



Sturdy Memorial Hospital

2005 *Annual Report*

President's Message

Sturdy Memorial Thrived in Fiscal Year 2005

In Fiscal Year (FY) 2005, Sturdy Memorial Hospital thrived and was able to grow and maintain a position of strength. Financially and clinically we met and surpassed most of the goals we set. Patient utilization of the Hospital exceeded projections with an increase in volume from the previous year being reported by most major services.

Continued Financial Success

FY 2005 marks two straight decades that Sturdy Memorial has ended the year with a gain from operations. As a result, we had the means to invest in plant, technology, and programs, and remain a progressive, vital community resource.

The bottom line attributed to current year operations was \$10,282,430. Operating expenses for the year totaled \$115 million. The Hospital delivered \$6.4 million in uncompensated care for services provided to those who could not or would not pay.

Incredible Physician Talent

Sturdy Memorial has an exceptional medical staff which welcomed several outstanding colleagues during FY 2005. They included three internists; a family practitioner; an obstetrician/gynecologist; a cardiologist; an oral surgeon; and two emergency physicians. Our success in attracting dynamic, well trained doctors is a strong indicator of our clinical quality and financial stability.

Improved Clinical Efficiency and Effectiveness. High Quality Care and Service

Sturdy Memorial continued to seek ways to further improve upon our service, quality and safety in FY 2005. Through the Quality and Service Excellence Program (QSEC), we continued to challenge ourselves to improve the quality of care we provide our patients and to exceed their service expectations. We are currently in our sixteenth year of focused, organized, annual initiatives to improve service and quality in meaningful and measurable ways.

For over fourteen years, we have monitored patient satisfaction. The feedback we receive from patients helps us identify areas where we are excelling and those where we may need some improvement.

The Hospital's Adverse Events Initiative (AEI) Committee, now in its eleventh year, reviewed clinical processes and responded to opportunities to prevent errors from reaching patients.

A little more than one year after opening our state-of-the-art Cardiac Catheterization Laboratory, more than 150 patients had been catheterized. Our long term goal is to provide acute intervention services to the community.

Twelve patients were enrolled in study protocols at Sturdy Memorial through our affiliation with the Cancer and Leukemia Group B (CALGB) program at Rhode Island Hospital. Our affiliation with CALGB ensures our patients have access to the most current treatments available.

Another proud distinction was being selected as a Primary Stroke Center by the Department of Public Health. We responded with a year-long public service educational campaign.

We also began the complex task of planning and developing phases of Computerized Physician Order Entry (CPOE), which will go live in Spring 2006.

We continued to meet compliance requirements associated with HIPAA regulations and fully complied with the HIPAA Security Rule in April 2005.

Making data available to the public is important and we participated in every major quality reporting initiative of which we were aware in FY 2005.

Expanding to Meet Needs

We continued our multi-year plan to ensure an adequate plant to more effectively meet the needs of our patients and staff. Project 1, a major utility upgrade, was completed, as was most of Project 2, our new four story addition. This addition includes a new Kitchen and Cafeteria; Pharmacy; Sleep Laboratory; Respiratory Therapy Department; EEG/EMG Department; Pain Clinic; Human Resources Department; and the Montplaisir Medical/Surgical Unit. Site work significantly enhanced the parking as well as the visual appearance of the property. We also designed, developed and bid Project 3, which will relocate our Pediatrics Unit to a renovated nursing unit and modestly expand the Laboratory. This project is expected to commence in March 2006.

Community Involvement

Throughout the year, in addition to providing free and low-cost screening and education programs, Sturdy Memorial served as the major or primary sponsor at 16 community, family-oriented events in eight communities, sponsored children's sports teams and participated in worthwhile community programming. We also initiated a year-long public service campaign related to stroke awareness, partnered with the Attleboro YMCA on its Physical Activity Club (PAC), and partnered with The Sun Chronicle on its Newspaper in Education (NIE) program.

The Hospital's Human Resources Department continued the high school and community college education partnerships, mentoring opportunities, and career development programs it currently has in place.

