

Heywood Healthcare
Athol Hospital | Heywood Hospital | Heywood Medical Group

Heywood Hospital
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Our Journey is Our Destination

ANNUAL REPORT

2014
EDITION



www.heywood.org | www.atholhospital.org

A Roadmap to Healthcare Excellence Annual Report 2014

Heywood Healthcare
Athol Hospital | Heywood Hospital | Heywood Medical Group

Dear Friends of Heywood Healthcare,

We have been traveling a challenging, inspiring and important road over the last year. By joining together two independent hospitals and their satellite facilities, we have created a local healthcare organization that focuses directly on the needs of the communities we serve. Despite taking the road less traveled – when many hospitals are making moves to join larger healthcare organizations – we have been able to financially strengthen both hospitals while maintaining independent, local control over healthcare in the North Central and North Quabbin regions.

2014 has been interesting and exciting, and the road we travel may provide unexpected twists and turns as we respond to community health needs and the evolving healthcare environment. The quality services we provide along our journey of care and innovation are the catalysts that drive us toward our ultimate goal of becoming one of the best community-owned healthcare systems in America.

Our commitment to elevating our community's overall health has been driven by the significant priorities identified in our region, including the need for additional behavioral health and substance abuse treatment services and addressing chronic disease and its root causes such as improper nutrition, lack of exercise and smoking/tobacco use.

With an adult suicide rate nearly double the state average and an adolescent suicide rate five-times the state average, the route to follow was compelling – to provide better access to desperately needed behavioral health, suicide prevention and addiction treatment services for our region.

With the assistance of grant funding, we expanded our Partial Hospitalization Program, a step-down for adults leaving an inpatient behavioral health setting or who require early intervention to avoid readmission. For children, who have limited behavioral health resources available locally, we continue to accelerate our school-based care coordination, recently expanding beyond Winchendon into Gardner and Athol schools.

In partnership with the Montachusett Suicide Prevention Taskforce, we are driving the development of behavioral health resources for men, whose suicide rates have elevated by 45% in the last ten years. Our Men's Suicide Prevention support group – MENder's – brings hope, understanding and camaraderie to area men who otherwise may not seek out assistance.

On the horizon, we see the opportunity to provide an even more comprehensive level of behavioral health and addiction treatment services with the pending purchase of property in Petersham, MA. Known as the Sisters of Assumption property, this 70,000 square foot facility, located on more than 20 bucolic acres is well-situated to house inpatient, outpatient and residential treatment options, bringing vitally needed services to our region.

As healthcare leaders, it is our responsibility to map out a strategic and effective course to improve these very real health challenges in our region. Moving in the right direction, we can make a difference. Each mile we travel along our journey propels our community toward a healthier, happier tomorrow.

In good health,



Win Brown
President & CEO



“Despite taking the road less traveled – when many hospitals are making moves to join larger healthcare organizations – we have been able to financially strengthen both hospitals while maintaining independent, local control over healthcare in the North Central and North Quabbin regions.”

– Win Brown, President & CEO

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Milestones Along Our Journey

ECHOCARDIOGRAM MACHINE AND ROOM DEDICATED AT ATHOL HOSPITAL

On Monday, January 6th, an Echocardiogram machine as well as the Echocardiogram Room at Athol Hospital were dedicated in honor and memory of the Adams Family. This dedication was made possible through a generous donation by Debbie and Ted Kelly, in memory of her parents, Clifford P. Adams and C. Virginia Adams.

HEYWOOD HOSPITAL AND HEYWOOD WAKEFIELD COMMONS PRESENT DIABETES SERIES

The six-part seminar on the basics of nutritional management for diabetes control, *Diabetes and Nutrition Today*, was presented by the Heywood Healthcare Diabetes Center of Excellence in partnership with Heywood-Wakefield Commons, and was funded by the Heywood Golf Classic.

HEYWOOD OFFERS FREE DIABETES COACHING CLINICS

Heywood Hospital offered two free Diabetic Coaching Clinics, allowing attendees to learn about managing diabetes and improving participant knowledge of the disease. Offered by the Diabetes Center of Excellence, funded by the Golf Classic.

