

STURDY
MEMORIAL HOSPITAL
211 Park St., P. O. Box 2963
Attleboro, MA 02703-0963

STURDY MEMORIAL HOSPITAL

Nurturing. Caring. Growing.

ANNUAL
2003
REPORT

Non-profit Org.
U.S. Postage
PAID
Permit No. 267
Providence, RI



SOME OF THIS YEAR'S HIGHLIGHTS

We experienced success in many areas this year, including – but certainly not limited to – the following...

- Among our most exciting and productive accomplishments of FY 2003 was the success of our initiative to address shortages of nursing and technical staff. With the support of the nursing staff, we effectively eliminated traveler and agency nurses. While the shortage of health care workers is a real, national problem, Sturdy Memorial was able to identify effective ways to address and meet our staffing needs.
- We significantly expanded the programs we offer in local high schools, post-secondary schools, colleges and universities. These programs included internships, shadow opportunities, tours, career days/fairs and co-ops.
- The Hospital further developed our institutional capabilities to respond to bioterrorism and worked with all area uniformed services to develop a coordinated approach to disaster management.
- The community joined us in marking the Hospital's 90th anniversary with a series of special events scheduled throughout the year. Our major celebration was a free community party held at Capron Park, which was attended by 1,050 community residents.
- Sturdy Memorial also participated in and/or sponsored many other family-oriented community events, including everything from hosting cookouts for residents of local towns to sponsoring sports teams for area children to providing free and low-cost screenings and educational programs.
- We were approved to become an affiliate of the Cancer and Leukemia Group B (CALGB) program at Rhode Island Hospital. This enables us to enroll patients in protocols that are testing new, cutting edge ways to treat cancer.

In Fiscal Year (FY) 2003, Sturdy Memorial Hospital continued to operate as a strong and stable institution. The Hospital thrived clinically and financially. We continued to provide optimum quality patient care and outstanding service to the communities we serve. The successes we experienced put us in a better position to survive the uncertainties of tomorrow. Our future looks bright.

PRESIDENT'S MESSAGE

CONTINUED FINANCIAL SUCCESS

For the eighteenth consecutive year, the Hospital has succeeded financially. In FY 2003, we continued to have the resources to invest in technology, programs and plant growth. The Hospital's bottom line, attributable to current year operations, was \$8,628,771. Operating expenses for the year totaled \$97 million. The Hospital delivered \$5.6 million in uncompensated care for services provided to those who could not or would not pay.

EXCEPTIONAL CARE AND SERVICE

Providing our patients with the best care possible is our top priority. During FY 2003, the quality of care and service we provided for our patients remained high. As always, we strived to find ways to further improve upon our programs and services.

Through our Quality and Service Excellence Program (QSEC), we continued to challenge ourselves to increase the quality of care we provide our patients and to exceed their service expectations. We are now in our fourteenth year of focused, organized, annual initiatives to improve service and quality in meaningful and measurable ways.

Our Adverse Event Initiative (AEI) Committee was also active again this year. The committee met throughout FY 2003, reviewing clinical processes and responding to opportunities to prevent errors from reaching patients. New initiatives were introduced and existing initiatives were audited.

STEADY EXPANSION AND GROWTH

The year was one of continued growth for Sturdy Memorial. We continued the series of major construction projects identified in FY 2001 that will allow us to more adequately meet the needs of our patients.

We completed Phase 0, the project that addressed the most pressing needs. Phase 0 involved the significant expansion and renovation of the Emergency Care Center (ECC), including registration, triage and the addition of a permanent decontamination unit adjacent to the ECC. We also added two beds to our Intensive Care Unit (ICU) and created essential support space for Surgical Day Care (SDC). We moved our MRI machine into the Hospital, expanded ultrasound and added a fourth radiographic unit within the ECC.

In FY 2003, we commenced Project 1, a major utility upgrade, and began design work for Project 2, a four-story addition to the Hospital that will include a new kitchen and cafeteria, pharmacy, sleep laboratory, respiratory therapy department, EKG department, pain clinic, human resources department and the Beatrice E. Montplaisir Nursing Unit.

A SUCCESSFUL TOMORROW

Sturdy Memorial Hospital faces the next year in a strong position, poised for continued success. As we move forward, we do so with a sound infrastructure and the ability to keep investing in our technological capabilities, programs and services, high-caliber staff and physical plant.

