

RETIREMENT From Page 18

In addition to the new 403(b) and 408(b)(2) regulations, other significant regulations have increased compliance requirements for all plan sponsors.

FIDUCIARY OBLIGATION

There is added risk for both the plan sponsor and individuals serving in fiduciary roles (people often do not realize they are fiduciaries). Fiduciaries include anyone with discretionary control as well as those who influence plan operations. Often members of senior management and the Board of Directors are fiduciaries. Fiduciaries are required by ERISA to:

- Act solely in the interest of plan participants and their beneficiaries and with the exclusive purpose of providing benefits to them
- Carry out their duties prudently
- Follow the plan documents (unless inconsistent with ERISA)
- Diversify plan investments
- Pay only reasonable plan expenses

As a fiduciary, if you do not carry out these responsibilities, you are considered to be in breach of your duty and subject to:

- Personal liability including restoration to the plan of any losses resulting from the breach
- Excise taxes
- Civil penalties
- Criminal sanctions
- Removal and disqualification to serve as a fiduciary in the future

The new regulations, compounded with your fiduciary obligations, should make you question your current plan costs, services, internal operations and fiduciary processes. In our opinion, the best way to assure that these concerns have been addressed is to work with an independent adviser to conduct an RFP. A properly conducted RFP will provide you valuable fiduciary support and protection. This is evidenced by the results of recent hospital vendor searches we've conducted. These searches have resulted in:

- Lower fees – thus ensuring the reasonableness of fees often paid by participants
- Full fee disclosure by service, soon to be a mandate (often referred to as fee transparency)
- Improved level of service for:
 - Plan participants (better web tools and availability of a professional educator)
 - Plan sponsors (reduce compliance and administrative burdens)
- Increase in the number of funds available for the investment advisor to recommend and plan committee to consider. Often any publically traded fund may be considered
 - Improved quality of funds offered based on an established measurement process
 - Reduced fiduciary risk by having an independent advisor (a co-fiduciary) recommend and monitor funds
 - Improved retirement readiness through better education and plan design
 - Improved plan contract provisions, including exit provisions (more on this later).

RETIREMENT READINESS

It is especially important for hospitals that desire to provide employees with a solid opportunity to enjoy a dignified retirement to do their utmost to offer employees education on both the need to contribute adequately and the fundamentals of investment decision making. Providing employees with a personalized gauge of where they are today versus their personalized goals is often the best way to engage participants. Having independent educators who work on a salary basis is viewed by many, including regulators, as the best way to deliver participant education and, when available, advice.

DOING AN RFP THE RIGHT WAY

Vendors, TPAs and insurance companies all provide administrative service capabilities. Determining the best service provider for you is done with an RFP. The way in which your RFP is conducted determines the quality and usefulness of the responses you receive. Most RFPs consist of a multitude of standard questions covering areas such as assets under management, total number of plans served, average size of plans served, average number of plans serviced by key account per-

sonnel and many others. While important, these questions don't reveal the intricate relationships between the many different players in the retirement plan services industry. Other questions that will affect the outcome of an RFP are often excluded:

- Independence – is the vendor totally independent and not aligned with a money manager or third party administrator?
- Transparency – does the vendor disclose all fees and sources of revenue (critical to fulfilling your fiduciary duty)?
- Expertise – does the vendor offer the expertise needed to perform the service they will perform?
- Fiduciary Status – is the vendor willing to accept fiduciary responsibility in writing?
- Industry Expertise – is the vendor experienced with goals and objectives of hospitals and do they possess an understanding of the unique advisory services required?
- Communications – does the vendor offer effective written reporting and an ability to communicate with senior level executives?
- Web Based Tools – are available web based tools appropriate for participants and the plan sponsor?
- Contract Provisions – Do you understand the contract provisions and are they competitive? Have they been reviewed by legal counsel and experienced retirement plan consultants to ensure the provisions are appropriate? Sadly, onerous provisions are especially common in 403(b) contracts and often contain vaguely worded provisions. If not considered prior to executing a contract, these provisions may be a very unpleasant discovery:
 - Front-end and rear-end sales loads
 - Deferred sales and surrender charges
 - Early termination penalties
 - Market value adjustments
 - Restrictions on participant withdrawals, even at retirement
 - Excessive annuity and risk charges

These charges can be significant and have convinced plan sponsors to delay needed plan improvements in a misguided attempt to avoid the cost.

The following chart highlights key results for some recent hospital due-diligence proposal we've conducted.



1. Expenses include plan administrative, recordkeeping, participant education, participant services, plan sponsor services and investment management fees (services typically associated with a fully bundled plan).

SUMMARY:

Plan sponsors are challenged with complexity from all aspects of hospital operation. Removing the anxiety of ensuring that the defined contribution plan is properly aligned with business objectives and regulatory requirements frees time to focus on other responsibilities. Engaging in an RFP process facilitated by a truly independent advisor allows plan sponsors and corporate executives to meet their fiduciary obligations, provides leverage to renegotiate services and fees; enhances service and investment opportunities and improves overall plan operation.

For more information, visit www.cowdenassociates.com.

Note: The authors do not intend this article to be considered as legal or investment advice. Plan Sponsors and individual fiduciaries should consult appropriate legal and investment counsel before taking any action.

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40,000 health care professionals in western PA.

For more information, contact Margie Wilson at 724.468.8360 or
Harvey Kart at hdkart@aol.com

New Specialty Rehabilitation Programs Available at The Commons

By Lori Boone

The Commons at Squirrel Hill has added specialty rehabilitation programs with the addition of an outside therapy contractor.

“We provide physical therapy, occupational therapy and speech therapy services to all continuing-care and short-term residents,” said Sam Gagliardo, the regional director of rehabilitation services for Select Medical Rehabilitation Services.

The same services existed before the addition of Select in December, but now The Commons also offers patients specific programs, such as falls protection and contracture management.

Phil Ricci, Select’s director of rehabilitation at The Commons, said contracture management helps those who have suffered a stroke or spinal cord injury to regain range of motion and to increase muscle tone.

In addition, a dysphagia program focuses on helping long-term patients with difficulty swallowing to overcome the problem, Ricci said, while another specialty therapy program helps short-term patients with tracheotomies.



The Select Medical Rehabilitation Services Team

“One unique thing about what we do here,” Gagliardo said, “is bringing patients down (to the therapy area) within 24 hours. We start therapy within the first day, and continue to see them in the clinic rather than bedside.”

He said the patients’ access to the therapy equipment, as well as their ability to socialize and relate to other patients undergoing therapy, are two key benefits to seeing them in the clinic.

And starting the therapy right away gives them immediate expectations of meet-

ing their goals, Gagliardo added.

Select Medical Corporation is a leading provider of specialized health care in both inpatient and outpatient settings. Based in Mechanicsburg, Select Medical has 26,200 employees throughout the United States.

Its contract therapy services division provides physical, occupational and speech-language therapy services to skilled nursing facilities, assisted-living and senior-care centers, schools, pediatric centers, acute-care hospitals, worksites and private homes across the nation. The services are provided based on customers’ needs, such as full-service, consulting, as well as management only.

Select provides contract therapy at more than 400 locations.

The Commons at Squirrel Hill is one of Berkshire Healthcare’s 17 nonprofit rehabilitation and nursing facilities and its only Pennsylvania location. The Commons’ 178-bed facility is Medicare and Medicaid certified.

The Commons creates a personalized care plan for each resident. Each plan is based on needs and crafted from an array of services by its team of nurses, nursing assistants, dieticians, social workers, activities staff and medical director.

“We try to be a partner with the home,” Gagliardo said, contributing to the care plan and making sure everyone is on the same page.

He said Select also will offer The Commons staff in-house training on Medicare regulations. All of Select’s resources are provided to its customers, he said.

Ricci said The Commons is planning to dedicate a floor to short-term therapy. He said one goal is to increase the number of short-term patients being helped. Between 20 and 30 short-term patients are currently undergoing therapy, he added.

Amy Trevino, The Commons communication director, has said the number of short-term patients the facility helps has steadily increased.

People looking for somewhere to recuperate after a hospital stay or when a chronic condition flares up have access to skilled nurses and a wide variety of services, including pain management and wound care. Residents can get orthopedic rehab for fractures, joint replacement or degenerative joint diseases; stroke rehab; neurological rehab for progressive conditions such as Parkinson’s; and cardiopulmonary rehab for conditions such as congestive heart failure.

Other services include Alzheimer’s and dementia care. The facility also offers respite visits, which can allow at-home caregivers the freedom to attend to other needs.

The Commons also has a dedicated hospice room where family can comfortably spend time together.

The Ventilator Program’s goal is to increase mobility for ventilator-dependent residents and wean them from the units when possible. The Commons has a dedicated wing with piped-in oxygen and is directed by a board-certified pulmonologist.

For more information, visit www.thecommonsatsquirrelhill.org.

The Waiting Room: Make a Decision to Improve Your Waiting Room Experience

By Daniel H. Walker



Last month I outlined two alternative methods for collecting information about your customers’ needs and problems. I discussed surveys and focus groups and compared them to two fishing techniques. This month I want to share my preferred method for collecting customer information and how I compare it to fly fishing.

Fly fishing is a highly skilled and targeted method of catching fish. A fly fisher focuses on one fish at a time and pursues it with incredible precision until it is either caught or the fisher gives up. It requires a lot of skill to execute effectively. The preparation for fly fishing can be

intense. First you must train yourself in the art of fly casting. Done well fly casting is a beautiful thing to watch. Done poorly it results in a rats nest of line falling all around you. The fisher must have a deep understanding of the water he or she is going to enter. They must have an understanding of currents, underwater obstructions, where and when the fish is holing up and what that fish is likely to be eating that day. Then the fisher must present the correct fly in exactly the right way to entice the fish to take the bait. Done properly, you have a high likelihood of catching the really big fish. Conducting Individual interviews are analogous to this method of fishing; and the method I use in my business. The process of preparing for, setting up, conducting and analyzing individual interviews can be time consuming and take a lot of precise work. However, the results are worth the effort. When done well the quality of the information gathered is very high and our understanding of the problems is very deep. When you have a deep and com-

prehensive understanding of a problem, the solutions you generate have a much higher likelihood of success in the market.

If you are perfectly satisfied with your waiting room and the experience your customers have in it, congratulations. If you are not satisfied with how your customers are cared for before they see you, get some help in identifying how to improve the experience. You may be surprised at how easy the solutions may be. It could even improve your bottom line! †

Daniel H. Walker is a Business Consultant and Author of “The Customer’s Way”. He helps his clients answer the age old question, “What does my customer want from me?” He can be contacted through his website, www.thecustomersway.com or by email, dan@riversendconsulting.com.

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TOOLS From **Page 23****The Little Blue Book Mobile (free app)**

Published in 147 separate metropolitan areas, the Little Blue Book (www.tlbb-mobile.com) is continuously updated by professionals to ensure the most accurate and complete information in the industry. Each Little Blue Book contains all the contact information needed to efficiently keep practices in touch with the local medical community:

- Physician Phone and Addresses
- Physician NPI Numbers
- Physician Degrees and Specialties
- Physician Health Plan Affiliations
- Pharmacy Phones and Addresses
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ACCESSORIES**KeyScan Imaging Keyboard**

This PC keyboard contains a built-in, easy-to-use color scanner. With KeyScan's high-res, full color scanner it's possible to save digital copies of docs (up to 8.5x11" in size), cards, photos, and more quickly. The KeyScan is only slightly larger than a standard PC keyboard - no added desk space is needed, and no more clutter from a separate, clunky scanner that's shared by the entire office.

Aegis Padlock Encrypted Portable Drive (\$89 for the 250 GB model)

The Aegis Padlock (www.apricorn.com/padlock) keeps patient information and other sensitive data safe, both in an medical office environment or for traveling health care professionals. The drive's compact, rugged design is great for travel. All of the data on the drive is encrypted, keeping it safe if it was to be stolen or lost. The drive is accessed with a unique PIN so it is easy to use. The drive also requires no software and works on any operating system, so it is simple to deploy in a medical office environment.



Mophie

Mophie (\$99.95)

Mophie (www.mophie.com) is the perfect travel accessory for any health care-related professional. mophie's line of external battery products are developed to address real consumer and business needs and are seamless integrations

of industrial, electronic, software and artistic designs. The juice pack plus more than doubles battery life – perfect for travelers who don't want to worry about their iPhone dying en route to their destination.

