



## CONTRIBUTIONS

December 1, 2010 to  
March 31, 2011

Wayne Memorial Health Foundation accepts tax-deductible gifts throughout the year from individuals, corporations, organizations and foundations for the benefit of the Wayne Memorial Health System, Wayne Memorial Hospital, Wayne Woodlands Manor and Wayne Delaware Manor.

Contributions from a generous and caring community are vital to sustaining well trained personnel and modern equipment and facilities. Memorials and gifts in honor of a family member or friend, and gifts recognizing an anniversary or other occasion, are ideal ways to express love, respect and honor for those special people in our lives. Such gifts also demonstrate your spirit of community. You are invited to direct your questions about special occasion gifts and other contributions to G. Richard Garman, Executive Director, Wayne Memorial Health Foundation, at (570) 253-8272.

## WAYNE MEMORIAL HOSPITAL

### ESTATES & BEQUESTS

Andrew & Fanny R.  
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# Insight

## Over the Top!

### Wayne Memorial Hospital's Auxiliary Outdoes Itself

*G. Richard Garman,  
Executive Director,  
Wayne Memorial Health  
Foundation*



**A CHECK WAS EXPECTED**—it comes every year at the annual Wayne Memorial Hospital Volunteer Luncheon—but the amount took everyone by surprise. Hospital Auxiliary President Sandy Kline, flanked by Vice President Sandy Meagher, revealed that the Auxiliary was fulfilling its capital campaign pledge with this last installment—and then some. The \$75,000 check was \$15,000 more than the Auxiliary owed on its commitment to Operation Vital Signs.

The Auxiliary, the largest single donor to the campaign with a \$570,000 pledge, had topped itself.

Talk about hard workers! This dedicated group of roughly 200 souls raised the money through its two shops, The Other Shop in Honesdale and The Other Shop 2 in Hawley, and various events. Its premier event each year is The Mistletoe Ball, held this past January at Ehrhardt's on the Waterfront in Tafton.

The Mistletoe Ball is an elegant outing for hundreds of guests, yet it is also very much a hometown affair that brings together many elements of the community for a common cause. The Auxiliary's members have a firm but gentle way of encouraging others to help them help us. If I may, let's revisit the evening to see how so many local businesses and individuals donated goods, services, time and energy that in the end supported the Auxiliary's commitment to the hospital.

It began at the front door. The theme of the Ball was "An Evening in Paris," and even though it was a chilly winter evening in northeastern Pennsylvania, the guests were made to feel as if it were springtime and they were walking by a sidewalk café in "gay Paree." Zoe Zurad, a junior at Honesdale High School, crafted the effect, a beautiful mural, with acrylic applied to fabric throughout the entire hallway leading to the ballroom. According to Shauna Ridd, chair of the Mistletoe Ball Committee, guests commented that they had not seen anything quite like it before. Ms. Ridd noted the creation represented Ms. Zurad's senior project; and is hopeful that the Auxiliary's annual event will provide a regular opportunity for local students to volunteer their artistic talents.

## GOLD CENTURY CLUB

\$500-999

Ernest and Margot Kennan  
Kelsey and Beverly Olver

## SILVER CENTURY CLUB

\$250-499

Herman and Judith  
Feldhusen

## CENTURY CLUB

\$100-249

Andrew and Katherine Cox  
Charles and Betty Ewing  
George and Elizabeth

Gephart

Kent Hobby

Kathleen Hoff

Philip Jahn

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Anthony and Nancy Mazzo  
Mobilex

Stanley and Dale Morin

Joseph and Patricia Murray

Roberta Owens

Rickard Enterprises, Inc.

