

A Healthy You

Advancing Mental Wellness: *The Quabbin Retreat*

**Heart and Vascular Center:
Cardiac Experts Close to Home**

Back in the Game with Heywood Orthopedics

The Lifetime Benefits of Breastfeeding

**The New Heywood L.I.F.E. Center Hosts
Health and Wellness Programs**



Dear Friends of Heywood Healthcare,



For the past several years, Heywood Healthcare has focused on the development of a response to the mental health, suicide and addiction crisis in the North Central and North Quabbin communities.

It is my pleasure to share the many informative articles included in this issue of *A Healthy You*. Our goal, with *A Healthy You*, and all of our programs and services, is to help you and your family to lead the healthiest lives possible. Whether you or a loved one is receiving quality, comprehensive care at Athol or Heywood Hospitals, receiving assistance through one of our support groups, participating in a wellness class or simply reading a helpful article in *A Healthy You*, we strive to provide you with the resources you need to be your very best.

We survey the needs of our community every three years by conducting the Community Health Needs Assessment, in cooperation with a number of area health and human service agencies. The findings of our most recent Assessment indicate our region is challenged with limited employment opportunities, higher than average poverty, inadequate transportation, limited educational attainment and higher rates of child abuse, in addition to previously identified high rates of addiction, mental illness and suicide.

According to the report, Athol, Gardner, Orange and Winchendon have the highest rates of mental health hospitalizations in the region and come in above the state average. Additionally, among the five largest towns in the study area, Gardner had the highest alcohol and substance abuse-related hospitalization rate and was the only city with a higher opioid hospitalization rate than the state average. Athol reports the highest opioid-related mortality rate for the five largest towns in the study area.

For the past several years, Heywood Healthcare has focused on the development of a response to the mental health, suicide and addiction crisis in the North Central and North Quabbin communities. Through grant funding, Heywood Healthcare continues to address these critical needs with a regional behavioral health collaborative, expansion of care coordination models in emergency and primary care settings, expansion of access to local behavioral and substance abuse services like our Partial Hospitalization Program at Heywood Hospital, tele-health solutions and school-based services. Additionally, Heywood Healthcare continues to provide leadership to the Montachusett Suicide Prevention Task Force and Department of Public Health funded suicide prevention programs and we continue to move forward with the Quabbin Retreat in Petersham, our planned mental health and addiction treatment facility.

For more information on the Community Needs Assessment and Heywood Healthcare's array of Community Benefit Programs turn to page 14.

If you have any questions or concerns, please feel free to contact my office at President@heywood.org.

Yours in Good Health,

Win Brown
President & CEO
Heywood Healthcare

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Heywood Healthcare is an independent, community-owned, non-profit healthcare system serving the North Central and North Quabbin regions of Massachusetts and Southern New Hampshire. It is comprised of Athol Hospital, a 25-bed non-profit, Critical Access Hospital in Athol, MA; Heywood Hospital, a non-profit, 134-bed acute-care hospital in Gardner, MA; Heywood Medical Group with primary care and specialty physicians throughout the region; four satellite facilities – Heywood Rehabilitation Center, Gardner, MA, West River Health Center, Orange, MA, Winchendon Health Center and Murdock School-based Health Center in Winchendon, MA, the Heywood Charitable Foundation and the North Quabbin Community Coalition, an affiliate organization.

A Healthy You is published by Heywood Healthcare and is produced by their Community Relations Department in conjunction with DeTore Design Group. The information is intended to educate people about subjects pertinent to their health; however it should not be considered a substitute for consultation with a personal physician.

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Golfers Drive Key Initiatives at Heywood Healthcare

Over the years, generous Golf Classic sponsors have underwritten a wide variety of important Athol and Heywood Hospital initiatives and services.

Last year's tournaments were both enormous successes! Proceeds enabled us to support the continuation and expansion of the Men's Suicide Prevention Project into the North Quabbin region, providing outreach to men in crisis, informational resources, and training in suicide prevention and intervention.

The proceeds of the 2015 Heywood Golf Classic will allow Heywood Healthcare to continue to move forward with our critical mental health, suicide prevention and addiction service initiatives.

In April, the Zoning Board of Appeals for the Town of Petersham voted unanimously to grant a special permit that allowed Heywood Healthcare to move forward with our Quabbin Retreat project. The granting of this permit enabled Heywood Healthcare to move forward with the permitting, licensure, purchase and development of the current Sisters of Assumption property, which is the proposed site for our new behavioral health and addiction services campus.

Today, Heywood Healthcare is the only inpatient provider of mental health services in North Central Massachusetts. This regional shortage hits particularly close to home for our rural communities. With adult suicide at the highest in New England, adolescent suicide rates five times the state average and soaring substance abuse, there is an urgent need for expanded behavioral health services in our region. With all this in mind, Heywood Healthcare's Board of Trustees has made a commitment to prioritizing and expanding behavioral health services in our region.

Proceeds from our Athol Golf Classic will go toward upgrading Athol Hospital's Emergency Department, providing essential enhancements, including renovations that will offer improved clinical facilities and provide more private, inviting and effective care for our patients.

Thank you to the devoted sponsors of the Athol and Heywood Golf Classics. Your unwavering commitment to these events provides Heywood Healthcare with the generous support needed to create programs and services that truly make a difference for residents of the North Central and North Quabbin regions.

2014 ANNUAL REPORT ADDENDUM

We gratefully acknowledge the generous support of the following additional donors to our 2014 fundraising efforts. Your commitment to the needs of our region and the programs and projects of Heywood Healthcare enables us to continue our journey to improve community health.

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Advancing Mental Wellness

The Quabbin Retreat

“Waiting and hoping

for someone else to fix it is not a plan,” says Heywood Healthcare President and CEO Win Brown. The “it” he’s referring to is our communities’ dire need for behavioral health and substance abuse services.

To address this need, Heywood Healthcare is purchasing the former residence of the Sisters of the Assumption in Petersham and converting the 21-acre property into The Quabbin Retreat, a comprehensive

center for treating patients with mental health and addiction issues.

“Behavioral health and substance abuse services are the number-one health need in North Central and Franklin counties today,” Brown says. “Due to lack of beds, we do not have the capacity to admit 2,500 patients in urgent need of care each year at Heywood and Athol Hospitals – and we’re the only provider of inpatient behavioral health services in North

Central Massachusetts. The adolescent suicide rate in this area is five times the state average. And our region’s substance abuse rates are soaring.”

“These troubling statistics clearly demonstrate the need,” he continues. “No one is going to come and fix this problem for us. So building on the work we already do to serve people in our region, we have an innovative local solution and the capabilities to implement it.”