With the steadfast dedication of our staff and the invaluable support of our communities, Sturdy Memorial is well equipped and able to respond quickly and efficiently to the challenges that come our way. We take pride in our long history of being a true "community hospital" and remain committed to fulfilling our mission to provide the highest quality health care services to our patients and communities.

Sincerely,

Linda J. Shyavitz
President and Chief Executive Officer



We take pride in our long history of being a true "community hospital"

and remain committed to fulfilling our mission to provide the highest quality health care services to our patients and communities.

"I have been to other hospitals, but the care at Sturdy is far superior. All of your staff

is very highly skilled, friendly and caring. The hospital is also clean and bright." ~ Cheryl P.



MOVING AHEAD WITH CONSTRUCTION PROJECTS

The \$9 million Phase 0 project designed to address the Hospital's most pressing space needs wrapped up at the end of the year. More recently, work being done has become more externally visible as cranes, structural steel and work crews seem to dominate the campus.

SAFE, HIGH QUALITY CARE DOESN'T JUST HAPPEN

It's a fundamental principle at Sturdy Memorial.

The current \$36.7 million construction program, known as Projects 1, 2 and 3, includes a utility upgrade, construction of a four-story building, the addition of a cardiac catheterization lab, renovations to the Sweet Building of the Hospital, as well as site and parking improvements.

Project 1 is a systems upgrade, to be completed in the spring of 2004. It will significantly improve the Hospital's facility operation, energy efficiency and materials movement. Demolition of the laundry facility has taken place to make way for construction of a new chiller plant and a service/utility tunnel.

By summer of 2004, a new cardiac catheterization service will be in place. Cardiac catheterization is considered the "gold standard" diagnostic tool used to definitively determine if the coronary arteries are blocked or restricted in any way. It will assist our local heart care experts determine the proper course of therapy for their patients.

A four-story, 62,500 square-foot addition is scheduled to open in the summer of 2005. The ground floor will provide new dietary space, including the kitchen, cafeteria, dietary offices and associated receiving and storage areas. The first floor will house the Sleep Lab, Pain Clinic, Electroencephalography (EEG), Electromyography (EMG), Respiratory Care Services, Pharmacy, Human Resources and conference space. The second floor will be empty shell space to accommodate future needs of the Hospital. The third floor will house 40 medical-surgical beds, replacing the 37-bed unit now in the Sweet Building. The unit will be named for benefactor Beatrice E. Montplaisir.

Following completion of the new addition, Project 3 will involve renovations to vacated space and moving of departments, including the Hospital's 10-bed pediatric unit. At that time, additional parking and landscaping will enhance the Hospital grounds.

All of these projects are designed to better accommodate the needs of our patients and to give our staff the facilities they deserve to deliver exceptional patient care.

People generally assume that hospitals have programs in place to ensure care is high quality and safe. Though quality patient care and safety have become "hot buttons" in the media over the past couple of years, Sturdy Memorial Hospital has been pro-actively addressing quality and safety for many years. Many of our programs are over ten years old. We now are focusing on communicating how we accomplish this so that instead of assuming that Sturdy Memorial delivers exceptional, high quality, safe patient care, the people who entrust their care to us will know with certainty that it is true.

Beginning in the mid 1990's, Sturdy Memorial's executive leadership began to more effectively organize a number of existing safety and quality programs. The programs were good, but could only become great if they were managed in an integrated fashion with clear goals and objectives, similar to the consistent, pervasive and organized approach successfully utilized in turning around the financial management of the Hospital.

It took five years to bring it all together. The result was a broad and deep institutional commitment to safety and quality involving all employees and all members of the active medical staff at the Hospital.

There are four basic "silos" under which all of Sturdy Memorial's quality and patient safety initiatives are organized. All Hospital departments, including medical staff departments, are involved. Five Sturdy Memorial leaders (President and CEO, Medical Director, Vice President of Patient Services, Director of Risk Management and Quality Assurance, and the Patient Services Quality Improvement Manager) share the direction and management of activities and meet regularly to ensure coordination of efforts. The silos are:

QUALITY AND SERVICE EXCELLENCE PROGRAM

Each department sets annual goals to measurably improve competency, quality and service. Multi-departmental failsafe goals, other patient safety goals and employee safety goals are encouraged. Departments report throughout the year on goal attainment. This program has been in existence since 1990.

ADVERSE EVENTS INITIATIVE

A committee of physicians, nurses, pharmacists and support staff analyzes clinical processes, identifies opportunities for errors to reach patients, and designs and implements failsafes to prevent errors from reaching patients. All failsafes are audited after implementation. This program has been in existence since 1995.

