection* or *HealthWise*. With our new magazine, Commonwealth Health continues to offer timely news on a wide range of health topics—from women's and children's health issues to heart health, senior care and much more. We hope that *Commonwealth Health Connections* will not only provide valuable health information, but will also showcase some of the significant health resources available right here in our community.

As Northeastern Pennsylvania's largest health network, Commonwealth Health is proud of the special place its trusted institutions have in the history of this area. As our communities have grown, so, too, have our capabilities. Our commitment has always been to our patients and the communities we serve. That commitment still stands as we expand our facilities and services to serve your family's healthcare needs into the future.

We look forward to bringing you timely and useful health information in future issues of *Commonwealth Health Connections*. Until then, I want to thank you, as always, for trusting us with your care.

Sincerely,

Cornelio Catena, FACHE

Chief Executive Officer
Commonwealth Health

Commonwealth Health by the numbers

Commonwealth Health touched almost 2 million lives last year, positively impacting quality patient care, contributing to the well-being of communities across Northeastern Pennsylvania and solidifying its position as the region's largest network of healthcare providers. ●

> **6,500** employees

> **1,600** physicians

> **1,300** beds



2012

> **3,700** babies delivered

> **1.6 million** outpatient visits

> **37,000** surgeries

> **126,000** emergency room visits

> **\$71 million** invested in local hospitals

> **\$34 million** in charity and uncompensated care

> **\$6.5 million** in tax revenue for local communities

Quality care first

Community Cares sets the standard

At Commonwealth Health, it's our job to ensure that every patient, family member and friend who walks through our doors has a good experience with every personal encounter. To meet our customer-service standards, we've adopted Community Cares guidelines for employees that provide clear expectations for our team. Community Cares addresses attitude, appearance, commitment to co-workers, communication, customer waiting, privacy, responsiveness, safety awareness and sense of ownership.

- **Attitude** focuses on kindness, caring, compassion, courtesy, empathy, respect and friendliness.
- **Appearance** focuses on taking pride in our personal appearance, our facility and its surroundings.
- **Commitment to co-workers** focuses on being linked to others by a common purpose of serving our community.
- **Communication** focuses on mutual understanding and paying attention to verbal and nonverbal messages.
- **Customer waiting** focuses on respecting our customers' time.

- **Privacy** focuses on maintaining patient privacy and confidentiality.
- **Responsiveness** focuses on acknowledging patients with care, courtesy and respect.
- **Safety awareness** focuses on ensuring an accident-free environment.
- **Sense of ownership** ties these attributes together by reminding staff members to take pride in their jobs.

Our goal is to create a great place for employees to work, doctors to practice medicine and patients to receive care. To provide quality healthcare to Northeastern Pennsylvania, we'll strive to fulfill that promise and always remember that better healthcare starts with us. No matter which Commonwealth Health facility you use for your care, know that customer service isn't a department—it's an attitude. ●



Making the grade!

Our facilities have been consistently recognized for excellence by national accrediting bodies and respected healthcare quality agencies, including The Joint Commission, The Society of Cardiovascular Patient Care, Healthgrades®, US News and World Report, the American College of Surgeons, the American Association of Cardiovascular and Pulmonary Rehabilitation and the Commission on Cancer.



L to R: Mary Sewatsky, M.D.;
Roger F. Crane, M.D.;
Joseph P. Bannon, M.D.; and
Doug Coslett, M.D.

SURGERY



Changing the surgical experience

If you or a loved one has been diagnosed with a condition that may require surgery, you owe it to yourself to learn about all of your medical options, including the least invasive surgical treatments available.

Commonwealth Health is proud to be among the first in Northeastern Pennsylvania to offer the da Vinci® Surgical System, giving our surgeons the technology to provide our patients more options with better outcomes. The da Vinci system provides surgeons with an alternative to both traditional open surgery and conventional laparoscopy, putting a surgeon's hands at the controls of a high-tech robotic platform and enabling surgeons to perform even the most complex and delicate procedures through very small incisions, with unmatched precision.