This innovative solution is to transform the Petersham property into an 86-bed facility that will provide outpatient, residential and inpatient services for adults and adolescents struggling with behavioral health and substance abuse problems.

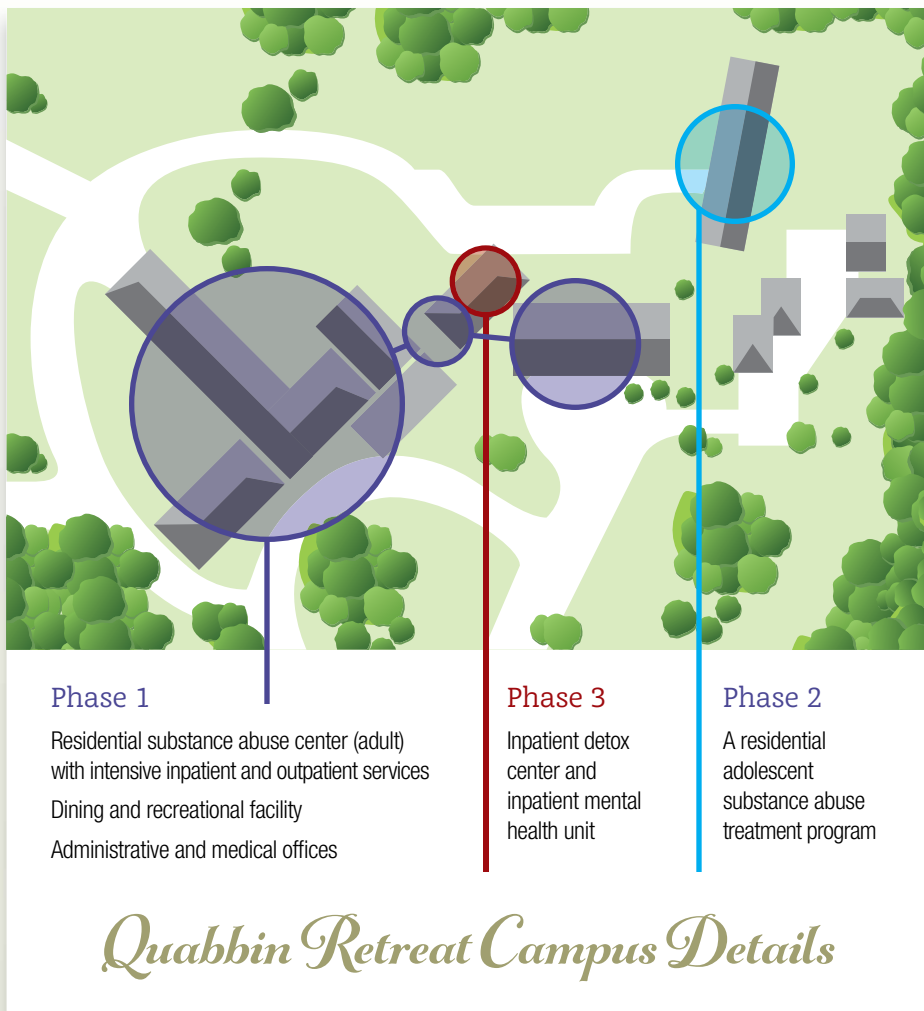
To advance the project, Brown and his team held a series of Community Dialogue meetings with Petersham residents at the local library to talk about the project and its impact on their town.

“We averaged 30 to 40 attendees at each meeting,” Brown relates. “Residents have been very supportive overall. There is probably no one who’s untouched by addiction or mental illness, either personally or in their families, so they appreciate the need for this type of facility.”

Residents also understand that revitalizing the property will provide new local employment opportunities including well-paying jobs for healthcare professionals, construction and renovation workers, and administrative and service personnel, Brown notes.

“These new employees also would bolster the community by patronizing local businesses, and renting or purchasing homes and apartments,” Brown adds. “But with its location near Route 2, we believe it will have minimal impact on the town from a services perspective.”

If all goes according to plan, Brown is hopeful that the first stage of services at the new facility will be operational by mid 2016. He explains that the rollout will begin with outpatient care and



residential adult addiction services, then expand to the adolescent residential program and inpatient detox unit.

“Our vision for this property is one of positivity and hope for those who desperately need behavioral health and addiction services,” Brown says. “Just like

the Sisters who were called to educate generations of children in their schools and care for the aging members of their order in this facility, I believe we’re being called to continue that important legacy of service and care in this healing setting.”

“These troubling statistics clearly demonstrate the need. So building on the work we already do to serve people in our region, we have an innovative local solution and the capabilities to implement it.”

Win Brown, Heywood Healthcare President and CEO

HEYWOOD ORTHOPEDICS:

**ADVANCED
EXPERTISE
GETS YOU
BACK IN
THE GAME**

Skye-Hawk Piper at practice. Photographer: Latrice Cooper



Whether you need joint replacement, you've been sidelined by a sports injury, or you have a repetitive motion disorder such as carpal tunnel syndrome, you can count on the specialists at Heywood Orthopedics to get you back on your feet – literally and figuratively.

"We have four very experienced orthopedists who provide a wide array of operative and non-operative treatment of most orthopedic conditions," said Andrew Markwith, MD, a fellowship-trained orthopedic surgeon who specializes in sports medicine.

Some of the cutting-edge procedures he performs include repair of patellar (kneecap) dislocation, ACL reconstruction (a ligament in the knee), rotator cuff repair, shoulder dislocation and instability surgery, ankle arthroscopy with ligament reconstruction, and repair of cartilage defects in the knee and ankle.

Skye-Hawk Piper is a student athlete who has benefited from Dr. Markwith's sports medicine expertise.

PIPER'S STORY

Piper was a mobile starting quarterback for Gardiner High School's football team, running and throwing a great deal. But in his sophomore year, he suffered a patella (kneecap) dislocation. It was repaired arthroscopically, and he returned to play last year as a junior – and captain of his team.

He experienced pain on a regular basis, however – as well as a sense of instability – the feeling that his kneecap would slip out of place. Then, during practice last fall, he suffered a second full patella dislocation.

"That's when I saw him," recalled Dr. Markwith. "He had two problems: recurrent patellar instability and a large cartilage defect involving 25 percent of his patella. He met the criteria for surgery to both stabilize the patella and treat his cartilage lesion. Using the latest techniques in cartilage repair and ligament reconstruction for patellar instability, it could be completed in a single procedure."

The surgery involved reconstructing the ligament that links the kneecap and the lower end of the thigh bone (femur), and repairing the cartilage using what's called cartilage allografts (cadaver cartilage).

