



A Healthy You



Excellence in Diabetes Care now extends to Athol

The Heywood Patient Portal: easy, private
access to vital health information for patients

LaChance Maternity Center – Delivering expectant
moms a personalized birth experience

Welcoming new physicians to Heywood Medical Group

Patient-centered improvements at Heywood and
Athol Hospitals expand access to vital services

Spring and Summer Health and
Wellness Classes

*Meagan Zarba, registered yoga
instructor, certified personal trainer
and nutrition coach*

Photo: Latrice Cooper Photography



Heywood Healthcare
Athol Hospital | Heywood Hospital

Dear Friends of Heywood Healthcare,



Our goal is to provide patients with local healthcare that not only focuses on current community health needs, but also anticipates the future of quality healthcare and makes it available, accessible and affordable for all.

As a community healthcare system, we are committed to being a champion of health and wellness for our communities. In this issue of *A Healthy You*, you'll get an inside look at the many new programs and community initiatives that Heywood Healthcare is leading to promote lifestyle changes that prevent diseases like diabetes, an epidemic in our region.

We have expanded our Diabetes Self-Management Education program to Athol Hospital. This program, modeled after the one at Heywood Hospital, is designed to evolve conventional treatment for diabetes to a more comprehensive and holistic program of education, support and counseling focused on lifestyle changes that improve health and manage disease.

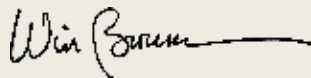
At Heywood Hospital, in addition to many cosmetic facility updates taking place, we are in the midst of creating a leading edge cardiovascular wing, adjacent to the new home of Diabetes and Nutrition Services on the second floor of our Center for Outpatient Services (COS) located at the South Entrance, so patients may be seen by multiple providers in one area of the hospital.

We continue to make big changes outside our walls, too. Heywood Hospital introduced its new "Patients First" parking program last October – reserving 120 parking spaces closest to the COS exclusively for patients – reaffirming our commitment to patient-centered care. Next spring, there will be a solid parking canopy comprised of solar panels that will not only provide protection from the elements for approximately 250 parking spaces and pathways to our main entrance, but will also provide 30% of Heywood's power supply and include outlets for electric vehicles.

We opened the doors of our new Partial Hospitalization Program (PHP) at Heywood in December and have already seen positive responses from patients. Supported with funding provided by the Department of Mental Health, the PHP provides patients with behavioral health needs access to intensive outpatient psychiatric therapy, nursing, mental health therapy, social services and life coach group sessions daily, while allowing them to return to a home setting in the evening. This program is one of many Heywood Healthcare efforts to expand access to behavioral health services in our region.

As our partnership continues to evolve, you will find more and enhanced services available throughout our healthcare family. Our goal is to provide patients with local healthcare that not only focuses on current community health needs, but also anticipates the future of quality healthcare and makes it available, accessible and affordable for all.

Your Partner in Health,



Win Brown
President & CEO, Heywood Healthcare

- 3 [Coming Soon: Patient Information Portal](#)
- 4-5 [Diabetes Education at Athol Hospital](#)
- 6-7 [LaChance Maternity Center](#)
- 8 [Philanthropy: Estate Programs](#)
- 9 [Welcoming New Physicians](#)
- 10-11 [Healthy Changes at Athol Hospital](#)
- 12-15 [Health & Wellness Programs – Spring 2014](#)
- 16 [Save the Date: the 2014 Healthy Harvest 5K](#)

Heywood Healthcare is an independent, community-owned, non-profit healthcare system serving north central 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 and a Charitable Foundation.

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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LAUNCHING THE HEYWOOD HOSPITAL ONLINE

PATIENT PORTAL

EASY, PRIVATE ACCESS TO VITAL HEALTH INFORMATION FOR PATIENTS



The new patient portal will increase ease of access for patient results. Pictured above are Anthony Cali and Anthony "Duke" Cali of Gardner, MA. Photo: Latrice Cooper Photography

The unrelenting pace of technological innovation is constantly changing how consumers, communities, businesses and even nations engage with each other. In the dynamic world of healthcare, innovative technology is more than sophisticated diagnostic and treatment tools and techniques that improve patient care. Increasingly, technological sophistication means allowing the transfer of vital information between patients and providers.

Heywood Hospital is about to take a vital first step to empower patient information access with a new online patient portal. Consistent and compliant with "meaningful use" mandates set forth by the U.S. government, intended to assure

optimum patient care coordination among providers, Heywood's patient portal will allow patients to easily and securely access key information from their medical record.

"Patients discharged from either our Emergency Department or a medical or surgical unit often need follow-up care from their physician or another provider, or they may have a significant medical event where providers require vital information from a patient's Heywood record to make the best care decisions," explains Carol Roosa, Chief Information Officer and VP of Information Services for Heywood Healthcare. "This patient portal puts information at patients' fingertips, when they want it or need it."

