



## From Paper to Practice 2009 Brings New and Expanded Programs and Services

Michelle McEwen, FACHE, President/CEO

The new year is always a good time to reflect on accomplishments and goals. Last year was a building year for Speare Memorial Hospital in terms of programs and services. As we move into 2009 the results of that foundational work are coming to fruition.

Our search for a full-time orthopedic surgeon continued through most of 2008, but last fall we found our future in a young, energetic doctor from California. Dr. Michael Giovan comes to Speare from Woodland, Calif., where he worked at an orthopedic practice specializing in shoulder, knee and elbow surgery. He obtained his Doctor of Medicine from George Washington University School of Medicine, and did his internship and residency at Maricopa Medical Center Orthopaedic Training Program in Phoenix, Arizona. Dr. Giovan also completed a fellowship in Shoulder and Elbow/Sports Medicine at The Core Institute in Sun City West, Arizona.

Dr. Giovan's wife is originally from New Hampshire and wanted to return here as they felt it was a better environment in which to raise their two young children.

Joining forces with Dr. Victor Gennaro, Dr. Giovan came on board in December forming a new hospital owned practice, *Plymouth Orthopedics & Sports Medicine Clinic*. We are again able to offer patients comprehensive, and specialty, orthopedic care. Call them at (603) 536-1565.

Increasing access to primary care physicians had been another goal. Another national search connected us with Dr. Kathleen Pearson, a family and adolescent medicine specialist. At the time we met her, she was practicing in Nebraska but longed to return to her New England roots. Dr. Pearson began practicing at Tenney Mountain Internal Medicine on January 5, and is accepting new patients.



Drs. Victor Gennaro and Michael Giovan

## New Spiritual Care Program

By Kathleen Crane, SMH  
 Volunteer Intern

Speare Memorial Hospital has introduced a brand new spiritual care program. The program has 10 active and retired clergy from the community who have signed on as volunteer chaplains to meet the spiritual needs of patients, family members, friends, and staff at Speare Memorial Hospital.

Director of Social Services, Kathy Wieliczko says, "It has been a long process putting this program together and I am very grateful for the extraordinary efforts of Reverend Judith Gooch and Reverend John Davies, who were responsible for bringing the idea to the table and coordinating area clergy."

Through the program, a different minister is available each day, seven days a week for three hours a day. Chaplains are available to all patients regardless of beliefs and religious affiliation. When patients are first admitted to the hospital, they are asked what their spiritual needs are, and what services, if any, they would like to receive. The chaplains have Chaplain Pastoral Education (CPE), which trains the ministers within a hospital setting, and emphasizes working with patients and addressing their needs.

Continued on page 2

Continued on page 5

## From Paper to Practice

Continued from page 1

Speare began building a foundation for a comprehensive diabetes program in 2005 with the certification of our Dietician Marie Veselsky as a diabetes educator. By 2008 a formalized Diabetes Education Center was fully operational and by year's end had received national accreditation from the American Diabetes Association.

Two other programs that really began to take shape in 2008 were a new spiritual care program, and a rejuvenated quality program. These and other initiatives are highlighted in detail on the following pages. I encourage you to learn more about how Speare Memorial Hospital continues to expand its program and service options to better meet your healthcare needs in the years ahead.



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### The intent of the **Health Beat**

newsletter is to provide useful health-related news in a timely, accurate manner. It is not intended to provide medical advice on personal health matters. Such advice should be obtained directly from a qualified health care provider.

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## Spice Up Your Life

Marie Veselsky, MAOE, RD, LD, CDE

Spices have been used for centuries not only to give food flavor, but also for their health benefits. Generally, the leaf of a plant used in cooking is referred to as an herb, and any other part of the plant, often dried, as a spice.

National nutrition guidelines stress the importance of consuming a wide variety of foods to maximize the range of nutrients consumed on a regular basis. Herbs and spices naturally fit within such programs.