A MOTIVATED PATIENT

"From early on in the postop period, I could tell Skye-Hawk was very motivated," Dr. Markwith said of his patient. "He's been ahead of schedule throughout the entire rehab process, and regained range of motion quicker than expected."

Because a newer technique for cartilage repair was used, there are no well-established, evidence-based guidelines on return to play. "You see in the literature anywhere from six months up to two years. But because Skye-Hawk has been doing so well, I'm hoping he can return to play around the nine-month mark," explained Dr. Markwith.

And as predicted, Piper, age 17, is now back in the game – with no restrictions.

“He needs to keep up with his home exercise program and stay strong,” Dr. Markwith said. “There’s no specific brace that he needs to use. We’re having him try a simple neoprene sleeve to see if it gives him a little more confidence, but he doesn’t need anything bulky that could slow him down.”

A WIDE RANGE OF ORTHOPEDICS EXPERTISE

Sports medicine injuries, however, aren’t the only type of issues that can benefit from the expertise at Heywood Orthopedics.

“All of us treat moderately complex and basic fractures, and we have surgeons who perform a significant volume of primary knee and hip replacements, in addition to knee and hip revisions, which are a highly specialized capability,” said Dr. Markwith.

Minimally invasive carpal tunnel release surgery, which enables patients to recover and get back to work more quickly than traditional open surgery, is another specialized procedure performed by Heywood Orthopedics.

A unique strength of the practice is its collaborative relationship with a local bracing company. “They keep our shelves stocked with a good selection of braces, so if patients need bracing, we’re able to get them into an appropriate device quickly,” according to Dr. Markwith. “This company also is willing to meet with patients at our office or in their homes if what the patient needs isn’t in stock.”

Heywood Orthopedics recently hired Emily DiConza, a certified physician assistant (PA-C) with extensive orthopedics experience. A PA is a healthcare professional who’s licensed to practice medicine as part of a team, along with physicians.

“She not only sees patients in the office which offers easier access to appointments, she is also especially helpful assisting with complicated surgeries in the OR,” he noted.

Dr. Markwith also emphasizes the professionalism of the practice’s office staff. “They get a lot of credit for getting patients triaged appropriately and seen as quickly as possible.”

THE “BEST OF BOTH WORLDS”

“We really offer the best of both worlds,” said Dr. Markwith. “Here patients get the most up-to-date orthopedic techniques in the friendly, collegial atmosphere of a community hospital where they receive very personalized, quality care close to home, from physicians and staff who truly enjoy the work they do.”

It’s a combination that earns high marks from Piper. Thrilled to be back to playing football, he has one word for the care he’s received from Dr. Markwith and Heywood Hospital: “Perfect.”

HEYWOOD ORTHOPEDICS

MICHAEL AZZONI, MD 978-632-0383

Medical Education - Georgetown University, Washington, DC

Internship - Georgetown University Hospital

Residency - Union Memorial Hospital and Georgetown University Hospital

Fellowship - Union Memorial Hospital – Sports Medicine

Board Certification - Orthopedics



PETER BRASSARD, MD 978-632-0800

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Internship - Georgetown University Hospital

Residency - Georgetown University Hospital

Board Certification - Orthopedics



ANDREW MARKWITH, MD 978-632-0800

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Residency - University of Massachusetts Medical School

Fellowship - MedStar Union Memorial Hospital – Sports Medicine



ANDERS G. J. RHODIN, MD 978-632-0800

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Residency - Yale University

Board Certification - Orthopedic Surgery



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Undergraduate Education - College of the Holy Cross, MA

Medical Education - Mass College of Pharmacy & Health Sciences

Internship - Worcester County Orthopedics, St. Vincent's Hospital



Breast is Best: Important Benefits for Mom and Baby

Making the choice to breastfeed your baby is one of the most important decisions a mother can make. At the LaChance Maternity Center at Heywood Hospital, we strive to support this rewarding choice by creating a nurturing environment that encourages new moms and enables their success.

“Breast milk is the most complete form of nutrition because it has the right amounts of protein, fat, sugar and water for growth and development,” according to lactation consultant Gail Chaffee, RN, ILCBC. “More importantly, it contains antibodies to protect the baby from infections.

“Although many moms think there’s no difference between breast milk and formula, that is not the case,” she continued. “Research continues to prove that ‘breast is best’ for both babies and mothers.”

Why “breast is best”

Studies show breastfeeding provides far-reaching benefits including the lowering of a baby’s risk for developing asthma or allergies. In addition, babies who are breastfed exclusively for their first six months have fewer ear infections, respiratory illnesses and bouts of diarrhea. There is also evidence that breastfed babies have a reduced incidence of diabetes later in life, and have a lower risk of sudden infant death syndrome (SIDS).

Breastfeeding moms also realize health benefits. “Right after delivery, it helps to control bleeding by contracting the uterus,” Chaffee noted. “It’s also been shown to lower the risk of uterine, ovarian and endometrial cancers, the incidence of osteoporosis after menopause, and helps prevent developing type 2 diabetes later in life. There’s also evidence that breastfeeding helps moms lose weight more quickly after the baby is born.”

To inform and educate new and expectant mothers to choose the healthful benefits of breastfeeding, the LaChance Maternity Center offers an array of special services:

- One-on-one inpatient consultations with new moms after they give birth to help them initiate breastfeeding
- Prenatal educational classes held on the second Monday in January, March, May, July, September and November from 6:00-8:30pm
- A free breastfeeding support group that meets the first Wednesday of every month from 10:00-11:00am
- An outpatient lactation clinic for new moms once they come home from the hospital

“One of the best things I did”

Lynn Sayarath was committed to breastfeeding both her sons when they were born, and has taken advantage of all the services Heywood Hospital offers (see list above).

“I attended a breastfeeding class at Heywood Hospital prior to the birth of my first son in 2007, and I utilized Gail’s services right away when he was born,” the Templeton resident related, referring to the private inpatient consultations that lactation expert Chaffee offers to new mothers.

“One of the best things I did was to schedule a follow-up visit within a week of each birth,” she continued. “Once you’re home, ambivalence and uncertainty set in. As a new mom, you wonder if you’re doing it right.”

“So I went in [to the outpatient postpartum clinic] and she weighed my son, had me nurse, then weighed him again,” Sayarath said. “It reassured me that he was getting enough to eat. And she just helped me get used to nursing.”

The region’s only postpartum lactation clinic

Heywood Hospital is, in fact, the only hospital in Central Massachusetts to offer a postpartum lactation clinic.

