



SAINT VINCENT HOSPITAL

A history of excellence. A century of care.

health at hand

>> ENHANCED surgery

AVAILABLE NOW
AT SAINT VINCENT
HOSPITAL



SAINT VINCENT HOSPITAL:

YESTERDAY, TODAY & TOMORROW

always at the
forefront of care.

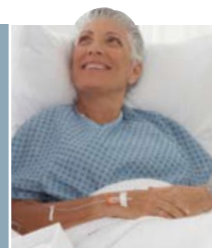
LATE FALL 2007



< **PREPARE TODAY**
Stay safe from stroke by knowing the signs. (page 3)



< **ENHANCED SURGERY**
As technology improves, so too does patient care. (page 4)



< **CANCER CARE**
Our new center will offer comprehensive and unique services. (page 7)



HEART TREATMENT

Cardiac Care, Yesterday and Today



>> Marie Picard Conlon has had two open-heart surgeries. One took place this year. The other occurred

48 years ago at Saint Vincent Hospital.

"When I was 15 years old I was diagnosed with an atrial septal defect, a hole in my heart the size of a silver dollar," says Ms. Conlon. Surgeons operated at Saint Vincent Hospital to repair the problem, and her heart was in good shape until late last year, when Marie began experiencing shortness of breath.

A cardiac catheterization showed another hole in a different area. Cardiologists tried repairing this hole with a minimally invasive endovascular procedure. "Unfortunately," says Ms. Conlon, "the hole was too large and I had to undergo another open heart surgery almost 50 years later."

"Heart surgery is certainly different now than it was in 1959," notes Ms. Conlon. She is faithfully adhering to her cardiac rehab regimen at Saint Vincent Hospital, and says, "If you saw me today, you'd never know I had heart surgery six months ago."

For further information on cardiac rehabilitation at Saint Vincent Hospital please call (508) 363-5177.

Dear Friends,

Over the course of a year, I receive hundreds of letters from our patients and their families thanking us for the kindness and the care that they receive during their stays at Saint Vincent Hospital. I never tire of receiving such news. It is good to know that what we are doing is truly making a positive difference in the lives of the patients in the communities we serve. In addition to providing superior care, we believe that meeting the spiritual needs of our patients is also at the core of who we are. Caring for the spiritual and physical needs has been part of our heritage in the past and will continue to be a part of our heritage in the future.

Many people who remember the big blue building on Vernon Hill recall the bell, commissioned in 1899, which sat atop the hospital roof and rang out the Angelus—a Roman Catholic Prayer—at 6:00 a.m., noon, and 6:00 p.m. This distinguished piece of our past has found a new home in the Atrium of our Summer Street location. As a historical symbol of strength and fortitude, it is a reminder of the Catholic traditions that have made Saint Vincent Hospital the special place of healing that it is today. It is our goal to build a new bell tower at the present-day hospital site so that once again we can ring out the message that Saint Vincent Hospital is here for all who need help. (Please see the enclosed envelope for information on how you can donate to the Bell Tower Fund.) But in addition to the spiritual care, our mission and vision is also to assure that our patients receive the most advanced technological care possible. We were the first to have the da Vinci robot, which changed a hospital urological surgery requiring a five-day stay into a safe outpatient procedure. We have also recruited the most diverse group of orthopedic surgeons in central Massachusetts who are able to care for any musculoskeletal need you may have.

Just this summer Saint Vincent Hospital became the first hospital in central Massachusetts to have the most advanced operating room suites to support our surgeons. These state-of-the-art suites have been designed with both the patient and the medical team in mind. They combine computer technology with high definition cameras and monitoring systems to increase the quality of patient care and the ease of use by our OR physicians and team. These wireless surgical sites enhance both patient and staff safety.

A recent letter that I received truly captures the essence of what our hospital is all about: "It has been known for years that the best care one could ask for comes from the staff of Saint Vincent Hospital. The strong beginning of the hospital continues today as it is the people involved in delivering the service, the philosophy of management, the ever up grading of technology and technique, the foundation built by former and present employees and physicians that makes Saint Vincent Hospital."

I could not have said it better. We invite you to be part of the History of Excellence and a Century of Care.



All the best,

John E. Smithhisler, President and CEO



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PREVENTION FIRST

STROKE SYMPTOMS?



WHEN TO ACT

Call 911. Now. People experiencing stroke symptoms are in a race against time. Saint Vincent Hospital stands ready to help stroke patients gain the precious minutes needed to minimize long-lasting damage.