Here are a few common spices and their health benefits:

- Rosemary is known as a potent antioxidant. It is anti-inflammatory, and neutralizes free radicals in the body. This may give it anti-cancer fighting abilities.
- Cinnamon has been found to help lower blood glucose and may help prevent heart disease. A 2003 study found that about half a teaspoon each day lowered blood glucose, cholesterol and triglyceride levels. It is also useful for improving the circulation and has anti-inflammatory and blood thinning properties. Try adding a teaspoon to your coffee.

- Curry powder has been found to safeguard your brain. The yellow curry pigment, curcumin, may fight Alzheimer's by thwarting the development of plaques in the brain. Add curry powder to mayonnaise to dress up sandwiches and try some new Indian dishes made with curry.
- Garlic may improve your heart's health. Studies suggest that an intake of between half and one clove per day can lower total cholesterol and triglyceride levels by an average of 10 percent. One way to increase your garlic intake is to add minced garlic and chopped cucumber to plain yogurt for a light dip or salad dressing.
- Chili Powder may help relieve achy joints. Research shows that capsaicin, found in chili peppers, has an anti-inflammatory effect, which may ease arthritic swelling and pain. Make up a batch of hot chili using chili powder for a cold winter day.

The safety of herbs (because they are a food) is very good, but if you take any medications, you should check with your doctor to make sure there are no potential food/drug interactions.

## Laboratory Hours

The Lab at Speare Memorial Hospital is open for routine blood draws:

Monday – Friday 7 a.m. – 5 p.m.  
Saturday 9 a.m. – noon

Our busiest times of the day are:

7 – 9 a.m.  
11:30 a.m. – 1 p.m.  
4 – 5 p.m.

To serve you better, and if your schedule permits, we recommend visiting us during non-peak times, as there will be less of a chance you will experience a wait. For further information visit online at [www.spearehospital.com](http://www.spearehospital.com) or call (603) 238-2224.

## Pursuing Excellence

By: Kofi A. Cash, M.S., Director, Quality and Safety

### Quality Aims

What if you could evaluate the quality of hospital services much like you do a movie? Five stars ★★★★★ being a must see, or one star ★ signifying you would be well served to make another choice.

Currently, the healthcare market provides this service for you. One may visit [www.HealthGrades.com](http://www.HealthGrades.com) and review a hospital's rating on many medical-specific procedures and diagnoses. However, the HealthGrades.com grading system has limitations and does not score hospitals, comprehensively, on the six aims of quality healthcare.

In 2001 the Institute of Medicine published a groundbreaking report entitled, *Crossing the Quality Chasm: A New Health System for the 21st Century*.

The report defined six aims for achieving quality healthcare in the United States:

- Safety
- Efficiency
- Timelines
- Patient Centeredness
- Effectiveness
- Equity



At Spere Memorial Hospital, the departments of Quality & Safety, Nursing, and the Medical Staff are working together to ensure alignment with the six quality aims. A few examples.

### Safety

SMH recently hired Hoby Harmon as Safety Coordinator and welcomed him to the Spere family. Mr. Harmon will be responsible for teaching and training hospital staff so that there is a state of continual readiness within the hospital should emergency response protocols need to be activated. A safe work environment promotes safe patient care delivery.

### Timelines

SMH monitors indicators such as antibiotics given one hour prior to surgery and beta blockers (for patients suffering heart attack) prescribed within 24 hours of emergency room arrival. The data are reviewed and evaluated for improvement, on a monthly basis.

### Effectiveness

SMH ensures that evidence-based medicine, or best-practices, underscores the delivery care that is appropriate for each individual patient.

*Continued on page 4*

## Dr. Pearson Joins Tenney Mountain Internal Medicine

Spere Memorial Hospital and Tenney Mountain Internal Medicine (TMIM) are pleased to welcome Kathleen E. Pearson, D.O. to the Plymouth medical community. A family and adolescent medicine specialist, Dr. Pearson practices with Jeffrey T. Reisert, D.O., and Britt MacDonald, PA-C. The office is scheduling appointments with Dr. Pearson and can be made by calling (603) 536-6355.