“We know many first-time mothers have difficulties with breastfeeding once they go home, so having the clinic where they can come back is tremendously reassuring to them,” Chaffee said.

With her second son, Sayarath had more serious challenges, and she again turned to Chaffee for help.

“I was having problems getting him to latch (fasten on to the breast),” Sayarath explained. As a result, she experienced repeated episodes of mastitis – inflammation of the mammary gland – that made nursing especially painful.

When Sayarath consulted Chaffee, the lactation expert discovered that the infant had what’s called a tongue-tie, a tight piece of skin on the underside of his tongue that made it difficult for him to attach properly to his mother’s breast – something the pediatrician hadn’t detected. A simple surgical procedure resolved the issue.

“I was so thankful”

“I was so thankful that she identified the problem and helped me get it corrected,” Sayarath said, “and that she confirmed it wasn’t because there was something wrong with me.”

“Gail has a wonderful demeanor,” she added. “She’s not judgmental or critical in any way, and she has creative suggestions if things aren’t going the way you want them to.”

Sayarath also participated in Heywood’s support group for breastfeeding moms.

“It was a tremendous help to just sit and talk with other moms, and know I wasn’t alone in my struggles or successes,” she said.

“Even though my sons are now eight and five, I’m still very passionate about sharing my breastfeeding experience with others. I believe that having success in breastfeeding has made a major contribution to the fact that they’re very healthy boys.”

*Lynn Sayarath with her sons Jaiden (8) and Tai (5)
Photographer: Nancy Terlato*



“We must empower ourselves”

“It’s definitely to your advantage to get educated about breastfeeding before your baby’s born because it really helps the process once the baby arrives,” she said, noting that new mothers can access Heywood Hospital’s breastfeeding support services even if they don’t deliver there. “We must empower

ourselves with as much information as possible, and meeting with Gail really helps ease your anxieties going in.”

“Even though my sons are now eight and five, I’m still very passionate about sharing my breastfeeding experience with others,” she added. “I believe that having success in breastfeeding has made a major contribution to the fact that they’re very healthy boys.”

By creating an atmosphere of encouragement and support throughout the process, the LaChance Maternity Center helps new mothers to choose breastfeeding and the many health advantages it offers.

For more information, please call our 24-hour hotline at 978-630-6216.

“OUR REGION IS EXTREMELY LUCKY TO HAVE SUCH GREAT CARDIAC EXPERTISE SO CLOSE TO HOME.”

Cardiac patient Marcella Corby
Photographer: Nancy Terlato

THE HEYWOOD HEART AND VASCULAR CENTER: WHERE STATE-OF-THE-ART DIAGNOSTICS AND EXPERT CARDIAC CARE MEET

WHEN YOU HAVE A HEART PROBLEM,

timely access to quality cardiac care can be hard to find in rural areas. Fortunately for residents of North Central Massachusetts, Heywood Hospital's Heart and Vascular Center offers an extensive scope of cardiac services – more, in fact, than most community hospitals.

Marcella Corby discovered just how much the Center has to offer this past February, when the 66-year-old Ashburnham resident felt so ill that she asked her husband to drive her to Heywood's emergency department.

“I was taking prescribed medication for a lung and sinus infection, and just wasn't getting better,” she recalled. “That particular morning, I was having trouble

breathing, so I decided to seek medical help at the emergency room.”

The doctor who examined Corby found that her heart rate was exceedingly high, and she was given medication to slow it down.

“I'd never had a cardiac issue before, so this was cause for concern,” she said. Corby was admitted to the hospital that day and seen by Benjamin Prentiss, MD, of Heywood Cardiology.

ATRIAL FIBRILLATION DETECTED

“Mrs. Corby had come in with worsening shortness of breath and was found to be in atrial fibrillation,” he explained, referring to the most common type of heart rhythm disorder. It's characterized by an irregular, often rapid heart rate that can cause poor blood flow to the body and increase the risk of stroke.

“She also had a weakened heart muscle due to her fast heart rhythm being untreated for so long,” Dr. Prentiss continued.

The first medication didn't slow her heart rate, so Dr. Prentiss tried another one. Corby remained in the hospital for several days as her care team tried to get her atrial fibrillation (often called afib) under control.

Dr. Prentiss then recommended that Corby undergo an outpatient procedure called cardioversion, which involves giving the heart low-energy electrical shocks to trigger a normal rhythm. The procedure initially slowed her heart rate to normal, but then the afib returned.

TREATMENT OPTIONS EXPLORED

Her next treatment options were a more potent anti-arrhythmic medication or catheter ablation. In ablation,

radiofrequency or cryotherapy (freezing) energy is transmitted through a catheter, destroying the areas of heart tissue where the abnormal rhythm originates.

Mrs. Corby saw Heywood's electrophysiology specialist Kevin Floyd, MD, to talk about ablation, but ultimately, the decision was made to hold off on the procedure and try a different medication first.

"In most scenarios, we start with a lesser-intensity medication to slow the heart rate and see how the patient responds," Dr. Prentiss explained. "If the patient is still symptomatic, then we try a rhythm control approach like cardioversion or stronger anti-arrhythmic drugs. If these don't work, then we consider ablation."

"ON TOP OF THINGS"

"I had no problems getting used to it," she reported, and it brought her afib under control. Along with other medications she now takes, including a blood thinner to lower the risk of stroke, Corby said she finally feels "on top of things."

In fact, she felt well enough to vacation in Paris with her family in late spring, and visit Canada in July.

After six months, Corby has regained her zip and energy, lost weight, and just recently received some great news on the improved function of her heart. The medications have afforded her time to slowly recover and now, she is turning her attention to the possibility of an ablation this fall.

"I am so pleased to have Dr. Prentiss and Dr. Floyd in my corner," said this active grandmother of eight. "My confidence in them continues and I am optimistic that even better days are ahead for me. Our North Central Worcester County area is extremely lucky to have such great cardiac expertise so close to home."

ADVANCED DIAGNOSTICS

In addition to the Heart and Vascular Center's expertise in managing heart arrhythmias, the Center's resources include some of today's most advanced technologies for diagnosing heart disease.

- Holter monitors - a portable device that records the rhythm of the heart continuously, typically for 24-48 hours
- Insertable Cardiac Monitors (ICM) - inserted under a patient's skin for continuous monitoring for up to 36 months
- Transesophageal echocardiogram (TEE) - a test that uses high-frequency sound waves to make detailed images of the heart and coronary arteries
- Calcium CT Scoring - a CT scan that detects calcium deposits in the coronary arteries that can increase heart attack risk
- Cardiac CTA (computerized tomography angiography) - a test that uses X-rays to produce detailed pictures of the heart and blood vessels.

