



## CONTRIBUTIONS

October 1, 2007 to October 30, 2008

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.

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# Insight



*Operation Vital Signs Appreciation Dinner, June 11, 2008 Left to right: WMH Foundation Executive Director Rich Garman; Reverend Paul Spohn, WMH Community Advisory Board; Paul Meagher, former WMH Board Chairman; Carolyn Scanlan, President of the Hospital and Healthsystem Association of Pennsylvania; Lee Oakes, WMH Board 1st Vice Chair; WMH CEO David Hoff.*

# What's Next?

## After Operation Vital Signs

When Wayne Memorial Hospital thanked its 670 donors for the success of its first capital campaign since 1981, Operation Vital Signs, the gratitude went far beyond the appreciation dinner (pictured above) at Bryn Mawr Conference Center in Honesdale. Guest speaker Carolyn Scanlan, President of the Hospital and Healthsystem Association of Pennsylvania, congratulated the hospital for its new buildings, new technology and new equipment, but she also reminded the audience that one thing had not changed: “the obligation of providing healing, health and hope....a safe haven where compassionate people stand ready to provide care and comfort.” Today, Wayne Memorial Hospital is on the brink of a new era in doing just that.

Having transformed the landscape with new buildings and new technology, the hospital has now embarked on “transforming the culture that inhabits the new facilities and uses the new technology for the betterment of the community at large,” according to G. Richard Garman, Executive Director of the Wayne Memorial Health Foundation. The slogan for Operation Vital Signs was “*Building now because...your health can't wait.*” With the system-wide launch of Wayne Memorial's new “Service Excellence” initiative, you can add a big “*Our doors are open and our arms are ready!*”

“Today's patients and customers are more knowledgeable and demanding,” says David Hoff, Wayne Memorial's Chief Executive Officer, “they have high expectations for the services they receive. Our patients, their family members and other customers deserve the very best care and service, and we want to be the hospital of choice for them. Our new Service Excellence initiative is a breath of fresh air—a boost—in our long-term

**IN HONOR OF**

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*Home Health & Hospice*  
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 Woodloch Springs Bowling League

*Dora E. Bader*  
 Regina P. Beardsley  
*Carl Birtel*  
 Evelyn L. Birtel

commitment to customer service.”

In September, Wayne Memorial brought in national consultant Gail Scott & Associates to guide employees on how to enhance the patient experience. Intense workshops followed for every hospital employee. Staffers

swapped stories and ideas and stepped up the implementation of Standards of Service Excellence developed at the hospital a year earlier. They worked on “greetings” and “impressions” and ways to find out more about a patient’s needs and how to meet those needs. Teams have been organized to look at everything from signage in the hospital to telephone manners to patient room privacy issues and explanations of tests and treatment.

“We believe it’s important to continually evaluate and adjust,” adds Hoff. “It’s really about quality.”



*Donor Appreciation Dinner in June: Karen Burlein, right front, is a member of the number-one donor group, the WMH Auxiliary. Thank you Auxilians!*

The Wayne Memorial Hospital/Health System Board of Trustees, along with physicians, have also been invited to participate in the Service Excellence initiative. And, at the urging of Board Chairman Helge Mortensen, a healthcare quality expert gave a day-long presentation this fall to the all-volunteer board. “Many volunteer trustees are well versed in financial matters,” James Orlikoff told his audience, “but not as much in quality issues. How do you measure and promote quality of service?”

Since 2005, Wayne Memorial has contracted with the national benchmarking firm Press Ganey to survey patients on service satisfaction in four areas: Emergency Department, Inpatient (including maternity), Outpatient Services (Lab, Radiology and Rehabilitation) and Ambulatory Surgery. The results of these surveys helped prompt the development of the new Service Excellence effort. This past year, the federal government also launched a quality assurance website that allows consumers to compare hospitals. Wayne Memorial participates in this initiative also.

“Quality measures for patient care should be transparent,” says Hoff, “the patient should know if it’s there—or isn’t there—and we should be proud to show it off.

Our employees and doctors take quality of care and quality improvement activities very seriously. Operation Vital Signs helped set the stage for this next phase—and we’re still thanking our donors.”