QUALITY STANDARDS IN MEDICINE (QSM)

One hundred percent of discharged and surgical day care cases are abstracted and compared to quality screens. Those that fail are subjected to serious physician peer review. Those failures that represent meaningful educational opportunities are presented and discussed by departments to facilitate changes in practice or policy, including introduction of failsafes. This program started in 1990 and was fully developed in 1997.

CLINICAL RISK COMMITTEE

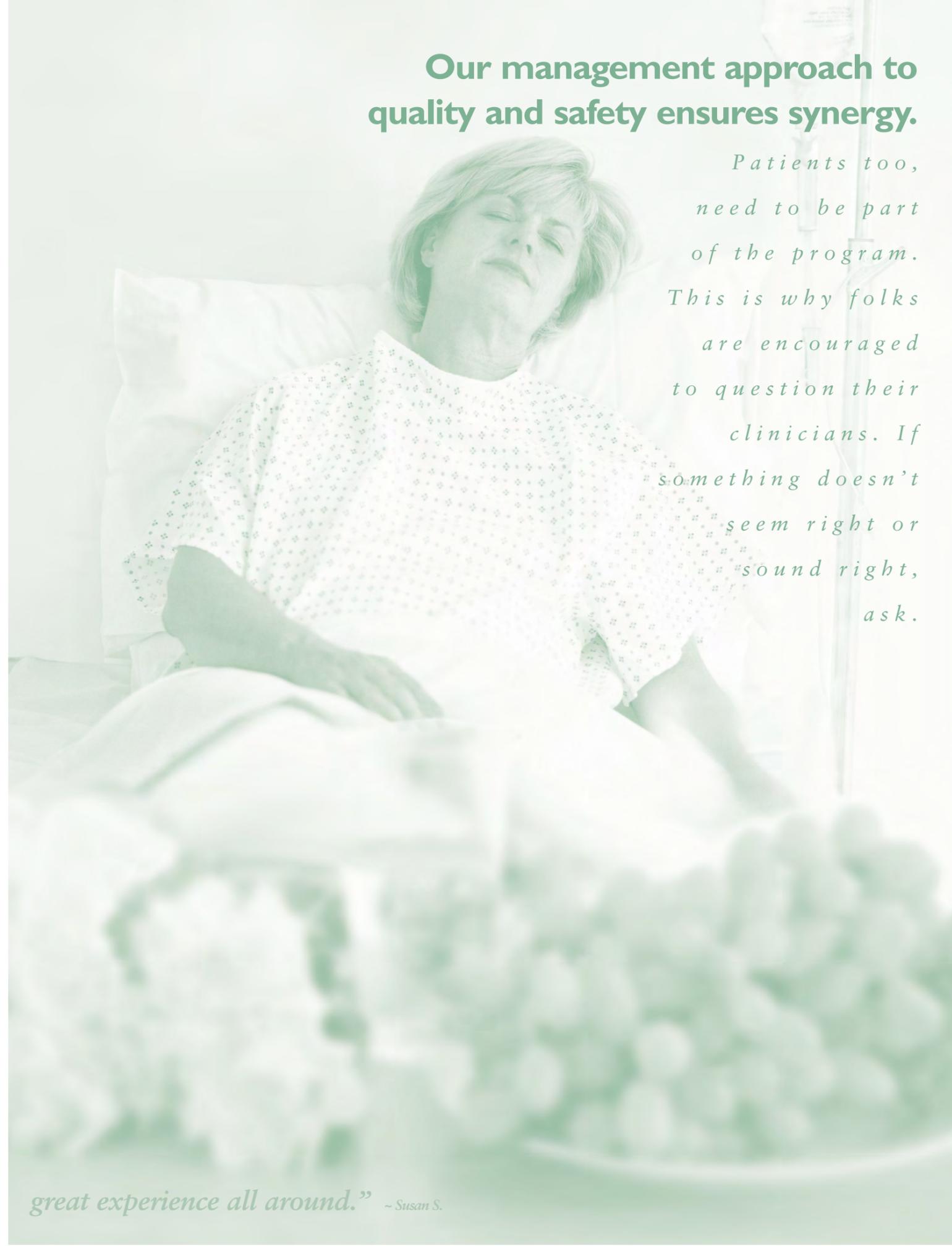
A broad cross section of clinical department heads and executives review performance against all the safety and quality initiatives mandated by regulation and statute including environmental and employee safety. This program has existed since 1991.