Moving Forward

I am extremely proud of Sturdy Memorial Hospital's achievements this year. We work very hard to provide excellent care and good service to our patients and community, and continually strive to make both better. A consumer market research study conducted in late Fall 2004 showed Sturdy Memorial to be the most preferred hospital among service area residents by a significant margin over any other hospital in the area. I'm grateful to those who are so loyal and thankful for the opportunity to provide our communities with highest quality health care services.

Sincerely,



Linda J. Shyavitz
President and Chief Executive Officer



Emergency Preparedness

Tips for Keeping Your Family Safe



This past year, the world witnessed catastrophic natural disasters on an international scale. Though earthquakes and tsunamis are unlikely to threaten New England, our region is not immune to the devastation caused by events such as hurricanes and severe winter storms. Natural disasters, as well as fires and medical emergencies, can happen any time, without warning. Being prepared helps families stay calm, safe, and healthy in emergency situations. Here are a few simple, effective emergency preparation tips from Sturdy Memorial's Emergency and Ambulatory Services Department.

- **Have a Plan:** "The most important part of disaster preparation is creating, discussing, and practicing response plans with your family," says David Denneno, Resource Specialist for Sturdy Memorial's Emergency and Ambulatory Services Department. "Having a plan will help you keep organized, calm, and clear-headed."
- **Use ICE:** Program the number of your emergency contact into your cell phone under the name "ICE" (In Case of Emergency). This is recognized by emergency responders as a way to contact your loved ones if you are incapacitated.
- **Document Your Medical Info:** Keep important medical information, such as allergies, current medications, and medical conditions in your wallet or purse at all times. To receive a Medical Profile Card, call (508) 236-8800.
- **Post Emergency Phone Numbers:** Teach children when and how to call for help. In addition to Police, Fire, and Poison Control, post numbers of family contacts, including one out-of-state contact if possible.
- **Plan for the Possibility of Being Away from Home During an Emergency:** Keep all emergency phone numbers handy, and determine a contact/meeting strategy for all family members.
- **Keep Supplies on Hand:** Keep enough on hand to support your family for three days. This includes: bottled water (1 gallon/person/day), canned goods and high-energy foods like protein bars and peanut butter, a first aid kit, flashlights, hand-crank radio, and cash.

For more tips on how to plan for any type of emergency, visit: www.ready.gov.

STURDY MEMORIAL PROCEDURE: LAPAROSCOPIC COLECTOMY

Laparoscopic colectomy is used to treat patients with colon disorders, including colon cancer. A thin, lighted tube called a laparoscope is inserted through a small incision, allowing the surgeon to view the site and perform surgery without creating a larger opening. Oncologically, laparoscopic colectomies have been proven to be as effective as the open surgical method for the treatment of patients with colon cancers. This less invasive technique reduces the discomfort, stress, recovery time, and scarring of colectomy patients.

Community Hospital or Academic Medical Center:

Health care consumers in Massachusetts have many excellent options for their hospital care, including both academic medical centers and community hospitals. According to an in-depth study done by the Pioneer Institute for Public Policy Research, community hospitals like Sturdy Memorial Hospital deliver care that is comparable in quality to that received at teaching hospitals. Faced with such an array of choices, consumers need all the facts to make meaningful comparisons and select the right hospital. When all the facts are in, the only question left for area residents is: "Why go anywhere but Sturdy Memorial?"

Myth: Community hospitals don't offer the services found at academic medical centers.

The Facts: The term "non-tertiary care" refers to care provided by both academic medical centers and community hospitals. These services, such as vaginal and cesarean delivery, gastrointestinal and orthopedic surgery, and treatment for pneumonia and acute myocardial infarction, account for 91% of the care provided by academic medical centers. Only 9% of medical services, including highly specialized care like organ transplants and open-heart surgery, are unique to academic medical centers. The vast majority of health care services are available at both academic medical centers and community hospitals.

Myth: Academic medical centers offer better quality health care than community hospitals.