*Service Excellence Facilitators Krina Pratt, PT, Acute Rehab Services and Heather Hughes, Registration lead an “I Can Make A Difference” workshop, mandated for all employees.*



*James Orlikoff, a national healthcare quality expert (second from right) spoke to the WMHS Board and physicians. Left Virginia Fries, RN, WMH Director of Patient Care Services; CEO David Hoff; Board Chairman Helge Mortensen; Orlikoff; Sean McVeigh, MD, President of the WMH Medical Staff.*

# A Look Back

## What Your Gifts Meant to the WMHS Community!

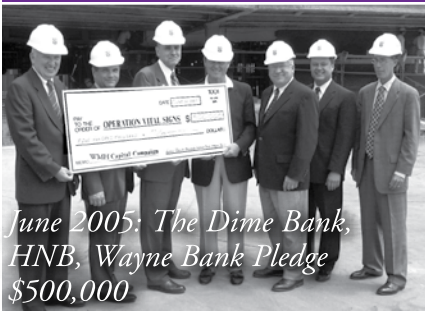
OPERATION VITAL SIGNS 2005-2008: \$3,050,000



February 2005: Mistletoe Ball OVS Kickoff



October 2005: Emergency Department Expansion



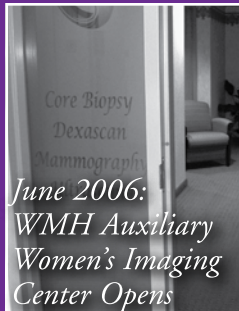
June 2005: The Dime Bank, HNB, Wayne Bank Pledge \$500,000



June 2006: State-of-the art CT Scan Arrives



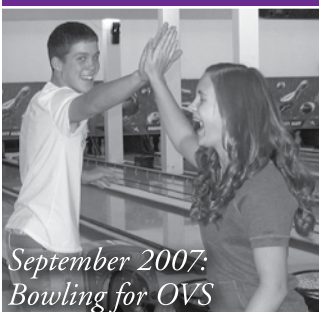
May 2006: New MRI



June 2006: WMH Auxiliary Women's Imaging Center Opens



May 2007: VFW Post 531 Hike for OVS



September 2007: Bowling for OVS



July 2008: Digital Mammography Arrives

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### *Foundation Supports Communities That Care*

For the second year in a row, the Wayne Memorial Health Foundation awarded Communities That Care (CTC) funding for special after-school programs. CTC, which serves 285 schoolchildren in five schools, many of them at-risk youngsters, will use the monies for swimming lessons at Woodloch Sports Complex and for a martial arts/karate program at Preston School in Lakewood. "By receiving these funds, we are now able to teach an important life skill, increase the students' self-esteem and play a role in their physical health and fitness," said Kathy Grandjean, CTC Director. Pictured 1st row kneeling: Katelynne Ratliffe; Rie-Ann Stephens; Julie DiMedici; Julia Maki; Jillian Helferich; Carley Riefler; Stephanie Sincavage; Jordan Gallo. 2nd Row: Lindsay Hilton; Trent Gorel; Sam Kille; J.D. Durdach; Sam Follmer; Christian Modugno; Gavin Hock; Analise Kulbaba; 3rd Row: Michelle Strasser; Hunter Welch; Christopher Collazo. Adults: Debi McDonald, Assistant Director of CTC; Martha Sader, Chair Community Committee/WMH Foundation; Kathy Grandjean; AG Howell, Foundation Chairman; Sandy Rickard, Principal of Lakeside School; G. Richard Garman, Executive Director WMH Foundation; Amanda Linde; Jessica Carney; Josh Jacob; Corie Brink



### *Helping Potential Leaders*

The Foundation's mini-grant program helped launch an Advanced Placement biology class at Honesdale High School last year. This year, AP Bio Teacher Rebecca Rowe gratefully accepted another grant and said it will be used for much needed laboratory equipment. The funds are earmarked for a new sterilizer and a precision digital electronic balance to replace a 25-year-old scale. Photo, left to right: Principal Gregory Frigoletto; Martha Sader; Chair of the Foundation's Community Healthcare Committee; Rebecca Rowe; Foundation President A.G. Howell; and Foundation Executive Director G. Richard Garman.

### *Foundation Mini Grants*

The Foundation's mini-grant initiative supports community organizations whose endeavors are focused on injury and disease prevention and treatment and the promotion of good health for the residents in the Wayne Memorial Health System service area. Generally, applications are made in the spring and awarded in the summer. For more information, contact Rich Garman at (570) 253-8272 or email [garman@wmh.org](mailto:garman@wmh.org).