Saint Vincent Hospital was recently recognized by the American Stroke Association (ASA) for meeting its guidelines for stroke treatment. "We have the people and mechanisms in place to react quickly once a stroke patient comes through our doors," says Octavio Diaz, MD, Chief of Emergency Medicine at Saint Vincent Hospital.

Dr. Diaz estimates that 600 patients a year come through the emergency room doors with possible stroke symptoms, and roughly 300 of those patients are admitted for further follow-up. "If someone has waited an hour before deciding to take action, it's an hour we can't get back and an hour that the brain is being damaged by the stroke."

It's important that people recognize the symptoms of a stroke for just this reason. "Even if you suspect you're having one, or someone with you is having one, call 911 immediately," urges Dr. Diaz.

Dr. Diaz devotes himself to getting this message out to the public, particularly the Hispanic population. ASA statistics show that Hispanics are at higher risk for strokes and suffer strokes at younger ages than non-Hispanics. "This is our most problematic public education challenge," Dr. Diaz says. "We will have to reach out across language and cultural barriers first to educate the community."



LEARN THE SIGNS OF STROKE SO YOU CAN MAKE A DIFFERENCE:

- 1 Sudden numbness or weakness of the face, arm, or leg, especially on one side of the body.
- 2 Sudden confusion, trouble speaking or understanding.
- 3 Sudden trouble seeing in one or both eyes.
- 4 Sudden trouble walking, dizziness, loss of balance or coordination.
- 5 Sudden, severe headache with no known cause.

Courtesy of the American Stroke Association.



FOR YOUR CARE

Health Insurance Update

>> As of July 1, 2007, Massachusetts law requires residents 18 and older to have health insurance. If you do not have health insurance or think you may need additional coverage, call Saint Vincent Hospital's Patient Financial Counseling Services at (508) 363-6130. Our counselors can answer your questions or assist you with applying for the new Commonwealth Connector Plans.



Are you or a family member looking for a primary care physician?

Be sure to check out the Saint Vincent Hospital Physician Referral Line at (508) 363-9366 or (877) 554-3258.

for your benefit



NEW Operating
Technology >>

“ The new ORs are part of an ongoing investment in the future of surgical technology. ”

– Leon Josephs, MD



The next generation of operating room technology has arrived at Saint Vincent Hospital, helping to bring more thorough and less invasive procedures to our community.

The advancements include an arthroscopic instrument that can reach the most isolated spaces in a patient's knee, wrist, shoulder or ankle. A lens at the end of the device transmits a high-resolution image to a large, flat-screen monitor that descends from the operating room ceiling. The magnified image is so vivid that surgeons can view the joints being operated on with more clarity and detail than with the naked eye. The monitor also makes the patient's MRI or CT scan available to the operating team.

Investing in Care

These are just a few of the technological enhancements featured in our two new operating rooms. "The new ORs are part of an ongoing investment in the future of surgical technology," says Leon Josephs, MD, Interim Chief of Surgery and Chief of Vascular Surgery at Saint Vincent Hospital.

No longer will nurses and technicians have to wheel carts or heavy equipment in and out of the OR. Additionally, the rooms have been redesigned to eliminate any cords from the floor. All the surgical equipment—monitoring devices as well as anesthesia and oxygen delivery systems—are attached to the ceiling and suspended from articulating arms, controlled by a nurse from a touch-screen panel.

"Not having to move equipment in and out and no cords or cables underfoot is a real boost to staff safety," says OR Director at Saint Vincent Hospital Pat Kusz, BSN, RN, CNOR.

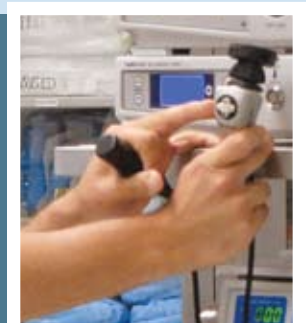
"And better staff safety translates to enhanced patient safety."

In addition to the images generated in the OR, the system transmits audio and video of the surgical procedure in real time to remote locations. Medical students, residents, and other physicians can observe and learn without being present, a further investment to safety and efficiency.

Pat Kusz explains, "Everything is so integrated. The touch-screen panel allows us to control lighting, activate the camera, move apparatus, or pull up the patient's diagnostic images or vital signs for the doctor to see on the monitor; it's all right at your fingertips." She notes, too, that surgeons can enter customized, preset controls according to their own preferences.