The Facts: The Pioneer Institute's detailed study, *Comparing the Clinical Quality and Cost of Secondary Care in Academic Health Centers and in Community Hospitals*, found that "on average, patients choosing lower-cost community hospitals for secondary care would receive care of similar quality" to care provided at academic medical centers. Secondary care, as defined in the study, includes all non-tertiary care provided by both academic medical centers and community hospitals. When the Pioneer Institute's researchers compared data on seven possible adverse outcomes, they discovered that community hospitals outperformed academic medical centers in quality in three of the seven areas, including mortality. Quality ratings were the same for two of the seven outcomes, and two of seven adverse outcomes were less likely at academic medical centers. The study also found that length of stay was "virtually the same."

The Pioneer Institute's findings came as no surprise to officials at Sturdy Memorial. "The study confirms what we have always known about the quality of care at community hospitals, but have never been able to quantify," says Sturdy Memorial President and CEO Linda Shyavitz. "It's nice to have hard data that explains how well community hospitals compare with academic hospitals in the state."

Peace of mind is another important component of healing. Choosing a community hospital allows patients to remain close to home, making it easier for friends and family to visit, and more convenient to keep appointments for testing and treatment.

"We cannot say enough about the quality of your staff and the care they provided to me, my wife and our son."

THOMAS O.

Myth: The best doctors and nurses work at academic medical centers.

The Facts: Sturdy Memorial Hospital's physicians and nursing staff are among the best educated and trained in the nation. They come to Sturdy Memorial from all over the country and beyond, drawn to the Hospital's commitment to clinical excellence and tradition of compassionate, personal care.

At Sturdy Memorial, patients are cared for by fully credentialed physicians, not physicians-in-training. They come from some of the most exclusive medical schools and training programs in the country. They are board certified in their specialties, and complete ongoing education to stay abreast of the latest methods and technology. Detailed information about each doctor is available online at www.sturdymemorial.org.

Nurses at Sturdy Memorial undergo a rigorous and extensive orientation program, and maintain and update skills through annual education and training.

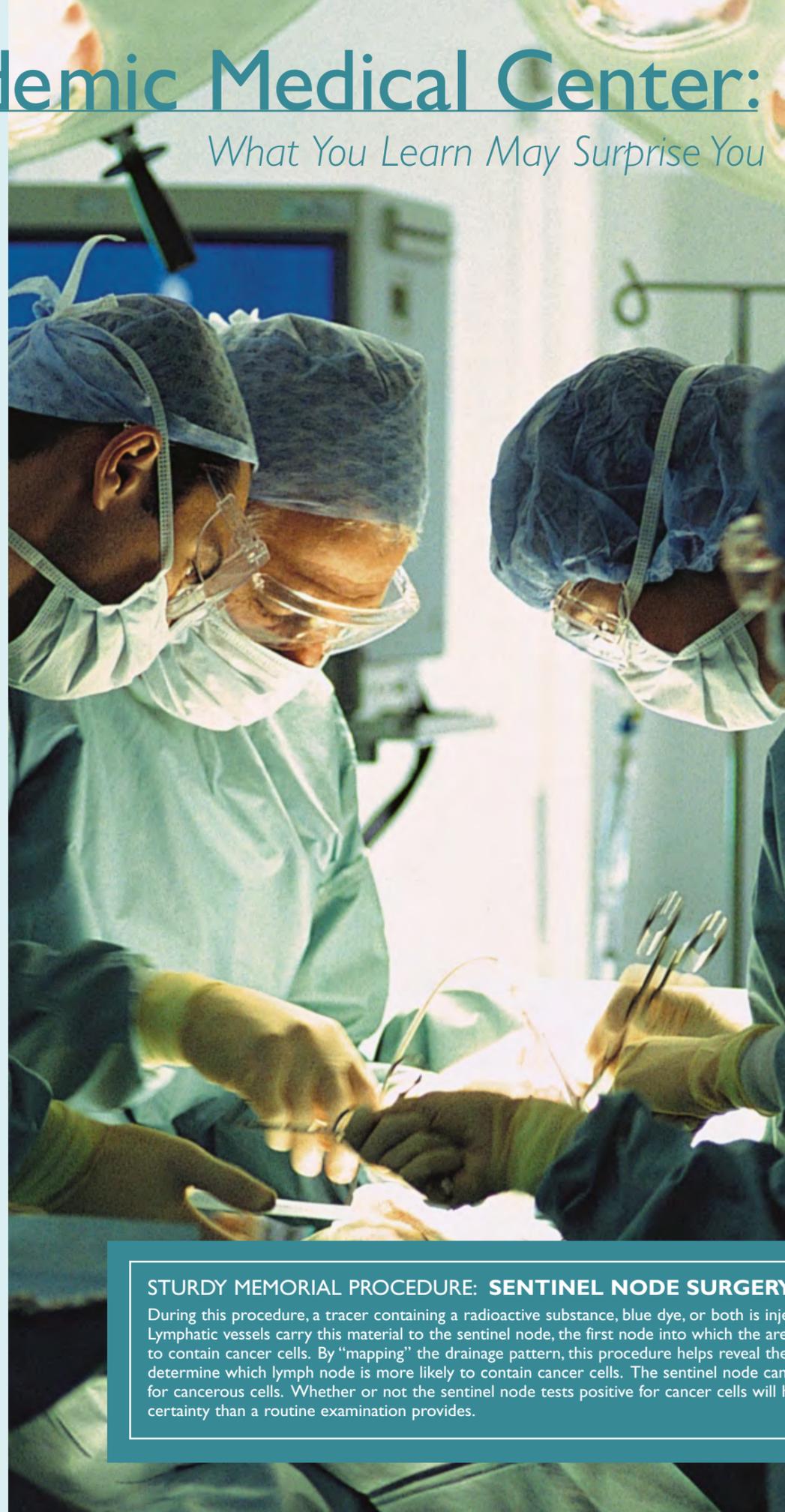
Myth: Only academic medical centers have the financial resources to stay on the cutting edge of medicine.