HEYWOOD HOSPITAL ONCOLOGY DEPARTMENT HONORED WITH HUMANITARIAN AWARD

The department was honored by the Gardner Lions Club with its Laurie J. Blacquiere Humanitarian Award for 2014.

PAULA FONTAINE, MD, NAMED ONE OF 2013'S MOST FASCINATING PEOPLE IN NORTH CENTRAL MASSACHUSETTS

Paula Fontaine, MD, a well-known area Podiatric Surgeon, was recognized for her collaboration with Joseph Moisan, utilizing X-ray machines to create dazzling works of art. Her images can be seen throughout Heywood Hospital and local businesses, and are sold out of her practice in Westminster.

HEYWOOD HOSPITAL, IN CONJUNCTION WITH HANNAFORD SUPERMARKETS, EXPAND OFF OUR ROCKER PROGRAM TO EDUCATE FAMILIES ON MAKING HEALTHY GROCERY CHOICES

Off Our Rockers, a joint venture between Heywood Hospital, Gardner Public Schools and Hannaford Supermarkets, offered a new program to help local families make healthy food choices. The "Rocker Shopper" initiative presented free, one-hour programs for parents on how to use nutrition guidelines when grocery shopping.

ATHOL HOSPITAL TRANSITIONS TO NEW ELECTRONIC MEDICAL RECORD SYSTEM

Last October, Athol Hospital went LIVE with a new Electronic Medical Records (EMR) system, Meditech. Our Information Services Department spent many months updating infrastructure, installing new equipment and training staff in preparation for this transition. A significant event that has helped to facilitate a new level of communication between Athol and Heywood Hospitals and our patients, the new EMR has enhanced collaboration by allowing both hospitals access to patient information. In addition, the instillation of a new BRIT picture archiving and communications system (PACS) system at Athol has enabled both hospitals to share radiology images and streamline the diagnostic process.

SENATOR ELIZABETH WARREN VISITS HEYWOOD HOSPITAL

Heywood Hospital welcomed Senator Elizabeth Warren, along with Senator Jennifer Flanagan and Representative Jonathan Zlotnik, to its campus on Thursday, August 21st. As part of her *Fighting for Massachusetts* Campaign, Senator Warren, along with Senator Flanagan and Representative Zlotnik, briefly toured Heywood Hospital's Behavioral Health Units before addressing a group of hospital employees and physicians.

HEYWOOD HEALTHCARE HOSTS INAUGURAL 'GARDNER WALKS'

Heywood Healthcare, in partnership with the City of Gardner and G-Vegas Striders, hosted the Inaugural 'Gardner Walks' event at Heywood Hospital. Encouraging community members to take their first step to a healthier life, regardless of age or fitness level.

HEYWOOD HOSPITAL PARTNERS WITH LUK AND GARDNER POLICE TO REDUCE OVERDOSE DEATHS

As another tool to combat the epidemic of opiate overdose, Gardner Police Chief Neil Erickson signed a memorandum of understanding with Heywood Hospital that cleared the way for city police to use the drug Narcan. The city's emergency crews have been carrying the drug for years. Heywood Hospital's CEO Win Brown, and Medical Director of the Emergency Department Dr. Steven Yerid, signed on to the agreement which will enable responding police to administer the drug prior to the arrival of Emergency Medical Services.

HEYWOOD HOSPITAL UNVEILS RENOVATED CONFERENCE CENTER

Heywood Hospital opened its newly renovated conference center, comprised of the Heywood Board Room and Community Education Conference Room. These two rooms will be utilized for both hospital and community meetings, offering space additional to the Dining Conference Rooms.

HEYWOOD HEALTHCARE FALL FAMILY FESTIVAL

For employees of Athol and Heywood Hospitals, Volunteers, Heywood Medical Group & Medical Staff, this family friendly event was hosted by Wachusett Mountain and included dinner, entertainment, activities for children and adults. Plans are underway for 2015.