Clingo (\$19.99)

The concept behind Clingo (www.clingo.com) is pretty simple: It holds any wireless device. However, the "stick to it" technology behind Clingo is cutting-edge and it's something that can be really handy for busy health care workers that can't live without their mobile device - but need to be hands-free. Clingo can be used to mount your wireless device in the office, car, or even around your neck - which can be handy for those working in scrubs with no pockets.

Unotron (\$30.99 for the keyboard)

Unotron's (www.unotron.com) washable data equipment minimizes the risk of infection in nearly any environment. With Unotron's patented SpillSeal® technology, mice and keyboards can be safely cleaned with water and hospital-strength disinfectants to prevent the spread of germs, bacteria and viruses. By washing computer equipment, nurses and doctors will be combating deadly infections like MRSA.

IOGEAR Mobile Digital Scribe (\$94.95)

IOGEAR's Mobile Digital Scribe (www.iogear.com) captures natural handwriting from any surface, and stores it in the receiver for future upload to a computer via USB. The pen uses ordinary ink on any paper, while the Mobile Digital Scribe stores handwritten notes, memos or drawings for easy upload to any PC. No special digital notepad or ink refills required.

ThermaPAK (\$29.99 for 15-inch laptops)

For a more comfortable and cool experience, ThermaPAK (www.thermapak.com) has created a unique line of laptop cooling pads and sleeves with their patented *HeatShift* technology that uses eco-friendly cooling crystals to absorb the heat from a laptop computer. ThermaPAK's products are proven to lower temperatures by an average of 11° F, and they require no power or refrigeration, and generate no noise.

Contigo® AUTOSEAL® Kangaroo Hydration Bottle (\$12.99)

OK, not technically a tech gadget or tool, but we came across this cool product and thought we'd mention it. The new AUTOSEAL® Kangaroo Hydration Bottle (www.gocontigo.com) is designed with a fold-down front compartment for active consumers looking to stow keys, credit cards, ear-buds or gym membership cards. Contigo's patented AUTOSEAL® technology automatically seals the lid between sips, making the bottles 100 percent spill-proof and leak-proof.

Let us know about your favorite tools of the trade. Email me at writer@danielcasciato.com. †

Submissions? Story Ideas? News Tips? Suggestions?
Contact Daniel Casciato at writer@danielcasciato.com

Planning for the Physician Electronic Medical Record: Avoid the Land Mines and Plan Ahead

**By Mike Phillips**

The current drive to electronic medical records is great for Physicians and Patients alike. While the rush is on to find an EMR to install and qualify for Meaningful use, I like to remind practices of three key elements many practices forget to deal with until after the fact.

1) Do you have a clear plan and understanding of your hardware needs? EMR is a large application and most of the time will require an investment in new hardware. Even if you decide to have your application hosted off site you need to understand the needs of

your internal network and security to reach the internet as well as the life cycle of the end user devices.

2) Do you fully understand the deployment and training required to go live? Staff time and commitment for training. Train the Trainer and the Out of The Box Methodology sounds great. However the vast majority of Physicians want to use a system that will adapt to how they practice medicine. When they realize they want to customize the EMR they find these training methodologies falls short. Be sure you understand the true nature of training and deployment before you invest in an EMR.

3) Do not underestimate the needs for scanning resources. Practices must have a plan to go paperless and deal with the existing charts. This will require time and resources. Options include; outsourcing; partial scanning; full scanning or go forward scan-

ning. Your practice will need to understand these options and plan for what fits.

With a complete understanding of your total investment and resource commitment your experience and success will improve dramatically. EMR can be a great tool or a source of aggravation if you do not fully understand what you are getting into. We see practices and physicians enjoying all the benefits of EMR however, we run across many actually looking for their second EMR because the first software solution never got live. If you plan and understand the process you will be successful. †

Mike Phillips is the president of Lantek Medical, located at 520 East Main Street, Carnegie, PA, 15106. For more information, visit www.lantekmedical.com or call 412-279-8700 x 126.

Providing Comfort and Peace Through Spiritual Care

By Rafael J. Sciuolo

Carol was a Family Hospice RN assigned to a local skilled nursing facility. One day while making rounds, she checked in on a patient named Mary, a lovely woman in her eighties who was nearing the final phases of her life-limiting illness. After updating the chart and making sure Mary was comfortable, Carol leaned over and asked “Is there anything else I can do for you?”

“Yes,” Mary replied, “could you arrange to have someone sit with me and pray?”

Faith, spirituality and cultural beliefs tend to play prominent roles for many of those experiencing a life-limiting illness. Embracing one’s faith aids in understanding not only the human experience, but the process of death and dying and can give some meaning to illness and suffering. In some instances, patients have been known to endure their suffering in the hope that it will lead to something good as they prepare for their new existence after life on Earth.

On April 13, Family Hospice and Palliative Care will serve as a local host to The Hospice Foundation of America’s 18th annual Living With Grief® CEU conference: “Spirituality and End-of-Life Care.” Presented by The Institute to Enhance Palliative Care, this conference serves as an educational opportunity for local professionals such as physicians, nurses, social workers, clergy and counselors to earn continuing education credits while addressing spirituality during illness, death and grief.

The Hospice Foundation of America’s seminar includes clinical, ethical and spiritual experts from across the nation – and their discussion will be moderated by Frank Sesno, Director of the School of Media and Public Affairs at the George Washington University.



According to Leonard Sponaugle, M.Div., Spiritual Care Specialist at Family Hospice, this year’s conference will be proactive in nature. “This program will equip clinicians to provide from the start of the patient’s care what too frequently only chaplains provide during a crisis, or when the patient is actively dying.”

“Spirituality and End-of-Life Care” will discuss differences between spirituality and religion, while also addressing approaches to finding meaning at the end of life, including life review.

The Hospice Foundation of America’s presentation will be followed by a local panel discussion at The Center for Compassionate Care. Panelists include Rev. De Neice Welch, Pastor of Bidwell United Presbyterian Church in Manchester (and coordinator of the Transitions hospice program for African-Americans in the greater North Side), Rev. Charles Starr, Chaplain at Shadyside Hospital, and Barbara Usher, RN, PhD, a clinical nurse specialist for the Section of Palliative Care and Medical Ethics at UPMC.

The panel will offer the opportunity for attendees to gain a greater understanding through real-life experiences and give-and-take conversation.

It’s wise for clinicians to help dying patients find meaning through spirituality. Although they may not be able to discuss a person’s spiritual concerns in depth, healthcare professionals certainly should be able to identify those who have spiritual needs and act upon an appropriate referral to a spiritual care provider.

Making the Most of Life

Family Hospice and Palliative Care offers non-denominational spiritual support to patients and their loved ones who request it. From our memorial services to the Meditation Room at The Center for Compassionate Care, every effort is made to respect and embrace people of all faiths.

Our own staff at Family Hospice has encountered social workers and nurses who have expressed a lack of insight into the role of spiritual care staff when caring for those at the end of life. Numerous RNs and social workers said they were always under the impression that chaplains pray with patients and that was it. A better understanding of roles and their meanings can only improve the patient experience.

Whether it be to address a life-limiting illness, life crisis, or daily stress, prayer and spirituality play an important role for many of us. As we all search for meaning and direction in our own way, it is our hope that professionals attending this conference will be better prepared to help their patients find the guidance they seek at end of life.

For those interested in attending: “Spirituality and End-of-Life Care” takes place Wednesday, April 13, 1-4:30 p.m. at Family Hospice’s Center for Compassionate Care, 50 Moffett St., Mt. Lebanon. Program is free; three CEUs offered for \$25 (credit card) or \$35 (check). To register, call 412-572-8747, or visit www.familyhospice.com and click on “Health Professionals.” Light refreshments will be offered and free parking is available. †

Rafael J. Sciuolo, MA, LCSW, MS, is President and CEO of Family Hospice and Palliative Care and Past Chairperson of the National Hospice and Palliative Care Organization. He may be reached at rsciullo@familyhospice.com or (412) 572-8800. Family Hospice and Palliative Care serves nine counties in Western Pennsylvania. Its website is www.familyhospice.com.



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Hyperbaric Oxygen Therapy: A Treatment Option That Heals Wounds

Everyone has experienced the pain and inconvenience from minor cuts, scrapes and bruises. Most of us heal quickly in spite of the temporary inconvenience we experience. That's not the case for over 7 million Americans, whose wound-healing progress is hindered by a chronic condition such as diabetes, poor circulation, or long-term immobility.

Wounds that have not healed after thirty days of conventional treatment therapy can benefit from the expertise of a specially trained team of doctors and nurses and the advanced treatment option of hyperbaric oxygen therapy (HBOT). Ohio Valley General Hospital's Wound Healing Center was western Pennsylvania's first healthcare provider to offer HBOT, a clinically proven treatment option.

Ohio Valley Hospital's Wound Healing Centers provide hyperbaric oxygen therapy as part of its comprehensive wound healing services. HBOT is a recognized medical treatment utilizing oxygen, which enhances the body's own healing process. This is achieved by inhalation of 100% oxygen while inside a pressurized chamber. This stimulates a number of physiological responses in the cells and tissues, promoting wound healing. Delivering more oxygen to oxygen-starved cells helps them recover more quickly. The key to healing is getting oxygen to the area that lacks it or suffers from reduced blood flow. This treatment can also stimulate the growth of new blood vessels for improved circulation. Hyperbaric oxygen therapy also has a bactericidal effect that increases white blood cell production and enhances the therapeutic effect of certain antibiotics. This is important in the treatment of gas gangrene, necrotizing soft tissue infections and chronic refractory osteomyelitis.

Hyperbaric oxygen therapy is prescribed by the wound centers' trained physicians based on established protocols to determine if it is an appropriate part of the treatment plan. Patients experience few complications, and the costs are reimbursable through Medicare, Medicaid and most commercial insurers.



Common medical diagnoses that are approved for hyperbaric oxygen therapy by Medicare and Medicaid Center for Medicine are:

- diabetic ulcers of the lower extremities
- necrotizing soft tissue infections
- osteomyelitis
- osteoradionecrosis
- chronic refractory osteomyelitis
- preservation of a compromised skin flap/graft
- crush injuries
- acute peripheral insufficiency

For more information about specialized wound treatments and hyperbaric oxygen therapy at Ohio Valley Hospital Wound Healing Institutes call: 412.250.2600 (Kennedy location) or 412.847.7500 (Mt. Nebo) or visit <http://ohiovalleyhospital.org>.

New & Notable

Heritage Valley Health System Partners With Cura Hospitality To Introduce Exceptional New Dining Experience

Heritage Valley Health System, a progressive community-based healthcare system located in southwestern Pennsylvania, has partnered with Cura Hospitality, a leading specialist in healthcare and acute care dining, to provide a fresh new approach to food services—one that focuses on patient satisfaction, while delivering exceptional and healthier dining experiences for hospital guests and staff.

Cura offers healthier dining options by combining a farm-fresh approach to food preparation that supports local agriculture through FarmSource, Cura's buy-local program that feature relationships with over 100 farms, grower cooperatives and producers of food throughout southwestern Pennsylvania, while providing clinical expertise that speeds the healing process. Cura was one of the first healthcare food providers in the U.S. to eliminate trans fatty acids from its menu, for example, and prepares all of its foods fresh, many of them from scratch.

"As part of our partnership, Heritage Valley will retain all of our current dietary staff and complement their fine efforts with the management expertise of Cura Hospitality," said Norman F. Mitry, president and CEO, Heritage Valley Health System. "While exploring options for improving nutrition and food service options, we were especially impressed with the dramatic increases in patient satisfaction scores and positive patient responses during state surveys at other area Cura-managed hospitals."

Over the last several years, Cura has made substantial commitments to promoting healthy lifestyles. To help support Heritage Valley's wellness initiatives, Cura offers patients, staff and the community opportunities to learn more about good nutrition, exercise, and healthier lifestyles. Healthy promotion activities may include preventative health screening services, health education seminars and nutrition workshops.

Other partnership features include continuing the Personalized Room Service Program that Heritage Valley has had in existence for a number of years where patients have their dining orders taken in person by a dining assistant who focuses on each patient's specific health and dietary needs as well as their personal preferences. The Cura team will meet regularly with hospital staff to design food choices that will help speed the healing process for post-operative and post-injury patients. Cura also assists in identifying nutritionally at-risk patients and recommends pro-active plans to help keep them nourished.

"Our partnership with Cura demonstrates our overall commitment to continually improving patient care, satisfaction and community wellness," added Mr. Mitry.