The Facts: The Pioneer Institute study shows that community hospitals provide the same level of quality care as academic medical centers, at a lower cost. Sturdy Memorial's financial success is unique even among community hospitals. The Hospital has achieved a surplus in each of the last twenty years. As a result, Sturdy Memorial has had the resources to invest back into the institution to upgrade facilities, acquire technology and recruit top-notch staff.

Myth: Community hospitals can't compete with the reputations of the large teaching hospitals.

The Facts: Market research conducted in our service area shows that more people in our communities choose Sturdy Memorial than any other hospital. As new hospital comparison tools emerge, health care consumers become more prepared to make educated decisions about where to seek care. The Leapfrog Group (www.leapfroggroup.org), an organization focused on improving health care through promoting best practices, has already begun rating hospitals based on compliance. Sturdy Memorial has obtained a "good progress" rating from the Leapfrog Group, and is working to build on that success. Sturdy Memorial also supports the *Massachusetts Patients First Initiative*, and is committed to the public reporting of staffing plans and other data in compliance with that program. For more information about Sturdy Memorial's participation in the Patients First Initiative, please visit: www.sturdymemorial.org/news_patientsfirst.html. Sturdy Memorial welcomes these reporting mechanisms, which will highlight what the community already knows: Sturdy Memorial is the clear choice for optimum quality, compassionate care.

What You Learn May Surprise You



New Addition Complete

We are proud to announce the substantial completion of the Hospital's new four-story addition. The new building, located to the right of the Main Lobby parking circle, is now home to several Hospital departments. The Kitchen, Dietary Offices and a bright, spacious new Cafeteria are located on the ground floor. The first floor houses Human Resources, Respiratory Care, the Pharmacy, EEG/EMG Department, Pain Clinic, and the Sleep Lab. The second floor is an empty shell space, which will be used for the Hospital's future needs. The modern 40-bed Montplaisir Medical/Surgical Unit is located on the third floor of the addition. Montplaisir is home to our former Sweet Ill Nursing Unit, which attends to Sturdy Memorial's cancer and orthopedic patients.



A portion of the new cafeteria area.



The hallway that leads to the new addition.

Several other modifications took place in the past year. The Balfour Unit underwent modest renovations. Work in the Main Lobby Circle includes heated and widened sidewalks and more parking spaces. More parking and further landscape enhancements are slated for 2006. The new year will bring even more improvements as Sturdy Memorial continues its work to meet the needs of our staff and communities.