COMMUNITY HEALTH ADVOCATE, REBECCA BIALECKI, JOINS HEYWOOD HEALTHCARE AS VICE PRESIDENT FOR COMMUNITY HEALTH

Well-known in the North Quabbin area as a visionary and voice for under-served and at-risk populations, Rebecca Bialecki, who most recently served as Executive Director of the North Quabbin Community coalition, brings her extensive leadership skills to Heywood Healthcare focusing on improving the overall health of our region's families. In her role, she is responsible for directing the development of Heywood Healthcare's proposed behavioral health campus in Petersham, coordinating the health system's multi-million dollar CHART grant projects and helping to spearhead planning, fundraising and implementation of Athol Hospital's new Emergency Department and medical office building.

On the Road to Improved Behavioral Health Services

MENders - Men's Support Group

A recent community health study revealed that the suicide rate in the Gardner area was nearly double the state average.

In response, Heywood Hospital took the lead in establishing the Montachusett Area Suicide Prevention Task Force, a coalition of 100-plus community, school, fire and police, elder service, faith-based and healthcare organizations, mental health providers, and the state Departments of Public Health (DPH) and Mental Health (DMH).

The task force meets monthly, focusing on initiatives to reduce the incidence of suicide in our region. One of the group's first undertakings was the Men's Suicide Prevention Project. Study data revealed that Gardner's annual suicide rate among men aged 25 to 64 was dramatically higher than any other age group, more than twice the state average.

With new messaging and marketing materials aimed specifically toward men, MENDER's offers a safe space for men to meet, discuss, vent and share support. Additionally, MENDER's has hit the road, providing on-site training for "man-centric" organizations like corrections, law enforcement and veteran's groups.

MENDER's meets twice monthly at Heywood Hospital.

Heywood Healthcare seeks Petersham property for behavioral health and substance abuse services

Heywood Healthcare is in the process of acquiring a parcel of land in Petersham, currently known as the Sisters of Assumption property. As part of its strategy to improve access to behavioral health and substance abuse services in our region, Heywood plans to use this property to expand much needed services in the North Central and North Quabbin communities.

Currently, Heywood Healthcare is the only in-patient provider of mental health services in North Central Massachusetts. At Heywood Hospital alone, 2,500 emergency room patients needing behavioral health services are unable to access inpatient care each year. Facilities in Worcester, Concord and Greenfield turn away patients due to capacity limitations as



well. Heywood's 12-bed inpatient mental health unit is always at capacity, as is the intensive outpatient Partial Hospitalization Program, which serves 20 patients a day.

The Petersham property, being dubbed "The Quabbin Retreat," has great potential as a locally developed solution for a regional problem, as it offers a large parcel of land, existing buildings of substantial size, a peaceful, healing setting and a location that is well-known locally.

Milestones Along Our Journey

HEYWOOD HOSPITAL RECEIVES \$80,000 GRANT FOR SUICIDE PREVENTION

Heywood Hospital received an \$80,000 grant from The Health Foundation of Central Massachusetts to kick-start its men's suicide prevention project. The grant allowed the hospital to hire a project coordinator to oversee the program, develop a men's peer support group, build a website with information for those in need, and provide training for businesses in the community to be able to see warning signs of an at-risk person.

HEYWOOD HOSPITAL HONORED BY MASSACHUSETTS COALITION FOR SUICIDE PREVENTION

Heywood Hospital was honored with a Massachusetts Coalition for Suicide Prevention (MCSP) Leadership in Suicide Prevention Award, along with five other groups from around Massachusetts in February. Heywood Hospital was recognized by the MCSP for its commitment to providing access to behavioral health services in the North Central region of Massachusetts as well as its work with the Montachusett Suicide Prevention Task Force.

MONTACHUSETT SUICIDE PREVENTION TASK FORCE HOSTS 2ND ANNUAL 'RIDE OF YOUR LIFE'

On Saturday, August 24, the Montachusett Suicide Prevention Task Force hosted its second annual 'Ride of Your Life' at Montachusett Regional Vocational Technical School in Fitchburg.