Dr. Kathleen E. Pearson, D.O.

Dr. Pearson brings many years of private practice experience and is happy to be returning to the New England area where her family is from originally. She is happy to be a member of the Tenney Mountain Internal Medicine team and meeting the needs of patients 12 and older for general medicine, as well as offering Osteopathic Manipulative treatments.

“Dr. Pearson is a welcome addition to our community and Spere Memorial Hospital, as we continue to respond to our region’s need for primary care access,” notes Dr. Reisert. “Also, her interest in adolescent medicine and use of OMM therapy further expands healthcare options for our patients.”

Tenney Mountain Internal Medicine, a department of Spere Memorial Hospital, is located on Route 3A in Plymouth adjacent to the intersection of Yeaton Rd. The entire staff focuses on individualized care of all patients 12 and older, treatment of acute illness, and chronic medical management. The office is open 8:30 a.m. – 5:30 p.m. on Mondays, Tuesdays, Wednesdays, and Fridays. Patients are seen by appointment only, and can be made by calling (603) 536-6355.

# Giving Matters

Susan Durgy, Director of Development  
(603)238-2211

**“Because Speare has always supported us.”**

For Russell and Ardelle Gilman, life-long residents of Thornton, their appreciation for the care they, and the community, receives is the reason they have chosen to donate to Speare Memorial Hospital. They are deeply grateful to have Speare Memorial Hospital close by, and have used the hospital’s services many times over the years, noting, “Someone was always there with welcome arms.”

Mr. and Mrs. Gilman’s relationship with, and appreciation for, SMH began long before the recent expansion and renovations project. In fact, two of their five children were born at Speare when the hospital was located on Route 3 on the Campton/Plymouth town line. Their third child was one of the first born in the “new” hospital, which they noted they timed carefully. Their fourth was also a Speare baby but their fifth arrived on the way to Speare, just over the Blair Covered Bridge. Mr. and Mrs. Gilman remembered that Dr. Olmstead didn’t charge them for the delivery, as the couple pulled in with the newborn in their arms. Mrs. Gilman smiles warmly as she recalls the physician charges for her five day maternity stay cost were just \$75.

Times and technology may have changed, but quality, compassionate care, delivered with a personal touch, remain the cornerstones of patient care at Speare Memorial Hospital. We are truly grateful for people like the Gilman’s who value our investment in medical care and technology made over the years. Their generosity demonstrates their desire to support the entire community, and we are enormously thankful.

## Friends of Speare Memorial Hospital

It is with great appreciation that the Board of Directors and staff of Speare Memorial Hospital acknowledge the generosity and commitment of our amazing donors. Your investment in the well-being of our community makes a difference to the lives of so many. Between October 16 and December 31, 2008, Speare Memorial Hospital received \$88,687. Thank you for your support! **You make a difference!**

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## Pursuing Excellence

*Continued from page 3*

### Efficiency

SMH aggressively tracks “on time” starts in the operating room. “On time” starts provide better and more efficient care for patients receiving surgery.

### Patient Centeredness

SMH makes inpatient rounds, daily, to inquire about patient satisfaction, concerns, and comfort.

### Equity

As a fundamental core value, SMH providers and nurses treat all patients with respect and dignity.

When the day comes for hospitals to report a comprehensive quality score, consisting of these six aims, Speare will be ready. Through consistent teamwork and diligence we strive to ensure that the Right patient receives the Right care, at the Right time.

## Diabetes Education Center Nationally Accredited

The Spere Memorial Hospital Diabetes Education Center has been accredited by the American Diabetes Association (ADA) in recognition of demonstrating best practice and meeting national standards in diabetes self-management education.