Heritage Valley and Cura Hospitality will also partner to make renovation improvements to the retail cafes at both Heritage Valley Beaver and Sewickley campuses. Dining enhancements will include foods prepared from scratch and wholesome offerings such as fresh dough pizza, a variety of sandwiches, wraps and subs on freshly-baked breads and rolls, cooked-to-order foods from the grill, and on-the-go healthier take-out options, as well as gourmet coffees and homemade desserts.

"We're excited to bring our expertise in food services management to Heritage Valley," says Mitch Possinger, president and founder of Cura. "This partnership gives Cura and Heritage Valley the opportunity to transform the way hospitals in this region, and nationally, approach dining and wellness."

For more information, visit us at www.curahospitality.com.

West Penn Allegheny Health System Creates First-of-Its-Kind Smart Phone Application for Emergency Medical Services Professionals

The revolution of smart phone technology has literally put the world in the palm of one's hand. With a swift touch of the finger, smart phone users can access just about anything or anyone in the blink of an eye. But can the technology help save lives? Emergency medical specialists at the West Penn Allegheny Health System (WPAHS) in Pittsburgh think it can, and last month they introduced a first-of-its-kind smart phone application developed specifically for that purpose.

Called the EMS Field Partner and designed for use by emergency medical services (EMS) professionals and other first responders, the app is now available free of charge through the Apple Store. It was conceptualized by EMS professionals at WPAHS and developed by Ritter Technologies of Dingolfing, Germany.

Among its various unique capabilities, the new app features a patient triage system in which users can select from a variety of emergency conditions or complaints – such as chest pain, stroke symptoms or fall injury, etc. – and be directed to the closest WPAHS hospital that is most qualified to treat the patient.

The app connects EMS professionals to all of West Penn Allegheny's hospital emergency department medical command physicians around the clock, and through an interface with Google maps, provides not only directions to the System's hospitals, but up to the minute traffic information as well.

A direct link to West Penn Allegheny's LifeFlight Command Center also allows users to more swiftly summon a medical helicopter. The app's built in global positioning system provides LifeFlight dispatchers with the exact location of the EMS crew.

It all adds up to helping first responders provide more expeditious and effective care for their patients, said Thomas Campbell, MD, Chairman of the Department of Emergency

Medicine at WPAHS.

"Innovative smart phone applications are being pioneered almost daily as organizations and businesses strive to be leaders in their respective markets. It occurred to us that if any industry could truly benefit from this technology it's the field of emergency medical care, where timely information and interaction between healthcare professionals can be the difference between life and death for someone who has suffered a health emergency," Dr. Campbell said.

Although most fully functional when used on the iPhone, the EMS Field Partner app is also highly compatible with the iTouch and iPad devices. Certain functions of the EMS Field Partner will require registration to verify appropriate EMS certification or licensure. Registration is also free and takes less than one minute.

West Penn Allegheny officials say plans for future enhancements to the app are already underway.

"As the technology advances, we will continue to incorporate new elements into the product. The possibilities are really exciting looking into the future," said Jeff Polana, Director, Pre-Hospital Operations at Alle-Kiski Medical Center. Mr. Polana conceptualized the EMS Field Partner app last year after meeting representatives from Ritter Technology at a conference.

Among other current components of the app include detailed information about each WPAHS hospital and important staff contact information, access to West Penn Allegheny's calendar of education programs and events for the EMS community and updated, easily accessible Pennsylvania advanced life support and basic life support protocols.

For more information, visit www.wpahs.org.

Carlow University Hosts Conference on Technological Advances in Healthcare

Carlow University will host an all-day conference titled “Technological Advancements in Healthcare” on Friday, April 29, 2011 from 8 a.m. until 3:30 p.m. in the Rosemary Heyl Theatre in Antonian Hall, located on the Carlow campus.

The conference, which is being co-sponsored by Carlow’s School of Nursing and Pocket Nurse, will spotlight a number of issues that technology has brought to the fore in today’s healthcare world.

Topics and presenters include:

Security Issues of Using Technology in Healthcare: Diagnosis and Treatment

Presented by Cory Maloney, DSc, assistant professor and chair of information technology management at Carlow.

The Role of Simulation in Emergency Care Education

Presented by Ron Roth, MD, professor of emergency medicine at the University of Pittsburgh.

SmartRoom – Thoughtful Technology at the Bedside

Presented by David Sharbaugh, the president of SmartRoom, LLC.

Issues of Life and Death – Patience and Wisdom

Presented by Bill Stewart, PhD, associate professor of philosophy at Carlow.

Simulation in Healthcare – A Multidisciplinary Approach

This session will be presented by Dr. Spirnak, Dr. Barron, April Chaney, DNP, RN, an adjunct faculty member at Carlow, and Sheila Roth, PhD, LCSW, a professor and chair of social work at Carlow.

Nurses who attend the conference can receive five hours of continuing education units (CEU). All participants will receive a special gift compliments of Pocket Nurse. Boxed lunches are available for \$10.

For more information or to register for the conference, please visit www.carlow.edu and register by Friday, April 22, 2011.

New & Notable

New Physical Therapy Clinic Opens in Upper St. Clair

Restorations Physical Therapy, LLC officially opened in Upper St. Clair on March 1, 2011. Located at the intersection of Route 19 and Boyce Rd at 2600 Old Washington Road, the out-patient clinic provides one-on-one physical therapy administered by owner and physical therapist, Annie Hahn. Restorations Physical Therapy provides a wide range of physical therapy services including surgical rehabilitation, sports injury rehabilitation, and general pain management.

Hahn has been a physical therapist for over seven years and has helped hundreds of patients recover from injuries and surgery along with improving their quality of life. She is experienced in all aspects of outpatient physical therapy and is board certified as a Direct Access Physical Therapist in Pennsylvania. She has held various therapist and management positions at other local clinics.

The office hours are currently Monday, Wednesday & Friday from 8:00 am to 4:30 pm; Tuesday and Thursday from Noon to 8:00 pm.

For more information, visit www.restorationspt.com.



Annie Hahn works with one of her patients.

Magee Program Seeks to Improve Odds of Cord Blood Match

Cord blood, or the blood remaining in the umbilical cord and placenta following childbirth, is used to treat more than 70 ailments, including blood disorders, leukemia, and other cancers. But some patients can’t take advantage of such treatments because a cord blood match can’t be found. According to the National Marrow Donor Program (NMDP), which maintains a registry of bone marrow donations and cord blood units, Caucasians make up 65 percent of donors. Because patients are more likely to find a match among donors of the same ethnicity, African-Americans have a 58 percent chance of finding a match within their small pool of donors, compared to 85 percent for Caucasians.

In response, Magee-Womens Hospital of UPMC has launched the “Diversity Community Program.” As part of the program, pregnant women who visit outpatient clinics are invited to watch a five-minute informational video and meet with the program manager or a nurse to discuss their cord blood options.

“We hope this program has an exponential impact on the amount of diverse cord blood samples we collect and store,” says Dennis English, MD, vice president of medical affairs at Magee. “Many health care-related barriers exist in various racial and ethnic communities. For instance, we’ve witnessed many African-Americans who exhibit a distrust of health care professionals. We want to breach those types of barriers.”

Mary Wiegel, the program’s manager, has already seen an uptick in the number of African-American, Asian, and Hispanic women being proactive about their babies’ cord blood. “It’s too early to tell what impact this program will have, but we hope to set the standard for diversity programs across the United States,” she said.

She stresses that the program continues to educate all expectant mothers, regardless of race or ethnicity, about their options to make a difference for someone suffering with a life-changing disease.

For more information, visit www.danbergercordblood.com.

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West Penn Allegheny Taps Leading UPMC Physician to Serve as Medical Director of Lupus Program

West Penn Allegheny Health System (WPAHS) recently announced the appointment of **Fotios Koumpouras, MD**, as Medical Director of its Lupus Center of Excellence.

West Penn Allegheny's Lupus Center offers advanced, comprehensive clinical care for patients with autoimmune and rheumatic diseases. Led by a pre-eminent team of physician scientists, the Center is at the leading edge of clinical and translational studies designed to advance the understanding and treatment of these diseases.

Dr. Koumpouras is the sixth physician-scientist with expertise in lupus and autoimmune diseases from the University of Pittsburgh Medical Center to join the West Penn Allegheny staff over the past twelve months. His recruitment follows that of internationally recognized lupus specialists Susan Manzi, MD, MPH, and Joseph Ahearn, MD, who serve respectively as Director of the Lupus Center of Excellence, and Chief Scientific Officer, Allegheny Singer Research Institute; Amy M. Kao, MD, MPH, Mary Chester Wasko, MD, MSc. and Chau-Ching Liu, MD PhD.

In addition, Elliot Goldberg, MD, rheumatologist/internist and Vice President for Undergraduate Education at West Penn Allegheny, has joined the Lupus Center practice.

Prior to joining WPAHS, Dr. Koumpouras was Assistant Professor of Medicine, Division of Rheumatology and Clinical Immunology, at the University of Pittsburgh School of Medicine.



Physicians seeing patients at the Lupus Center of Excellence at West Penn Allegheny Health System are, front row: Susan Manzi, MD, MPH, Director, Lupus Center; Fotios Koumpouras, MD, Medical Director. Back row: Amy M. Kao, MD, MPH, Elliot Goldberg, MD, and Mary Chester Wasko, MD, MSc.

treatment of lupus; the role of vitamin WPD in systemic lupus, and the role of combination medications for patients with lupus of the kidney. He also has interest in lupus biomarkers, lupus and the heart, and the gender gap of autoimmune disorders.

He is board certified in both internal medicine and rheumatology, and is an active member of the American College of Rheumatology, the Arthritis Foundation, and the Lupus Foundation of Pittsburgh. Dr. Koumpouras has given several patient oriented seminars in SLE, and looks forward to expanding community outreach programs for the Western Pennsylvania region.

For more information, visit www.wpahs.org. †



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New & Notable

New Initiative to Improve End-of-Life Care for African-American Community

Recognizing the needs of an underserved population, Family Hospice and Palliative Care is partnering with Bidwell United Presbyterian Church and the Northside Christian Health Center to launch a new program designed to increase understanding of and access to hospice care among African Americans living in Pittsburgh's Greater North Side community.

The program, called Transitions, focuses on dispelling myths about hospice and palliative care and helping families enroll seriously ill loved ones onto services that will alleviate suffering and provide caregivers at home with support.

Transitions is made possible due to the generous support of local foundations, including: The Buhl Foundation, Highmark Foundation and the McKinney Charitable Trust.

The Rev. B. De Neice Welch, pastor of Bidwell United Presbyterian Church, has been named Transitions Coordinator. Since last July she has worked on an interim basis to familiarize Greater North Side congregations, organizations and businesses about the program. Rev. Welch is resigning from Family Hospice's Board of Directors, where she has served since July of 2007.

Transitions will be housed at Family Hospice's Anderson Manor site (1423 Liverpool St., North Side) and Bidwell United Presbyterian Church (1020 Liverpool St., North Side).

"Bidwell Presbyterian Church is very excited about our affiliation with Family Hospice and Palliative Care. This is an innovative initiative that addresses the need for quality transitional care, and care for those living with debilitating illnesses, in the African-American community," said Rev. Welch. "I am so very proud to be part of an organization that cares and a leader of a church that is seeking to extend its love, spiritually, emotionally, and physically to those who need it most."

Transitions is being launched in February, in honor of Black History Month. Considering the fact that historically, African-Americans receive inadequate end-of-life care, this program is designed to provide patients with the comfort and care they deserve. In time, it is hoped that Transitions could change the course of local history by significantly improving care received by the African-American community.

Research indicates that hospice and palliative care services are underutilized by the African-American community. According to the African-American Outreach Guide and the National Hospice and Palliative Care Organization, African-Americans represent less than 10% of those served by hospice, despite representing over 12% of the U.S. population. Family Hospice's own database research shows that less than 5% of patients served annually are African-American.

Additionally, a local multi-disciplinary group of representatives from the Greater North Side and Family Hospice management met to address concerns about the African-American response to hospice and palliative care services in the community. The group determined that local African-American perceptions of hospice mirror that of the overall population: most do not fully understand the scope of hospice and palliative care, including how the hospice Medicare/Medicaid/insurance benefit works. This data speaks to the need for greater outreach and accountability to minority patients who can benefit from hospice.

"Family Hospice is very respectful of the African-American community's perception of death and dying," said Rafael Sciuillo, President and CEO of Family Hospice and Palliative Care. "It is our goal to offer compassionate care to patients with life-limiting illnesses in the North Side area, while providing them with all the necessary support to make a peaceful transition from this life. Our Family Hospice North Side location, Anderson Manor, was the first step in this process. Now, we invite the African-American community to take full advantage of our support and services, thanks to the collaboration of Rev. Welch and her team."