HEYWOOD CARDIOLOGY

Affiliates of the renowned Heart and Vascular Center of Excellence at UMass Memorial Medical Center in Worcester, cardiologists at Heywood's Heart and Vascular Center offer essential continuity if transfer for more intensive cardiac care is required. For more information or to schedule a consultation, call 978-630-5020.

KEVIN D. FLOYD, MD

Cardiologist specializing in Electrophysiology Services (EP)

Medical Education: Ohio State University

Internship: Dartmouth-Hitchcock Medical Center

Residency: Dartmouth-Hitchcock Medical Center (Internal Medicine)

Fellowship: University of Massachusetts Medical Center (Cardiovascular Disease); University of Massachusetts Medical Center (Electrophysiology)

Board Certification: Internal Medicine, Cardiology, Cardiac Electrophysiology



BENJAMIN D. PRENTISS, MD

Medical Education: University of Massachusetts Medical School

Internship: University of Massachusetts Medical Center

Residency: University of Massachusetts Medical Center (Internal Medicine)

Fellowship: University of Massachusetts Medical Center (Cardiovascular Disease)

Board Certification: Internal Medicine, Cardiology, Nuclear Cardiology, Echocardiography



MICHAEL S. STAUDER, MD

Medical Education: Loyola University of Chicago

Internship: Dartmouth-Hitchcock Medical Center

Residency: Dartmouth-Hitchcock Medical Center (Internal Medicine)

Fellowship: University of Massachusetts Medical Center (Cardiovascular Disease)

Board Certification: Cardiology, Nuclear Cardiology, Echocardiography



ROBERT J. TERLATO, MD

Medical Education: New York Medical College

Internship: University of Massachusetts Medical Center

Residency: University of Massachusetts Medical Center (Internal Medicine)

Fellowship: University of Massachusetts Medical Center (Cardiovascular Disease)

Board Certification: Cardiology





IT'S TIME TO GET FIT

NEW L.I.F.E. CENTER FOR HEALTH AND WELLNESS OPENS AT HEYWOOD HOSPITAL

AS PART OF A COMPREHENSIVE WELLNESS INITIATIVE, HEYWOOD HOSPITAL RECENTLY OPENED THE DOORS OF ITS NEW L.I.F.E. CENTER ON THE THIRD FLOOR OF THE FAVOR BUILDING.

The newly remodeled 2,500 square foot space – which previously housed the hospital’s intensive care unit – is now home to a variety of health and wellness resources for both employees and the community.

“The L.I.F.E. acronym stands for Lifestyle Improvement for Employees,” explained certified personal trainer Douglas Plavin, who manages the Center. “While our primary focus is to provide health and fitness resources for hospital employees, we also offer an expanding range of group exercise classes, massage and Reiki sessions, and wellness and stress reduction programs for community participants.”

The exercise classes include Yoga, Pilates, Tai chi, Zumba® and a boot camp fitness program, all held in the Center’s 600-square-foot group fitness room. There is also a private wellness room for table and chair massage, as well as Reiki (healing energy therapy). Wellness education sessions will address such topics as stress reduction, including techniques like meditation. Classes are open to participants aged 16 and older.

“Before the L.I.F.E. Center opened, group fitness classes were held in random places around the hospital – wherever there was available vacant space,” Plavin said. “Now we have a dedicated facility with a professional audio system for music. It’s a bright, clean and inviting environment.”

Like Plavin, all group fitness teachers are certified; many have been teaching classes at Heywood for some time.

Classes are priced at \$10 per class on a drop-in basis, and \$50 for a package of six classes. “It’s an affordable way to get quality group exercise,” Plavin noted.

For the current class schedule, please visit www.heywood.org, click on the Education tab and click on Classes. Additionally, classes are listed in this newsletter starting on page 17. For more information about the L.I.F.E. Center or to register for classes, please call 978-630-5791.



The L.I.F.E. Center is emblematic of a broad wellness initiative to which Heywood Healthcare is committed. By enhancing our employees’ health, it improves productivity, job satisfaction and the service they’re able to provide to our community. And by making these resources available to residents in this region, we’re helping to create an entire community of wellness.

– Douglas Plavin, L.I.F.E. Center and Wellness Coordinator

Assessing and Addressing the Needs of Our Communities

As a nonprofit entity that includes Heywood and Athol Hospitals, Heywood Healthcare undertakes a Community Health Needs Assessment (CHNA) every three years. The aim of this assessment is to identify the health needs of the North Central and North Quabbin communities we serve in order to provide appropriate programs and services to meet these needs.

The CHNA is a comprehensive information-gathering initiative that includes compiling statewide data, and conducting focus groups and one-on-one interviews with a variety of community representatives. As a result, Heywood Healthcare identified seven health issues affecting residents in this region:

- Mental health and substance abuse
- Suicide
- Access to health services
- Chronic disease (such as diabetes, asthma and heart failure)
- Primary care/wellness
- Social determinants (the conditions in which people live, learn, work and play)
- Tobacco/Nicotine use

To address these issues over the next three years, Heywood Healthcare has formulated a program of outreach, education and care coordination. Some highlights (many already underway) include:

- Expanding access to local behavioral and substance abuse services like the Partial Hospitalization Program at Heywood



Heywood's new walking path, wellness programs, flu clinics, support groups and school nutrition programs are a few examples of ways we help make our region a healthier place to live.

Hospital and development of The Quabbin Retreat, a substance abuse and mental health treatment facility in Petersham, MA