Driving Increased Services and Infrastructure at Heywood and Athol Hospitals



New Portal users Anthony Cali and Anthony "Duke" Cali of Gardner. Photo: Latrice Cooper Photography

Heywood Hospital's Online Patient Portal

The Heywood Hospital Online Patient Portal, launched in June, offers easy, private access to vital health information for patients.

Key components of a patient's health record include information about allergies, prescription history and vital statistics such as blood pressure, blood sugar or weight, as well as specialists' reports on diagnostic results or treatment procedures. Patients can view lab and radiology results, medication lists, visit summaries and discharge instructions. The portal also shows upcoming appointments for services such as mammography, diabetes education and physical therapy. Finally, through the Portal, patients can view accounts and change account information and request personal information updates.

Athol Hospital launched its Portal in December, allowing patients to view health information from services received at either campus in one centralized location.

New Emergency Center at Athol Hospital

Since Athol Hospital became part of Heywood Healthcare two years ago, a steady stream of initiatives have been put into place to enhance the care that this 25-bed critical access hospital provides to the community.

In what may be the most ambitious undertaking to date, plans are in the works to build a new Emergency Department (ED).

The proposed renovations will more than triple the current treatment rooms while providing spacious and private accommodations for patients. These renovations will also address the need for separate entrances for walk-in patients, ambulances and EMS staff.

Additional features of the new facility include a negative pressure room, and rooms equipped to treat specific types of patients such as one with ear, nose and throat equipment.

Construction of the new energy-efficient and environmentally conscious ED is slated to begin this spring and take 12 to 18 months to complete.

The state legislature has included the project in a \$2 million capital facilities bond bill for costs associated with the new ED. In addition, Heywood Healthcare has applied for and received several grants to improve access to, and care coordination of, behavioral health services for adults and youth.



Milestones Along Our Journey

PHYSICAL IMPROVEMENTS

On the Heywood campus, the Favor Building underwent a “facelift”, to better integrate with the modern Watkins Building, merging the two spaces cosmetically. In addition, in 2015 we anticipate the Grand Opening of our new Heart and Vascular Center, and shortly thereafter, the opening of our Employee Wellness Center in this renovated space.

Physical improvements at Athol Hospital include enhancements to the inpatient and outpatient service areas, a new physical therapy gym and an occupational therapy training space, and room enhancements for the Center for Skilled Nursing and Rehabilitation. In addition, new Nutrition and Diabetes Education space has been put into use.

HEYWOOD HOSPITAL AID PRESENTS \$14,000 CHECK FOR NEW EQUIPMENT

The Heywood Hospital Aid Association donated \$14,000 to Heywood Hospital to procure a variety of equipment including a new Vital Signs Monitor for an operating room and a Blood Glucose station.

ATHOL HOSPITAL EARNS ACR ACCREDITATION

Athol Hospital was awarded a three-year term of accreditation in computed tomography (CT) by the American College of Radiology (ACR). CT scanning — sometimes called CAT scanning — is a noninvasive medical test that helps physicians diagnose and tailor treatments for various medical conditions. The ACR gold seal of accreditation represents the highest level of image quality and patient safety.

ATHOL AND HEYWOOD HOSPITALS RECEIVE GRANTS TO SUPPORT INITIATIVES

Totalling \$847,000, the Executive Office of Health and Human Services grants funded four projects in total across the healthcare system, including Athol’s enhanced wireless infrastructure for the campus and Heywood Hospitals planning efforts to achieve National Committee for Quality Assurance (NCQA) Primary Care Medical Home certification.

Setting the Course for Excellence at Athol Hospital



Athol Hospital Ranked Among Top 10 Hospitals in Massachusetts by Patients

Athol Hospital was ranked eighth in the Commonwealth by patients according to GoLocal, using the latest results from the Hospital Consumer Assessment of Healthcare Providers and Systems, also known as the HCAHPS Survey.