Orrin Ridington

Robert and Linda Subosky

Martha and David Wilson

David and Susan Work

## IN HONOR OF

*G. Richard Garman*

Leonard and Sally Weiss

*Starr and Stanley Goldberg*

Marc and Rona Honigfeld

*Dr. Jeffrey A. Mogerman,*

*Staff and 4th Floor Nurses*

Theodore and Alice

Trowbridge

*Lee Oakes*

Irving Rosen

*Bill Roose*

Anonymous

Sally and George Stanton

## IN MEMORY OF

*Vincent Bates*

Ruth Weniger



While guests listened to the recorded music of French singer Edith Piaf, they enjoyed sumptuous hors d'oeuvres from a table adorned with a grand ice sculpture of

the Eiffel Tower. It, too, was another exam-

ple of goodwill. The sculpture was donated by Ice Works of Hawley.

More displays of artistic talent were visible in the ballroom, including another replica of the Eiffel Tower, this one four feet high and handcrafted by Sampson Welding. The dining tables were painstakingly decorated with smaller versions of the Eiffel Tower and white flowers donated and arranged by Rob Frank from Honesdale Greenhouse. The delicate organza tablecloths had been pressed to perfection at no charge by Imperial Cleaners.

After a delicious meal by Ehrhardt's excellent staff, guests danced to the music of local musicians, The Riff Kings. Their appearance was made possible through the generosity of the Wayne Memorial Hospital Medical Staff. The band performed on a stage festooned with colorful balloons, all provided free of cost by our local Rent-E-Quip.

In a corner of the ballroom, patrons could also have their memento pictures taken by local photographer Gina Lenz, who donated part of her proceeds to the Auxiliary.

More than 75 individuals and businesses contributed merchandise and services for the silent auction, organized by Auxilian Cathy Howell.

In all, donations totaling \$10,225 assured that the event would be a huge success, generating a profit of \$21,500.

It is no small wonder that two of our Auxilians were tapped for a larger stage this past year: Janet Lienert assumes the presidency of the Pennsylvania Association of Healthcare Auxiliaries (PAHA), making Wayne Memorial's Auxiliary the only one on record in the state to have two members take on that role (Sally Stanton was the first). And Cathy Howell was installed last fall as the president of the northeast region of PAHA.

Our Auxilians know how to get things done! Thank you, Auxilians.

*Photo, front page: David Hoff, CEO; Lee Oakes, chair Wayne Memorial Hospital/Health System; Sandy Kline, Auxiliary president; Sandy Meagher, Auxiliary vice president.*

*Photo, page 2, top, Mistletoe Ball Committee: Janet Lienert; Cathy Howell; Sandy Kline; Shauna Ridd; Katy Wood; Helen Beck; Mary Radell. Missing: Ann Morgan and Alison Cosham.*

*Photo, right: Dr. and Mrs. Jose Pino-y-Torres.*



## *New Congressman for the 10th District Visits WMH & WMCHC*

### **Veterans Outreach Site Discussed**



**U.S. REPRESENTATIVE TOM MARINO** (R 10th) stopped by Wayne Memorial Hospital (WMH) on Monday, January 31st, for a tour of the facility and discussions about health care access, community health center funding and the hospital's desire to be an outreach clinical site for veterans. Pike County Commissioners Rich Caridi (R) and Harry Forbes (R) were on hand to support the hospital's request to the Veterans Administration and urged Marino's support.

The newly-elected Congressman explained his stand on health care reform, saying he voted to repeal what he called "Obama-Care" because "a government takeover of health care would damage the American economy."

WMH Chief Executive Officer David Hoff asked for Congressman Marino's support on a number of fronts. Hoff pointed out that WMH is a "Medicare-dependent" hospital and, along with Wayne Memorial Community Health Centers (WMCHC), "key to the economy of the area." The two affiliates together boast close to 1,000 employees, making them the largest private employer in Wayne County.

Marino visited patient care areas, including the Emergency Department and the Intensive Care Unit, where he is pictured with RN's Stepheny Rush, Ellen Malloy and Ramona Schwartz.

After the hospital visit, Marino stopped at the Honesdale Family Health Center, part of WMCHC, a federally qualified health center.