Key components of a patient's health record include information about allergies, home medications and recent hospital inpatient admissions. The portal will also show upcoming appointments at the hospital for services such as mammography, physical therapy and outpatient surgery.

"Our goal is to help patients communicate most efficiently and effectively with their physicians, and to empower them with the tools they need to manage their health and well-being collaboratively," says Roosa.

How patients can sign up

Starting June 1st, patients may access the Heywood Patient Information Portal (HPIP) at www.heywood.org. An email address and Heywood Medical Record Number are required to register for the HPIP. If you do not know your medical record number, you may obtain it by visiting the Medical Records Department at Heywood Hospital, Monday-Friday, from 8:00 am-4:30 pm. A picture ID is required for identity verification.

Proxys – allowing a caregiver to access record

Patients over age 18 may allow loved ones or caregivers to have access to their portal. Patients can request a "proxy" form from our Medical Records Department to secure access for another adult.

Simple patient portal registration

For more information on registering to use the new Heywood Hospital Patient Information Portal, please call the Medical Records Department at 978-630-6242 or visit www.heywood.org.



Diabetes educator
Doug Miller,
RN, MPH, CDE
with Katherine
Quenneville of
Gardner, MA

Photo:
Latrice Cooper
Photography

Excellence in Diabetes Care Now Extends to Athol

New Program Addresses Diabetes Epidemic in our Communities

In the United States, and locally, Type 2 Diabetes has reached epidemic proportions. What makes diabetes such an unusual disease is that it also has a direct link to heart disease, the leading cause of death. The connection between diabetes, heart disease and stroke has to do with high blood sugars. Diabetes is a condition of high blood sugars and the damage it causes to the human body.

High blood sugars cause the human body to wear down. This wearing down of the body makes people susceptible to nerve damage, problems with skin breakdown, permanent vision changes, kidney disease

and eventually to an increased risk for heart disease and stroke.

Diabetes works in a silent, but deadly way. It is not only the 7th leading cause of death in the nation, its accompanying damage to the body can lead to amputation, blindness, kidney disease, heart disease and stroke. It maims by causing nerve damage and skin lesions so severe that people must have limbs amputated. It causes blindness and leads to stroke, heart disease, and kidney disease.

According to the U.S. Centers for Disease Control (CDC), there are nearly 3,000 residents in the greater Athol region who have diabetes, including more than 1,200

who have the disease but don't know it. An additional 10,300 Athol adults are "pre-diabetic," with lifestyles and risk factors that pre-dispose them to the development of this dangerous, often debilitating disease.

The good news is that diabetes can be successfully managed. Recent studies suggest Type 2 diabetes can often be delayed from its development and in some cases actually prevented through proper nutrition and fitness. That's why Athol Hospital recently launched the Diabetes Self-Management Education Program, a comprehensive approach to empowering patients diagnosed as diabetic or

pre-diabetic with the tools, instruction and support needed to make simple life changes that can halt diabetes in its tracks.

Modeled after Heywood Hospital's distinguished Diabetes Center of Excellence, Athol's program has received national accreditation by the American Association of Diabetes Educators (AADE). Designed to evolve conventional medical nutrition therapy for diabetics to a more comprehensive and holistic program of education, support and counseling, this program focuses on lifestyle changes that improve health and manage disease.

"Our approach takes patients beyond just nutrition counseling," says Mady Caron, RD, Athol's clinical dietician and diabetes educator. "We engage individuals with pre-diabetes or diabetes in a series of six one-on-one sessions designed to teach them about the disease process, the importance of taking medications as directed by the patient's

physician, how to self-manage and monitor their blood sugar and ways to be proactive with lifestyle changes that emphasize proper diet and activity to help overcome or manage their disease and its risks."

Caron has enrolled more than 20 patients in the program since its launch in late 2013, and plans to evolve the program to include more outreach, support groups, cooking demonstrations and group classes. "We want this program to be as effective for the Athol community as Heywood's Diabetes Center of Excellence has become in greater Gardner," says Caron.

Caron works closely with Doug Miller, RN, MPH, CDE, who helped establish Heywood's Center of Excellence, uniquely distinguished as one of only a handful of programs in the state to earn distinction as dually certified by both the American Diabetes Association and the American Association of Diabetes Educators.

In addition to launching Athol's new program, Caron and Miller are collaborating on plans to encourage diabetes prevention through community outreach. A new program being developed in conjunction with the Athol YMCA is a CDC-compliant diabetes prevention/education program.