The HCAHPS Survey, also known as the CAHPS® Hospital Survey or Hospital CAHPS®, is a standardized patient survey instrument and data collection methodology that has been in use since 2006. A partnership of public and private organizations funded by the Federal government, specifically the Centers for Medicare & Medicaid Services (CMS) and the Agency for Healthcare Research and Quality (AHRQ), created HCAHPS to publicly report the patient's perspective of hospital care. The HCAHPS results posted on Hospital Compare allow consumers to make fair and objective comparisons between hospitals on important measures of patient care.

The survey asks a random sample of patients to give feedback about topics, such as how well nurses and doctors communicated, how responsive hospital staff were to patient needs, how well the hospital controlled patients' pain, and the cleanliness and quietness of the hospital environment.

GoLocal's researchers compiled the summary percentages of each rating of every New England Hospital covered by the HCAHPS survey, and applied a proprietary weighting and formula, tabulating patients' ratings. Those final sums determined each hospital's ranking position.

Athol Hospital Nationally Recognized and Certified as a Center for Diabetic Education

Athol Hospital received national accreditation for its outpatient diabetes self-management education (DSME) program by the American Association of Diabetes Educators (AADE). Athol Hospital's DSME program is an expansion site of the nationally recognized diabetes program at Heywood Hospital.

AADE is a highly respected organization with national standards for comprehensive diabetes education and patient care, and have set specific qualifications for clinicians to become diabetes educators. The AADE certification of the DSME program at Athol Hospital ensures that the highest standards are being practiced in the education of the public on diabetes and diabetes management. Obtaining national certification gives professional educators a national standard by which to measure the quality of the services they provide.

Educational programs such as Athol Hospital's DSME program are considered to be one of the most important strategies in combating the disease of diabetes that is growing at an alarming rate nationwide. Through the support of the health care team and increased knowledge and awareness of diabetes, the patient can assume a major part of the responsibility for his/her diabetes management. Outcome measurements of the DSME program are evidence that unnecessary hospital admissions and some of the acute and chronic complications of diabetes may be prevented through self-management education.

Both Athol and Heywood Hospitals have devised an ongoing strategic plan that encompasses diabetes management for hospitalized patients, diabetes education through the DSME program on an outpatient basis and community outreach programs to increase diabetes awareness.



Diabetes educator Doug Miller, RN, MPH, CDE with Katherine Quenneville of Gardner.
Photo: Latrice Cooper Photography

Milestones Along Our Journey

HARRINGTON-HEYWOOD ALLIANCE OFFERS A MODEL FOR HEALTHCARE

Harrington HealthCare System in Southbridge and Heywood Healthcare in Gardner formed a management services organization that will develop and provide a broad range of services to support population health management strategies as required by risk-based health insurance contracts.

BARBARA NEALON NAMED IN SENTINEL'S 'SALUTE TO WOMEN'

Heywood Hospital Director of Social and Multicultural Services, Barbara Nealon, was honored by the Sentinel & Enterprise for her dedication to the community. Co-leader of the Montachusett Suicide Prevention Task Force, she is also on the board for the Community Health Network Area of North Central Massachusetts, sits on the executive board of Three Pyramids/North Central Massachusetts Minority Coalition and co-leads the Health Equity Collaborative Committee.

EMPLOYEES HONORED DURING HEYWOOD HEALTHCARE'S ANNUAL SERVICE AWARDS EVENT

"Our employees give so much of themselves to our patients and our communities. They deserve a night dedicated to recognizing their important contributions," said Heywood Healthcare President & CEO Win Brown. 138 employees were treated to a gourmet buffet before being recognized for their service, some as long as 45 years, to Heywood and Athol Hospitals, Winchendon Health Center, Heywood Rehabilitation Center and Heywood Medical Group.

HEYWOOD HOSPITALIST GROUP PRESENTS FIRST SERVICE AWARD TO NURSING STAFF

The Physician Hospitalist group at Heywood Hospital named Christine Meagher, RN, the first recipient of its Hospitalist Nursing Service Award. Seema Sahib, MD, presented Ms. Meagher with a \$500 gift certificate and a card signed by all the physicians in the Hospitalist group.