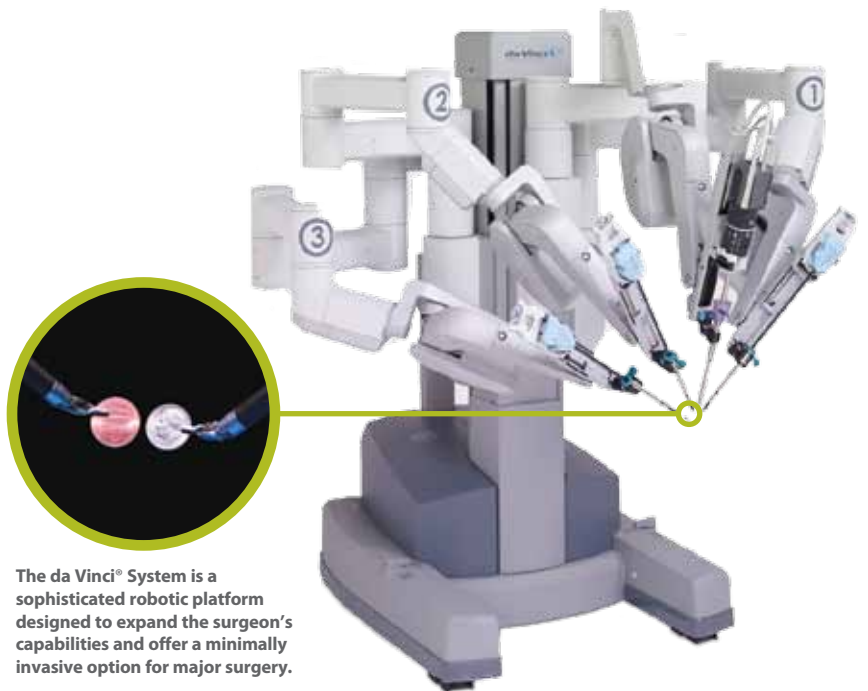
This technology is offered at two Commonwealth Health affiliate hospitals: **Wilkes-Barre General Hospital and Regional Hospital of Scranton.**

Benefits may include:

- a shorter recovery time
- a faster return to normal daily activities
- less blood loss
- less scarring
- significantly less pain

Our skilled surgeons use robotics for these minimally invasive robotic-assisted procedures and more:

- gastric bypass
- gastric reflux
- hysterectomy
- prostatectomy
- removal of gallbladder or stones ●