"The Athol YMCA would seek to have their program certified to teach the skills shown to delay or prevent the start of diabetes, and we would work with the Y and local physicians to identify people who are pre-diabetic," explains Miller. "Our goal would be to reach out and engage these individuals in a 16-week series of classes at the Y that teach them how to lose weight, exercise and make healthy food choices that could delay or prevent diabetes and possibly even save their lives."

Diabetes Prevention: Manage Your Risk with (Life) Style

If you are among the 66% of Americans who are overweight, you're at risk for diabetes – a dangerous disease that comes on slowly and quietly, which can often be prevented. "Knowledge is power, and people who understand their risk can prevent diabetes with some simple lifestyle changes," says Miller.

Know your risk

If you are overweight, inactive and/or if your doctor tells you your blood sugar is elevated, pay attention. Now is the time to act.

Start moving

Exercise not only boosts metabolism and releases endorphins that improve mood, but it is essential to improving circulation, regulating blood sugar and losing weight.

The key is to make exercise a regular part of daily activity, even if you start slowly. Simply going for a brisk 10 to 20 minute walk every day can dramatically improve your health and reduce your risk, especially when activity is combined with healthy eating habits.

Make healthy food choices

Nutritional guidelines to manage diabetes risk are proven to improve health and well-being all-around. Healthy food is commonly regarded as boring, expensive and difficult to prepare, but in reality healthy food choices are easy, cost-efficient and in the long-run, can prevent the need for costly medications, doctor's visits, hospitalizations and worse.



Some tips

- 5 servings of fruit a day can satisfy any sweet tooth
- Enjoy bread, cereal and pasta but make sure that 50% of the product is made from whole grains
- Eat more protein, choosing lean cuts of chicken, turkey, or fish, pork and beef
- Add "superfoods" that are power-packed with nutritional value and tasty to your diet – green leafy vegetables, nuts, beans, low fat yogurts, berries and sweet potatoes
- Limit your intake of 'concentrated sugars' including cookies, cakes, candy, pie, ice cream, and soda



Parents experience personalized care and support at the LaChance Maternity Center. Pictured are Amanda Maylin with daughter Shaela and Terry Langlois, RN.

Photo: Latrice Cooper Photography

LaChance Maternity Center

Delivering expectant moms a truly personalized birth experience

Having a baby is a highly anticipated and exciting experience. Expectant mothers seek birth plans that offer a customized birthing experience, focusing on their health needs and personal expectations. At Heywood Hospital's LaChance Maternity Center, expectant mothers are empowered through personalized birthing options that provide the essential balance between clinically excellent care and the miraculous and memorable birth experience they desire.

"Experienced moms will tell you that no two births are alike, and having clinical expertise and supportive care during the birthing process is what makes labor safe and optimally comfortable," says

Karen Beaton, Director of Maternity Services. "Our entire team works together to assure laboring mothers have the care, attention, support and options that can empower them to have a level of control as the birthing process unfolds."

LaChance's maternity team is comprised of highly skilled obstetricians, anesthesiologists and pediatricians, anchored by an expert team of nurses who serve as the link that unites clinical excellence with the center's philosophy of personalized care, safety and comfort. Each expectant mother who enters the maternity center has a nurse who is devoted to her care throughout the birth and delivery process, assuring she receives the supportive care and assistance she needs through every stage of labor.

For new mom Amanda Maylin, who welcomed her first child, Shaela, after 40 hours of labor, having information, reassurance and choices allowed her to make decisions and adapt her experience as her labor progressed. “I never felt like I was alone or not in control, even when I was faced with the possibility of a c-section when I wasn’t progressing as fast as we had hoped,” Maylin recalls.

One of the single most important areas of choice for an expectant mother is comfort and pain control, and LaChance offers a wide array of options available during labor. Among the most popular and unique choices for mothers at LaChance are doulas. Doulas are specially trained labor assistants who provide continuous care for mothers and their partners during labor, offering physical and emotional support, and information about the birth process, comfort and pain management options and available technology.

“Our doula program is an extremely valuable and important aspect of our birthing approach,” says Beaton. “They don’t replace nurses but are an important part of the care team for mothers who want another woman with them for the duration of labor and delivery, who can provide support, answer questions and help assure they have what they need for the best possible experience.”

Maylin didn’t request a doula when she arrived in labor. “I didn’t think I needed a doula, but when she popped in to ask if I wanted her help after 26 hours of labor, I was grateful,” says Maylin. “I had hoped to deliver without pain medication but when I was ready to change my mind, she made me feel comfortable with my decision to have an epidural. She kept reassuring me it was OK to change my mind.”

Other techniques and therapies to help promote relaxation and comfort to laboring mothers include aromatherapy – a holistic treatment that uses botanical oils such as lavender, rose and chamomile – music therapy and hydrotherapy, where warm baths are used to promote comfort and even “speed up” labor in the later stages.