Audrey Murrell, Ph.D., Chair of the North Side Christian Health Center Board of Directors, added, "I am excited about the partnership between the Northside Christian Health Center and Family Hospice in the launch of the Transitions program. This effort represents the collaboration of two organizations whose passionate missions are well aligned toward providing compassionate and culturally sensitive care. I look forward to our work together and the opportunity to build a model that will not only provide hospice and palliative care for individuals and families in need, but also design a blueprint for others across the region and the country to emulate."

To inquire about Transitions and take advantage of the services offered, call 412-651-2583. †

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Department of Aging and Office of Long-Term Living Announce Nursing Facility Quality Care Awards

Penn Hall at Menno Haven of Chambersburg, Pa, a Cura Hospitality managed community, received the highest of commendations during an awards ceremony arranged by the Department of Aging and Office of Long-Term Living on January 13. The Nursing Center was awarded the 2010 Excellence in Quality Care Award – as presented by Secretary of Aging John Michael Hall.

As this is the first year for the annual Excellence in Quality Care Award, Hall was eager to note,

“This is a very special group of nursing facilities,” he explained. “Of 631 Pennsylvania nursing facilities enrolled in the Medical Assistance program, only 12 – less than two percent of the total – earned the distinction, providing an exceptionally high level of care.” He further noted, “We’re talking about a small group of elite facilities. They have set the bar high.”



PH Nursing Center residents (listed l-r: Madeline Brown, AmoGene Betts, Catharyn Cook, Erma Gunter, Leroy and Dorothy Jones, Colleen Kover) join Menno Haven management and local dignitaries to celebrate the Excellence in Quality Care Award.

The honorees were chosen because they each received the highest possible rating under the federal Centers for Medicare and Medicaid Five-Star Quality Rating System and had no deficiencies during inspections by the Department of Health in 2010.

In recognition of this achievement, State Senator Rich Alloway presented Penn Hall with a Senate Citation. Alloway, state Representative Rob Kauffman and Franklin County commissioners joined Secretary Hall in congratulating employees on a job well done.

“We’re very fortunate to have employees that care for residents as if they’re one of the family,” said Rod Mason, president and CEO of Menno Haven.

Hall agreed, “At the end of the day, as much as the management does or the organization does, the people who won this award are the front-line staff.”

Menno Haven is in line to receive up to a \$40,000 cash award from the state. Hall said the cash awards given to winners are funded by civil penalties paid over the years by nursing facilities with serious deficiencies.

Two additional Cura managed communities also received the 2010 Excellence in Quality Care Award including: St. Anne’s Retirement Community, Columbia, Pa; and Westminster Woods at Huntingdon, Huntingdon, Pa.

For more information, visit www.curahospitality.com. †

Pennsylvania Physician Asked to Lecture at World Health Organization Hospital Gathering

Matthew Masiello, MD, MPH, Director of Center for Health Promotion and Disease Prevention at the Windber Research Institute, was asked by the World Health Organization Collaborating Center for Health Promotion in Hospitals and Healthcare, based at the Ludwig Boltzmann Institute, Vienna Austria, to offer a plenary lecture on “*How can hospitals/health services strengthen health promotion in schools*”. Dr. Masiello will deliver this message, this June, in Turku, Finland. He is being asked to offer comments based on his large, population-based work in violence prevention and bullying.

Furthermore, in 2010, at an international gathering of hospitals and health services in Crete, Greece, Dr. Masiello was selected to serve on the Governance Board of the World Health Organization – Health Promoting Hospital Network.

For more information, visit www.wriwindber.org. †

HONOR ROLL

HealthGrades Study Names Conemaugh Memorial Medical Center Distinguished Hospital for Clinical Excellence™

For the fourth time in five years, Conemaugh Memorial Medical Center has been named a Distinguished Hospital for Clinical Excellence by HealthGrades for 2011, the nation’s leading source of health care provider information. This places Memorial among the Top 5% of hospitals nationwide for clinical performance.

HealthGrades Hospital Quality and Clinical Excellence study objectively identifies those hospitals with the best overall clinical performance across all 26 medical diagnoses and procedures that the organization rates. These 268 top-performing hospitals represent only 5% of the nation’s hospitals and each is designated as a HealthGrades Distinguished Hospital for Clinical Excellence™.

Memorial’s Distinguished Hospital recognition comes on the heels of recent HealthGrades studies that ranked 13 Memorial Programs at 5-star levels including: valve replacement surgery, coronary intervention procedures, treatment of heart attack, joint replacement surgery, total knee and total hip replacement, repair of abdominal aorta, appendectomy, pneumonia, overall pulmonary care, pulmonary embolism respiratory failure and maternity care.

For more information, visit www.conemaugh.org. †



Stacy Knapp (center) presented the 2011 Distinguished Hospital for Clinical Excellence Award to Steve Tucker (left) President, Conemaugh Memorial Medical Center and Dr. David Carlson, Chief Medical Officer, Conemaugh Health System.

Children’s Hospital of Pittsburgh of UPMC Sleep Lab in Wexford Receives National Accreditation

Children’s Hospital of Pittsburgh of UPMC’s Sleep Laboratory in Wexford has been accredited by the American Academy of Sleep Medicine (AASM), the national accreditation organization for sleep centers.

The Pediatric Sleep Program at Children’s Hospital is the region’s leader in diagnosing and treating sleep problems in infants, toddlers, adolescents and teens. The team – which includes pediatric experts from a variety of fields including pulmonology, otolaryngology and neurology – has a deep understanding of the unique medical, developmental and behavioral concerns that affect children, which helps team members diagnose and treat pediatric sleep disorders. The Sleep Program includes eight sleep technologists and a four-bed sleep laboratory in Wexford adjacent to Children’s North, where outpatient sleep tests are performed.

As the national accrediting body for sleep disorders centers and laboratories for sleep-related breathing disorders, the AASM identifies sleep medicine providers who offer the highest quality of medical care for people with sleep problems. Since 1977, the AASM has accredited sleep facilities utilizing the *AASM Standards for Accreditation of Sleep Disorders Centers*. The continued quality of these requirements has made AASM center accreditation the gold standard by which the medical community and the public evaluate sleep medicine facilities.

For more information about Children’s Hospital’s Sleep program, visit www.chp.edu or call (412) 692-5661. †

ACMH Hospital Presented with the Highmark QualityBLUE Award

Armstrong County Memorial Hospital (ACMH) has recently been presented with the Highmark QualityBLUE Award. The award, given on November 5, 2010 during the Highmark QualityBLUE Best Practices Forum at the Four Points by Sheraton Pittsburgh, recognizes ACMH Hospital's successful reduction of MRSA conversions.

MRSA is one of the most common causes of hospital-related infection. It contributes to increased morbidity and mortality, as well as increasing the length of a patient's hospital stay. ACMH Hospital attributes its recent success to active MRSA screening, strict contact isolation and precautions, and a focus on good hand hygiene.

For additional information, visit www.acmh.org.



Beth Johns, (left) Infection Control Coordinator at ACMH Hospital receives award from Elaine Oley (right), of Highmark QualityBLUE.

HONOR ROLL

Excela Health School of Anesthesia Honors Distinguished Graduates



Peggy Barkey (left) with Melanie Draper Walker, GRNA

Excela Health School of Anesthesia graduated 37 new nurse anesthetists in the Class of 2010. The graduation ceremony/dinner, held December 11 at the Greensburg Country Club, also recognized three distinguished students. Among the graduates, two will be working at Excela Westmoreland Hospital: Danielle Cooley and Deana Guastafarro.

The 7th annual Michael A. Barkey Scholarship was presented to Melanie Draper Walker, GRNA by Peggy Barkey. This scholarship was set up to honor Michael A. Barkey, CRNA, who died in 2003. His knowledge, skill, compassion, character and work ethic served as a positive influence for student anesthetists; these qualities are the deciding factors in the scholarship selection.

The 2nd annual Eleanor Kurpick Award was given to Nathan Lehman, GRNA by Chuck McCombs, CRNA, Latrobe Hospital. Kurpick was a 1959 graduate of Westmoreland-Latrobe Hospitals School of Anesthesia. She worked at Latrobe Area Hospital for 28 years and was a skilled and trusted CRNA who was instrumental in the clinical education of many students. She died in 2007.



Nathan Lehman, GRNA, (left) with Chuck McCombs, CRNA

Dr. Beverly Silvis, assistant director of the school, presented the Distinguished Alumni Award to Eric "Jake" Lindstrom, CRNA. A 2008 graduate, Lindstrom works at WVU-Ruby Memorial Hospital as the anesthesia school's assistant clinical coordinator. He was recently published in the AANA Journal (August 2010): "Acute Normovolemic Hemodilution in a Jehovah's Witness Patient - A Case Report."

To learn more, visit www.excelahealth.org/anesthesia.

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Don L. Fisher, MD, Recognized as Pioneer in Diagnostic Cardiology by American Heart Association

Don L. Fisher, MD, an interventional cardiologist at Allegheny General Hospital (AGH), has been named recipient of the Peter J. Safar Pulse of Pittsburgh Award from the American Heart Association, Allegheny Division. The award will be presented at the 2011 Pittsburgh Heart Ball on Saturday, Feb. 26 at the David L. Lawrence Convention Center.

Over the course of more than five decades, Dr. Fisher played a significant role in helping develop the field of interventional cardiology, laying the foundation for many clinical and scientific innovations that advanced the diagnosis and treatment of cardiovascular disease.

Dr. Fisher is considered a pioneer in cardiovascular catheterization, a now common procedure in which a long thin flexible catheter is threaded to the heart through a blood vessel in the arm or groin to detect and treat cardiovascular abnormalities. Among many contributions to the field, he established the first cardiac cath lab in western Pennsylvania at AGH and was one of the first cardiologists in the United States to become skilled in left heart catheterization.

Time Magazine in February, 1952, reported the amazing story of how Fisher used a heart defibrillator that he had built himself with parts from an electronics store to save the life of a young woman undergoing heart surgery. It was one of the first defibrillators ever used in the clinical setting.

In the 1950's, Dr. Fisher also developed an invasive procedure to evaluate valve disease caused by rheumatic fever. At the time, this assessment was the first diagnostic indication for those with this condition who needed open heart surgery.

He also helped overcome some gender barriers in this era by devising an electrocardiogram technique specifically for women. Electrocardiograms were performed by connecting leads to a patient's wrist and ankles, but many women refused to take this test because of the embarrassment of rolling down their stockings. Dr. Fisher and a colleague solved the problem by inserting a moist, salt-soaked pad between the stocking and the metal contact at the end of the lead. As a result, more women had electrocardiograms, which helped physicians to more accurately detect prior heart attacks and thickening of the wall of the left ventricle.

Dr. Fisher is a Fellow of the Council on Clinical Cardiology of the American Heart Association. He developed the cardiovascular Fellowship Training Program at Allegheny General Hospital, and served as its program director until 1972. He has trained hundreds of cardiologists, many of whom went on to have illustrious medical careers.

Although Dr. Fisher was born in Utah, he spent most of his adult life in Pittsburgh at AGH. In 1952, he joined the staff of AGH's Division of Cardiology. In 1960, he was director of the Cath Lab and was also named Chief of the Department of Cardiovascular Diseases, a position he held until 1984.

At age 91, Dr. Fisher continues to serve as a member of AGH's senior staff and regularly participates in resident teaching conferences. He still reports to work everyday.

For additional information about the Pittsburgh Heart Ball visit www.heart.org/pittsburghpaheartball. †

Pittsburgh Mercy Health System Wins Top Leadership Award from Ventana Research

Pittsburgh Mercy Health System received the top Ventana Research 2010 Leadership Award for Business Analytics and Performance Management. The award recognizes Pittsburgh Mercy Health System and partner Alight LLC, developers of the industry-leading Alight Planning performance management software, for its accomplishments in moving from spreadsheets to a dedicated planning and reporting application for two hundred and fifty revenue and cost centers.

The Ventana Research Leadership Awards identify individuals and organizations that have contributed to advancing the use of information and technology to improve people and processes. They identify "Leaders" who have contributed to their organizations' successes and to the technology firms who provide the underlying information systems.