It has been critical to ensure that all quality and safety initiatives find a home in one of these silos. In this way, the five managers identified previously can ensure that the efforts are truly complementary and effectively enhance safety and quality. Sturdy Memorial has also committed to creating a blame-free culture by promoting one in which clinicians don't assume perfection as our performance standard. Instead, errors or problems are treated as learning opportunities. It is routinely reinforced with all physicians, nurses and other clinicians that we accept the inevitability of error and simply want to establish failsafes to prevent those inevitable errors from reaching patients. Moreover, our management approach to quality and safety ensures synergy. Patients too, need to be part of the program. This is why folks are encouraged to question their clinicians. If something doesn't seem right or sound right, ask.

Sharing information about our quality initiatives is important for two reasons. One is to help our patients be better informed health care consumers. The other is that we think it is reassuring for our patients to know about the high standards of their local hospital, which helps us continue to be the most preferred, most utilized hospital among the more than 100,000 patients who choose us for their care each year.

Our management approach to quality and safety ensures synergy.

Patients too, need to be part of the program. This is why folks are encouraged to question their clinicians. If something doesn't seem right or sound right, ask.



"I would definitely recommend Sturdy to anyone having a baby. We had a

great experience all around." ~ Susan S.

2003 COMMUNITY BENEFITS PROGRAMS

The following are the 2003 community benefits programs sponsored or coordinated by Sturdy Memorial Hospital.

AARP 55 Alive Driving Course
Advanced Cardiac Life Support
American Cancer Society
American Red Cross
Blood Drive
Attleboro High School Health Center and Participation in Health Fair
Attleboro Wednesday Night Market
Babysitter Training
Balfour Day
Basic Cardiac Life Support
Book Donation and Reading Program with Foxboro Elementary School
Bioterrorism Education and Coordination with Community Agencies
Blue Plate Dinner Specials
Breast Cancer Support Group
Breastfeeding Classes
Breathing Club
Carbon Monoxide Detector Donation to Fire Departments
Cancer Information Line
Cancer Screenings – Cervical, Colorectal, Prostate and Skin Cancer
Cancer Support Group
Cancer Survivors' Day
Chamber Business After Hours
Chest (TB) Clinic
Childbirth Preparation & Sibling Education
City-wide Disaster Drills
Cooking Classes
CPR Classes
Cradle Care 24-hour Info Line
Dare to Dream Support Group
Diabetes Support Group
EMT Education and Training
Fibromyalgia Support Group
First Aid Training
Foxboro Founders Day
Foxboro High School Career Day
Foxboro Wellness Day
Franklin High School Career Day

Health Agent Meetings
Health Screenings
“HealthyChoices” Program for School Children
Healthy Kids Day at N. Attleboro and Foxboro Hockomock YMCAs
Heart Health Fair
High School Science Fairs
Hospital Tours for Children's Groups
Infant Massage
Kids' Party
Kripalu Yoga
Lactation Consultation
Lifeline Emergency Response Units
Look Good, Feel Better
MADD Red Ribbon Project
Mansfield Arts in the Park
Mansfield Concert Series
Medical Library
Moms in Motion
Multiple Sclerosis Support Group
Multiple Sclerosis Walk Sponsorships
Multiple Sclerosis Advocacy/Home Visits
Medical Profile Cards
New Moms Group
North Attleboro Fall Festival
North Attleboro Healthy Kids Day
North Attleboro High School Career Day
Norton Concert Series
Norton Medical Center Barbecue
Norton Middle School Career Day
Nursing Education Programming
Ostomy Support Group
Parkinson's Disease Program
Partners & Caregivers of Patients with Cancer Support Group
Perinatal Bereavement Services
Pharmacy Program – Elders & Medication

Physician Referral Line
Poison Prevention and Control Kits
Prostate Cancer Support Group
Pulmonary Patient Social Activities
Rehoboth Youth Soccer Opening Day Barbecue
Ro-Jack's Road Race
Safety Day at The Foxboro Center for Women's & Family Health
Safety Helmet Day at Foxboro Hockomock YMCA
\$6 Safety Helmet Sales
Safety Helmet Donation to Safety Officers
“Saved by the Belt” Seat Belt Education
Seekonk Concert Series
Sponsorship of Families at the Holidays
Sports Team Sponsorships
Stark Nursing Scholarship
Student Shadowing Programs
Sturdy 90th Anniversary Public Celebration at Capron Zoo
Summer of Work and Learning Program
Take Our Children to Work Day
TelMed Health Information Line
Toys for Tots
Trip to Jane & Paul's Farm sponsored by The Foxboro Center for Women's & Family Health
Uncompensated Care — \$5.6 million for those who could not or would not pay
United Way
Valet Parking
Visually-Impaired Support Group
Volunteer Day Lunch
Walpole Health Fair
Wellness Programs
Wheaton College Shadowing Program
Women's Wellness Workshop
Youth Mentoring Programs