For women who choose medication to ease their labor pain, Heywood offers the latest options. Anesthesiologists work with the laboring mother’s obstetrician and nursing staff to assure she can make informed choices among alternative medical therapies.

Heywood Hospital’s success in forging collaborative, supportive relationships between laboring mothers and their clinical team is evident in Heywood’s below average rate for caesarean sections. “C-section rates are an important indicator of quality care which reflects a hospital’s clinical commitment to performing the major surgery of a C-section only when truly necessary,” explains Jeffrey Blake, MD, an obstetrician at the Heywood Health Center for Women. “While our priority is always a safe delivery, regardless of the method used, our culture of non-intervention helps healthy mothers give birth to healthy babies in a relaxed, natural way. It is a coordinated effort from our physicians to our nurses to our midwives and volunteer Doulas. We work together to support mothers throughout the entire birthing process to eliminate the need for surgery whenever possible.”

In addition, LaChance Maternity Center’s VBAC (Vaginal Birth After Caesarean) Program helps mothers to deliver their babies vaginally even after a prior caesarean surgery. “It has been proven both here and nationally that in approximately two-thirds of the cases, mothers are able to have a successful vaginal birth after a previous caesarean,” said Dr. Blake. “We carefully screen our patients to select those mothers and infants that will benefit from the vaginal childbirth experience, and most VBACs we perform are highly successful.”

Women who are planning to become pregnant or are newly pregnant can tour LaChance Maternity Center to learn what Heywood Hospital has to offer, including prepared child birth classes and instruction, and pre-and- post delivery support for women who want to breast feed.

“Our goal for each patient is to assure they feel empowered and supported in making choices and decisions that are right for them. We want expectant mothers and their



Doulas at LaChance

The word “doula” comes from ancient Greek and means “woman who serves,” and at LaChance Maternity Center, every woman is offered, at no cost, the services of a woman specially trained and certified as a Doula. Expectant mothers may elect to have a doula when they arrive at the hospital or even during the labor process. Each doula is carefully selected and pre-screened, and certified after completing comprehensive training workshops that teach comfort measures, stages of labor, c-sections, labor induction and other aspects of the birth process. Studies have shown that when doulas attend birth, labors are shorter with fewer complications, babies are healthier and they breastfeed more easily.

“We have over 30 certified doulas who volunteer in our program,” says Beaton. “Many are women who had their babies with the support of a doula and want to ‘pay it forward’ with other mothers.”

families to feel confident that our entire staff is committed to the most comfortable and safe delivery possible,” says Beaton. “Giving birth should be a joyous and life-affirming experience, and we are so grateful to our patients who tell us that we make that possible, that we deliver babies with excellence all around.”



Estate Planning?

Think about joining the Heywood Legacy Society

Think about tomorrow today. Planned giving to Heywood Healthcare helps advance medicine and support population health for future generations of your family and friends.

By naming Heywood or Athol Hospital in your bequest today for a future gift, you will create a legacy in your name and become a member of the Heywood Legacy Society.

Philanthropy allows you to create a legacy, providing support for programs and service enhancements that will improve the health of our communities for years to come.

Dawn Casavant, VP of Philanthropy

The Heywood Legacy Society is a group of like-minded individuals who believe in quality healthcare today, and in the future. To become a member of The Heywood Legacy Society, you need only inform the Heywood Healthcare Charitable Foundation that you have made, or intend

to make, a planned gift to Athol Hospital, Heywood Hospital or the combined Heywood Healthcare System.

A charitable planned gift to the Heywood Healthcare Charitable Foundation is one way to leave a legacy of caring. Planned giving is also a prudent way to reduce or eliminate gift, estate, capital gains and income taxes on the funds you give for charitable purposes, while supporting Heywood Healthcare's mission of exceptional patient-centered care.

Your thoughtful gift can provide new technologies, enhance our ability to provide patient care, and touch thousands of men, women and children who benefit from the many programs and services that the Heywood Healthcare System provides. The amount of the bequest or trust is entirely your choice and will be kept strictly confidential.

"Philanthropy allows you to create a legacy, providing support for programs and service enhancements that will improve the health of our communities for years to come," said Dawn Casavant, vice president of philanthropy for Heywood Charitable Foundation. "In my role, I see firsthand the extraordinary breadth of activities

philanthropy supports, from enhanced outreach to the community for diabetes prevention to a serene outdoor patio that allows cancer patients to relax during treatment, there are so many ways a legacy bequest can make a difference for patients throughout our region."