In describing the Leadership Award for Pittsburgh Mercy and its technology provider Alight LLC, Mark Smith, chief executive officer for Ventana Research, focused on the specific best practices developed by the Pittsburgh Mercy finance team in implementing Alight Planning for doing rolling forecasts. "Best practices," said Smith, "include business planning that can operate collaboratively and as the business operates for reviewing results and updating forecasts and incorporating a unit, rate and amount analytic structure for understanding business drivers and performance impacts."

"The Pittsburgh Mercy finance team has done a remarkable job taking an extremely complex set of reporting and forecasting requirements and distilling them to the essentials needed for effective collaboration at all levels of management," said Don Koenes, vice president of services for Alight. "In particular, the quarterly forecast update process, which involves team meetings of managers across like functional areas, has been particularly effective in identifying revenue opportunities and cost reductions through the real time sharing of best practices between clinics."

"Alight has enabled us to implement a totally new culture for planning and analysis here at Pittsburgh Mercy Health System," said Ray Wolfe, chief financial officer for Pittsburgh Mercy Health System. "To date we've documented over \$450,000 in concrete savings and improvements which we are able to return back to our mental health clients in the form of better products and services."

To learn more about Pittsburgh Mercy Health System, visit www.pmhs.org. †

HONOR ROLL

Heritage Valley Sewickley Emergency Department Receives Highmark QualityBLUESM Award

The Patricia S. Snyder Emergency Department at Heritage Valley Sewickley received a QualityBLUESM Award from Highmark for operational improvements in Emergency Department Throughput. The award was presented for greatest percentage change, a 92% decrease in patents that "left without being seen;" a 19% reduction in emergency department arrival to admission or discharge time; and 50% reduction in the door to physician time.

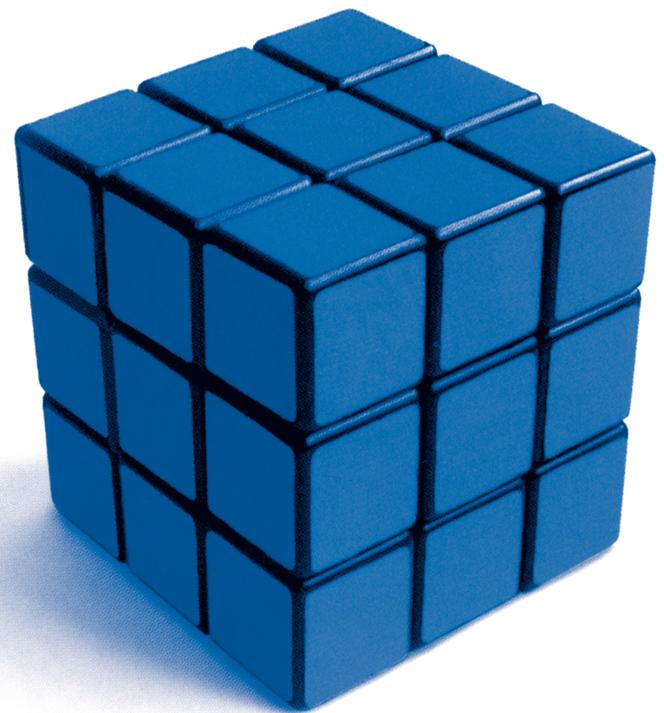
Heritage Valley Sewickley's project was recognized as most improved among 31 other facilities participating in projects to address Emergency Department Throughput. While data that helped garner the award was collected from July 2009 to June 2010, interdepartmental teams have been meeting and developing new processes for many years.

The recently expanded and renovated emergency department provides clinicians with convenient access to Heritage Valley's award winning electronic health record system both at the bedside and through wireless communication platforms. Other technology enhancements include check-in kiosks for immediate patient registration, a modified electronic patient tracking system and patient activity and volume monitoring on LCD displays and the Heritage Valley website.

Operational processes utilized in the emergency department also changed. For example, physician-approved protocols were developed and implemented. And, methods to more efficiently work with other departments resulted in a reduction of Laboratory and Radiology turnaround times.

Additional information about Heritage Valley Health System is available online at www.heritagevalley.org. †

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HONOR ROLL

Heritage Valley Health System Receives Quality Spirit Award

Heritage Valley Health System's Staunton Clinic is the recipient of the 2010 Spirit of Excellence Award for Quality from Modern Healthcare and Sodexo Health Care Services. Heritage Valley received the award in recognition of the development and implementation of a proactive treatment protocol for bipolar patients that resulted in a decrease in emergency department visits, inpatient admissions and total days of inpatient hospitalization.

"We're honored to be the recipient of this award that features the good work of our Staunton Clinic behavioral health staff," said Dr. Daniel Brooks, vice president of Community Health Services at Heritage Valley Health System. "The highest quality patient care is Heritage Valley's top priority and this project helped determine improvements in care for the bipolar clients we serve."

The goal of the project developed by Heritage Valley Staunton Clinic was to provide proactive care to bipolar clients and intervene with more intensive care when patients appeared to be heading for a period of decompensation, or a period of emotional or mental health deterioration. Additional proactive protocols for intervention in care were implemented; the team, as well as clients and their families, were educated to recognize symptoms and warning signs of deterioration; clients identified as heading toward decompensation were seen by a psychiatrist within 72 hours; and clients received more frequent contacts and medication checks by Staunton Clinic staff.

The project was implemented in June 2009. After one year, program data showed a decrease of 40% in emergency department visits, a decrease of 62% in inpatient admissions and a 71% decrease in total inpatient days among bipolar patients seen through Heritage Valley Health System's Staunton Clinic.

"By implementing this proactive approach to the care of bipolar patients, we've been able to empower patients and their families with information on how to identify triggers, or warning signs, that an episode of the illness may occur," said Michael Fortunato, Base Services Unit director at Heritage Valley Staunton Clinic. "Additionally, once the signs are recognized, the proactive protocol that Staunton Clinic follows enables us to intervene quickly and better serve the patient."

There were 98 entries in the 2010 Spirit of Excellence Awards program which spotlights creative and innovative programs that support organizational excellence, patient satisfaction, customer service, employee satisfaction, commitment, and community participation. Modern Healthcare and an outside panel of judges recognize winners and honorable mentions in each of the five categories: Service, Quality, Community, Team, and CARES (compassion, accountability, respect, enthusiasm and service).

Additional information about Heritage Valley Health System is available online at www.heritagevalley.org.

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Healthcare Professionals in the News

Altoona Regional Supervisor Accepts New Position

Sandy Thompson-Colyer, of Altoona, has accepted the position of greeter services coordinator for Altoona Regional at Station Medical Center.

In her new role, Thompson-Colyer will help create a friendly and caring atmosphere for patients and visitors at Station Medical Center. She will be part of Altoona Regional's mission of providing exceptional care by welcoming guests, escorting patients to their destinations, answering questions and coordinating a group of dedicated volunteers in ensuring service excellence.

She began her career at Altoona Regional as a part-time switchboard and paging operator. She has served as supervisor of Communications since May 2007.

For more information, visit www.altoonaregional.org.



Sandy Thompson-Colyer

Children's Hospital of Pittsburgh Foundation Announces New Staff Children's Hospital of Pittsburgh Foundation recently hired the following individuals:



Kristen Crusan

Kristen Crusan, development coordinator for corporate campaigns, comes to Children's Foundation from the UPMC Health Plan where she served as marketing project manager. Ms. Crusan has extensive experience in managing the development of strategic communication plans, public relations initiatives, and community relations efforts. Previously, Ms. Crusan held a public relations position at Brunner in Pittsburgh, Pa. She received a bachelor's degree from the University of Pittsburgh and completed a master of business administration at Point Park University.

Karen Mahaney joins the Foundation team as development coordinator for affiliated organizations and events. She formerly acted as income development coordinator at the American Cancer Society in both Cincinnati and Dayton, OH. During this time, she coordinated, implemented, and recruited volunteers for fundraising events, conducted sponsorship and outreach efforts, and facilitated training programs for staff and volunteers. Ms. Mahaney also held positions with the University of Dayton and the Pittsburgh Pirates. She completed her bachelor's degree at the University of Dayton.



Karen Mahaney



Megan Riggs

Megan Riggs, development associate for affiliated organizations and events, comes to Pittsburgh after spending two years in China, teaching English as a foreign language to both school-age children and professional working adults. She also acted as fashion events coordinator for Rage Media Group in Beijing, China. Ms. Riggs received a bachelor's degree from Bethany College in Bethany, West Virginia.

Ashley Solomon joins Children's Foundation as development associate for principal gifts. She comes to Children's from The John Templeton Foundation in Conshohocken, Pa., where she supported the development of new funding initiatives as a program associate. Previously, she acted as program administrator for HOPE worldwide in Wayne, Pa., assisting in donor development and documenting the progress of AmeriCorps members. Ms. Solomon was also actively involved in the organization's volunteer corp. She received a bachelor's degree from Penn State University and a master of arts from Villanova University.

For more information, visit www.givetochildrens.org.



Ashley Solomon

AMA Names New JAMA Editor-in-Chief

Professor of Pediatrics and noted researcher to become 16th editor in journal's 127-year history

Howard C. Bauchner, M.D., from Boston University School of Medicine, will become the next JAMA Editor-in-Chief on July 1, 2011, according to an announcement by Michael D. Maves, M.D., the executive vice president and chief executive officer of the American Medical Association. Dr. Bauchner will be the 16th editor in the journal's 127-year history.

Dr. Bauchner is currently the editor-in-chief of the Archives of Disease in Childhood, the official publication of the Royal College of Paediatrics and Child Health in the United Kingdom. He is the first U.S.-based editor of that journal and has held that position since 2003. He is a professor of pediatrics and community health sciences at Boston University Schools of Medicine (BUSM) and Public Health. He is also the vice chairman of the department of pediatrics and assistant dean, alumni affairs and continuing medical education at BUSM. He has served on many editorial boards, including currently for the British Medical Journal and Journal Watch. Dr. Bauchner is also an accomplished researcher. He has published more than 125 papers in peer-reviewed journals. His research interests include health promotion, clinical trials and quality improvement.

As Editor-in-Chief, Dr. Bauchner will have editorial oversight of JAMA and the nine Archives journals, the specialty medical journals published by the AMA. Dr. Bauchner was chosen after an international search conducted by a committee comprised of members of the Journal Oversight Committee, JAMA Editorial Board, the AMA's Board of Trustees and senior management and with help from the executive search firm, Russell Reynolds Associates. Dr. Bauchner is following Catherine D. DeAngelis, M.D., M.P.H., who is leaving the post after 11 years to return to Johns Hopkins School of Medicine in Baltimore.

Dr. Bauchner completed his undergraduate training at the University of California, Berkeley, and graduated from Boston University School of Medicine in 1979. He completed his internship and junior-year residency at Boston City Hospital, his senior-year residency at Yale-New Haven Hospital, and then returned to be Chief Resident at Boston City Hospital. He received additional training in epidemiology and statistics as a Robert Wood Johnson General Pediatrics Academic Development Scholar at Yale-New Haven Hospital and has been on sabbatical twice, first as a Scholar in Residence at the David and Lucile Packard Foundation and then as a Scholar in Residence at the Agency for Healthcare Research and Quality. He and his wife Chris have two children, Mathis and Cam. His hobbies include basketball and relaxation in Maine.

For more information, visit www.ama-assn.org. †

J. Peter Rubin, M.D., Named Chief of Pitt's Division of Plastic and Reconstructive Surgery

The University of Pittsburgh School of Medicine recently named J. Peter Rubin, M.D., a noted expert on adult stem cells derived from fat tissue and body contouring surgery, chief of the division of plastic and reconstructive surgery.

In addition to his role as division chief, Dr. Rubin is director of the UPMC Life After Weight Loss Program, a leading center for plastic surgery after weight loss. He is co-director of the Adipose Stem Cell Center and co-director of the UPMC Aesthetic Plastic Surgery Center. His laboratory research focuses on applications of adult adipose-derived stem cells for restoring damaged tissues after trauma and cancer therapy. He currently is the lead investigator for clinical trials using technologies designed to improve the lives of wounded military personnel.

He has published extensively in the medical literature and has received numerous awards for his research work, most notably for the Presidential Early Career Award for Science and Engineering and for his National Institutes of Health-funded work with fat-derived stem cells, and in 2007.

Dr. Rubin has been a consistent leader in the international plastic surgery community. As a past president of the International Federation for Adipose Therapeutics and Science, Dr. Rubin led a group of scientists worldwide who are on the cutting edge in the study of the use of fat stem cells for treating numerous disorders. Dr. Rubin also has been chair of the Plastic Surgery Research Council, the oldest and most respected basic science research organizations in the field of plastic surgery.