*Note: In April, Commissioner Forbes took another government position and was replaced by Kathy Hummel.*

*Group photo: Pike County Commissioners Rich Caridi (R) and Harry Forbes (R); WMH Chief Financial Officer Mike Clifford; Wayne Memorial Hospital/Health System Board Chair Lee Oakes; WMH Grants & Development Manager Jack Dennis; Rep. Marino; WMH CEO David Hoff; Nurse-Manager Outpatient Services Michele Churney, RN; Jim Pettinato, RN, director of Patient Care Services, Mary Wetherall, RN, WMCHC director of operations. Missing from photo: Dr. George Tietjen, WMH chief of staff, who also took part briefly in the healthcare conversation.*



## **WMHF Welcomes Two New Members**

The Foundation's family has grown. Thomas Sheridan and Joseph A. Kneller, two local bank executives, are now serving on the boards of, respectively, the Wayne Memorial Health Foundation and Wayne Health Services, a subsidiary of the Foundation.



Sheridan, a life-long resident of the Honesdale area, is currently the Chief Operating Officer and Executive Vice President at The Honesdale National Bank. He graduated from Wallenpaupack Area High School and then the University of Scranton.

Sheridan and his wife, Victoria, have two children and live in Hawley. Sheridan also serves on the board of the Wayne County Community Foundation and the Human Resource Center.



Joseph A. Kneller is Senior Vice President and Manager of Information Systems for Wayne Bank. He attended Scranton Technical High School and the University of Scranton. He and his late wife, Carol, moved to Wayne County in 1997. They also have two children.

Kneller has a fun-fact connection to Wayne Memorial: his sister Karen Leverich was the first child born in the hospital's "new" maternity unit when the hospital relocated from its original Court Street site to its present day location on Park Street.

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## WMH Chief Hospitalist Earns Fellow Title

*Louis O'Boyle, DO, chief hospitalist at Wayne Memorial Hospital, has been elected to be a Fellow in the Society of Hospital Medicine (SHM). Dr. O'Boyle said he is honored. "Only three percent of hospitalists have attained this distinction," he noted. To be a fellow, an applicant must have at least five years as a practicing hospitalist under his/her belt, with no disciplinary action within the five years and the recommendation of two other SHM members. Dr. O'Boyle, who is board certified in internal medicine, graduated from the Philadelphia College of Osteopathic Medicine and completed his residency at Penn State/Hershey. He helped launch the hospitalist program at Wayne Memorial in 2007 and later, established his own hospitalist practice group, Advanced Inpatient Medicine. Earning the Fellow title demonstrates Dr. O'Boyle's commitment to hospital medicine and assures patients he meets the highest standards of professionalism.*



## Wayne Memorial Emergency Department Honored

### Crucial Wait Times Under 30 Minutes

**F**OR TWO MONTHS AND COUNTING, Wayne Memorial Hospital's Emergency Department has held on to "The Frog," a monthly award for top scores in daily clinical quality measurements. The award is handed out by ER-One, a group that oversees staffing at nine hospitals and four healthcare systems around the country, including Wayne Memorial Hospital (WMH).

The trophy is humorous, but the clinical statistics are to be taken seriously and represent good news for patients and families. WMH's metrics for triage time or how long it takes to assess the severity of a patient's condition, 10 minutes, and door-to-doctor time, 20 minutes, were outstanding; they surpassed ER-One's own established goal times. Medicare and Medicaid Services recognize these quality measures and public reporting is planned for 2012.

Richard Hacker, MD, who became the Medical Director of the Emergency Department (ED) on January 1st, said several changes have been implemented over the past year to help make the ED more efficient and patient friendly—for example, revising the triage process.

"We eliminated the step between registration and the patient being seen," Dr. Hacker explained, "Now, treatment is initiated concurrently with triage and assessment. It's much more efficient."