## *1st Harry Propst, MD Invitational Clay Shoot*

Catskill Pheasantry, Long Eddy, NY • September 20th, 2008

Approximately \$9,300 Raised



Sandra T. Maculaitis  
Margaret Murphy  
P.I.A.A. District #2  
Faye D. Rossi  
Albert P. Snyder  
Special Ed Staff of Damascus School  
Wayne Highlands Education  
Association  
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*Ralph Jennings*  
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Joseph Brodt  
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No. 6427, VFW

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Fred Breitenkam  
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*Shirley Krol*  
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The Other Shop

*Bruce Levy*  
Trail's End Camp

*Stuart Lewis*  
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*Laura Jean Melody*  
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Patrick M. D'Amato  
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Margaret M. Scarpelli  
Raymond C. Schmitt

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Marion O'Neill

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Bruce L. Grandjean  
Bruce R. Lambert  
John R. Zaums

*Dr. Harry D. Propst*  
B. Patricia Feldhusen  
George A. Piercy  
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*Dorothy Rose*  
William G. McCoy  
Anna Murray  
Andrew E. Steck

# 2nd Annual Harry Kiesendahl Golf Tournament





John Troisi

Carole Ruane

Jean Anke

Vincent Ruane

Jean Anke

Joseph Sherry

Laurence J. Assip

Mary Vera Bonniwell

Edward G. Rynar

Springs Sunshiners

Herman R. Winkler

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Eleanor Schuster

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Friends @ Lockheed Martin Integration

Nellie Welicka

New York Police & Fire Retiree Assoc.

Mark R. Zimmer

John McCunney

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Mary L. Hoffner

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Francis J. Nagle

David F. Roberts

Patricia T. Steiner

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Jacqueline M. Thol

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Patricia T. Steiner

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Scott S. Chappie

Patricia T. Steiner

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Patient Services Fund

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Wayne Memorial Hospital

Michael Clifford

Patricia S. Michitsch

Patricia T. Steiner

Bowling Tournament

AAA North Penn

Walter Belchick

Bluff Blacktop

Bowling Tournament Team

Kate Carmody

Castek Floral Shop

Central House

Lisa Champeau

Michael Clifford

Donna F. Decker

John R. Dennis

Enterprise Rent-a-Car

Lee Erdman

G. Richard Garman

Barbara Griggs-Pratt

James Hockenbury

Inter County Abstract

William Juice

Kate's Creative Hair Design

Brian D. Kerna

Maxine M. Korb



## *Teaching Our Children the Spirit of Giving*

by **G. Richard Garman**  
Executive Director,

**Wayne Memorial Health Foundation**

The holiday season is behind us. The warm sunshine, soft summer breezes and the brilliant color of the fall foliage are distant memories. The sun is much lower in the sky and thus not as warm. Those soft breezes have turned into stiff winds (this year downright cold) that make us shiver. Instead of family picnics, we turn to feeding and clothing those less fortunate in our community. And it is these actions that give us an internal warmth at this time of less sunlight and longer nights. It is at this time of year that many of our donors and benefactors make their annual gifts to support their community hospital. It is during the months of November and December that our hospital family joins together and supports the Feed a Friend Program, the Toys for Tots Program and a host of other human service initiatives. However, there is one other thing that we can do to enhance our charity and share the warmth and the good health that derives from acts of kindness. We can teach our children to care for others; and share the knowledge that the creation of hope far surpasses that of acquisition. As parents, grandparents, aunts, uncles and neighbors, we should nurture a child's natural inclination toward helping others. It helps them build self-esteem and teaches them the importance of community and fiscal responsibility. All youth can benefit from the wise guidance of an experienced adult.

Below are a few ideas worthy of consideration when mentoring young people through the giving process.

- Discuss the importance of giving and how good it feels to help others.
- Visit charities that you are considering supporting, such as the hospital, the public library or the Dessin Animal Shelter. Permit the children to see firsthand who they will be benefiting. It is an opportunity to help children learn about money by providing them with an allowance to be divided into three portions: one to spend, one to save, and one to be given to a charity of their choice.
- Allow children to choose an organization or program that they would like to support. You may well be pleasantly surprised by the sensitivity of their selections. Then discuss how their donations were used and ask them if they wish to benefit the same charity or another one. To foster this experience, consider matching the children's gifts to their selected organizations.

The above suggestion reminds me of a story of a poor woman with a small pail, appearing at Mother Teresa's soup kitchen to beg for rice for her children. Mother Teresa took her small pail and filled it with rice from the kitchen's bin. After thanking Mother Teresa for her kindness, the woman took out a second container and poured half of the rice into it. Why did she do that, Mother Teresa was asked? She explained that the second container was for another family near the woman's home, who could not make the long trek to the soup kitchen. Mother Teresa was asked, why then did she not offer to fill the second container for the woman? Mother Teresa answered, "Because I did not want to deprive her of the blessing of sharing."