Dr. Josephs says that the new surgical suites benefit everyone in the OR during a procedure, especially the patient. The advancements "make us both more efficient and more proficient," he says. "And that ultimately benefits the patients."

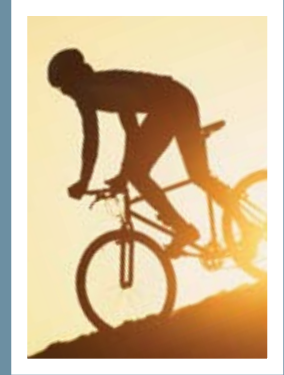
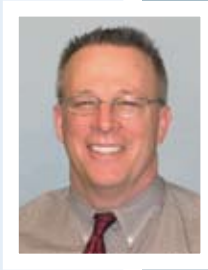
Saint Vincent Hospital now has 17 operating rooms to better accommodate patients requiring minor and complex inpatient and outpatient surgical procedures.





The Genius of da Vinci

Minimally invasive surgery provides patients with an easier recovery.



EMERGENCY CARE

One Patient's Story

>> As a trained health care professional, Paul MacKinnon suspected that the injury to his leg was serious. He went immediately to Saint Vincent Hospital's Emergency Department where, he says, "The response was prompt, professional and friendly."

"It so happens at the time I was Vice President of Patient Care Services at Saint Vincent Hospital," says Mr. MacKinnon. "But I was new and nobody knew who I was, plus I was in my biking gear and pretty grimy."

X-rays and a consultation with an orthopedic surgeon quickly followed, and surgery was scheduled for the next morning. The fall from his mountain bike had torn the quadriceps muscle in his leg, separating it from his kneecap.

"I was a little anxious, but the staff was very reassuring and caring. The anesthetist explained all my options carefully, orthopedic surgeon Dr. Barrette was exceptional, and the nurses were wonderful. During my two-day post operative stay they were truly concerned about my condition," recalls Mr. MacKinnon.

He also notes that before he was discharged, the surgical staff made sure he was completely outfitted with the items he'd need at home to begin his recovery. "I've spent two decades in health care settings, and this was a very positive experience from start to finish."



What may bring to mind a well-known artist from the past is actually technology of the future, in practice today at Saint Vincent Hospital.

The da Vinci® Robotic Surgical System is how surgeons are able to perform minimally invasive surgery. During the surgery, the physician inserts specially adapted instruments through small incisions. One of those instruments is a camera that projects images on a monitor in 3-D and magnifies the surgeon's field of vision ten times.

As the surgeon controls the equipment, robotic technology enhances the movements of the hands, making them steadier and more precise. The added dexterity and precision means fewer disturbances to surrounding tissue and, ultimately, an easier experience for the patient.

To understand how da Vinci has revolutionized surgery, consider the cases of Richard Lodi and Risa Falvo. Mr. Lodi, was diagnosed with prostate cancer. After consulting with Robert Blute, Jr., MD, a urologist, Mr. Lodi had a prostatectomy done

using da Vinci technology. Following his procedure, he was able to go home within a few days and, just five weeks later, he was playing tennis.

Risa Falvo was told by a urologist and a gynecologist that they had detected a mass in her right ovary. Ms. Falvo opted to have the mass removed. Her surgeon made use of da Vinci, and her recovery was remarkably shorter than she expected. She was walking in a few days and had fully recovered within a month.



For more information about the da Vinci Robotic Surgical System, speak to your doctor or call (508) 363-9065.

ONE-STOP Cancer Care

Saint Vincent Hospital is putting patients first.

The Center for Cancer Services at Saint Vincent Hospital will be a premier cancer center, providing one-stop cancer care. How? By creating a system that will work for the patient—not a patient who has to work the system.

With groundbreaking targeted for 2008, the Center will be a freestanding, 45,000-square-foot building on the hospital's campus. Inside, teams of specialists will provide comprehensive care for cancer, including radiation, chemotherapy, diagnostic imaging, hematology and medical oncology, and support services. Below are just a few of the unique services the Center will provide.

TARGETED THERAPIES: The Center will offer high-tech targeted therapies that use drugs to block the growth and spread of cancer by interfering with specific molecules involved in tumor growth. One idea behind targeted therapies is treatment aimed at eradicating the cancer while sparing healthy tissue and cells. These treatment techniques are considered some of the most exciting advancements in nearly 30 years.