Through a legacy gift, you can support the mission of Heywood Healthcare to improve the health of the communities they serve. By offering an unrestricted gift, you enable Heywood Charitable Foundation to use your donation where the need is the greatest, enhancing and adding new services, purchasing necessary equipment and making physical campus changes that improve the patient experience. Planning a bequest through the Heywood Legacy Society provides an opportunity for you to give back to an organization that has likely played a pivotal role in the health and well being of your family and friends throughout your lifetime.

For more information about including Athol Hospital, Heywood Hospital or the Heywood Healthcare System in your will or estate, please contact the Philanthropy Office at 978-630-6431.



THE ANNUAL HEYWOOD HOSPITAL

Golf Classic

Playing for a truly important cause – Behavioral Health
Monday, June 16 at the Oak Hill Country Club

For more information or to register, call (978) 630-6248
or email tarja.zarba@heywood.org





Welcoming new physicians to Heywood Medical Group

Need a physician? Visit www.heywood.org or www.atholhospital.org and click on Find a Physician

Katy Hannigan, DO Pediatrics



Dr. Hannigan is accepting new patients at Heywood Pediatrics, located on the Heywood Hospital Campus. Dr. Hannigan is Board Certified in Pediatrics and a member of both the American Academy of Pediatrics and the American College of Osteopathic Pediatricians.

Dr. Hannigan received her undergraduate degree from the University of Rochester in New York and earned her medical degree at Des Moines College of Osteopathic Medicine and Health Studies in Iowa. She also completed her residency at St. John Hospital and most recently served as Division Chief for the UMass Memorial Medical Center Pediatric Hospitalist service at HealthAlliance Hospital in Leominster.

Dr. Hannigan is an assistant professor of Pediatrics at UMass Medical School and also serves as a school physician for the CAPS Collaborative School in Gardner.

Dr. Hannigan is a member of the Heywood Medical Group. For more information please call (978) 630-5751.

Catherine Trinh, MD Family Medicine



Dr. Trinh is accepting new patients at Meetinghouse Family Practice, covering a spectrum of family health needs, including pediatrics, adults and geriatrics.

Dr. Trinh received her undergraduate degree from Portland State University in Oregon, earned her medical degree at the American University of the Caribbean, School of Medicine in St. Maarten, Netherland Antilles. She completed her residency at Franklin Square Hospital in Baltimore, MD. She recently relocated to the Greater Gardner region from Omaha, NE.

Dr. Trinh is also certified through the Drug Enforcement Agency and has assisted in pre-employment training for gang-identified or gang-affected youth. She speaks and writes English and Vietnamese fluently.

Dr. Trinh is a member of the Heywood Medical Group and is accepting new patients. For more information, or to schedule an appointment, please call (978) 874-6409

FREE COMMUNITY PATIENT PORTAL EDUCATION SESSIONS

Join us at Heywood Hospital to learn more about our new Patient Portal. See a live demonstration and find out the advantages of having secure online access to your patient information, including lab results.

DINING ROOM

June 3 from 8:00-9:00 am
June 4 from 12:00-1:00 pm
June 17 from 8:00-9:00 am
June 18 from 5:00-6:00 pm

UPPER LOBBY

(ADJACENT TO GIFT SHOP)
June 25 from 12:00-1:00 pm





Healthy Changes at Athol and Heywood

Patient-centered improvements at both hospitals enhance and expand access to vital services

When Heywood Hospital and Athol Hospital forged a strategic partnership just over one year ago, both organizations sought to leverage the best practices, clinical excellence and spirit of innovation that inspires staff to put patients first at both facilities. This collaboration has resulted in campus improvements, new programs and other initiatives that demonstrate how a healthy partnership is transforming the way patients' experience healthcare.

"We realized a tremendous opportunity to explore ways to both expand vital clinical services, and how patients access and receive those services," says Athol Hospital Chief Operating Officer Mike Grimmer. "With healthcare increasingly delivered in outpatient settings, we are investing in plans that expand needed clinical services while simultaneously adapting each facility to accommodate the changing face of hospital-based care."

At Athol Hospital, planned improvements extend from new and expanded outpatient clinical services to dramatic changes to the inpatient floor of the hospital. These, says Grimmer, are just the beginning. "In addition to some more immediate changes that improve our patient's ease of access at Athol, we are developing

a longer-term facility master plan to assure we are prepared to serve our patients' best interests well into the future," he says. "This longer-term planning will explore where services such as oncology and day surgery should be located, and as we have done with prior planning at both Heywood and Athol, our process will engage staff in each area so we can make sure we are making the right decisions for patients."

Improvements currently underway at Athol include the new Diabetes Self-Management Education Program, located in a newly remodeled area. The same area will also be the new home of Speech Language Pathology and Audiology. In a clinical wing already anchored by physical and occupational therapy and cardiology, patients will now have centralized, easy access to several of Athol's most vital outpatient services.