## My Mother's Legacy—A History of Firsts for Wayne Memorial

by "Rich" Garman



My mother, Margaret Garman, was not only a charter member of the Paul M. and Sandra Meagher Legacy Circle, her legacy was the first to be activated for Wayne Memorial Health Foundation. She died in July of 2007, a few months after moving to Wayne Woodlands Manor, Wayne Memorial's long-term care home in Waymart.

Being "first" may not have meant much to her, but knowing that decisions she made in life continued to help others long after she was gone would have been very important. Just as significantly, when Margaret joined the Legacy Circle in 2003, at the age of 85, she also gave herself peace of mind. The charitable gift annuity arrangement made with Wayne Memorial Health Foundation guaranteed her a fixed income. Her story, told in this publication some years ago, exemplifies how a gift to our Foundation can benefit both the recipient and the benefactor.

After my father, George, passed away in 1998, my mother's ability to maintain her lifestyle and her home in Danville began to diminish. A change was in order. She relocated to an assisted living unit nearby. She was able to remain in contact with her friends and could come and go as she pleased, but had assistance with meals, laundry and medicines.

Moving to an assisted living home, however, meant her expenses rose sharply at a time when her income was not likely to increase proportionately. Examining her finances, we discovered that dividends from her investments represented only about a 2.5 % return on the current market value. I suggested she sell some securities, utilize the capital losses to offset other taxable income and then use the proceeds to fund a charitable gift annuity with Wayne Memorial Health Foundation.

In Pennsylvania, a charitable gift annuity is a simple one page document recommended for seniors who want to increase their cash flow, have the security of guaranteed payments and save taxes. Basically, it is an irrevocable gift in exchange for life

income payments. Unlike a trust, which pays an annuity from its assets alone, the payment of a charitable gift annuity is a guaranteed fixed payment immediately or payments may be deferred until a later time. My mother's return on her securities increased fourfold and she received an immediate charitable deduction on her federal income tax. Her quarterly payments were tax free and guaranteed by the assets of Wayne Memorial Health Foundation. During her final years, she did not have to worry about the ups and downs of the securities market or depend on a corporation to pay dividends on a regular basis.

My mother wanted to help the Foundation and the Wayne Memorial community. When she died, the Foundation retained approximately \$18,900 of the original amount of the charitable gift annuity. Her wishes came true.

### Wii at WWM—

#### A Legacy Circle Donation!

It's not just for kids! Wayne Woodlands Manor residents like Charlie Gries (pictured) are now enjoying Wii sports, thanks to a gift from Margaret Garman to Wayne Memorial Health Foundation. WWM staffers say the residents enjoy Wii bowling and other games that exercise their limbs and their minds without having to leave home.