SERVING COMMUNITY ORGANIZATIONS

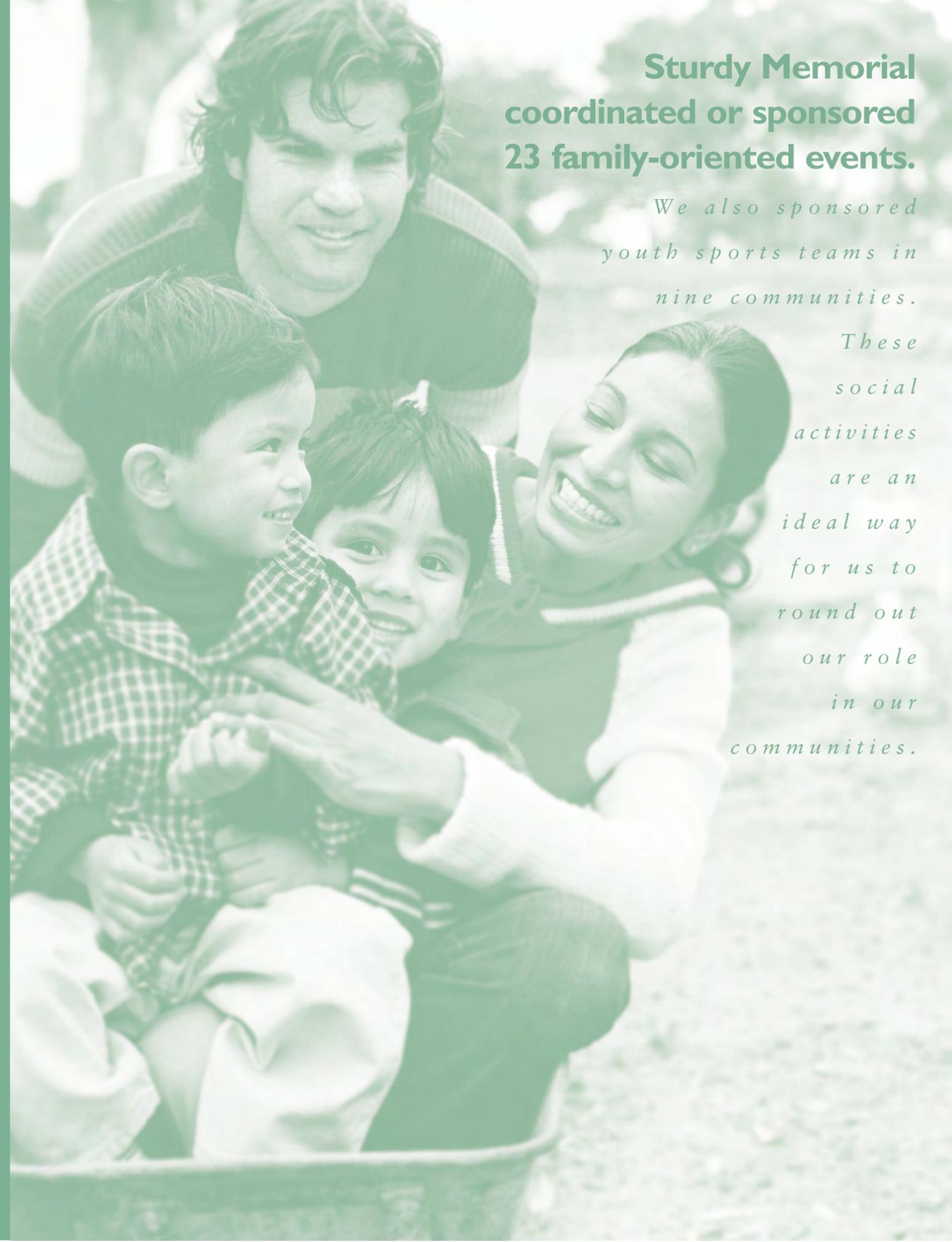
Membership in and appointments to the Boards of community organizations allows Hospital staff to share their expertise.