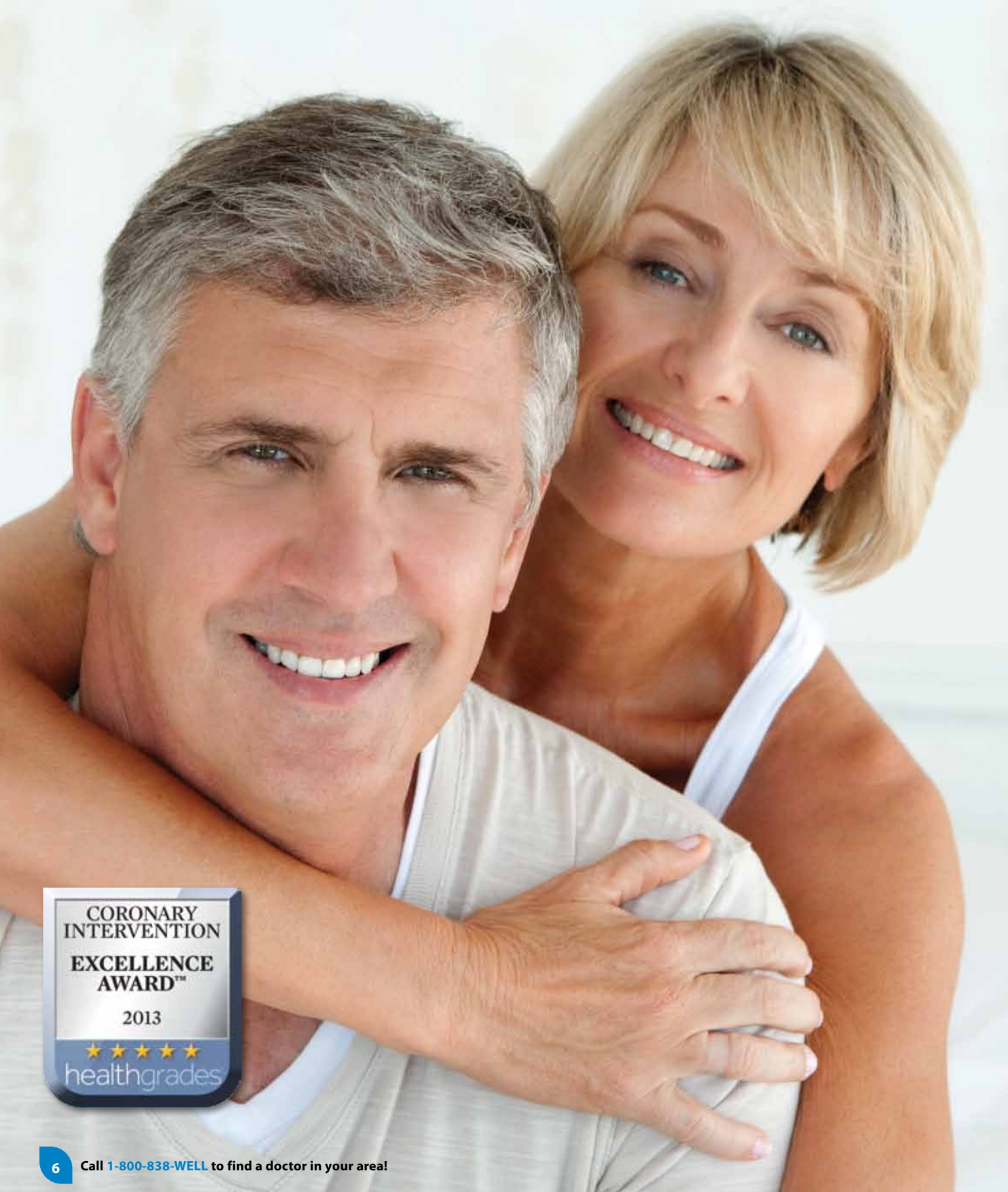
The da Vinci® System is a sophisticated robotic platform designed to expand the surgeon's capabilities and offer a minimally invasive option for major surgery.



Wilkes-Barre General Hospital named Epicenter!

One of four da Vinci® Epicenters in the country, Wilkes-Barre General Hospital is a training site for surgeons to observe routine and complex robotic-assisted general surgery cases. Doctors and entire surgical teams from around the United States will visit Wilkes-Barre General Hospital to observe the surgical team perform sophisticated, minimally invasive procedures. The most advanced robotic technology in the world is being taught right here at Wilkes-Barre General Hospital.

HEART HEALTH



Make sure your heart's in the right place

According to the Pennsylvania Department of Health, heart disease remains the leading cause of death in Pennsylvania—accounting for just over 25 percent of all deaths in the state. Stroke, too, continues to be a top health concern, as the third-leading cause of death for women and the fifth-leading cause of death for men in Pennsylvania.

It's critical that the communities we serve have access to quality cardiovascular services to help deal with these ongoing health threats. Effective treatment for cardiovascular disease requires the best in emergency, diagnostic, interventional, surgical and rehabilitation services. Even though heart disease affects millions of Americans, it's possible to lead a full and satisfying life through a better understanding of diet, exercise and personal care individuals need to stay healthy.

Providing quality service

The cardiac experts of Commonwealth Health offer the quality services our region requires, from cardiologists and cardiovascular surgeons to operating room technicians, cardiac nurse specialists and more. Our heart care professionals offer our communities the quality of care they need, delivered with the technology and clinical expertise they deserve.

The scope and quality of our cardiac

care is well-known throughout our region. With quick and immediate reaction of our emergency room to cardiac catheterization, electrophysiology and cardiac surgical care, our team of cardiac specialists offers individualized treatment for each of our patients. From the comprehensive cardiac testing and rehabilitation services at **Berwick Hospital Center** and **Tyler Memorial Hospital** to the nationally recognized cardiac surgery and heart care provided at **Wilkes-Barre General Hospital** and **Regional Hospital of Scranton**, Commonwealth Health ensures that when you come to us for care, *your heart is in the right place.* ●



What sets us apart?