STURDY MEMORIAL PROCEDURE: SENTINEL NODE SURGERY

During this procedure, a tracer containing a radioactive substance, blue dye, or both is injected near the patient's original cancer site. Lymphatic vessels carry this material to the sentinel node, the first node into which the area drains, which is the lymph node most likely to contain cancer cells. By "mapping" the drainage pattern, this procedure helps reveal the probable path of the cancer's spread and determine which lymph node is more likely to contain cancer cells. The sentinel node can then be surgically removed and examined for cancerous cells. Whether or not the sentinel node tests positive for cancer cells will help direct treatment with a higher level of certainty than a routine examination provides.



Community Benefits

Throughout the year Sturdy Memorial provides a considerable selection of free and low-cost programs and activities. Sturdy Memorial Hospital and/or its staff participated in the following FY 2005 Community Benefits Programs:

AIDS Walk
 AARP 55 Alive Driving Course
 Advanced Cardiac Life Support
 Advance Directives Community Education*
 American Cancer Society
 American Red Cross Blood Drive
 Attleboro Halloween Party
 Attleboro High School Career Day
 Attleboro High School Health Center
 Attleboro Wednesday Night Market
 Attleboro School Nurses' Continuing Education
 Attleboro YMCA Physical Activity Club (PAC)*
 Babysitter Training
 Basic Cardiac Life Support
 Blue Plate Dinner Specials
 Breast Cancer Support Group
 Breast Cancer Walk
 Breastfeeding Classes
 Breastfeeding Support Group
 Breathing Club
 Cancer Information Line
 Cancer Screenings – Cervical, Colorectal, Prostate and Skin Cancer
 Cancer Support Group
 Cancer Survivors' Day

Car Seat/Car Bed Program for Infants
 Chest (TB) Clinic
 Childbirth Education Programs
 City-wide Disaster Drill
 Cooking Classes
 CPR Classes
 Cradle Care 24-hour Info Line
 Diabetes Education
 Diabetes Support Group
 Emergency Preparedness Awareness and Education with Community Agencies
 EMT Education and Training
 First Aid Training
 Food n' Friends Meals (through Attleboro Council of Churches)*
 Foxboro Family Night
 Foxboro High School Career Day
 Health Agent Meetings
 Health Screenings
 "HealthyChoices" Program for School Children
 Healthy Kids Day (Mansfield, N. Attleboro, Foxboro Hockomock YMCAs)
 Heart Health Fair
 Infant Massage
 Kids' Party
 Lactation Consultation
 Linsey Woolsey Quilt Guild (pillowcases for children after surgery)*
 Look Good, Feel Better
 MADD Project Red Ribbon
 Mansfield Arts in the Park
 Mansfield Concert Series
 Mansfield Halloween Parade*
 Medical Library
 Multiple Sclerosis Support Group
 Multiple Sclerosis Walk Sponsorships
 Multiple Sclerosis Advocacy/Home Visits
 Medical Profile Cards
 Needle Exchange Program*
 New Moms Group
 Newspaper in Education*
 North Attleboro Career Day
 North Attleboro Fall Festival
 Norton Concert Series
 Nursing Education Programming
 Nutrition Education

Older Driver Evaluation Program*
 Ostomy Support Group
 Parkinson's Disease Support Group
 Partners & Caregivers of Patients with Cancer Support Group
 Perinatal Bereavement Services
 Physician Referral Line
 Plainville Concert Series
 Poison Prevention and Control Kits
 Prostate Cancer Support Group
 Pulmonary Patient Social Activities
 Reach Out and Read (ROAR)*
 Rehoboth Youth Soccer Opening Day Barbecue
 \$6 Safety Helmet Sales
 Safety Helmet Donation to Safety Officers
 Seekonk Council on Aging Bingo*
 Sibling Classes
 Sleep Apnea Educational Programs*
 Sponsorship of Families at the Holidays
 Sports Team Sponsorships
 Stark Nursing Scholarship
 Stroke Support Group*
 Student Shadowing Programs
 Student Intern/Extern Programs
 Sturdy Day at Capron Park
 Summer of Work and Learning Program
 Take Our Children to Work Day
 Taste of Attleboro*
 Texas Instruments Career Day*
 Toys for Tots
 Trim a Tree at Sturdy Pediatric Associates*
 Uncompensated Care – \$6.4 million for those who could not or would not pay
 United Way
 Valet Parking
 Vial of Life
 Visually-Impaired Support Group
 Volunteer Day Lunch
 Wellness Programs
 Wheaton College Shadowing Program
 Women's Wellness Workshop
 Youth Mentoring Programs

Serving Community Organizations

Membership in, collaboration with and appointments to the Boards of community organizations allows Hospital staff to share their expertise.