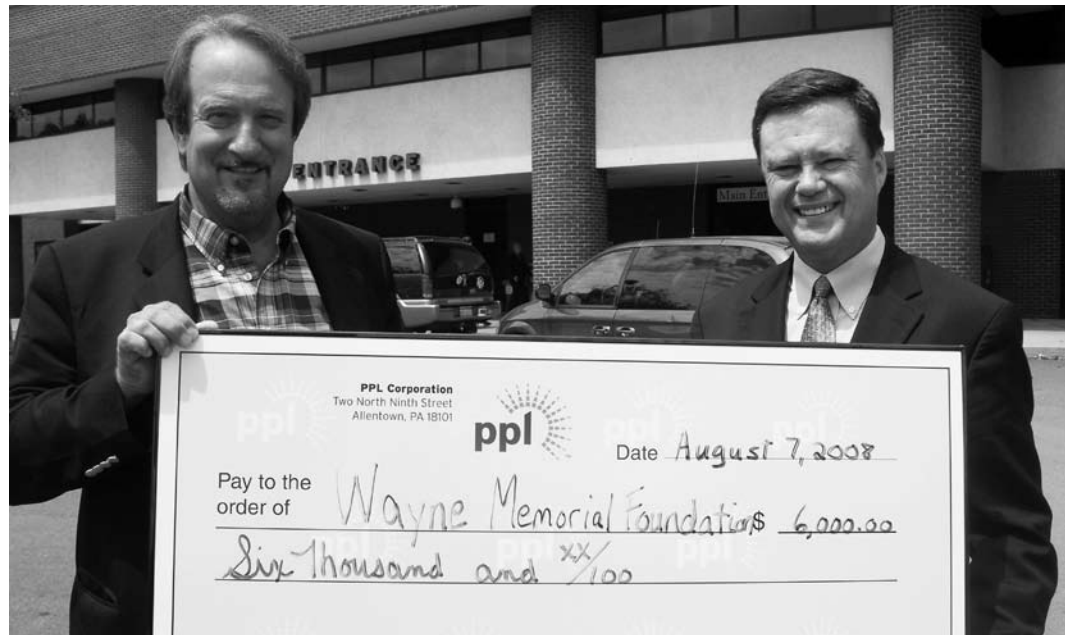


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 Semple Bixel Associates, Inc.



### *PPL Comes Through—Again, Thank You!*

For the third consecutive year, PPL Utilities donated \$6,000 to Wayne Memorial Health Foundation to help ensure the future of quality healthcare in Wayne and Pike Counties. Paul Canaveri, Regional Community Relations Director for PPL (left) noted that “PPL has a long history of community involvement. One of our core beliefs is that our business success is linked to the prosperity and quality of life of the communities we serve.” David Hoff, Wayne Memorial’s Chief Executive Officer (right) was grateful. “Wayne Memorial recently acquired digital mammography equipment, and we will continue to keep pace with technology and treatments, thanks in part to donations such as this from PPL.”



### *WMCHC Growing!*

In the last 18 months, thanks to a grant from the federal government, part of Wayne Memorial Health System (WMHS) became an independent entity, Wayne Memorial Community Health Centers (CHC). A clinical affiliate of WMHS, CHC is geared to help our struggling rural community recruit and retain physicians, as well as increase access to quality healthcare for everyone, including the under and uninsured. The Honesdale Family Health Center opened in January and now has three primary care physicians. A second physician is expected to join the Pike County Family Health Center in '09 and Dr. Robert Dohner renewed his contract to practice out of the Lakewood Family Health Center. The Together for Health Dental Center, also part of CHC, expanded to include adult services this fall and the Waymart Family Health Center (pictured) will open in January of '09. Behavioral Health expects to add a psychiatrist next July. Lots of going on!

## New Chair for Wayne Memorial Health Foundation

Alfred G. Howell, known as AG, assumed the chairmanship of the Foundation Board from outgoing Chair Henry Skier in the past year. Howell, who was born and raised in Honesdale, believes in community involvement and says the Foundation is “a good investment” of his time and energy. “The Foundation is all about securing the future of Wayne Memorial Health System and ensuring healthcare access for everyone in our community. I was born in Honesdale and I’m raising my family here. My three children will benefit tomorrow from the work the Foundation does today.” AG’s father, Alfred “Fred” Howell and his mother, Cathy, are both active in Wayne Memorial Hospital activities. His grandfather, A. Emerson Howell, was a chairman of the hospital’s Board of Trustees. AG graduated from Honesdale High School, Dickinson College and California Western School of Law. Married to the former Patricia Murray, AG practices law with the Honesdale firm Howell, Howell and Krause.



Wayne Memorial Health Foundation Board of Trustees left to right front row: Dr. Michael Gallagher, Vice Chairman Milt Roegner, Secretary William Chatlos, Martha Sader, WMH Chief Accountant Patty Dunsinger, Suzanne Grady, Henry Skier. Back row: WMH Chief Executive Officer David Hoff, Peter Propst, WMH Chief Financial Officer Mike Clifford, Foundation Executive Director G. Richard Garman, Margaretta Niles, Scott Rickard, Dr. Bradley Layton. Missing from photo: Chairman AG Howell, Treasurer Martin Rollison, Assistant Secretary/Treasurer Kate Carmody and Jeff Skier.

## Thank You!

19 June 2008

*The recent Hospital Foundation (Donor Appreciation) dinner was an exceptional experience! ...The uneasiness about the cost of food and gasoline is producing an aura of comradeship...diners sought the comfort and transient separation from fears about the economy...You cannot pre-plan unusual comradeship but it is rewarding when it happens...thank you for all you did!*

**James Gay, MD (Retired)**  
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## WAYNE MEMORIAL HEALTH SYSTEM

### GENERAL CONTRIBUTIONS

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

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- \$100
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- I have enclosed a Matching Gift form from my employer.
- I wish to remain anonymous.
- Contact me about Wayne Memorial Health Foundation's Estate and Planned Giving Program.
- 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.
- The address above is a new address.

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*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



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