Not all local healthcare providers are equal when it comes to cardiac care. Here are just a few of the qualities that set us apart.

Regional Hospital of Scranton:

Region's first coronary care unit and open-heart surgery program

Thomson Reuters Top 100 Hospital in cardiac care four years in row

Healthgrades® 100 Best Hospitals for cardiac care, cardiac surgery and pulmonary care

Wilkes-Barre General Hospital:

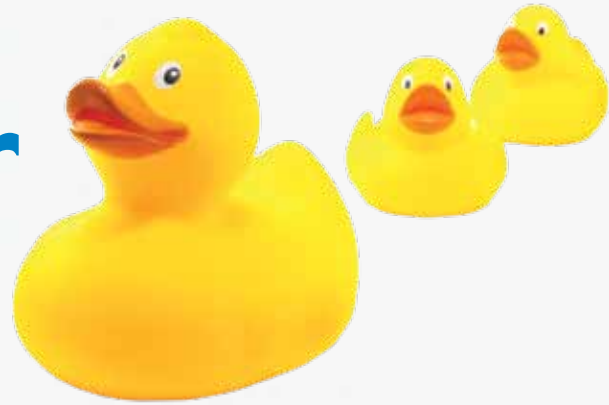
Northeast Pennsylvania Blue Cross Blue Distinction+ Hospital for Cardiac Care®

Region's only Joint Commission-accredited primary stroke center

Accredited chest pain center



The region's most popular baby name!



With nearly 4,000 deliveries last year alone, Commonwealth Health has become the region's most popular baby name! The birth of a baby is one of the most special moments in any parent's life. You want the birthing experience to be as wonderful and unique as your baby. Commonwealth Health's obstetrics services provide just that. Three of our regional medical facilities—**Moses Taylor Hospital, Wilkes-Barre General Hospital and Berwick Hospital Center**—offer full-service obstetric services, caring for moms and babies before, during and after childbirth.

At Commonwealth Health, your care is managed by devoted and caring obstetricians and nurses who go out of their way to make the delivery of your baby a safe and memorable experience. Due to our comprehensive scope of services, our network has the services required for high-risk pregnancies, including a Level 3 neonatal intensive care unit (NICU) at **Moses Taylor Hospital**, the region's premier hospital for complex deliveries.

Providing comfort and privacy

For our patient's comfort and safety, we offer cozy, private labor and delivery suites for labor, delivery and recovery in one location with the

support and experience of a dedicated and devoted staff. Each labor and delivery suite is warmly decorated and designed to provide comfort and privacy. All of our suites have an adjustable birthing bed, bathroom, shower, rocking chair, television and comfortable recliner for dad or a family member to stay overnight.

Before being discharged, our nursing staff helps parents to feel more confident and comfortable with taking their newborns home. Our team of skilled and compassionate health professionals wants to make sure that we educate and prepare our new parents to care for their babies. Moreover, we follow up with our patients after they go home to see how their new family is doing.

While many babies are born healthy and are admitted directly to our newborn nurseries, maternity patients can rest peacefully knowing that Commonwealth Health's Level 3 NICU at **Moses Taylor Hospital** is there if their babies require special medical attention. Our NICU is backed by a neonatologist on staff 24/7 and a medical team trained to handle these special newborns' needs. ●



Moses Taylor Hospital is making the grade!

For the third year in a row, Moses Taylor Hospital has received the Maternity Care Excellence Award™ from Healthgrades®, placing us in the Top 10 percent of birthing facilities nationwide. In addition, we continue to offer the region's highest level of neonatal intensive care.



Get back on your feet

Commonwealth Health offers comprehensive orthopaedic services

If you think you need to travel far for quality orthopaedic care, think again.

The skilled orthopaedic surgeons at Commonwealth Health offer comprehensive services to help get you back to doing the things you love.

Comprehensive care

In addition to general orthopaedic care and sports injuries, Commonwealth Health surgeons perform arm, hand and elbow surgery and joint replacements. You'll also have access to rehabilitation and education just minutes from your home.