The Nursing Excellence Journey

The Heywood Hospital nursing team strives to provide the highest quality care to our patients every day. In recognition of their year-round dedication to excellence, we hold the Annual Martha Heywood Nursing Excellence Awards.

As a driving force in the development of Heywood Hospital, Martha Heywood represents the strength and dedication upon which Heywood Hospital was built. The Martha Heywood Nursing Excellence Awards celebrate these traits in our nurses, in addition to clinical skills, community service and academic achievement.

Focusing on clinical care and expertise; academic achievement and specialty certification; professional nursing standards, competencies and behaviors; and community support and outreach, these categories recognize the many facets that make-up the professional nursing experience.

2013 NURSING EXCELLENCE AWARD RECIPIENTS



Excellence in and Commitment to Direct Patient Care
Wendell Marshall, RN
Mental Health Unit



Excellence in Personal Professional Development
Susan Hermanson, RN
LaChance Maternity Center



Excellence in the Promotion of a Professional Nursing Image
Jean Fitzgerald, RN, BS, CNOR, RNFA
Operating Room



Excellence in Community Involvement
Karen Arseneau, RN
Oncology & Specialty Clinics

2014 NURSING EXCELLENCE AWARD RECIPIENTS



Excellence in and Commitment to Direct Patient Care
Linda Girard, RN
Watkins 2



Excellence in Personal Professional Development
Aimee Cormier, RN, BSN, CCRM
Intensive Care Unit



Excellence in the Promotion of a Professional Nursing Image
Tanya Seppa, RN, BSN
Post Anesthesia Care Unit



Excellence in Community Involvement
Wendy Coutu, MS, APRN, FNP-BC, ENP-BC
Emergency Department

Leading the Way to Improved Community Health

CHART Grants Support Community Initiatives

Athol and Heywood Hospital were awarded Community Hospital Acceleration Revitalization Transformation (CHART) Grants to support a variety of community health initiatives in 2014. Phase One awarded the hospitals \$800,000, while Phase Two was \$2.9 million dollars.

For Athol Hospital, funds are being allocated to pilot improvements to a school-based health center, improve behavioral health case management in the emergency department, facilitate electronic health record enhancement and to conduct a telepsychiatry feasibility study.

For Heywood Hospital, funds are being utilized to expand behavioral health navigation services, improve the ability to coordinate care and connect students and families to on-site behavioral health and community-based resources, connect a local medical group to the Mass HIway, and conduct strategic planning related to evaluation of the expansion of behavioral health services in a cost-effective way.



Inaugural Winter Affair

Heywood Healthcare hosted "A Winter Affair" in February to celebrate its one-year anniversary. The event offered a chance to look back at the accomplishments of Athol and Heywood Hospitals, as well as the newly formed Heywood Healthcare system, as the first year of the collaboration came to a close.

Heywood Healthcare honored James W. Meehan with the Heywood Healthcare Community Health Hero Award, which recognizes an individual who has significantly impacted the health and well-being of the North Central and North Quabbin Communities. The GVNA HealthCare, Inc. received the Heywood Healthcare Collaborator's Award in recognition of the organization's true healthcare collaboration, leading to the development and implementation of effective community health programs and initiatives.

The 2015 Heywood Healthcare Community Health Heroes are Jim and Peggy Garrison and the Heywood Healthcare Collaborator's Award recognizes The SHINE Initiative.

2nd Annual Heywood Healthcare Healthy Harvest 5K for mental wellness

Heywood Healthcare hosted the annual Healthy Harvest 5K at Heywood Hospital on Saturday, September 20th.

Celebrating its second year, the race saw another solid turn out and additional support from community partners. All who participated were instrumental in making strides to improve mental wellness in our community.

This 3.1 mile walk/run raised money and awareness for mental health initiatives in the region.

22nd Annual Heywood Golf Classic

Oak Hill Country Club in Fitchburg hosted the 22nd Annual Heywood Golf Classic on Monday, June 16th.