He currently serves as chair of a joint society task force of the American Society for Aesthetic Plastic Surgery and the American Society of Plastic Surgeons on the use of stem cells. Additionally, he serves as the liaison between the American Society of Plastic Surgeons and the American Society of Metabolic and Bariatric Surgeons, working to promote safety and quality standards in plastic surgery after weight loss. He is well known for his innovative techniques in breast and body contouring surgery, and frequently lectures at institutions across the country and internationally. He has published a textbook on plastic surgery after weight loss and currently is lead editor of a multi-author textbook project on body contouring surgery that is expected to be the standard reference.

Dr. Rubin received his medical degree from the Tufts University School of Medicine and completed training in plastic surgery at Harvard University. He received his undergraduate degree from Grinnell College.

For more information about the School of Medicine, see www.medschool.pitt.edu. †

Healthcare Professionals in the News

UPMC Cardiovascular Institute at UPMC Horizon Announces Changes

The UPMC Cardiovascular Institute (CVI) at UPMC Horizon underwent several changes recently, with the addition of two physicians and the move to a new office location in Farrell.

In February, cardiologist Elizabeth Piccione, MD, began seeing patients at UPMC Horizon's CVI office. Dr. Piccione earned her medical degree from the University of Pittsburgh School of Medicine. She completed an internal medicine internship and residency and a cardiovascular medicine fellowship at Allegheny General Hospital, Pittsburgh. A fellow in the American College of Cardiology, Dr. Piccione is board-certified in cardiovascular medicine.

Cardiologist Tulio Estrada, MD, a member of UPMC Horizon's medical staff since 1995, joined CVI last fall. A fellow of the American College of Cardiology and a member of the American Society of Nuclear Cardiology, Dr. Estrada is certified by the American Board of Internal Medicine in internal medicine, cardiovascular disease, and nuclear cardiology. He earned his medical degree from University de Caldas, Colombia, and completed residencies at Tulane University School of Medicine, New Orleans, and Nuestra Sra. del Rosario University, Bogota, Colombia. He also completed cardiology fellowships at the University of Pittsburgh School of Medicine and Touro Infirmary, New Orleans.

Dr. Estrada and Dr. Piccione join cardiologists Khaled Bachour, MD, and Diana Cattelops, MD, at UPMC Horizon's CVI office, which is now located at 2000 Memorial Drive, behind the hospital's Shenango Valley campus.

For more information, visit www.UPMCHorizon.com. †



Elizabeth Piccione

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Pittsburgh Mercy Health System Welcomes New Board Member & Announces Board Reappoints

Pittsburgh Mercy Health System announces the appointment of **Garland H. McAdoo Jr., Esq.** and the three-year reappointments of **Richard L. Finley** (chairperson), **William O. Generett Jr., Esq.**, **Harry M. Goern**, **Sister Bonnie Heh, RSM**, and **Emma T. Lucas-Darby** to its Board of Directors. McAdoo also will serve a three-year term.

McAdoo is retired general counsel for the Housing Authority of the City of Pittsburgh. Prior to his position with the Housing Authority, he was an attorney at Tucker Arensberg, PC. McAdoo is a graduate of North Carolina State University and the University of Pittsburgh School of Law. He has focused his professional practice on larger nonprofit organizations, including those engaged in education, the arts, health care, social services, housing, and economic development activities. He is also a member of the Point Park University Board of Trustees and the Board of Directors of the Kuntu Repertory Theatre.

He previously served on numerous other boards, including Port Authority of Allegheny County, the Allegheny County Bar Association, the Urban League of Pittsburgh (where he served as chairperson for three years), Make-A-Wish Foundation (National Board), and the Pittsburgh Parks Conservancy. Additionally, he is a member of the Allegheny County Bar Association, the American Bar Association.

McAdoo resides in North Point Breeze.

For more information, visit www.pmhs.org. †

Baptist Homes Society Adds Community Liaison

Sue Lauer joined Baptist Homes Society as a Community Liaison for the not-for-profit senior care organization. Sue has worked in the senior health care field for many years, as a primary care specialist and marketer for Care for Seniors and prior to that with A Place for Mom. At Baptist Homes Society, she will build relationships with service providers, customers for both of the organization's communities—Baptist Homes in Mt. Lebanon and Providence Point in Scott Township.

For more information, visit www.baptisthomes.org. †



Sue Lauer

Healthcare Professionals in the News

Local Doctor Elected President of Washington County Medical Society

Jennifer L. Lewis, MD, a general internist/hospitalist physician in McMurray, will begin a term in 2011 as President of the Washington County Medical Society. Dr. Lewis was elected to the position at the Society's Annual Recognition Dinner on November 11, having served as President-Elect for the past year.

A native of Canonsburg, Dr. Lewis practices at Waterdam Medical Associates and Canonsburg General Hospital. She also serves as Assistant Professor of Medicine, Drexel University School of Medicine. As Assistant Professor, she teaches medical students who rotate through her practice. She has been recognized by Drexel for her teaching via their Golden Apple Award in 2003 and 2005, and received the Dean's Special Award for Excellence in Clinical Teaching in 2004 and 2007.

After receiving her BS in Chemistry at the University of Pittsburgh College of Arts and Sciences in 1993 (graduating summa cum laude), Dr. Lewis went on to obtain her MD degree at the University of Pittsburgh School of Medicine in 1997, where she was honored with the James D. Heard Jr. Prize in Internal Medicine. She completed her residency training in Internal Medicine at Allegheny General Hospital in 2001, holding the position of Chief Resident during her final year.

Dr. Lewis is also a member of the American College of Physicians, American Medical Association, and Pennsylvania Medical Society. Prior to moving to Washington County in 2008, she practiced at Pittsburgh General Medicine Associates and Allegheny General Hospital.

Washington County Medical Society is affiliated with Pennsylvania Medical Society. The patient-doctor relationship is a priority of the Pennsylvania Medical Society and the Washington County Medical Society. The Medical Society listens to concerns of both patients and doctors to improve the delivery of health care services.

For more information, visit www.wpahs.org. †



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UPMC Welcomes New Thoracic Surgeon & New Senior Associate Counsel

UPMC announced that **Jason Lamb, M.D.**, has joined the UPMC Department of Cardiothoracic Surgery, Division of Thoracic and Foregut Surgery. Formerly, he was chief of the Division of Thoracic Surgery at West Penn Hospital. He's been practicing thoracic surgery in Pittsburgh with the West Penn Allegheny Health System for the past eight years.

Dr. Lamb will now see patients at UPMC St. Margaret near Aspinwall and the UPMC St. Margaret outpatient center on Burtner Road in Natrona Heights. His areas of interest and expertise are thoracic surgical oncology and minimally invasive thoracic surgery for lung, pleural and esophageal diseases.

Dr. Lamb, who has been appointed assistant professor of surgery at the University of Pittsburgh School of Medicine, is board-certified in general surgery and thoracic surgery. He earned his medical degree in 1996 at the University of Virginia School of Medicine and completed both his general surgery residency and his cardiothoracic surgery residency focusing on general thoracic surgery at Allegheny General Hospital. He is a diplomate of the American Board of Thoracic Surgery and of the American Board of Surgery, a fellow of the American College of Surgeons and member of the Society of Thoracic Surgeons. He is a frequent presenter of clinical and surgical advances at national and international meetings and has contributed to numerous publications on various topics concerning thoracic surgery.

UPMC also announced that **Mark L. Tamburri** will join the executive staff of UPMC as senior associate counsel and vice president of litigation on Feb. 28, 2011. Currently, Tamburri is a partner at Reed Smith, where he is in charge of associate development for the Pittsburgh office of Reed Smith's Commercial Litigation Group.

Tamburri's extensive experience includes commercial litigation matters, prosecuting and defending claims against corporate fiduciaries, defending media companies in libel cases and helping the public to access government records and proceedings under Pennsylvania's Right-to-Know law.

A native of western Pennsylvania, Tamburri received an undergraduate degree in political science from Carnegie Mellon University and graduated cum laude from Harvard Law School.

Tamburri had worked at Reed Smith with former partner Walter Thomas "Tom" McGough Jr., who last year was named UPMC's chief legal officer. "Mark Tamburri has exceptional experience and skill that will be a wonderful asset to UPMC's strong legal team," said Mr. McGough.

Tamburri is a member of the American Bar Association and the Allegheny County Bar Association as well as an executive committee member of the Law Professions Alumni Network at Carnegie Mellon University and a member of the Board of Directors at the Western Pennsylvania Montessori School.

For more information, visit www.upmc.edu.

Upper Allegheny Health System Senior Vice President Earns Fellowship in the ACPE



William F. Mills

Upper Allegheny Health System (UAHS) announced that **William F. Mills, M.D., MMM, CPE, FACPE, CMSL, FAAFP**, Senior Vice President of Quality and Professional Affairs, has earned a fellowship in the American College of Physician Executives (ACPE). The fellowship recognizes Dr. Mills for his significant contributions to the field of medical management and is a reflection of outstanding leadership in the health care field.

To earn this fellowship, you must be an active ACPE member for five consecutive years, have board certification in medical management (CPE) by the Certifying Commission of Medical Management, and exhibit contributions to the medical management field.

The ACPE was founded in 1975 and provides superior leadership and management training to physicians who hold health care administrative positions. Of its nearly 10,000 members, only 450 have earned fellowship status.

In addition to his responsibilities at UAHS, Dr. Mills has authored articles for Medical Staff Leadership Connection and is a featured blogger for The Greeley Company's Medical Staff Leader blog. He will be presenting the topic "How to Safely and Strategically Privilege Low and No Volume Practitioners" at the Credentialing Resource Center's Annual Symposium in Las Vegas this May. Dr. Mills was also a member of the task force planning ACPE's 2011 annual meeting, and mentors physicians in medical staff leadership locally and nationally.

Dr. Mills joined Olean General Hospital in September of 2007 as Vice President of Medical Affairs, and transitioned to his role at UAHS when the organization was created in 2009. He previously served as Vice President of Medical Affairs at Burdette Tomlin Memorial Hospital in New Jersey. Dr. Mills graduated from Hahnemann University School of Medicine and completed his family practice residency at the West Jersey Health System. Additionally, he holds a Master of Medical Management degree from the Marshall School of Business, University of Southern California. Dr. Mills is certified by the American Board of Family Medicine, and is also a fellow in the American Academy of Family Physicians. Prior to transitioning to full-time administrative medicine, he spent over 20 years as a practicing family physician, and more than 10 years as the medical director of a residential drug and alcohol treatment facility.

Bradford Regional Medical Center and Olean General Hospital are members of Upper Allegheny Health System. For more information, visit www.uahs.org.

Healthcare Professionals in the News

St. Clair Hospital Foundation Announces New Hires



Matt Hiser

St. Clair Hospital Foundation has named **Matt Hiser** as Director of Annual Giving and Stewardship.

Hiser, who earned a bachelor's degree from the University of Colorado at Boulder and a master's degree in Non-Profit Management from Carnegie Mellon University, joins St. Clair with more than 12 years of fundraising experience. Just prior to joining St. Clair, Hiser served as a Consultant at Graham-Pelton Consulting.

He and his wife, Susan, reside in West View.

St. Clair Hospital Foundation also recently named **Michael Hutchinson** as Director of Major Gifts and Research.

Hutchinson previously served as Senior Consultant for Graham-Pelton Consulting. He has also worked in fundraising at Carnegie Mellon University and the Allegheny Conference on Community Development.

Hutchinson earned a bachelor's degree from the New England Conservatory of Music and his master's degree in Public Management from CMU.

He and his wife, Laura, reside in Peters Township with their daughter, Abbey.

For more information, please visit www.stclair.org.



Michael Hutchinson



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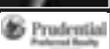
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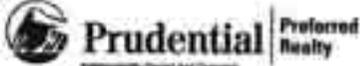

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Hampton \$1,250,000 MLS #830388

DRAMATIC ADJUSTED PRICE!! This 4 bedroom, 5.5 bath home is a stunning example of quality workmanship and meticulous attention to detail. Incredible gourmet kitchen, Brazilian cherry hardwood flooring, two-story family room with built-in entertainment center, lavish master suite, third floor bedroom suite, lower level with wine room, media room and exercise area, flagstone patio with built-in grill! MUST SEE! Call The Gloria Carroll Team at 412-367-8000 x242.