Orthopaedics focuses on disorders of the musculoskeletal system—the bones, joints, ligaments, tendons and muscles of your body that enable you to work, move and be active. Our doctors treat patients from pediatrics to geriatrics, and conditions from tendinitis to osteoporosis, sports injuries to on-the-job injuries, and car accidents to at-home accidents.

Diagnostic testing and imaging, magnetic

resonance imaging (MRI) and computed tomography (CT) scanning are available on-site for prompt and accurate diagnosis. Our team understands how orthopaedic pain and injury impacts your life. That's why our experienced team of doctors, nurses, therapists and technicians are dedicated to helping you recover quickly. Before and after surgery, we provide the education, support and services you need to get back to your daily activities.

Orthopaedic services are available in our network at **Berwick Hospital Center, Moses Taylor Hospital, Regional Hospital of Scranton, Tyler Memorial Hospital and Wilkes-Barre General Hospital.** Orthopaedic services for you include:

- general orthopaedic care
- treatment for sports injuries
- joint replacement
- arm, hand and elbow surgery
- leg, knee and foot surgery
- spine surgery
- shoulder surgery
- trauma and fracture ●



Regional Hospital of Scranton—Blue Cross Blue Distinction Center+ for Knee and Hip Replacement®

What does this mean for patients? Blue Cross Blue Distinction Centers for Knee and Hip Replacement demonstrate an expertise in quality care, resulting in better overall outcomes for patients by meeting clinical measures developed with input from doctors and medical organizations.



Wilkes-Barre General Hospital's Joint Replacement Center

The Joint Replacement Center (JRC) is a comprehensive, planned course of treatment designed to promote a successful outcome for the joint replacement patient in a customer-friendly setting. The JRC offers a customer-focused environment, including private rooms equipped with all the necessities required for a healthy recovery from surgery.

OUR COMMUNITY



Wilkes-Barre General Hospital opens new emergency room



Moses Taylor Hospital at Scranton Race for the Cure



Berwick Hospital Center starts the renovation project



Employees from Regional Hospital of Scranton at Lackawanna County Heart Walk



Tyler Memorial Hospital committee members plan their participation in the annual Wyoming County Fair

Local connections

Making a major impact across Northeastern Pennsylvania

Commonwealth Health strives to provide excellent outcomes and results. What

does this mean to you, our patients and the community? It reflects the hands-on work that our doctors and employees do, day in and day out, to care for you, your family and our communities.

While our patients benefit from our being nearby, ultimately we want all of the communities we serve to prosper. Whether it's through the people we employ, the local businesses we use or the wellness programs we provide, we're committed to making our community a better place.

Our network is also collaborating in the development of the region's future doctors by supporting and working with The Wright Center for Graduate Medical Education and The Commonwealth Medical College to strengthen opportunities for medical education and residencies.

Investing in our future

In the area of electronic medical records technology, our hospitals are leading the charge, with a nearly \$40 million investment in user-friendly clinical automation and electronic medical record development over the next year.

Making significant investments in our facilities and neighborhoods is just one way we're impacting our communities. Last year alone, more than \$71 million in capital investments was made across Commonwealth

Health's affiliated hospitals—part of a quarter-billion-dollar investment planned over the next several years. Examples include:

- a new wound treatment center and new ultrasound equipment at **Berwick Hospital Center**

Hospital Center

- new EKG and radiology equipment at **Mid-Valley Hospital**

- new patient beds and furniture, operating room, neonatal intensive care unit (NICU) equipment and a three-room expansion of the emergency department at **Moses Taylor Hospital**

- installed new treatment technology in fully redesigned cardiac catheterization and interventional radiology areas at **Regional Hospital of Scranton**

- brand-new emergency department and MRI at **Tyler Memorial Hospital**
- expanded emergency department and Heart & Vascular Institute at **Wilkes-Barre General Hospital**

Our investments don't stop with our own facilities. With our hospitals' long histories as trusted community institutions, we proudly support worthwhile charities and community-focused organizations like the United Way, American Heart Association, Local Chambers of Commerce, Northeast Regional Cancer Institute, Association for the Blind, The Lands at Hillside, Boys and Girls Club, Volunteers in Medicine and many more. The institutions of Commonwealth Health are woven into the fabric of the community—and that's a commitment that won't change. ●