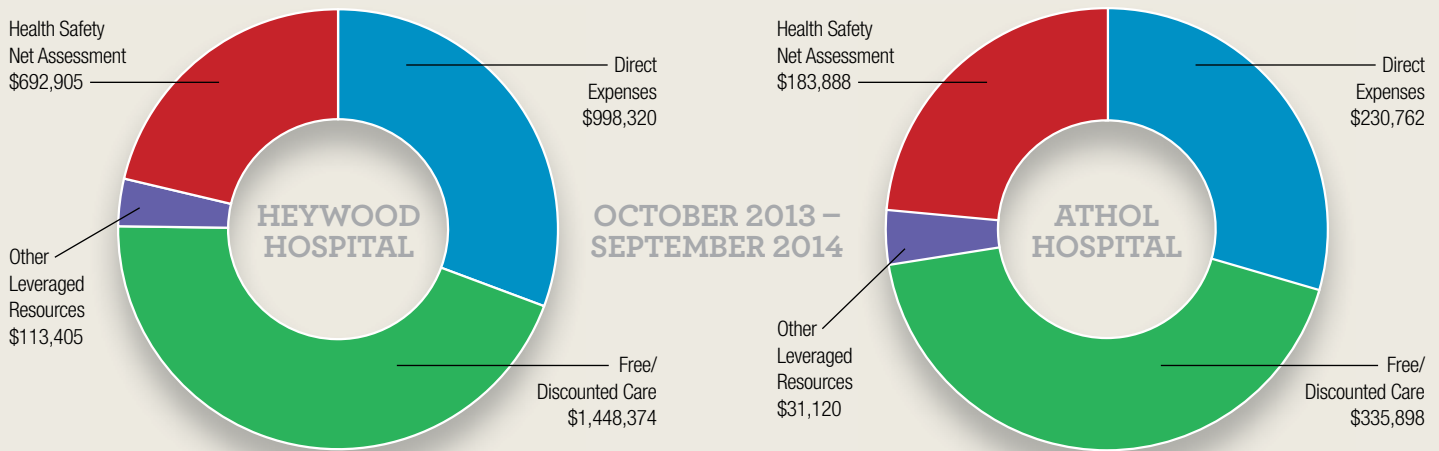
- Providing support groups, targeted outreach and education to populations at high risk for suicide including men, minorities, elders and adolescents, and leadership to the Montachusett Suicide Prevention Task Force and DPH-funded suicide prevention programs
- Improving access to healthcare through expansion of school- and workplace-based services, increasing availability of community transportation through grants, expanding use of telemedicine technology

- Educating patients to better manage chronic disease, using emergency department navigators to help patients better utilize the healthcare system, implementing diabetes prevention programming in the community
 - Enhancing recruitment of primary care physicians to the area, evaluating the feasibility of developing a new urgent care center, integrating health services in school-based settings
 - Engaging in and providing leadership to initiatives to address health disparities such as food insecurity in children (the Back Pack Program provides nutritious food to children so they get enough to eat on weekends and holidays) and health issues affecting minority populations
 - Reducing smoking and nicotine use by implementing more smoking cessation classes in partnership with support groups and outpatient clinics; expanding community-based prevention and education; and eliminating tobacco use among pregnant women (Baby's Breath Project)
- “Heywood Healthcare has done a wonderful job of building partnerships to address the needs of our communities,” said Vice President for External Affairs and Chief Philanthropy Officer Dawn Casavant, who oversaw the needs assessment process. “The Back Pack Program is a good example – in working with the schools we recognized the need, brought it to the community, and individuals and organizations responded by providing support to make it happen.”

Want to learn more? Would you like to help our community? Please contact the Office of Philanthropy at 978-630-6431.

“I believe we’re as responsive as a community hospital can be. When I report on all our active initiatives, other hospitals say ‘Wow.’”

Dawn Casavant, Vice President for External Affairs and Chief Philanthropy Officer



HEYWOOD HEALTHCARE'S COMMITMENT TO THE HEALTH AND WELLNESS OF OUR COMMUNITIES

At Heywood and Athol hospitals, our mission isn't simply to take care of you when you're sick. It's also to help keep you healthy and out of the hospital whenever possible. To that end, we offer a wide range of free or low-cost Community Benefits programs and services designed to enhance the health of residents in the communities we serve.

Each year, we report on these initiatives and the value they deliver to North Central and North Quabbin residents. The dollar value of our Community Benefits programs totaled nearly \$1.6 million last year. But their real value lies in the impact they have on the health and quality of life in our region – particularly as we strive to address some of the most pressing health issues. Here are some highlights:

To help address food insecurity among schoolchildren, we launched a pilot Back Pack food program, which provides nutritious food to children to ensure they have enough to eat on weekends and holidays. This cooperative program involves the Gardner Rotary Club, Gardner Public Schools and Gardner Community Action Committee.

To teach healthy eating from a young age, Project LEAP is a nutrition education program for Ashburnham kindergartners. Twice a week, kids receive a healthy snack and short lesson on healthful eating.

To help fight childhood obesity, *Off Our Rockers* is a joint venture between Heywood Hospital, Gardner Public Schools and Hannaford Supermarkets that combines after-school activities, nutrition education and healthy snacks to encourage kids to make healthy choices.

To make mental health services more accessible, our school-based health center conducted 1,267 on-site mental health visits for

the youth of Winchendon, in collaboration with the Murdock Health Center, Murdock Middle/High School and Winchendon Mental Health Associates.

To help address the high rate of suicide in our region, the Montachusett Suicide Prevention Task Force, an inter-agency community outreach initiative sponsored by Heywood Hospital, expanded its service area to include all North Central Massachusetts towns as well as those in the North Quabbin region. With participation from more than 100 local agencies and organizations statewide, this group continues to raise awareness, advocate with local and state government, and provide education materials to area schools.

To help reduce opiate abuse in our region, Athol Hospital participated in the Franklin-Hampshire-North Quabbin Opiate Prevention Task Force

To help reduce chronic disease, we have held multiple free educational programs throughout the communities we serve, many focused on cooking

and nutrition for diabetes prevention and control, and cardiac health – reaching nearly 500 participants including seniors, veterans and families.

To encourage community members to lead more active lives, we developed an outdoor Community Walking Path and Wellness Garden in collaboration with the Rotary Club, Boy Scouts and Mt. Grace Land Trust, and offered more than 110 community exercise programs including classes in Tai Chi, Yoga and Pilates on our Heywood campus.

To promote health and wellness, we provided dozens of free flu shot clinics, blood pressure screenings and wellness education programs, including for individuals who were homebound, elderly, and with chronic disease and transportation issues.

To provide support, guidance and connection, we continue to offer a range of free support groups for people dealing with such conditions as cancer, addiction or lung disease, as well as caregivers.

In addition, to help uninsured individuals enroll in appropriate programs, our in-house financial counselors worked with more than 9,300 community members in the last fiscal year. The counselors helped to complete 1,253 free-care applications for a total of 2,018 applicants, referred dozens of customers to other assistance programs such as WIC, SNAP and Social Security, and followed up with 6,267 cases – a testament to the very great need that exists in our region. In fact, between Heywood and Athol hospitals, we provided more than \$1.7 million in charity care.

It all adds up to a tangible demonstration of Heywood Healthcare's commitment to improving the health of our communities.

WELCOMING NEW PHYSICIANS TO HEYWOOD MEDICAL GROUP

Katherine Fitzgerald, DO

Family Medicine & Obstetrics/Gynecology – 978-630-5030

Dr. Katherine Fitzgerald is a board-certified Family Medicine physician who provides Obstetrical and Osteopathic Manipulative care. She has joined Heywood Family Medicine in Gardner and is accepting new patients. She earned her medical degree at Oklahoma State University of Osteopathic Medicine.