Dr. Hacker said the entire patient "experience" is a focus of enhancement. "Our goal is to have a call-back for 100% of the patients we see—phone them and ask about their experience here, both clinically and personally. Every patient concern should be thoroughly investigated."

*Photo, left to right: From left to right: David McAllister RN; Julie Olver, RN; Adrianna Lovric RN; Toni Sinkiewicz RN; Michel Borthwick, ER Technologist; Medical Director Richard Hacker, MD; Kim Kabonick, RN; Supervisor Richard LeBlanc, RN; Brad Passino, RN; Jennifer Whitmore, LPN; CEO David Hoff.*

## Medical Residents Coming to WMCHC

Wayne Memorial Community Health Centers, a federally qualified health center affiliated with Wayne Memorial Health System, will be one of two sites to benefit from a Teaching Health Center grant awarded to the Wright Center for Graduate Medical Education (WCGME) in Scranton. WCGME was one of only 11 health centers in the country recently elected for one of these grants from the Health Resources and Services Administration.

The Teaching Health Center program grant will provide WCGME with six new primary care medical/dentistry residency slots at WMCHC and Scranton Primary Health Care Center, also a federally qualified health center.

Although the initial grant was \$225,000, the total awarded to WCGME is expected to reach \$900,000 by the end of the first year, and could potentially reach \$4.5 million throughout the five years of the program.

“This represents a great opportunity not only for Wayne Memorial Community Health Centers, but for the community we serve,” said Frederick Jackson, Executive Director, Wayne Memorial Community Health Centers. “One of the biggest challenges for a rural community is recruiting and retaining physicians. The medical residents who come here will help share the duties of caring for our patients with our current healthcare providers and hopefully, some of those residents will choose to stay on to care for the health needs of our community in the future.”

Jackson anticipates the first resident will arrive this July.

The Teaching Health Centers are supported by funds made available through the Affordable Care Act.



## Expanding Within Our Walls

### Hospital Changes Will Benefit Patients and Visitors

Wayne Memorial Hospital is making several structural and location changes aimed at helping patients and families feel more comfortable, beginning with the Operating Room Family Waiting Area. The room is undergoing enlargement this spring. It will triple in size from 200 to 600 square feet with room for 25 chairs. Pictured is the architect's design.

Surgical services at Wayne Memorial have significantly increased in the past few years—the hospital now offers neurosurgery and expanded general and orthopedic surgical services—highlighting a need to expand the OR waiting room from its current capacity.

“The new room will be open and airy,” said John Conte, director of Facility Services. “There are three operating rooms,” he added, “and it’s not unusual to have all of them in use at the same time, so this is a much needed expansion.”

The expansion will be completed soon, said Conte, and is expected to cost about \$50,000.

The hospital is also enlarging the outpatient pharmacy area and moving Cardiology Services to the first floor from the second. Patients who once had to visit Nuclear Medicine on the first floor, go upstairs for a stress test or other procedure and then return to Nuclear Medicine will now stay on one floor within the Radiology Department.

*Marguerite Gay-Adams*  
James and Lillian Gay

*Clifford Hiller*  
Michael and Rebecca Casper

*Marion Hoos*  
Patricia Abbott

*Grant Kane*  
Vic and Jeannette Belcastro  
John and Sandra Clark  
George and Helena Geary  
G. and Karen Gravel  
Cynthia McGinnis

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Jeffrey Janosky*  
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Leonard and Sally Weiss

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Jack and Judith Todd

*Willie Trentacoste*  
Robert and Irene Olin

## SPECIAL FUNDS

*Harry D. Propst, MD,*  
*Family Fund*

Mary Lou Hoffner  
Victoria Jaggars  
Donna McGinnis  
Francis Nagle  
Patricia Steiner  
Pamela Stephens

*Library Fund*  
Patricia Steiner

*Martha's Garden*  
Patricia Steiner

*Patient Services Fund*  
Patricia Steiner

*Wayne Memorial Hospital*  
Michael and Janice Clifford  
Patricia Michitsch  
Patricia Steiner