Commonwealth Health's total economic impact on local economies: **\$1,362,719,718**

Source: The Hospital & Healthsystem Association of Pennsylvania, 2011



We commit to healthier communities

Berwick Hospital Center is in the midst of a multimillion dollar project to renovate and expand its Medical Wing. With an expected completion date in fall 2013, the project is a top-to-bottom renovation of the existing treatment space, including new nursing stations, patient call system and flat-screen televisions in all patient rooms. These substantial investments demonstrate the hospital's commitment to not only enhance its environment of care, but to ensure that its patients, doctors and staff have continued access to high-quality care, close to home.



With you, the circle is COMPLETE



Commonwealth Health has a great resource for adults ages 50 and better—Senior Circle. This program represents the hospital's commitment to meet the needs of seniors by providing them with opportunities to live the healthiest, most fulfilling lives possible. The goal of the program is to offer seniors throughout Northeastern Pennsylvania an outlet where they can participate in activities and share common interests with other seniors, while at the same time promoting health and wellness.

Hosted events

Commonwealth Health hosts regular special events for its Senior Circle members, including popular "lunch and learn" lectures by doctors and other professionals on issues ranging from health and technology to personal finance, exercise and issues related to aging. Free to all Senior Circle members, these lectures provide an intimate setting to meet doctors, learn about conditions and treatments and ask questions. Informative health programs are held each month at locations across the region and include topics such as joint replacement, aging eyes, Alzheimer's disease and heart health. Non-members are welcome to attend to see what it's all about.

Benefits galore!

When you join Senior Circle, your annual \$15 membership also includes a generous selection of discounts and events; a chapter newsletter and national publication; exclusive in-hospital privileges, such as upgrades to private rooms (when staffing and bed availability permit); a free meal each day for caregivers when a Senior Circle member is a patient; and local and national discounts for vision, prescriptions, car rentals, hearing aids and more. For more information or to join, call **(570) 348-7049**.

Introducing radKIDS!



Commonwealth Health is proud to introduce radKIDS® to Northeastern Pennsylvania as a powerful tool to help safeguard our families. The nation's leading child empowerment program for children ages 3½ to 12, radKIDS is a proactive child safety program training thousands of children to recognize, avoid, resist and escape bullying, assault, abduction and harm.

Making a difference

radKIDS strengthens family, encourages physical fitness and teaches core safety values to live by through fun, activity-based programs including lectures, safety drills, muscle memory exercises and dynamic simulation. radKIDS community-based programs have been offered as after-school programs and day camps, as well as through scouting and religious youth groups.

- 250,000 children have been trained in the radKIDS Personal Empowerment Safety Education Program.
- More than 3,500 community-based instructors have been trained in more than 44 states and Canada.
- 74 children threatened with abduction used their skills and returned safely to their families.
- Hundreds of children spoke up and got the help they needed to stop the abuse.

Through radKIDS training, children become empowered and learn to replace fear, confusion, panic or dangerous situations with confidence, personal safety skills and self-esteem. ●



Visit us online!

Learn more about radKIDS by visiting **CommonwealthHealth.net**.



Life can be healthy, balanced and fun



If you're like most women, incredible demands

are placed on you every day. Work, home, family—sometimes it seems that everyone wants your attention. With all of your obligations, you might have forgotten someone special—YOU—but we haven't. Our events are designed to help you maintain a healthy mind, body and spirit.

Health-focused seminars

Commonwealth Health's Healthy Woman program consists of an ongoing series of health-focused educational seminars, health fairs and interactive events. Monthly presentations cover physical and emotional healthcare, financial well-being and spiritual development. The majority of topics directly relate to the Commonwealth Health's primary services, doctor specialties and clinics. Information offered at monthly presentations can also incorporate the support and services offered by partners. Common healthcare topics presented by doctors include heart disease, diabetes, breast cancer, menopause, nutrition, osteoporosis, stress management and life balance issues. ●

Want to become a member?