4-H
 A Wish Come True
 Attleboro Area Council Board
 Attleboro Area Council on Children
 Attleboro Area School to Career Partnership Board
 Attleboro Area Chamber of Commerce Board
 Attleboro High School Career and Technical Education Advisory Board
 Attleboro Museum Board
 Attleboro Rotary Club
 Attleboro Social Services Long Range Planning Committee
 Attleboro YMCA Board*
 Boston College Preceptor Program
 Brown University Medical School Preceptor Program
 Bristol Community College
 Bristol County Homeland Security Task Force
 Career-Ed Institute Advisory Board and Scholarship Committee*
 Community College of RI Board – Respiratory Program*
 FAIR (Friends of Attleboro Interested in Revitalization)*
 Foxvale Women's Bowling Association Board*
 Hospice
 Larson Senior Center
 Lions Club
 Mansfield Community Resource Network
 Massachusetts Service Alliance
 New England Society for Healthcare Materials Management
 North Attleboro/Plainville Chamber of Commerce Board
 Northeastern University
 Norton Food Pantry "Cupboard of Kindness"
 Region 5 Hospital Consortium for Emergency Preparedness
 Rehoboth Board of Health
 Ronald McDonald House
 SADD
 Southeastern Massachusetts Homeland Security Regional Council
 Tri-County High School Co-op
 Tri-Town Chamber of Commerce
 United Way of Southeastern Massachusetts Board*
 Yankee Alliance

"I would like to acknowledge how wonderful the nursing staff in the Oncology Department at Sturdy has been to me and the other patients. Their thoughtfulness, kindness, and understanding to all of us with cancer goes a long way in helping us cope with this problem."

JOHN D.

* The asterisk denotes a program, activity or organizational affiliation that was added in FY 2005.



Osteoporosis:

by Dr. Elizabeth Terry, Obstetrician/Gynecologist
The Foxboro Center for Women's & Family Health

For many, the term 'osteoporosis' evokes an image of a little hunch-backed woman in her twilight years. In reality, bone thinning typically begins at around age 30, and habits established before that can determine the likelihood and severity of osteoporosis later in life. Osteoporosis, a disease that causes a progressive loss of bone density, leaves bones brittle and more prone to fracture. The disease greatly increases the risk of hip and vertebrae fractures, which top the list of the most common and serious injuries among older adults. Other effects of osteoporosis include loss of height, severe back pain, and curvature of the spine. Knowing the risks, taking preventive steps, and seeking proper treatment all help reduce the adverse effects of osteoporosis.

Risk Factors	Preventive Steps
<p>While no one is immune to the threat of osteoporosis, there are many factors that increase an individual's risk of developing the disease:</p> <ul style="list-style-type: none"> ■ Age is the most significant indicator. Between the ages of 45-55, the production of the hormone estrogen in women, and testosterone in men, declines sharply, leading to more rapid bone thinning. Osteoporosis symptoms typically present after age 60. ■ Gender is the next important factor. Since women's bones are typically thinner than men's to begin with, further losses in density pose a greater threat. ■ A family history of osteoporosis also increases an individual's likelihood of developing the disease. ■ Research indicates that those with smaller, thinner frames, and people of European or Asian ancestry are at greater risk, as well. ■ Additional risk factors include: improper diet, lack of exercise, and other lifestyle choices; certain medical conditions, such as hyperthyroidism; and taking certain medications. <p>Talk with your physician about any health issues that might affect your risk.</p>	<p>Luckily, there are steps everyone can take at any stage of life to decrease the severity of bone loss as they age:</p> <ul style="list-style-type: none"> ■ A proper diet is essential to optimum health, and key to preventing osteoporosis. The National Institutes of Health (NIH) recommends a daily calcium intake of 1000mg for those ages 19-50, and 1200mg/day beginning at age 51. Vitamin D aids calcium absorption, and the NIH recommends 5µg/day for those between 19-50, 10µg/day for people ages 51-70, and 15µg/day for anyone 71 and over. ■ Regular exercise, particularly weight-bearing exercise, keeps bones and muscles healthy. Walking, jogging, weight-lifting, and dancing are examples of great exercises for maintaining bone health. As an added benefit, exercise also helps improve balance and coordination, reducing the likelihood of falls that could lead to fractures. ■ Smoking increases the rapidity of bone loss, heavy alcohol use hinders bone formation, and phosphoric acid (found in colas) harms the body's ability to absorb calcium. Quitting smoking, limiting alcohol consumption to one or fewer drinks per day, and reducing phosphoric acid intake will help lower the risk of osteoporosis. <p>It's never too soon or too late to develop healthier habits. Your body will thank you for it.</p>