Additionally, renovations to Athol Hospital's front entrance and reception desk will assure patients and visitors experience a friendly, modern and inviting atmosphere from the moment they walk in the door. Right off the entrance, the hospital is also expanding and upgrading its primary conference room. Thanks to a gift from the



Hillis family, renovations will take place to the current conference space creating the new Hillis Conference room, which will be able to accommodate larger meetings for both the hospital and the community.

On-going improvements at Heywood Hospital are intended to align inpatient services in one building with the new Center for Outpatient Services. The COS was designed to provide centralized access and dedicated patient-first parking in a single location for all outpatient specialty services, including the Center for Specialty Care, the Diabetes Center of Excellence and a new Cardiovascular Center of Excellence, currently under construction on the second floor.

“Our goal with the COS is to relocate and expand programs in ways that make sense for our patients, and to do it within the existing footprint of the hospital,” says Grimmer. “Now our work is updating the Favor building, where our inpatient services are located, and the pathways that connect the two buildings and link all patients to the ancillary services that support inpatients and outpatients, including lab, radiology and patient registration.” These renovations include replacing all flooring, ceiling tiles and wall finishes. Additionally, Heywood is converting the former patient registration area into a Conference Center, comprised of one large Board Room and two smaller conference rooms. This will provide a better space for support groups, community organizations and hospital staff to meet, conduct programs and share.

“Hopefully, patients will continue to be pleased with the changes at both campuses,” says Grimmer. “And special thanks to our staff at Athol and Heywood, not only for their patience, but for their collaboration and dedication to assuring our plans put our patients’ needs and interests first.”

Private rooms, new PT gym and dedicated occupational therapy offer comfort and easy care pathways for patients

Among Athol’s most dramatic improvements is the conversion of its semi-private inpatient rooms to 25 private rooms, the maximum number of beds allowed by Athol’s license as a critical access hospital. Of these, 17 rooms will include handicapped accessible bathrooms, with hand-railings, wide-width entryways and doors and other features that allow for the safety, comfort and convenience of patients with mobility challenges.

To further improve patients’ ease of access to necessary services, additional renovations on the inpatient floor will include a dedicated physical therapy gym and occupational therapy area, complete with kitchen, washer and dryer, and bathroom. These areas will be used by patients of Athol’s new Center for Rehabilitation and Skilled Nursing, an innovative program that allows inpatients to be “discharged” from acute care at the hospital and entered into a sub-acute program without leaving their bed, their room and the staff who have cared for them during their inpatient stay. With these new areas, patients who are recuperating from surgery, injury or illness will be able to access physical and occupational therapy without leaving the floor.

“Our goal with all of these improvements is to have care and care pathways that make sense for the patient,” says Grimmer. “For patients needing specialized PT or OT services, these areas will help patients regain strength and mobility and manage the functional activities of daily living, including self-care, navigating a kitchen and doing laundry.”

Power parking at Heywood

When Heywood Hospital introduced its new “Patients First” parking program last October – reserving 120 parking spaces closest to the COS exclusively for patients – the organization and its staff of approximately 1,000 were reaffirming their commitment to patient-centered care that extended beyond hospital walls. Next spring, patients will experience “protected” passage as Heywood Hospital installs a solid parking canopy comprised of solar panels leading to the front entrance. Not only will the solar canopy provide protection from the elements for approximately 250 parking spaces and pathways to the Emergency and Main Entrance, the structure will provide 30% of Heywood’s power supply. The parking structure will also include outlets for electric vehicles.

“We have always been diligent in pursuing green initiatives that assure we are true stewards of health,” says Grimmer. “With solar-panel covered parking, we are able to take environmental responsibility to a new level by providing our patients and visitors with safe and convenient passage to and from our hospital in a way that reflects responsible stewardship of our resources.”

Health & Wellness Programs at Heywood Hospital

Healthy Behavior, Healthy Life

Discover your best self!

Lori Grant is a Childrens' book author, speaker, and transformational energy coach. A graduate of The Coaches Training Institute and the Evolution U Energy Coaching System, Lori is able to help people identify subconscious blocks and their root causes, and teach tools to help clear the path to your best self. Lori is currently a third year student at the Rhys Thomas Institute of Energy Medicine, training as a Full Spectrum Energy Healer.

Andy Grant is a best-selling author, speaker and transformational energy coach. As a graduate of the Enwaken Coaching System, he is able to help identify people's subconscious blocks, find the root causes and use energy tools to dissolve them. Andy holds certificates in Positive Psychology, Akashic Records, and Soul Entrainment and is also a practitioner of EFT, Reiki and other energy modalities. For more information on Andy visit www.NavitasCoach.com

Energy Tools to Rock Your Life

Do you ever feel scattered, disconnected, or scared to take the next step in your life? This session will help give you the tools you need to experience your own energy, and how to become being centered, focused and excited about your journey.