Erin O'Hara, MD

Internal Medicine & Pediatrics – 978-630-5030 (Gardner) or 978-874-6409 (Westminster)

Dr. Erin O'Hara is a board-certified Internal Medicine physician and Pediatrician who has joined Heywood Family Medicine in Gardner, MA and Meetinghouse Family Practice in Westminster, MA. She is accepting new patients at both locations. Dr. O'Hara received her medical degree from the University of Massachusetts Medical School.



Sari Miettinen, MD

Pediatrics – 978-630-5751

Dr. Sari Miettinen is a board-certified Pediatrician who has joined Heywood Medical Group in Gardner, MA where she is accepting new patients. She completed her internship and residency in Pediatrics at, and received her medical degree from, Baylor College of Medicine in Texas.



Joseph Walek, MD

Pulmonology – 978-630-5011

Dr. Joseph Walek is board-certified in Pulmonary Disease, Internal Medicine and Sleep Medicine. He has joined Heywood Medical Group in Gardner, MA and he is accepting new patients at the Heart and Vascular Center at Heywood Hospital. He completed his residency at Framingham Union Hospital and his fellowship at Lahey Clinic Medical Center in Massachusetts. Dr. Walek received his medical degree from the Jagiellonian University Medical College in Poland.



Phani Molakatalla, MD

Gastroenterology – 978-632-7530

Dr. Phani Kishore Molakatalla is a board-eligible Gastroenterologist who has joined Heywood Medical Group in Gardner, MA where he is accepting new patients. He completed his residency in Internal Medicine and Clinical Gastroenterology Fellowship at Einstein Medical Center in Philadelphia, PA. Dr. Molakatalla received his medical degree from Kurnool Medial College in India.



NEED A PHYSICIAN?

Visit www.heywood.org or www.atholhospital.org and click on *Find a Physician*





Registration is required for all programs. For more information or to register call Community Relations at 978-630-6248.

Exercise Programs

Gentle Yoga

DROP-INS WELCOME!

This program for all fitness levels helps to de-stress and release tension with gentle yoga moves. Wear comfortable clothing and bring a mat and water.

Thursdays from 5:30-6:30pm. \$50 for six-week session or \$10 for drop-in.

Morning JumpStart Yoga

DROP-INS WELCOME!

This eclectic yoga class for students of any level incorporates elements of Lyengar, Viniyoga, Vinyasa, Kundalini, Sivananda and Anusara.

Jump-start your day with centering, warm ups, poses, relaxation and breathing techniques and movement. Wear comfortable clothing and bring a mat and water.

Thursdays from 6:00-7:00am. \$50 for six-week session or \$10 drop-in.

Pilates

DROP-INS WELCOME!

This body conditioning routine builds flexibility, strength, endurance and coordination without adding muscle bulk. Pilates also increases circulation and improves your mental and physical well-being. Wear comfortable clothing and bring a mat, water and a towel. Classes are for all levels of fitness.

Tuesdays from 5:30-6:30pm. \$50 for six-week session or \$10 for drop-in.

Tai Chi Chi Kung (the Brocade of Eight)

This program introduces the art of nurturing the flow of life-giving, healing chi energy throughout the body using a series of carefully designed Chi Kung movements known as The Brocade of Eight. Because these easy-to-learn exercises involve body, mind and spirit, Chi Kung is remarkably effective in improving general health. Wear loose comfortable clothing and bring water.

Wednesdays, September 23 (first class free) - November 18 from 6:00-7:30pm. \$80

Zumba®

DROP-INS WELCOME!

Lose yourself in the music and get in shape at the original dance-fitness party! Zumba features exotic rhythms set to high-energy beats. It's easy, effective and exhilarating. Wear comfortable clothing and bring water.

Mondays from 4:00-5:00pm. \$50 for six-week session or \$10 for drop-in.

Wellness Programs

Healthcare Provider CPR and Heartsaver CPR and First Aid

Course covers AED overview and how to save someone who is choking. Perfect recertification for families, businesses and civic organizations. One instructor per class with a maximum of six people. Refreshments provided.

CPR: 9:00am-12:15pm, \$45. First Aid: 12:30-3:15pm, \$45 (Both classes \$80). Classes are held on October 17 (CPR only); November 21 (CPR only); December 19 (CPR only). Pre-payment is required. Classes held in the Heywood Hospital OBS Conference Room. Offered for ages 10 and up. Arrive 15 minutes early. For more information call 978-630-6248.

Healthy Habits for a Healthier You

The health of the brain and the body are connected. Recently, science has provided insight into how to optimize our physical and cognitive health as we age. Learn how diet and nutrition, exercise, cognitive activity and social engagement aid in healthy aging. Co-sponsored by the Alzheimer's Association.

November 2 from 10:30-11:30am in the Heywood Hospital Community Education Room. FREE program.

CHILD BIRTH AND PARENTING CLASSES AT HEYWOOD HOSPITAL

We offer a variety of classes and services to help you through your pregnancy and prepare you for parenthood. We recommend that you register for classes by the fifth month of your pregnancy. For more information or to register, call the LaChance Maternity Center at 978-630-6216.

Class schedule subject to change. If inclement weather, class will be cancelled three hours before scheduled start time – please call ahead or visit our website.

Childbirth Education

Taught by certified Childbirth Educators, this class is designed for parents having their first baby. It covers information on breathing and relaxation techniques, how to recognize and cope with each stage of labor as well as various options for pain relief.

Three-week Series Class: First three Tuesdays of every other month (October, December) from 6:00-9:00pm. \$50 delivering at Heywood, \$80 delivering elsewhere.

One-day Class: Second Saturday of every other month (November) from 9:00am-3:00pm. \$50 delivering at Heywood Hospital, \$80 delivering elsewhere.

Childbirth Education – Refresher

For those with previous childbirth experience, this class reviews breathing and relaxation techniques, signs of labor, sibling preparation and more.

Second Wednesday of every other month (October, December) from 6:00-9:00pm. \$40 delivering at Heywood Hospital, \$55 delivering elsewhere.

Infant/Child Safety and CPR

Recommended for parents, grandparents and anyone caring for an infant or toddler – even before your baby arrives – this program teaches you how to prevent injuries, basic safety, and the proper procedure for assisting a child who is choking or unconscious.

Evening Class: First Wednesday of every other month (October, December) from 5:30-8:30pm. \$40 per couple, \$30 per person.

Saturday Class: First Saturday of every other month (November) from 9:00am-12:00pm. \$40 per couple, \$30 per person.