Treatment Options

Early diagnosis is key to successfully treating osteoporosis before it causes significant problems. A physical exam and bone density test can determine the presence of the disease and its severity, or the existence of osteopenia, a lesser degree of bone thinning that may develop into osteoporosis with time. All post-menopausal women should be routinely tested for bone mineral density. Treatment plans may include diet, exercise and lifestyle modifications, and medication. In acute cases, surgery may be an option. Bone density testing is available at Sturdy Memorial Hospital and at The Foxboro Center for Women's & Family Health. One innovative outpatient procedure performed at Sturdy Memorial, vertebroplasty, helps repair multiple spinal fractures and alleviate discomfort by inserting cement into the weakened bones. To learn more about treatment options for osteoporosis, contact your physician.

As the population ages, osteoporosis awareness is critical. Take steps today to prevent bone loss, and watch for warning signs, such as back pain, curved spine, and fractures, in yourself and your loved ones.

Risk Factors, Prevention, and What to Do When Bone Loss Begins

Rest Assured

Sleep studies at Sturdy Memorial are nothing to fear

Millions of people have chronic sleep disorders that prevent them from maintaining a normal, healthy sleep/wake cycle. Non-restorative sleep can lead to a host of health problems, and the ill effects of sleep disorders can also cause serious accidents. Sturdy Memorial's new Sleep Lab offers those with sleep troubles full evaluation, education and treatment services, all in a relaxing environment tailor-made to the specific needs of sleep disorder patients.



The new Sleep Lab facility offers the latest technology in a relaxing atmosphere.

Located in the Hospital's new four-story addition, the Sleep Lab combines the latest diagnostic technology with the amenities of a hotel. Focusing on sleep disorder breathing, the Sleep Lab performs polysomnographic testing, sleep studies that allow technicians to analyze patients' exact sleeping patterns, their progression through the five normal levels of sleep, breathing, oxygen levels, heartbeat, movement and snoring activity. Patients are able to relax in spacious rooms with private baths and comfy memory-foam beds, allowing technicians to get an accurate 'snapshot' of their true sleep patterns. Data gained from the studies is invaluable in diagnosing and treating any sleep disorders patients might have.

As public awareness of sleep disorders increases, the availability of diagnostic facilities is becoming crucial. Sturdy Memorial's new Sleep Lab will continue to meet the high demand for quality diagnostic testing, helping put patients' concerns about sleep disorders to rest.

STURDY MEMORIAL PROCEDURE: RADIOFREQUENCY VENOUS CLOSURE

This minimally invasive outpatient procedure is used to treat patients suffering from venous reflux, which often causes leg swelling, pain, and varicose veins. It can also be used to treat and prevent leg ulcers. An alternative to painful vein-stripping surgery, this method uses radiofrequency energy to seal diseased veins. This procedure is typically completed in approximately one hour, requires only local anesthesia, and does not have the complications and post-operative pain associated with traditional surgery.

Through New Eyes



For the past five years, nurse Melissa Desrosiers has tended to mothers and newborns in Sturdy Memorial's Maternity Department. Though she has been a part of hundreds of births in that time, she knows that each one is unique. Recently, she attended a very special birth at Sturdy Memorial: that of her own first child.