*Wayne Woodlands Manor*  
Wendell and Carol Hunt

*Clay Shoot Tournament*  
Waste Management

## GENERAL CONTRIBUTIONS

Anonymous  
Richard and Jacqueline Cardone  
Raymond and Anne Cassidy  
Eugene and Barbara Fabricat  
Robert Gaines  
Suzanne Heitmann  
Chester and Betty Kawalko  
Louis and Patricia McCarter  
Robert and Sharon Palmer  
William and Barbara Peek  
Richard and Linda Pomes  
Margaret Snyder  
Alexander and Betty Swetz  
Carrie and David Work  
William Yoder



## *A Tradition of Service Embraced in the 21st Century*

*G. Richard Garman*

**S**INCE WAYNE MEMORIAL HOSPITAL opened its doors more than 90 years ago, its volunteer boards of trustees, physicians, nurses and support staff have been on a continuing journey to ensure that the hospital is the best it can be for its patients and community at large. The hospital has a long history of service excellence. A history rooted in honoring a mission.

Wayne Memorial began as an extraordinary, community-wide effort to honor the service of 55 local men who had gone to war and never returned to their families. Trustees, management, physicians and staff committed to emulating the service of those brave World War I troops. Indeed, the hospital's tradition of compassionate care grew out of the early years of struggle to build and maintain a hospital worthy of their memory.

Over time, this tradition has evolved its own structure to help all present and future employees carry out the values of the hospital in their daily activities. During 75th anniversary celebrations of the hospital's founding in 1995-1996, a volunteer group of employees crafted a set of Core Values, which were recently updated and are aptly acronymed C.A.R.E.S., to guide the hospital in fulfilling its mission

**C**ompassion, a commitment to create a nurturing environment, which means to understand each patient's, each family member's, and each co-worker's perspective and respond to that perspective with genuine concern;

**A**dvocacy, a commitment to continually advocate for the best interest of patients, families and co-workers;

**R**espect, a commitment to respect the dignity of each person and appreciate the differences in religious beliefs, race, culture, age, sex, physical and intellectual capacity, and economic status;

**E**xcellence, a commitment to continuous improvement in everything that we do; and  
**S**ervice, a commitment to anticipating the needs of each patient and family and each co-worker and respond to those needs as quickly and efficiently as possible.

All members of the Hospital's care-giving teams pledge to live by these self-imposed Core Values.

During the anniversary celebrations, the hospital was also rededicated to include not just the original World War I heroes, but all members of all branches of the Armed Services from both Wayne and Pike Counties, from all wars and conflicts, who had made the supreme sacrifice while serving their country. Hospital staff renewed their commitment to serve their own mission of healthcare "honorably."

Today, the hospital has a new Service Excellence Initiative, which, most recently, included the formation of an Education Resource Team (ERT). This multi-disciplinary group of 15 individuals developed a training program to assist employees fulfill their commitment to service excellence in an ever-changing healthcare landscape.

The ERT held workshops for all current employees this year and is about to launch quarterly interactive training sessions for all new employees. Highlights of the program include emphasis on the customer experience, the importance of positive impressions, sensitivity and respect, teamwork, accountability and service recovery, and key to the future: how customer satisfaction scores are being used in reimbursement formulas.

The tradition of service excellence has been embraced in the 21st century. When you visit Wayne Memorial, we hope you experience this tradition in the actions and behaviors of our staff. We welcome your input.

*Photo: ERT members Chandra Roberts, RN and Donna Decker, RN; Jim Hockenbury, director Ancillary Services.*



## Springtime & Harvest

### Seeding an Endowment

*G. Richard Garman, Executive Director Wayne Memorial Health Foundation*

**H**OPEFULLY WE ARE all celebrating the arrival of spring after a long, harsh winter. As we all know, spring is planting time for a future harvest. Once the frost leaves the ground, it can be prepared and the seeds sown. As the soil warms and receives rain, growth begins and eventually the ripened fruits and vegetables appear.