4-H
A Wish Come True
Attleboro Area Community Council
Attleboro Area School to Career Partnership
Attleboro Chamber of Commerce
Attleboro Council on Aging
Attleboro High School Career and Technical Education Advisory Board
Attleboro Long Range Planning Committee
Attleboro Museum Board
Boston College Preceptor Program
Brown University Medical School Preceptor Program
Bristol Community College
Elder Needs Committee
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
Norton Food Pantry “Cupboard of Kindness”
Norton Women of Today
Professional Advisory Committee at the CVNA
Ronald McDonald House
Rotary Club
Sigma Theta Tau Nursing Honor Society Board
Tri-Town Chamber of Commerce
Yankee Alliance

Sturdy Memorial coordinated or sponsored 23 family-oriented events.

We also sponsored youth sports teams in nine communities.

These social activities are an ideal way for us to round out our role in our communities.





FOR PEOPLE WITH SLEEP PROBLEMS, THE STURDY MEMORIAL SLEEP LAB IS A DREAM COME TRUE

According to the National Sleep Foundation (www.sleepfoundation.org), forty million Americans suffer from some form of sleep disorder, meaning they have difficulty getting a restful night's sleep. Many of us don't even realize we have a problem because we seem to be sleeping normally.

It is well known that nurses are at the heart of hospitals everywhere. The quality of the nursing care, and the skill, dedication and compassion of the typical nurse have become synonymous with the hospital experience.

But nursing faces a huge, ongoing challenge. The average age of today's nurse is in the mid-40s. And, the pool of nurses isn't growing. The steadily diminishing number of faculty and training programs for new nurses is now fueling the national nursing shortage, which is unfortunate given that the health care industry has effectively communicated and convinced people of the merits of the nursing profession. Nursing has become an increasingly more popular vocation for young women and men... they just have far fewer options through which to learn the many skills required of a 21st century nurse.

At Sturdy Memorial, we are fortunate to have weathered the shortage... so far. How is this so? It really comes down to two main factors: our commitment to the most thorough nursing education programs we can offer, and the underlying culture of Sturdy Memorial Hospital.

NURSING AT STURDY MEMORIAL

Creating an environment where nurses can be their best.

We may wonder why we're so tired during the day and attribute it to a busy lifestyle. Even worse is that the person with the sleep disorder often disturbs the sleep of his partner, which compounds the problem.

Diagnosing and treating a wide variety of sleep disorders is the focus of the Sleep Lab at Sturdy Memorial Hospital. Under the leadership of Denise Cuneo, Director of Respiratory Therapy, the Sleep Lab began as a service in 1994 and grew into a dedicated, fully equipped lab in March of 2002, which offers patients 20 channels of polysomnography. Since that time, the lab has operated at full capacity, with as many as four patients spending the night at a time. According to Ms. Cuneo, "Demand continues to rise as more doctors recognize the profound effect of sleep on health."

When a patient is referred to the Sleep Lab, the typical procedure is for him to spend the night while a sleep technician monitors his sleep. Raymond Murray, R.P.S.G.T., is one of three registered sleep technicians at Sturdy Memorial (and one of only 6,000 in the world). "We see the major, most common sleep problems in our Sleep Lab: snoring, sleep apnea, restless leg syndrome, insomnia, periodic leg movement disorder. We strive to amass as much information about a patient's sleep as we can to help the doctor diagnose and prescribe a treatment regimen that is most effective for the patient."

The Sleep Lab will move to new quarters when the four story addition to the Hospital is erected in the spring of 2005. Ms. Cuneo has made speedy coordination of treatment a top priority (often devising a treatment plan the day after an overnight evaluation), and the new four-bed lab will continue to emphasize a rapid follow-up.

Says Mr. Murray, "How restful and restorative your night's sleep is can have a great impact on your quality of life. You really can't overstate its importance."

PROVIDING THE BEST CARE DEPENDS ON PROVIDING COMPREHENSIVE NURSING EDUCATION

No one wants to be thrust into a job for which they are less than fully prepared. This is especially true for nurses. At Sturdy Memorial, we believe that the single most important thing we can do for our nurses is to train them thoroughly and continuously. According to Robert Desmarais, Director of Nursing, "Nursing at Sturdy Memorial was built on a commitment to education. Nurses respond best when they feel like they can handle anything, which requires critical thinking. That's what we impress on them."