June 21 from 10:00am-1:00pm, \$49

How to Create Healthy, Loving Boundaries

Find out what boundaries are, how we unintentionally cross them every day, how creating healthy boundaries can help you, and how to create and love your own personal space.

July 8, 15, 22 and 29 from 6:30-8:00pm, \$69

Wellness Programs



Celiac Disease and Gluten-free Living

Learn how to live the quality life you deserve by maneuvering through the myths and facts of gluten-free living. Find gluten-free recipes and sample gluten-free foods.

June 19 from 5:30-6:30pm. FREE

Healthcare Provider CPR, Heartsaver CPR and First Aid

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

CPR: 9:00am-12:30pm, \$45. First Aid: 12:45-3:45pm, \$45. Both classes: \$80. (Pre-payment required). For ages 10 and up. Arrive 15 minutes early. For more information call (978) 630-6248. June 14 (CPR only), September 13 (both), October 11 (CPR only), November 8 (both), or December 13 (CPR only).

Healthy Habits for Life

Discover how to develop a healthy, life-long eating and activity plan. Class covers healthy eating for a healthy weight, physical activity, basic nutrition, menu planning, shopping, eating out and more!

Thursdays, September 11-October 16, from 6:00-7:00pm. \$10 for six-week session and program booklet.



Zentangle® DROP-INS WELCOME!

Zentangle is a simple, relaxing method of creating images from repetitive patterns. It increases focus and creativity, reduces stress, and increases personal well-being. Learn ways to create patterns and how to see shapes in the world around you to begin to make your own patterns.

June 17 and September 9, from 6:30-8:30pm.
\$30 (includes supplies and a mini-kit).



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, May 29-July 3 and July 10-August 14, from 5:30-6:30pm. \$50 for six-week session or \$10 for drop-in.

Exercise Programs

Morning JumpStart Yoga

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, July 3-August 7 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, May 27-July 1 or July 8-August 12 from 5:30p-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 10 (free introductory class)-November 5 from 6:00-7:30pm. \$80

Tai Chi Chuan – Intermediate Class

This class is a continuation of Beginning Tai Chi and focuses on the principles underlying the Brocade of Eight such as rooting, relaxation, fluidity of movement and stillness. Warm-up exercises and two Tai Chi chi kung forms will be introduced. Meditation techniques will continue to be discussed and practiced. Students must have completed Beginning Tai Chi before enrolling. Wear loose, comfortable clothing.

Mondays, July 28-September 1 from 6:00-7:30pm. \$50

Health & Wellness Programs at Heywood Hospital

Childbirth and Parenting Classes at Heywood Hospital

When it comes to having a baby, you can count on Heywood Hospital for complete support. 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. Once registered, you will receive a letter approximately 6-8 weeks before your due date informing you of the exact date, time and location of the class. **For further information about any of our classes or to register, please call the LaChance Maternity Center at 978-630-6216. Please note: class schedule subject to change. If inclement weather, class will be cancelled three hours before scheduled start time. Call ahead.**

Childbirth Education – Refresher Class

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 (February, April, June, August, October, December) from 6:00-9:00pm. \$40 delivering at Heywood, \$55 delivering elsewhere.

Childbirth Education – Four-series Class

Taught by certified childbirth educators, this class is designed for parents having their first baby. It covers breathing and relaxation techniques, how to recognize and cope with each stage of labor, various options for pain relief and more.

First four weeks of every other month on Tuesdays (February, April, June, August, October, December) from 6:00-9:00pm. \$50 delivering at Heywood, \$80 delivering elsewhere.

Childbirth Education – Saturday Class

Content includes the same information as the full four-week series condensed into a one-day class.

Second Saturday of every other month (January, March, May, July, September, November) from 9:00am-3:00pm. \$50 delivering at Heywood, \$80 delivering elsewhere.

Early Pregnancy Class

Learn what to expect throughout the course of your pregnancy and what you can do to manage any discomforts that you may have.

Third Wednesday of every other month (February, April, June, August, October, December) from 6:00-9:00pm. \$15 delivering at Heywood, \$20 delivering elsewhere.

Infant/Child Safety and CPR Class

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

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

Infant/Child Safety and CPR Saturday Class

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

Meet the Doulas

Heywood Hospital offers a volunteer Doula program to enhance the comfort of our patients. They provide continuous care for the laboring woman and her family. Meet the Doulas and learn about their benefits, 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 delivering at Heywood Hospital

Doula Training

Heywood Hospital conducts training for individuals interested in becoming a doula twice a year. For more information, please contact Karen Beaton at (978) 630-6475.