In the past, radiation beams aimed at tumor sites weren't precise enough. Now, a new generation of radiation therapies at the Center will include intense modulated radiation therapy, which maximizes the amount of radiation that reaches tumors while sparing surrounding tissue.



GENETIC TESTING: Testing for certain genetic flaws may help determine an individual's risk for developing cancer. Genetic testing is currently available for certain types of breast, ovarian, and colon cancers, the Center will offer additional tests as they become available.

ADVANCED IMAGING: In addition to scanning capabilities, positron emission tomography/computerized tomography (PET CT) scanning identifies molecular activity often present in tumors, and is more specific than magnetic resonance imaging (MRI) or CT alone. This scanning is advantageous not only in cancer diagnosis, but in assessing a patient's response to treatment as well.

Prioritizing Patients

Cancer affects the entire family. At Saint Vincent Hospital, our objective is

to make things easier for the patient and family, including providing a welcoming and comforting environment. If you require lengthy stays and frequent visits for cancer treatment, it should be in a beautiful and healing environment. Besides soothing colors and design elements, patients will have on-site access to specialty care such as massage.

Our goal is to help people live with the diagnosis of cancer, and not allow the disease to overcome somebody.

Many people today live with cancer. It's not always lethal. Cancer care has made tremendous advances. Providing the right care in the right place—close to home—is what Saint Vincent Hospital is all about.

Getting Better Everyday

Satisfaction^{Plus} adds up to impressive satisfaction scores.

The report cards are in, and the grades are impressive. Satisfaction^{Plus}, the three-cornered initiative at Saint Vincent Hospital, has improved satisfaction scores across the board. Office of Patient Advocates Director Ken Spaulding describes the revitalized effort as a triad, the linking of patient satisfaction with employee and physician satisfaction.

"It seems very basic," he says, "but it's easy to lose sight of the fact that patient satisfaction doesn't exist in a vacuum. Satisfied employees and physicians, ultimately, are the drivers of patient satisfaction."

He describes Saint Vincent Hospital's progress during the last year as a "tremendous success." Patient satisfaction scores improved to such a degree that Press Ganey Associates, the firm that conducts the patient surveys, ranked Saint Vincent Hospital's performance in the top tier of hospitals nationwide.

Patient satisfaction with the Emergency Department is a particular point of pride for Spaulding. "Our improvement there

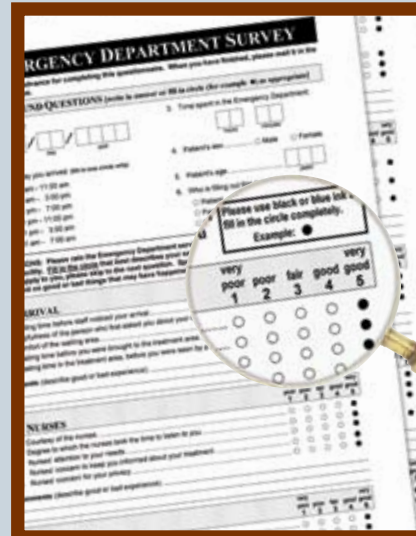
is nothing short of remarkable and a real tribute to the hard work and dedication of the Emergency Department staff."

The experience of Paul Erickson, a recent patient in the Emergency Department, demonstrates this improvement: "I came to the emergency room on a Monday night with what turned out to be Bell's Palsy. The nurses, doctors and technicians got to me right away. They made sure first that I wasn't having a stroke, then got me on medication right away. It was perfect."

Spaulding reports that progress in the areas of employee and patient satisfaction was equally impressive. "Our employee satisfaction performance improved markedly across all top ten of the key indicators." Physician satisfaction performance improved

dramatically as well, with notable improvements in seven of the top ten indicators.

"In a year's time we've managed to re-channel our culture," he concludes. "We tapped into a resource of teamwork and commitment we knew was there and achieved goals everyone at Saint Vincent Hospital should be proud of."



>> Patients who complete a satisfaction survey make a positive difference. Constructive feedback helps us make Saint Vincent Hospital the best in Worcester.

While the physicians identified in this newsletter are members of the medical staff of Saint Vincent Hospital, the physicians are independent contractors who are self-employed or employed by an entity other than Saint Vincent Hospital. As a result, such physicians are neither employees or agents of Saint Vincent Hospital and Saint Vincent Hospital is not responsible for any actions which they may take in their medical practice.



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