That's why new nurses at the Hospital receive at least three months of orientation. Orientation is followed by up to a year of preceptorship. Training and orientation for experienced nurses who are hired for specialty areas is competency-based so the training period varies according to the individual's learning curve. However, all newly hired nurses, regardless of their experience level, are supported for as long as we and they feel is necessary. In addition to fulfilling hospital-based educational programming, our nursing staff is also encouraged to take advantage of other educational opportunities that arise through clinics, seminars, and academic courses.

Nurse education is an ongoing process, one that the Sturdy Memorial nurse embarks on enthusiastically. That enthusiasm for learning is infectious. "Nurses here feel very confident, and that's a sign of an excellent nurse. They know they're prepared, and that's only possible when education is a top priority," says Maureen Metters, Director of Emergency and Ambulatory Services. When asked which aspect of their job they would miss the most if they worked in another environment, nurses here repeatedly cite their continuing education.

A CULTURE OF CARING

There's another aspect that helps to explain our success in attracting and retaining exceptional nurses, and it applies to every single member of our staff. Sturdy Memorial is just a great place to work. Our Hospital offers a very supportive environment, one in which people feel fulfilled and respected. Our nurses, like everyone here, know how much we value them. "I'll give you an example," says Delphia Moscartolo, Vice President of Patient Services. "One of the things nurses find most frustrating is when they see a way to improve patient care, but they have to go through endless bureaucracy just to make a suggestion. Here, if they see a way to offer better care, they immediately have the ear of top management. They know their recommendations will be given full consideration, and that means a lot to them."

They also know they will be able to balance the demands of their profession with the most important people in their lives: their families. We offer flexible hours and a decentralized staffing system where people are free to rearrange their schedules with each other.

Caring isn't an attitude; it's a deep rooted, core value that extends to patients as well as everyone in the Sturdy Memorial family, including, of course, our wonderful nurses.

As Cheryl Barrows, Director of Human Services, describes it, "It's really pretty simple. Our Hospital is all about people caring for people, whether that means medical staff caring for patients or management caring for all of us. And while nurses seem to have an inexhaustible capacity for caring, they, like any of us, want to be cared for, too. At Sturdy Memorial, our nurses know we care. You have to work here to truly appreciate it."

Sturdy Memorial is just a great place to work.

Our Hospital offers a very supportive environment, one in which people feel fulfilled and respected.

Caring isn't an attitude; it's a deep rooted core value that extends to patients as well as everyone in the Sturdy Memorial family.



for his comfort that he fell asleep during the test." ~ Melissa M.

"When my son was in for an ultrasound test, the staff were so gentle and concerned



**NEW
PRIMARY CARE
PHYSICIANS
TO STURDY
MEMORIAL
HOSPITAL
IN 2003**



*Dr. Michelle Beaupre
Plainville Family Practice*



*Dr. Heidi Brownlie
Family Medicine
Associates of
South Attleboro*



*Dr. Geoffrey Burns
The Foxboro Center
for Women's &
Family Health*



*Dr. Marguerite Garofalo
Mansfield Health Center*



*Dr. Jennifer Raney
Norton Medical Center*



*Dr. Jean Siddall-Bensson
Attleboro Medical
Associates*



*Dr. Jennifer Thomson
Pleasant Street Pediatrics*

LEADERSHIP 2003

S.H.V., INC.