If you'd like to become a member of Healthy Woman in your community, visit **CommonwealthHealth.net** and follow the links to sign up online or contact our Healthy Woman coordinator at **(570) 770-7292**. Membership is free.

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The information contained in this publication is not intended as a substitute for professional medical advice. If you have medical concerns, please consult your healthcare provider.

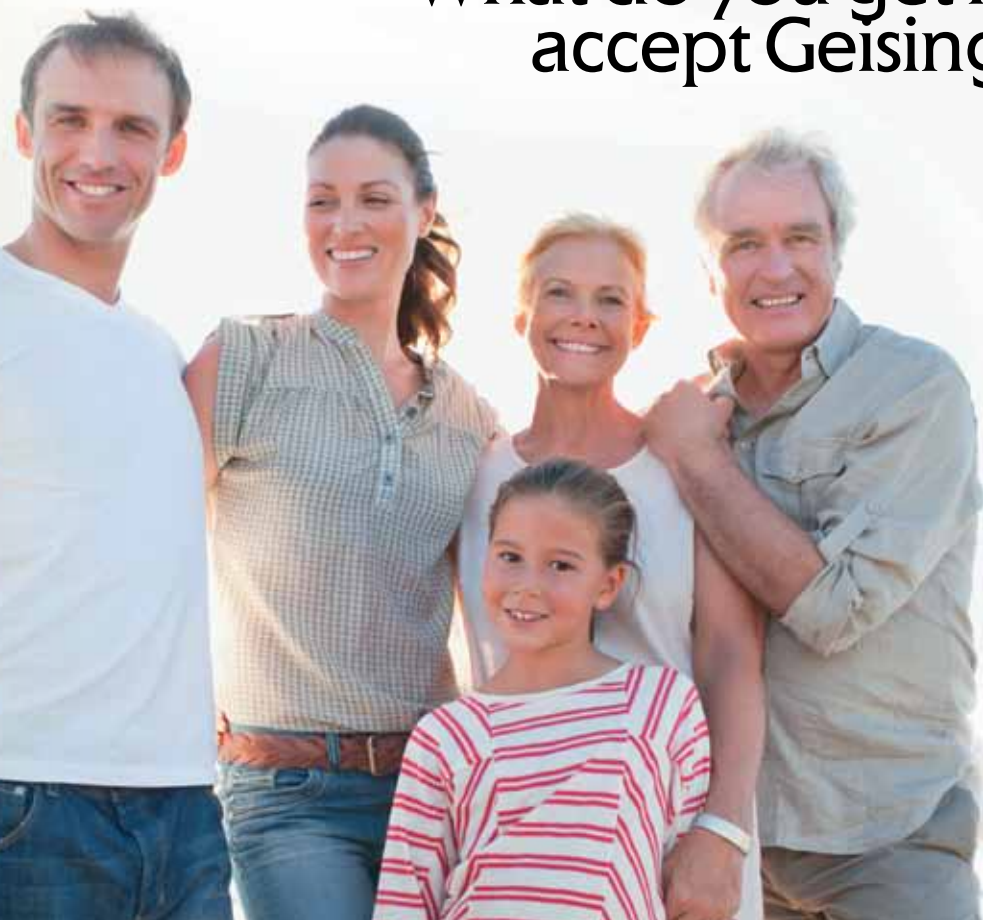
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What do you get now that we all accept Geisinger Health Plan? A choice.



When it comes to something as important as your health, we believe you should have a choice of where to receive care. And if you have Geisinger Health Plan, Geisinger Choice, Geisinger Gold, GHP Family, GHP Kids, or Geisinger Health Options, you now have the choice to receive care at any Commonwealth Health hospital. We are pleased to accept these health plans and welcome the opportunity to take good care of even more of our neighbors.

To learn more, visit CommonwealthHealth.net, or to find a Commonwealth physician, call 1-800-838-WELL.



The Affiliate Hospitals of Commonwealth Health: Berwick Hospital Center • First Hospital • Mid-Valley Hospital • Moses Taylor Hospital
Regional Hospital of Scranton • Special Care Hospital • Tyler Memorial Hospital • Wilkes-Barre General Hospital

Call **1-800-838-WELL** to find a doctor in your area!