Hampton \$999,900 MLS #844844

GREAT PRICE! The inviting floor plan of this 5 bedroom, 5.5 bath design is accented by soaring ceilings and dramatic windows. Two-story family room with wet bar, beautiful custom island kitchen, relaxing master suite with two walk-in closets and fireplaced lounge area, huge walk-out lower level with many usable areas, in-ground saltwater pool, extensive patio area and so much more! Great for Entertaining! CALL The Gloria Carroll Team at 412-367-8000 x242/589.



Hampton \$659,900 MLS #855720

PRICED TO SELL! This spectacular 4BR, 3+2BA home has it all! Two-story foyer accented by curved staircase. Fabulous renovated kitchen with granite counters and upscale stainless appliances! Newly finished lower level with wet bar and large game room. The deck with hot tub offers a great view of a park-like backyard! A governor's drive and 3 car garage! Great neighborhood and location...THIS IS A MUST SEE! Call The Gloria Carroll Team at 412-367-8000 x242/589.



For more information, tour or brochure ... Call Today or Visit Our Website at www.gloriacarrollteam.com for a visual tour.
THE GLORIA CARROLL TEAM Gloria Carroll 412-367-8000 x242, Licensed Agent
Licensed Assts.: Ruthanne Benson 412-367-8000 x589 Patricia Pellegrini 412-367-8000 x232



CASUAL ELEGANCE Cranberry Township \$324,900

Hardwood floors grace the foyer and eat-in Kitchen on this 4BR, 3.5 Bath home. Crown Molding enhances the Living & Dining Rooms. The center island Kitchen opens to patio and usable level yard space. Spacious bedrooms have neutral carpeting. Lower level Game Room includes a full bath and a 50 inch Plasma TV & Bose Sound System, plus



HDTV/DVD Systems. Best of all it can be yours!



ENDLESS POTENTIAL Cranberry Township \$286,000

So much flexibility in this 5BR, 3.5 bath home featuring a main level Junior Suite with handicap accessible full bath! Oak eat-in Kitchen is spacious and open to the Family Rm with full Brick Fireplace. Newer sliding door opens to the deck and yard which includes a play set and shed Cathedral Master Bedroom has 2 walk-in closets and updated master bath with design tile. Many updates including



Flooring, Lighting, HVAC.



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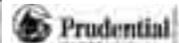


BEAUTIFUL INGROUND POOL Unity Twp. • \$549,900

Located in an upscale plan of fine homes, this beautiful brick 4 BR has 3.5 Baths and a great layout! Features include an open Kitchen with pantry and Breakfast Area, a convenient main level Laundry Room and a Family Room with built-ins. The 22 x 11 Sunroom overlooks the in-ground pool and patio and the spacious vaulted Master



Suite has a sitting area, a walk-in closet and a luxurious Bath with a jet tub. The finished lower level includes a Den, a Game Room with a fireplace and an Exercise Room. To take a visual tour on-line, go to www.prudentialpreferred.com and key in 820107.



Marilyn Davis • Prudential Preferred Realty
724-838-3660 x 640
marilyndavis@prudentialpreferredrealty.com

Peters Township \$435,000

Outstanding Says It All!

Built-ins throughout, Cherry 42" cabinets, cathedral Morning Room, hardwood floors, recessed ceilings, crown moldings, glass French doors, covered Trex deck, aggregate 2-tone walk & double patio, fenced yard, finished Game Room with Den, Bedroom & Full Bath. This home has room for all of your family's needs. Walk to the Montour Trail! MLS #859405



Cecil Township \$225,000

Stunning & Meticulous!

Decorator colors & finishes throughout. 1.5 years young features gleaming hardwood on first floor, stainless appliances, new deck with privacy fence, 2nd floor Laundry, finished Game Room & Den/Office, upgraded landscaping. Perfectly situated in Pittsburgh suburbs with great wooded scenery yet minutes to major arteries and all South Hills has to offer. MLS # 859624



Peters Township \$348,000

A Total Makeover!

Suave, sophisticated, oh la la finishes. Over the top baths, cathedral ceilings, hardwood floors, built-ins, gourmet granite Kitchen with cappuccino maker. Fenced rear yard features a waterfall & pond. Lovely, private setting with wooded views. All situated on a .70 acre lot. Conveniently located to all Township amenities. MLS # 858676



Karen Marshall • Keller Williams • 412-831-3800 ext. 126 • karenmarshall@realtor.com • www.TheKarenMarshallGroup.com

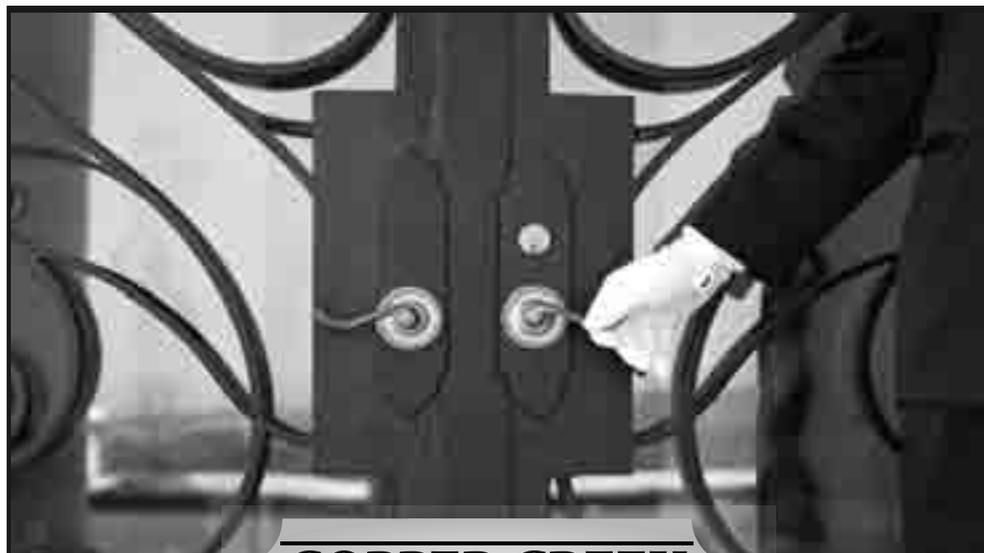
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From Rt. 8: Rt. 8 North to Red Belt West, right Treedale Dr., right Mars Rd., right Rt. 228 to The Village at Treedale on right.



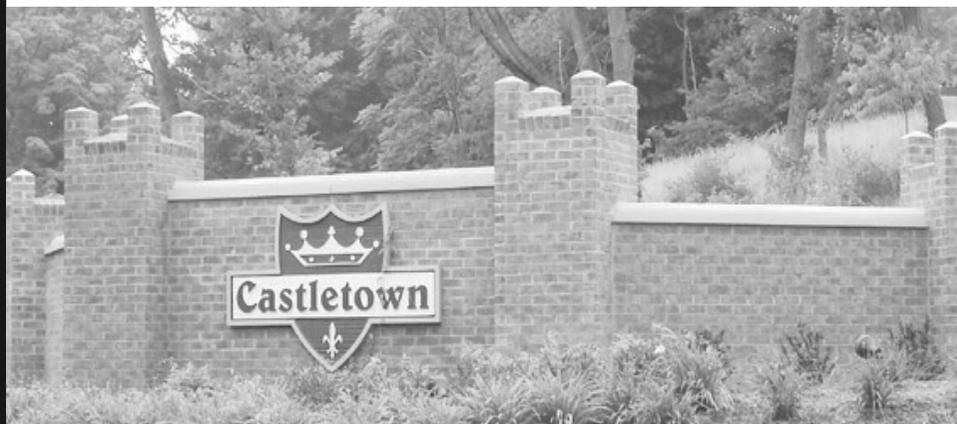
www.CastletownCommunity.com

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PRESBYTERIAN SENIORCARE

As this region's premiere provider of living and care options for older adults, Presbyterian SeniorCare offers a wide variety of employment opportunities - all with competitive wages and comprehensive benefits - at multiple locations throughout Southwestern Pennsylvania. As part of its philosophy of Human Resources, PSC strives to develop a rewarding work environment that is rich in interdepartmental cooperation and that recognizes the value of each individual employee.

Human Resources Department

1215 Hulton Road, Oakmont, PA 15139

412-828-5600

825 South Mail Street, Washington, PA 15301

724-222-4300

ST. BARNABAS HEALTH SYSTEM

RNs, LPNs, Home Care Companions, Personal Care, Attendants, Hospice Aides, Dietary Aides
St. Barnabas Health System frequently has job openings at its three retirement communities, two assisted living facilities, two nursing homes, and an outpatient medical center that includes general medicine, rehab therapy, a dental practice, home care and hospice. Campuses are located in Gibsonia, Allegheny County, and Valencia, Butler County. Enjoy great pay and benefits in the fantastic suburban setting. Both campuses are a convenient drive from the Pennsylvania Turnpike, Routes 8, 19 and 228, and Interstates 79 and 279. Contact Margaret Horton, Executive Director of Human Resources, St. Barnabas Health System, 5830 Meridian Road, Gibsonia, PA 15044. 724-444-JOBS; mhorton@stbarnabashealthsystem.com. www.stbarnabashealthsystem.com.

EXTENDED CARE & ASSISTED LIVING

ASBURY HEIGHTS

For over a century, Asbury Heights, operated by United Methodist Services for the Aging, has been providing high-quality compassionate care to older adults in Southwestern Pennsylvania. Asbury Heights is a faith-based, non-profit charitable organization located in Mt. Lebanon. Through various accommodations, services and amenities, the needs of independent living residents can be met. For residents requiring more care, the continuing care community also offers assisted living, nursing and rehabilitative care and Alzheimer's specialty care. The Health and Wellness Center is headed by a board certified, fellowship trained geriatrician. Residents may be treated by on-site specialists or retain their own physicians. Rehabilitative therapies are also available on-site. A variety of payment options are available to fit individual financial situations. The application process is very quick and easy and does not obligate the applicant in any way.

For more information, please contact Joan Mitchell for independent living; Michele Bruschi for Nursing Admissions; or Lisa Powell for Assisted Living at 412-341-1030. Visit our website at www.asburyheights.org.

BAPTIST HOMES SOCIETY

Baptist Homes Society, a not-for-profit organization that operates two continuing care retirement communities in Pittsburgh's South Hills region, has served older adults of all faiths for more than 100 years. Baptist Homes, nestled on a quiet hillside in Mt. Lebanon, serves nearly 300 seniors. Providence Point, located on a beautiful 32-acre site in Scott Township, has the capacity to serve more than 500 older adults. Each campus has a unique identity and environment yet both provide a full continuum of care, including independent living, personal care, memory support, rehabilitation therapies, skilled nursing, and hospice care. Baptist Homes Society is both Medicare and Medicaid certified and can be your source for one-stop shopping for senior services.

To arrange a personal tour at either campus, contact: Sue Lauer, Baptist Homes Society Community Liaison, 412-572-8308 or email slauer@baptisthomes.org.

Or visit us at: Baptist Homes:

489 Castle Shannon Blvd., Mt. Lebanon.

(www.baptisthomes.org).

Providence Point:

500 Providence Point Blvd., Scott Twp

(www.providencepoint.org)

COMMUNITY LIFE

Living Independently for Elders

Community LIFE is a non-profit program that offers all-inclusive care that goes beyond the traditional boundaries of elder care. It allows seniors to remain in the community, maintain their independence, and allows them to enjoy their golden years at home. Community LIFE provides older adults with fully integrated and coordinated health and social services, usually at no cost to qualified individuals. Participants in the program are transported to our day health center on an as-needed basis, to receive health care and social services, meals, and participate in various activities. The LIFE Center is staffed by a geriatric physician, RN's, physical and occupational therapists, dietician, social worker, and aides, and includes a medical suite for routine exams and minor treatments, some emergency care, therapy areas, dining/activity space, personal care area and adult day services. Community LIFE offers complete, coordinated health care for the participant, including all medical care, full prescription drug coverage, rehab therapies, transportation and in home care. If you or someone you care about is having difficulty living in the community, then call Community LIFE at 866-419-1693.