For Melissa, the decision to deliver at Sturdy Memorial was simple. Her OB/GYN was a physician on staff at Sturdy Memorial. She knew firsthand the "warm, calming" atmosphere of the Hospital's maternity suites and the incredible skill and attentiveness of the physicians and nursing staff. She was also able to attend birthing classes near home at the Hospital. A major factor in her choice was knowing she would have a nurse dedicated completely to her needs for the duration of her labor, and that she would spend her entire labor, delivery and recovery in a fabulous maternity suite.

Sturdy Memorial's maternity suites feature ample room for partners to stay with new moms. "Rooming in," the practice of allowing babies to spend as much time as possible bonding with their parents, is also encouraged at the Hospital. Melissa and her husband spent the majority of their stay in the company of their beautiful newborn, who was lovingly cared for by the nursing staff whenever the new parents needed a brief rest.

Being a patient on her own unit gave Melissa a new perspective on the work the nurses do. "The nursing staff is always bustling to meet the needs of the mothers and newborns, but all that activity is kept out of patients' sight and hearing," she says. "All I felt as a patient was a sense of calm, quiet relaxation." One-on-one assistance from on-site lactation specialists and a 24-hour Cradle Care Line help new parents maintain that peace of mind once they make the transition home.

"The birth of a child is the happiest time in someone's life," summarizes Melissa, "and the Maternity Department at Sturdy Memorial just enhances the experience."

To learn more about Maternity Care at Sturdy Memorial, please visit www.sturdymemorial.org/serv_maternity.html or call 1-877-STURDY1 to receive an information packet.

"My beautiful babies were tended to in the most loving and gentle manner by all the nurses at Sturdy."

HELEN S.

2005 Medical Staff Additions

In FY 2005 Sturdy Memorial expanded its exceptional medical staff with several outstanding physicians. Their specialties include: Cardiology, Emergency Medicine, Family Practice, Internal Medicine, Obstetrics/Gynecology, and Oral-Maxillofacial Surgery.



Nicole Durfey, MD
Emergency Medicine



Dennis Pannullo, MD
Internal Medicine



Brian Patel, MD
Emergency Medicine



Ronald Pigeon, MD
Cardiology



Dora So, MD
Internal Medicine



Robert Swierupski, MD
Internal Medicine



Jennifer Souza, MD
Family Practice



Mark Schenkman, DDS
Oral-Maxillofacial Surgery



Elizabeth Terry, MD
Obstetrics/Gynecology

For people who are new to the area or need a new physician, Sturdy Memorial Hospital offers a FREE physician referral service. When you call (508) 236-8500, a representative will assist you in finding an appropriate physician for your needs.

FREE PHYSICIAN REFERRAL LINE

(508) 236-8500

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At-Large Member

Christopher Garofalo, MD
At-Large Member

Linda Shyavitz
Chief Executive Officer
(Ex Officio)

STURDY MEMORIAL HOSPITAL

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Patient Services

Daniel Pietro, MD
Medical Director

Kevin Poirier
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Development

Alice Polley
Vice President for
Clinical Services



Fiscal Year Statistics 2005

Patients Admitted	7,271
Patient Days	31,751
Newborn Days	2,854
Births	1,055
Average Length of Stay	4.4
Outpatient Visits	155,533
Emergency Visits	46,734
MHC Visits.....	25,100
Occupational Health Visits	12,444
Laboratory Visits	416,439
Physical/Occupational Therapy Visits	26,345
Radiology Tests	45,738
Speech Therapy Visits	838
Mammograms	12,966
Ultrasounds.....	10,963
Employee FTEs.....	961
Volunteer Hours.....	62,377
Cardiac Rehab Visits	11,727
Pulmonary Rehab Visits	2,992
Wound Care Center Wounds Treated	1,487



WE WELCOME YOUR COMMENTS AND SUGGESTIONS ON ISSUES OR SERVICES.
PLEASE SEND THEM IN WRITING TO:

Sturdy Memorial Hospital
Attn: Public Relations Department
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