Meet the Doula

Heywood Hospital offers a volunteer Doula program to enhance the comfort of our patients through continuous care for the laboring woman and her family. Learn about the benefits of a Doula, including a shorter labor, reduced need for pain medication and a decrease in C-section rates.

Fourth Monday of every month from 6:00-7:30pm. Free to all patients that deliver at Heywood Hospital.

Mother and Baby Class

This class teaches new mothers what to expect during the first three months after your baby is born. Includes information on the post-partum period as well as newborn care.

First Thursday of every other month (November) from 6:00-8:30pm. \$20 delivering at Heywood Hospital, \$30 delivering elsewhere.

Prenatal Breastfeeding Class

This class provides you with the information and techniques to ensure a successful and rewarding breastfeeding experience. Topics include health benefits of breastfeeding for you and your baby, positioning, how to know if your baby is getting enough milk, expression and storage of milk, and how to continue breastfeeding if you plan to return to work.

Second Monday of every other month (November) from 6:00-8:30pm. \$20 delivering at Heywood Hospital, \$30 delivering elsewhere.



Sibling Class

This class helps to prepare children for the arrival of a new brother or sister. How babies are fed, diapered and cared for are some of the topics that are covered. Children are shown a brief movie and given a tour of the maternity unit so they can see where mom and the new baby will be once it is born. Includes a coloring book, crayons and cookies.

Third Sunday of every other month (November) from 1:00-2:30pm. \$15.



FREE SUPPORT GROUPS

HEYWOOD HOSPITAL SUPPORT GROUPS

AA Meeting

Meets every Tuesday in the Medical Arts Building Conference Room from 7:30-8:30pm.

Bariatric Surgery Patient Support

The group is bariatric surgery patients as well as those considering the surgery.

Held on the third Tuesday of every month from 6:30-8:30pm in the Community Education Conference Room at Heywood Hospital. This group is not medical advice or a replacement for any required steps in your gastric bypass medical care plan. For more information contact Lynne at 978-724-0040.

Better Breathers Club

This club provides support for patients and their families with breathing problems and lung disease.

Meets on the first Monday of every month (except January, February, July, August and September) from 2:30-3:30pm in the Heywood Hospital Dining Room. Co-sponsored by the American Lung Association. For more information call Pauline at 978-630-6222.

Breastfeeding

Local mothers meet to exchange breastfeeding support, information and encouragement in an informal setting. Babies and breastfeeding are always welcome.

Held the first Wednesday of every month from 10:00-11:00am in the Lactation Room on the Maternity Unit.

Cancer

This group provides support for patients and their families through discussions with people with similar experiences.

Meets on the fourth Wednesday of every month from 7:00-8:00pm in the Oncology Department Waiting Room. For more information call 978-669-5642.

Caregiver

The group is for family and caregivers of a person with Alzheimer's disease or dementia.

Held on September 30 and October 28 from 2:00-3:00pm in the Community Education Conference Room (dates and times subject to change). For more information call 978-630-6325. Co-sponsored by the Geriatric Psychiatry and Social Service Departments.

Community Birth/Loss

This group provides resources, understanding and acceptance to parents and their families and friends who have experienced miscarriage, stillbirth or the death of a newborn.

Held on the first Thursday of the month from 7:00-8:30pm in the Heywood Medical Building Conference Room. For more information, contact Jill Cormier at 978-630-6458. Co-sponsored by Heywood Hospital, UMass Memorial Health Care and Milford Regional Medical Center.

Emotions Anonymous

This group offers women a 12-step program to cope with stress and to live a healthier life.

Held on Thursdays at 6:00pm in the Board Room at Heywood Hospital. For more information, call Jane at 920-917-8538.

Gluten Free Living

The group is for individuals who have celiac disease or gluten (wheat) intolerances or for caregivers of those who have gluten intolerances.

Held on October 19 and December 14 from 4:30-5:30pm in the Community Education Conference Room. Reservations required. For more information call Jennifer at 978-630-6993 or email jennifer.newman@heywood.org.

HIV & AIDS: Support, Education, Advocacy

The Infection Control department provides support, education and advocacy for HIV positive individuals and their families upon request.

Meetings are scheduled on an as-needed basis. For more information call Jeannie at 978-630-6490.

Learn to Cope

This network is for families dealing with addiction and recovery.

Held on Tuesdays from 7:00-8:30pm in the Heywood Board Room. For more information, call 508-738-5148 or visit www.learn2cope.org.

Suicide Survivor Programs

These groups are for those who lost someone they know to suicide, or are a suicide attempt survivor. They provide a safe environment that promotes resiliency, increased self-awareness of risk, and encourages help-seeking and support.

Suicide Survivor: Held on the second Wednesday of every month at 6:30pm

Suicide Attempt Survivor: Held on the second and fourth Tuesday of each month at 6:30pm.

Both programs are held in the Community Education Conference Room at Heywood Hospital. For more information call Lynn at 978-632-3240 or the Mental Health Unit at 978-630-6377.

MENder's

MENder's brings together guys facing similar issues including illness, anger, stress, substance abuse, relationship problems or major life changes.

Held on the first and third Wednesday of every month from 7:30-9:00pm in the Medical Arts Building Conf. Room. For more information call 978-630-6455.

ATHOL HOSPITAL SUPPORT GROUPS

Cancer

Meets the first Wednesday of every month at 4:30pm in the Small Conference Room. For more information, call Bonnie at 978-249-1207.

MENder's

MENder's brings together guys facing similar issues including illness, anger, stress, substance abuse, relationship problems or major life changes.

Held on the first and third Wednesday of every month from 7:30-9:00pm in the Hillis Board Room. For more information call 978-630-6455.

SMART Recovery

Learn a cognitive/rational approach to overcoming addictive behavior and maintaining abstinence.

Meets on the first and third Saturday every month at 10:00am in the Education Room.

Smoking Cessation

Meets every Monday from 6:00-7:00pm in the cafeteria dining room.

SAVE THE DATE FOR THE 2015 HEALTHY HARVEST 5K – SATURDAY, NOVEMBER 7



Save the Date for the 2015 Healthy Harvest 5K
"Running for Mental Health" — Saturday, November 7 at 8:30am

Healthy Harvest 5K
— Heywood Healthcare —

This 3.1 mile family-friendly run/walk begins and ends at Heywood Hospital and is open to all fitness levels with options for youth and younger children. Enjoy free refreshments, prizes and fun family activities including a Storybook Walk for children and a CrossFit® Challenge for adults.

To find the route or to register, visit www.heywood.org or www.runsignup.com