“We are so pleased to have received accreditation,” says Marie Veselsky, SMH dietitian and certified diabetes educator. “Becoming accredited by the ADA has been a two-year process. It validates the quality program we are able to offer diabetics in our community, and is based on a demonstrated need.”

The purpose of the SMH Diabetes Education Program is to not only assist diagnosed diabetics self-manage their disease, but educate pre-diabetics about the steps they can take now to reduce their risk of developing the disease. Based on physician referrals, patients have an initial consultation for general instruction on diabetes and its potential complications, and then are scheduled for nutrition counseling for diet and lifestyle changes. Next, patients complete nine hours of diabetes education classes. The classes are divided into three modules and have been developed in partnership with SMH Pharmacist Crystal Casscadden and Craig Johnson of Rehabilitation Services.

“The focus of the program is to help people with diabetes better

control their blood sugars through a combination of diet, exercise and medication,” explains Veselsky. “It also helps them better understand what diabetes is and the importance of self-management to avoid complications.”

To become accredited the SMH Diabetes Education Center had to meet 10 national standards, which also allows for reimbursement by Medicare and private insurers. Among them are: a certified diabetes educator is on staff; a written curriculum reflecting a documented community need and practice guidelines in accordance with ADA; documented outcomes of education interventions and self-management support strategies; and an ongoing evaluation and follow-up for patients and the program overall.

For more information about Spere Memorial Hospital’s Diabetes Education Center and/or Diabetes Support Group contact Marie Veselsky, CDE, or Liz Mills, RN, at (603) 238-6472.



The SMH Diabetes Education Team: (l-r) Marie Veselsky, dietitian and certified diabetes educator, Liz Mills, RN, Crystal Casscadden, pharmacist, and Craig Johnson, physical therapist.

## New Spiritual Care Program

*Continued from page 1*

Wieliczko says, “The program has been developed to support the goal of more patient centered care at the hospital. We realized the spiritual needs of our patients were not being met, and this program is a step toward making the patients feel more comfortable by having the chaplains as a caring presence, offering spiritual and emotional support, and listening with openness and understanding.”

Some of Wieliczko’s short-term goals for the program are to make sure the chaplains feel comfortable and make it easy for them to provide their services to the patients, as well as offering the chaplains a sense of personal satisfaction. Long-term she will assess the success of the program in meeting the needs of the patients. “I am interested in seeing where the program goes, and if we are meeting the spiritual needs of our patients,” Wieliczko says.

Minister of the Starr King Unitarian Universalist Fellowship Sarah Stewart says, “Plymouth is a thriving community, and I think this volunteer chaplain initiative is not only good for the hospital, but also strengthens and brings the community together.”

Wieliczko hopes patients become more used to the idea of a spiritual care program and begin to feel comfortable reaching out to these services. To have a visit from a chaplain, while a hospital patient, contact Social Services at extension 216 or ask your nurse to notify the chaplain on duty.

## ***Health Beat***

The WELLNESS NEWSLETTER for the Community We Serve

# ***Eldercare 2009: Conference for Families and Older Adults***

***Saturday, March 14 • 8:30 a.m.  
Prospect Hall • Plymouth State University***

A continuing discussion for families about what they can do to plan ahead for the long-term care needs of aging family members.



- 8:30 – 9 a.m. Check-in and visit with vendors  
Continental breakfast will be available
- 9 – 10 a.m. **Keynote address – *Aging: What's Normal and What's Not***  
Joanne Sandberg-Cook, MSN, GNP, ANP  
Gerontological Nurse Practitioner  
Dartmouth Hitchcock Medical Center at Kendal at Hanover
- 10 – 10:15 a.m. Break
- 10:15 – 11:30 a.m. **Panel discussion:**  
Legal/Estate Planning  
Financial Planning  
Mental Health  
Aging Issues/Trends

***Sponsored by:***



***Attendance is FREE,  
but advance registration is required:  
(603) 238-6468 or via email:  
mhutchins@spearehospital.com***