OFFICERS

Michael Poissant
Chairman

A. Joseph Castellana,
Ph.D.
President and Treasurer

BOARD MEMBERS

A. Joseph Castellana,
Ph.D.

Joseph Dicola, MD
Robert Mangiaratti

Michael Poissant

Paul Scanlan

Ralph P. Schlenker

Linda Shyavitz

**STURDY
MEMORIAL
ASSOCIATES,
INC.**

OFFICERS

Daniel DeYoung, MD
President

Mark Robbin, MD
Vice President

Joseph Casey
Treasurer

Linda Shyavitz
Clerk

BOARD MEMBERS

Bruce S. Auerbach, MD

Steven Bensson, MD

Daniel DeYoung, MD

Betty Larson

Mark Robbin, MD

Ralph P. Schlenker

Linda Shyavitz

**STURDY
MEMORIAL
FOUNDATION,
INC.**

**BOARD OF
DIRECTORS**

OFFICERS

Hugh Mason
President

Ralph P. Schlenker
*Vice President and
Chairman of the Board*

Stacey Alsfield
Treasurer

John Scarpellini
Clerk

BOARD MEMBERS

Stacey Alsfield

Leslie Cohen, MD

J. Jerome Coogan

Richard Crawford

Daniel DeYoung, MD

Robert Kearney

Hugh Mason

Lisa Nelson

Thomas Noel

Daniel A. Pietro, MD

Michael Poissant

Donya Powers, MD

Mayor Judith Robbins

Ethel Sandbach

John Scarpellini

Ralph P. Schlenker

Linda Shyavitz

Carolyn Tedino

**STURDY
MEMORIAL
HOSPITAL**

**BOARD OF
MANAGERS**

OFFICERS

Ralph P. Schlenker
*Chairman of
the Board*

Joseph Casey

Treasurer

John Scarpellini

Clerk

BOARD MEMBERS

Stacey Alsfield

Leslie Cohen, MD

J. Jerome Coogan

Richard Crawford

Daniel DeYoung, MD

Robert Kearney

Hugh Mason

Lisa Nelson

Thomas Noel

Daniel A. Pietro, MD

Michael Poissant

Donya Powers, MD

Mayor Judith Robbins

Ethel Sandbach

John Scarpellini

Ralph P. Schlenker

Linda Shyavitz

Carolyn Tedino

**STURDY
MEMORIAL
HOSPITAL
MEDICAL STAFF**

**EXECUTIVE
COMMITTEE**

Brian Kelly, MD

*President and
Chairman*

David Schwartz, MD

Vice President

Kevin Bowman, MD

Secretary/Treasurer

Donya Powers, MD

*Immediate Past
President*

Daniel A. Pietro, MD

Medical Director

Bruce S. Auerbach, MD

Ambulatory Care

Susan Pollan, MD

Anesthesiology

Joseph DiCola, MD

Cardiology

Joal Camelio, DMD

Dentistry

Mark Zullo, MD

Family Practice

Leslie Cohen, MD

Imaging

Christopher Sanders, MD

Medicine

Ralph Philosophie, MD

Obstetrics/Gynecology

Jeffrey Poggi, MD

Orthopedics

Richard Smith, MD

Pathology

Burt Minaker, MD

Pediatrics

Richard Statman, MD

Surgery

Christopher Quinn, MD

At-Large Member

Toni Rossi, MD

At-Large Member

Rosemary Durnan, MD

At-Large Member

Linda Shyavitz

*Chief Executive
Officer
(Ex Officio)*

**STURDY
MEMORIAL
HOSPITAL**

**SENIOR
MANAGEMENT**

Linda Shyavitz
*President and Chief
Executive Officer*

Bruce S. Auerbach, MD
*Vice President and
Chief of Emergency
and Ambulatory
Services*

Cheryl R. Barrows
*Director of
Human
Resources*

Joseph Casey
*Treasurer and Chief
Financial Officer*

A. Joseph Castellana,
Ph.D.
*Vice President of
Administrative
Services*

Lisa McCluskie
*Director of Marketing
and Planning*

Delphia Moscartolo
*Vice President for
Patient Services*

Daniel A. Pietro, MD

Medical Director

Kevin Poirier

*Director of
Development*

Alice L. Polley

*Vice President for
Clinical Services*

Sturdy Memorial Hospital faces the next year in a strong position, poised for continued success.

*As we move forward,
we do so with a sound
infrastructure and the
ability to keep investing
in our technological
capabilities, programs
and services, high-caliber
staff and physical plant.*

FISCAL YEAR 2003 Statistics

Patients Admitted	7,257
Patient Days	31,180
Newborn Days	2,861
Births	1,067
Average Length Of Stay	4.3
Outpatient Visits	170,637
Emergency Visits	43,796
MHC Visits	24,043
Occupational Health Visits	13,311
Laboratory Tests	437,091
Physical/Occupational Therapy Visits	28,169
Radiology Tests	44,791
Speech Therapy Visits	869
Mammograms	11,452
Ultrasounds	10,305
Employee FTEs	976
Volunteer Hours	55,532
Cardiac Rehab Visits	12,054
Pulmonary Rehab Visits	2,876
Wound Care Center Wounds Treated	590

*We welcome your comments and
suggestions on issues or services.
Please send them in writing to:
Sturdy Memorial Hospital
Attn: Public Relations Department
P.O. Box 2963
211 Park Street
Attleboro, MA 02703
www.sturdymemorial.org*

Looking for a physician?
Call our physician referral line (508) 236-8500.

"My impression of Sturdy has totally changed. They are excellent. On a scale of

1 to 5, I give them an 8." ~Michael S.