After highlighting the Diabetes epidemic in the region and funding programs for both school-aged children and adults surrounding education and healthy eating in 2013, Heywood shined a light on another critical issue in 2014: the lack of behavioral health and substance abuse services.

Funds raised continue to support a variety of important initiatives designed to raise awareness, educate, prevent, and address behavioral health needs in our region.

Dear Friends of Heywood Healthcare,

As I reflect on the last year at Heywood, one word comes to mind: progress. As medical staffs spanning two hospitals and one healthcare system, we must continually move forward, learning new treatments and procedures, and using our ever-expanding knowledge to bring the most comprehensive and compassionate care to our patients.

In the constantly evolving field of medicine, we must stand poised to embrace new technology and scientific advancements that have the capacity to improve our ability to treat patients in new and exciting ways.

At Heywood Hospital, we created a new, state-of-the-art space that will bring together our respected cardiologists and their support and ancillary services. Our new Heart and Vascular Center will offer patients one-stop, easy access to outpatient cardiac and rehabilitation services in this newly renovated area of our Favor Building.

To enhance services available throughout our system, we will continue to search for physicians to meet the needs of our communities, including primary care, gastroenterology, psychiatry and surgery.

2014 was a year of great achievement. On the Athol campus, we implemented a new Electronic Medical Record (EMR) system and a new picture archiving and communications system (PACS) in our radiology department. These tools unite both the Athol and Heywood campuses using a shared system. Additionally, Athol Hospital received a national accreditation for its outpatient diabetes self-management education program by the American Association of Diabetes Educators (DSME). Athol Hospital's DSME program is an expansion site of the nationally recognized diabetes program at Heywood Hospital.

The upcoming year should prove to be just as exceptional as patients become frequent users of the Patient Portal, allowing easy online access to vital health information for them and their patient care team, and as we expand our use of electronic medical records throughout Heywood Healthcare.

I am inspired as I look ahead to the future of Heywood Healthcare. We have made great strides in a relatively short time and will continue to provide the highest quality care to each patient we serve in the coming year. Working together, I am confident we will continue to surpass our greatest expectations.

In Good Health,



Bruce Bertrand, MD
Vice President for Medical Affairs
Chief Medical Officer



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Danilo Funa, MD
Vice President

Peter Gorlin, MD
Secretary/Treasurer

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Jordan Scott, MD

ANESTHESIOLOGY

David Flemming, MD *Chief*
Kalyan Kalava, MD
Pratibha Vagal, MD
Haytham Mohamed, MD

CARDIOLOGY

Benjamin Prentiss, MD
Jang Singh, MD
Michael Stauder, MD
Maria Tantengco, MD
Robert Terlato, MD

EMERGENCY MEDICINE

Peter Gorlin, MD *Chief*
Marc DeBell, MD
David Doyle, MD
Adekunle Fajana, MD
Sarah Gilbert, MD
Donna Harkness, MD
Javad Hashmi, MD
Christian Heinis, MD
Ashok Joshi, MD
Joshua Lerner, MD
Scott Murray, MD
Dennis Owens, MD
Lawrence Proano, MD
Ellen Ray, MD
Kevin Ryan, MD
Robert Shepherd, DO
Ajeet Singh, MD
John Skrzypczak, MD
Robert Spangler, MD
Steven Yerid, MD

FAMILY MEDICINE

Timothy Soule-Regine, MD *Chief*
Ekaterina Brodski-Quigley, MD
Heidi Foley, MD
Rebecca Jackson, MD

Kavitha Kayathi, MD
Emily Lash, MD
Donald Mruk, MD
Elizabeth Nottleson, MD
Flora Sadri-Azarbayejani, DO

FAMILY MEDICINE – OB/GYN

Paul Carpentier, MD
Michael Reeves, MD

HOSPITALISTS

Naveed Aslam, MD
Hamid Danesh, MD
Diane Grasso, NP
Aqueel Imran, MD
Mohammed Jaleel, MD
Tamer Khafagy, MD
Phillip Klahr, MD
Roberto Larios, MD
Sarah Leonard, DO
Harold Mann, MD
David Nesanelis, MD
Jasper Ngomba, MD
Kwesi Ntiforo, MD
Gulam Sadiq Parihar, MD
Binu Pathrose, MD
Seema Sahib, MD
Timothy Ta, MD
Qiwei Zhang, MD