The same sequence of events occurs when donors plan for the future by planting an endowment in the 'fields' of financial management. The "seeds" of cash or appreciated assets are placed in the 'ground' of an agreement, where growth occurs under the watchful eye of investment managers. The funds grow, and eventually the earnings are harvested and are used to fulfill the purpose of the donor's wishes (endowment).

The cycle occurs the next year, and the next. Every year as the fund grows, a specified amount is harvested and directed to scholarships, grants, operational expenses, new buildings and equipment, or other purposes identified in advance by the donor.

Endowment funds are tremendously valuable to Wayne Memorial Health Foundation because they represent a steady flow of financial resources, year in and year out. They add stability to the Foundation's financial health, which, in turn, allows the Foundation to accomplish projects within Wayne Memorial Health System and in the community at large that would not otherwise be possible. Endowments benefit the donor as well. Not only are there tax benefits, but these named giving vehicles create a legacy for the donor, so future family members for generations to come will know that the donor was committed to the values, purposes, and needs of Wayne Memorial Health Foundation and the community. The Foundation has a variety of endowments created by donors with foresight and generosity. Some of these funds are small and others large, but all of them contribute to the continuing success and viability of Wayne Memorial Health Foundation.

Would you like to learn more? We have complimentary materials that explain the ease of establishing an endowment and the simple mechanics of how they work. Use the response form found on the last page of this issue of *Insight* to request your no-obligation material or call the Foundation's office at (570) 253-8272. You can also obtain information on our website at [www.wmh.org/wmhf/](http://www.wmh.org/wmhf/). Spring is the season for planting crops and for establishing your own endowment fund.

SAVE  
THE DATES

MAY  
15  
2011

**Hike 4 WMH**  
*Prompton State Park,*  
*sponsored by*  
*VFW Post 531*

AUGUST  
15  
2011

**Harry Kiesendahl  
Memorial Golf  
Tournament**  
*Woodloch Springs,*  
*Hawley*

OCTOBER  
1  
2011

**Harry Propst,  
MD Invitational  
Sporting Clay  
Tournament**  
*Catskill Pheasantry,*  
*Long Eddy, NY*

For information  
about these events,  
call 570-253-8272.

In support of the healthcare mission of Wayne Memorial Health System, Inc., I wish to make a tax deductible gift in the amount of:

\$500     \$250     \$100     \$75     \$50     \$25     \$\_\_\_\_\_

My check is enclosed.

Please charge my VISA or Mastercard. \_\_\_\_\_ Security code \_\_\_\_\_ Exp. date \_\_\_\_\_

Signature \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Day Telephone \_\_\_\_\_ Evening Telephone \_\_\_\_\_

I have enclosed a Matching Gift form from my employer.     I wish to remain anonymous.

Please forward me information about The Paul M. and Sandra Meagher Legacy Circle.

Contact me about naming Wayne Memorial Health System or its affiliates in my will.

I have already made provision in my estate plan for Wayne Memorial.

Please forward me a "will kit."

Please forward me information about the Wayne Memorial Hospital Giving Tree.

The address above is a new address.

I do not wish to receive *Insight*.

**If you would like to honor someone with a Memorial or Honor Gift, please indicate below.**

**This Gift made:**

In Memory of \_\_\_\_\_

To Honor \_\_\_\_\_ Occasion \_\_\_\_\_

**Please Notify:**

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

*Thank you for your donation.* Please mail this form to Wayne Memorial Health Foundation, Business Office, Wayne Memorial Hospital, 601 Park Street, Honesdale, PA 18431

Honesdale PA 18431  
601 Park Street

*An Affiliate of Wayne Memorial Health System, Inc.*

WAYNE MEMORIAL  
HEALTH  
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