Mother and Baby Class

New mothers will learn what to expect during the first three months after their baby is born, as well as the post-partum period and newborn care.

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



Prenatal Breastfeeding Class

Discover 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 when returning to work.

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

Sibling Class

This class prepares children for the arrival of a new brother or sister. They will learn how babies are fed, diapered and cared for, as well as shown a brief movie and given a tour of the maternity unit. The class includes a coloring book, crayons and cookies.

Third Sunday of every other month (January, March, May, July, September, November) from 1:00-2:30pm. \$15.

Teen Childbirth Education Class

Content is similar to the Four-week Series class, but is offered in a condensed format (three weeks) specific to the needs of teens and young adults.

First Monday of every other month (February, April, June, August, October, December) from 4:30-7:30pm. \$40 delivering at Heywood, \$55 delivering elsewhere.

For more information about these and other programs, visit www.heywood.org or www.atholhospital.org

Support Groups at Heywood Hospital

AA Meeting

Meets every Tuesday in the Medical Arts Building Conference Room from 7:00-8:30pm.

Alzheimer's Caregivers Support

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

Held from 2:00-3:00pm in the Volney-Howe Conference Room on June 25, July 30, August 27, September 24, October 29 and November 26 (subject to change). Co-sponsored by the Geriatric Psychiatry and Social Service Departments. For more information contact Josh Diggins or Ann Fenlason at 978-630-6325.

Bariatric Surgery Patient Support

The group is bariatric surgery patients (Gastric Bypass and Adjustable Gastric Banding for weight loss) as well as those considering the surgery. Topics will be decided by the group.

Held on the third Tuesday of every month from 6:30-8:30pm in the Volney Howe Conference Room. 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 Shaw at (978) 724-0040 or quabbinHCC@gmail.com.

Better Breathers Club

This club provides ongoing education and support for individuals with breathing problems and lung disease, along with their families and friends. Topics are suggested by the group members and are presented by a variety of guest speakers.

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

Breastfeeding

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

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

Cancer

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

Meets on the fourth Wednesday of every month from 7:00-8:00pm in the Medical Arts Building Conference Room. For more information contact Linda LaRoche at (978) 630-6457.

Community Birth/Loss

This group provides resources, support, understanding and acceptance to parents and their families and friends who have experienced miscarriage, stillbirth or the death of a newborn. Co-sponsored by Heywood Hospital, UMass Memorial Health Care and Milford Regional Medical Center.

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) 630-6383.

HIV and AIDS: Support, Education and 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. Contact Jeannie Sanborn at (978) 630-6490.

Movement Disorders Support

This group is a resource for those afflicted with a neuro-degenerative movement disorder, including Parkinson's, Essential Tremor, Dystonia, Ataxia, PSP, MSA, LBD, etc. Meetings will review online sources that identify research and trials, and may include speakers who are expert in a specific disorder.

Held the last Wednesday of each month in the Heywood Hospital Dining Room Conference Room at 2:00pm. For more information contact Roger Gerard at (978) 874-0332.

Substance Abuse

If you have a teenager or young adult in your family who is struggling with addiction, attend this confidential meeting to share your experiences and connect with others whose lives have been similarly affected by substance abuse.

Held on the second Tuesday (guest speaker) and the fourth Tuesday (peer interaction) of every month at 7:00pm in the Volney-Howe Conference Room. For more information contact Sue at (978) 630-6377 or Susan.Pelkey@heywood.org.

Suicide Survivor

This group is intended for individuals who lost someone they know to suicide.

Held on the second Wednesday of every month at 6:30pm in the Volney-Howe Conference Room. For more information contact Lynn Kvingedal at (978) 632-3240 or lchaves@comcast.net or contact the Mental Health Unit at (978) 630-6377.

For more information visit www.heywood.org or www.atholhospital.org or call Community Relations at 978-630-6248.

Support Groups at Athol Hospital

The following support groups are free and meet at Athol Hospital

Cancer Support Group

Facilitated by the AMH Oncology Clinic's Bonnie Frank Hume, LICSW.

Meets the first Wednesday of each month at 4:30pm in the first floor Conference Room.

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

Quitting is more successful with support!

Meets every Monday from 6:00-7:00pm in the Cafeteria.

 HEALTHY HARVEST 5K



Healthy Harvest 5K
— Heywood Healthcare —

Save the Date for the 2014 Healthy Harvest 5K

“Running for Mental Health” — Saturday, September 20, 2014

8:30 am – Walk | 9:00 am – Run | 10:00 am – Kids 100 Yard Dash

For more information visit www.heywood.org or www.atholhospital.org | Register at www.active.com