INFECTIOUS DISEASE

George Abraham, MD
Imola Daniel, MD

INTERNAL MEDICINE

Mohsen Noreldin, MD *Chief*
Gene Del Rosario, MD
Danilo Funa, MD
Jagathi Govindu, MD

NEPHROLOGY

Bradley Denker, MD
Shipen Li, MD
David Mount, MD
Francis Zambetti, MD

OBSTETRICS AND GYNECOLOGY (OB/GYN)

Jeffrey Blake, MD
Andrea Damour, MD
Inna Russell, MD

ONCOLOGY

M. Sheila Donnelly, MD
Tina Griffin, RN, DNP
Saleem Khanani, MD

ORTHOPEDICS

Michael Azzoni, MD
Peter Brassard, MD
Russell Donnelly, MD
Richard Genovese, DPM
Jeffrey Moser, DPM
David Tarr, DPM

PATHOLOGY

Deborah Gordon, MD *Chief*
Diane Lebel, MD
Martin Luu, MD

PEDIATRICS

C. Joseph Mathew, MD *Chief*
Yogendra Thaker, MD

PULMONOLOGY

Joseph Walek, MD

RADIOLOGY

Daniel Kowal, MD *Chief*
Charles Allison, MD
Bruce Bertrand, MD
Laura Chen, MD
Karl Coyner, MD
Patricia Cross, MD
Joan DeSantis, MD
Bruce Lipsius, MD
Jacqueline Wellman, MD
John Wilinsky, MD

RHEUMATOLOGY

Gary Wolf, MD

SURGERY

Mark Wu, MD *Chief*
William Friedman, MD

SURGERY – DENTISTRY

Paul Larocque, DMD

SURGERY – OPHTHALMOLOGY

Robert Austin, MD
Sreenivasa Basavanthappa, MD
Francis D'Ambrosio, Jr., MD
Fotios Ganiyas, MD
Oren Weisberg, MD
Bin Wu, MD

SURGERY – OTOLARYNGOLOGY

Daniel Ervin, DO

SURGERY – UROLOGY

Stefan Karos, MD

TELENEUROLOGY

Heather Linn, MD

WOUND CARE

George Krasowski, MD
Karl Sorenson, MD

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Kami Phillips, MD
Vice-President

Ben Prentiss, MD
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David Havlin, MD
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Jordan Scott, MD

ANESTHESIOLOGY

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Brian Blondin, MD
Peter Dresens, MD
David Flemming, MD
James Harrington, MD
Julia Morrison, MD
Alexander Zeidel, MD

CARDIOLOGY

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Joseph Benotti, MD
Kevin Floyd, MD
Benjamin Prentiss, MD
Motkar Reddy, MD
Michael Stauder, MD

CARDIOLOGY – PEDIATRIC

Maria Tantengco, MD

DERMATOLOGY

Thomas Cahn, MD

EMERGENCY MEDICINE

Steven Yerid, MD *Chair*
Francesco Corvi, MD
Wendy Coutu, RN, NP
Marc DeBell, MD
Judy Fredette, RN, NP
Sarah Gilbert, MD
Peter Gorlin, MD
Iva Gotz, MD
Donna Harkness, MD
Javad Hashmi, MD
Christian Heinis, MD
Ashok Joshi, MD
Maureen Kittredge, RN, NP
Danielle Langley, PA-C

Joshua Lerner, MD
Christine McMahon, RN, NP
Kimberly Murchie, RN, NP
Patricia Murray, RN, NP
Scott Murray, MD
Dennis Owens, MD
Andrea Poulin, PA
Lawrence Proano, MD
Ellen Ray, MD
Kevin Ryan, MD
Robert Shepherd, DO
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but it is the journey that matters in the end.”

Ernest Hemingway