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Golden Living Center - Mt. Lebanon

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Phone 412-881-8194, Fax 412-884-8298

Equal Housing Opportunity

PRESBYTERIAN SENIORCARE

A regional network of living and care options for older adults throughout southwestern Pennsylvania. Services and facilities include skilled and intermediate nursing care, rehabilitation, personal care, specialty Alzheimer's care, adult day care, home health care, senior condominiums, low-income and supportive rental housing. For more information:

Presbyterian SeniorCare - Oakmont

1215 Hulton Road, Oakmont, PA 15139

412-828-5600

Presbyterian SeniorCare - Washington

825 South Main Street, Washington, PA 15301

724-222-4300

ST. BARNABAS HEALTH SYSTEM

Regardless of what lifestyle option a senior needs, St. Barnabas Health System has a variety of choices to fulfill that need. Independent living options include The Village at St. Barnabas apartments, The Woodlands at St. Barnabas and White Tail Ridge carriage homes, and The Washington Place at St. Barnabas efficiency apartments. Assisted living is available at The Arbors at St. Barnabas in Gibsonia and Valencia. Twenty-four hour skilled care is provided at St. Barnabas Nursing Home and Valencia Woods at St. Barnabas. St. Barnabas Medical Center is an outpatient facility that includes physicians, chiropractors, dentists, rehabilitation therapists, home care and hospice. The system's charitable arm, St. Barnabas Charities, conducts extensive fundraising activities, including operating the Kean Theatre and Rudolph Auto Repair. St. Barnabas' campuses are located in Gibsonia, Allegheny County, and Valencia, Butler County. For more information, call 724-443-0700 or visit www.stbarnabashealthsystem.com.

WESTMORELAND MANOR

Westmoreland Manor with its 150 year tradition of compassionate care, provides skilled nursing and rehabilitation services under the jurisdiction of the Westmoreland County Board of Commissioners. A dynamic program of short term rehabilitation services strives to return the person to their home while an emphasis on restorative nursing assures that each person attains their highest level of functioning while receiving long term nursing care. Westmoreland Manor is Medicare and Medicaid certified and participates in most other private insurance plans and HMO's. We also accept private pay.

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Carla M. Kish, Director of Admissions

2480 S. Grande Blvd., Greensburg, PA 15601

724-830-4022

HOME HEALTH/HOME CARE/ HOSPICE

ANOVA HOME HEALTH AND HOSPICE

Anova Healthcare Services is a Medicare-certified agency that has specialized care in home health, hospice & palliative care, and private duty. Anova concentrates their care within seven counties in South Western PA. Through Anova's team approach, they have developed a patient-first focus that truly separates their service from other agencies in the area. Home Health care is short term acute care given by nurses and therapists in the home. Private duty offers care such as companionship, medication management and transportation services. Hospice is available for people facing life limiting conditions. With these three types of care, Anova is able to offer a continuum of care that allows a patient to find help with every condition or treatment that they may need. Anova's goal is to provide care to enable loved ones to remain independent wherever they call home. Anova Knows healthcare ... Get to know Anova!

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www.bayada.com

Adult Office

Phone 877-412-8950

300 Oxford Drive, Suite 415, Monroeville, PA 15146

Pediatric Office

877-374-5331

300 Oxford Drive, Suite 410, Monroeville, PA 15146

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eKidzCare is a Pediatric focused (ages birth through 21 years) Home Health Agency that is licensed and Medicare/Medicaid certified to provide care throughout Western PA. Allegheny, Armstrong, Beaver, Butler, Crawford, Erie, Fayette, Lawrence, Mercer, Venango, Warren, Washington, and Westmoreland Counties are serviced currently. Range of services from home health aide level of care to high-tech skilled nursing (trach/vent care) visits and/or shift nursing. We accept Medicaid and all major insurances, including Highmark, Health America, and UPMC. We employ RN's with extensive experience in Pediatric care who evaluate and supervise our Kids and families special care. We provide the highest quality of care to even the slightest of patients.

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412-324-1121/412-324-0091 fax

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Interim HealthCare is a national comprehensive provider of health care personnel and services. Interim HealthCare has provided home nursing care to patients since 1966 and has grown to over 300 locations throughout America. Interim HealthCare of Pittsburgh began operations in 1972 to meet the home health needs of patients and families throughout southwestern Pennsylvania and northern West Virginia and now has offices in Pittsburgh, Johnstown, Somerset, Altoona, Erie, Meadville, Uniontown and Morgantown and Bridgeport WV. IHC of Pittsburgh has been a certified Medicare and Medicaid home health agency since 1982 and a certified Hospice since 2009. We provide a broad range of home health services to meet the individual patient's needs - from simple companionship to specialty IV care and ventilator dependent care to hospice care - from a single home visit to 24 hour a day care. IHC has extensive experience in working with facility discharge planners and health insurance case managers to effect the safe and successful discharge and maintenance of patients in their home.

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www.interimhealthcare.com

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For more information write to Private Duty Services, 400 Penn Center Blvd., Suite 100, Pittsburgh, PA 15235, visit our website www.likenservices.com, e-mail info@likenservices.com or call 412-816-0113 - 7 days a week, 24 hours per day.

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Loving Care Agency is a national provider of extended hour home health services with 31 offices in 7 states. The Pittsburgh office cares for medically fragile children and adults with a variety of diagnoses. Specializing in the most complex care, including mechanical ventilation, the staff of Loving Care Agency of Pittsburgh includes experienced RNs, LPNs and home health aides. Services are available 24 hours per day, 7 days per week in Allegheny, Armstrong, Beaver, Butler, Washington and Westmoreland Counties. Backgrounds and experience of all staff are verified. Loving Care Agency is licensed by the PA Department of Health.

Contact information:
Loving Care Agency of Pittsburgh
875 Greentree Road, Building 3 Suite 325,
Pittsburgh, PA 15220
Phone: 412-922-3435, 800-999-5178/
Fax: 412-920-2740
www.lovingcareagency.com

PSA HEALTHCARE

At PSA Healthcare, we believe children are the best cared for in a nurturing environment, where they can be surrounded by loving family members. We are passionate about working with families and caregivers to facilitate keeping medically fragile children in their homes to receive care. PSA Healthcare is managed by the most experienced clinicians, nurses who put caring before all else. Our nurses are dedicated to treating each patient with the same care they would want their own loved ones to receive. The Pittsburgh location has been providing trusted care since 1996, for more information call 412-322-4140.

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Resource Directory

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28-bed, licensed pediatric specialty hospital serving infants and children up to age 21. Helps infants, children and their families transition from a referring hospital to the next step in their care; does not lengthen hospital stay. Teaches parents to provide complicated treatment regimens. Hospice care also provided. A state-of-the-art facility with the comforts of home. Family living area for overnight stays; private bedrooms, kitchen and living/dining rooms, and Austin's Playroom for siblings. Staff includes pediatricians, neonatologists, a variety of physician consultants/specialists, and R.N./C.R.N.P. staff with NICU and PICU experience. To refer call: Monday to Friday daytime: 412-617-2928. After hours/weekends: 412-596-2568. For more information, contact: Kim Reblock, RN, BSN, Director, Pediatric Specialty Hospital, The Children's Home of Pittsburgh & Lemieux Family Center, 5324 Penn Avenue, Pittsburgh, PA 15224. 412-441-4884 x3042.

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REHABILITATION

THE CHILDREN'S INSTITUTE
The Hospital at the Children's Institute, located in Squirrel Hill, provides inpatient and outpatient rehabilitation services for children and young adults. Outpatient services are also provided through satellite facilities in Bridgeville, Irwin and Wexford. In addition, The Day School at The Children's Institute offers educational services to children, ages 2-21, who are challenged by autism, cerebral palsy or neurological impairment. Project STAR at The Children's Institute, a social services component, coordinates adoptions, foster care and intensive family support for children with special needs.

For more information, please call 412-420-2400
The Children's Institute
1405 Shady Avenue, Pittsburgh, PA 15217-1350
www.amazingkids.org

PUBLIC HEALTH SERVICES

ALLEGHENY COUNTY HEALTH DEPARTMENT

The Allegheny County Health Department serves the 1.3 million residents of Allegheny County and is dedicated to promoting individual and community wellness; preventing injury, illness, disability and premature death; and protecting the public from the harmful effects of biological, chemical and physical hazards within the environment. Services are available through the following programs: Air Quality, Childhood Lead Poisoning Prevention; Chronic Disease Prevention; Environmental Toxins/Pollution Prevention; Food Safety; Housing/Community Environment; Infectious Disease Control; Injury Prevention; Maternal and Child Health; Women, Infants and Children (WIC) Nutrition; Plumbing; Public Drinking Water; Recycling; Sexually Transmitted Diseases/AIDS/HIV; Three Rivers Wet Weather Demonstration Project; Tobacco Free Allegheny; Traffic Safety; Tuberculosis; and Waste Management. Bruce W. Dixon, MD, Director.

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Health Care Event & Meeting Guide

DuBois Breast Cancer Support Group

Second Sunday each month 6:00-7:30pm
Hahne Regional Cancer Center, DuBois Regional Medical Center
To register for this group only please call Alisa at 814-375-3528

PANO Annual Conference in Harrisburg

April 4th and 5th
For more information please contact jenn@pano.org or 717-236-8584 x1003

Geneva College MSOL Serving Leaders Conference Leading at a Higher Level

Marriott Pittsburgh North, Cranberry
April 7, 9:00am-8:00pm
Register online at www.geneva.edu/msol or call 724-847-2715

2011 ICD-10 Summit: Strategies and Tactics for Industry Success AHIMA

Hilton Baltimore, MD
April 11-12
Contact Theresa Grant 312-233-1159 or email Theresa.grant@ahima.org

Educating Deaf & Hard-of-Hearing Children: From Research to Practice A One-day Conference Presented by the Western Pennsylvania School for the Deaf and the Scranton School for Deaf and Hard of Hearing Children

Friday, April 15; 8:30am-3:00pm; Deadline to Register: April 1
Friday, May 6; 8:30am-3:00pm; Deadline to Register: April 22
Contact Jessica Marks at 717-909-5577 or jmarks@wpsd.org or visit wpsd.org or thescrantonschool.org

Money & Life: A Free Financial Literacy Program Hosted by Family Hospice and Palliative Care

The Center for Compassionate Care, 50 Moffett, in Mt. Lebanon
Tuesday, April 26, 5:30-7:00pm
Free
Register by April 19. Call 412-651-5853 or email ehorwith@familyhospice.com

Drive Efficiencies and Minimize Risk through ICK-10 and Beyond Revenue Cycle Summit

Omni ChampionsGate – Orlando, FL
April 27-29
Register online at www.himss.org

Technological Advancements in Healthcare

Carlow University, Rosemary Heyl Theatre, Antonian Hall
Friday, April 29; 8:00am-3:30pm
Register online at www.carlow.edu by April 22nd

Komen Pittsburgh Race for the Cure

Schenley Park
Sunday, May 8
Register at www.komenpittsburgh.org

Quality Institute for Healthcare Conference

David L. Lawrence Convention Center
May 16-18
Call 800-248-1946 or visit <http://qihc.asq.org> to register today!

35th Annual Andy Russell Celebrity Classic The Club at Nevillewood

May 19-20
Proceeds benefit the UPMC Department of Urology and the Andy Russell Charitable Foundation
For more information, contact Gina O'Malley at ogina@pmhsf.org or call 412-647-4285

Cocktails and Cuisine for Women in Crisis

Woodland Foundation/Bradford Woods in Wexford, Pa
May 20; 6:00-10:00pm
Visit www.crisiscenternorth.org or call 412-364-6728 ext.15.

24th Annual Golf Benefit Family Hospice & Palliative Care

Valley Brook Country Club, McMurray
Monday, May 23
For reservations call 412-572-8812

2011 Coldwell Banker Real Estate Services Golf Classic Proceeds to benefit Make A Wish

Cranberry Highlands Gold Course
Monday, May 23
Contact 412-548-1229 or email cbgolfclassic@pittsburghmoves.com

3rd Annual Health Care New Media Marketing Conference

Chicago, IL
May 23-24
For more registration information, www.q1productions.com/healthcarenewmedia

2011 Long-Term and Post-Acute Care HIT Summit

Hyatt Regency Baltimore on the Inner Harbor
June 13-14
Register online at www.ahima.org

Healthiest Employers in Western Pennsylvania

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Sheraton Station Square
Awards Luncheon: June 16, 2011
Application deadline: March 18, 2011
<http://www.healthiestemployers.com/events/western-pennsylvania>; 412-208-3815

Southwestern Pennsylvania Organization of Nurse Leaders

32nd Annual Educational Conference

Nemacolin Woodlands Resort, Farmington, PA
September 1-2, 2011
Register online at www.lite.org or email info@lite.org

AHIMA Convention & Exhibit 2011

Salt Lake City, Utah
October 1-6
Exhibit Dates October 2-5
Register online at www.ahima.org

Sustainable Healthcare and Hospital Development Conference

Marriott Renaissance Schaumburg Convention Center Hotel, Chicago, IL
Oct. 26-28
Visit www.healthcaredevelopmentconference.com for more information

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