New Story

Congratulations to our March Shining Star, Casey Souliotis, RN, BSN, Institution for Savings Inpatient Unit. Casey received many positive Press Ganey patient comments describing her as: “a great nurse,” “warm and comforting,” and “wonderful at explaining all of the procedures and medication.” The Daily News captured this month’s Shining Star presentation as part of an article about the hospital’s “150 Top Places to Work” recognition (see pg. 3 for more details).

Mark Goldstein, President & CEO; Casey Souliotis, RN; Richard Maki, Chief Nursing Officer; and Katie LeBlanc, Director of Medical Surgical Services.

Under Construction - AJH Cafeteria

Beginning April 1st, the AJH Cafeteria will be under construction as crews begin to renovate the entire space. Patrons will soon enjoy all new flooring, tables, chairs, serving lines and salad bars, as well as all new equipment.

The cafeteria will remain operational with limited menus during construction, which is expected to run 6-8 weeks over April and May. The food service line will be moved temporarily to the area where the soup station/frozen yogurt machine are now located. Continental breakfast will be available (no hot food), and lunchtime/dinnertime hot food offerings will be limited to two entrées with one starch and one vegetable, and a grill special. The grill station, soup station, frozen yogurt and pizza options will not be available during construction.

The cafeteria was originally built in 1980 and much of the equipment and furnishings need replacement. With this in mind, our contract negotiations with Sodexo (the company that provides our food services) led to a five-year commitment that included sharing the cost of a full renovation this year. Sodexo will split cost of the $175,000 cafeteria renovation, saving Anna Jaques 50% of the expense.

Thank you in advance for your patience with any inconveniences over the next few weeks. We look forward to a beautiful new cafeteria for all to enjoy by the end of May.
Mark Goldstein
President & CEO

Many of our successes in fiscal year 2016 (FY16) were highlighted at the Annual Corporators’ Meeting on March 2nd and in the Annual Report, entitled “Healthy Growth for Healthier Communities.” The theme stems from our focus on geographical and service expansion to provide more care to more people. Strategic growth areas include:

• Expansion into Haverhill with a state-of-the-art medical office building that will serve as a medical destination for residents of greater Haverhill. It is on schedule to open October 2017.

• Addition of key services such as pulmonary medicine and rehabilitation, interventional radiology, PET/CT; and the opening of the Thoracic Clinic through our clinical affiliation with Beth Israel Deaconess Medical Center.

• Becoming a “High Reliability Organization” which takes us beyond traditional certifications or accreditations and involves adopting a specific set of principles to ensure we are the safest hospital we can be to avoid potential errors.

We were honored to have Attorney General Maura Healey as the keynote speaker at the annual meeting. She touched on some issues facing the healthcare system today such as the state of the Affordable Care Act (ACA) and unwarranted price variation. She also praised community hospitals, stating that they are “the fabric of their communities,” and emphasizing how well-performing hospitals like Anna Jaques are poised to help the system control costs while improving outcomes.

Read more about FY16 successes and exciting things to come for Anna Jaques at www.ajhannualreport.org and see pg. 4. for more on the Annual Corporators’ Meeting.
For the second consecutive year, Anna Jaques has been recognized as one of the 150 organizations in the nation listed by Becker’s Hospital Review as a “150 Top Places to Work in Healthcare.” Anna Jaques is one of only four Massachusetts hospitals to be recognized and the only Massachusetts community hospital selected.

The list recognizes organizations that are committed to fulfilling missions, creating outstanding cultures and offering competitive benefits to their employees. The organizations recognized by Becker’s were selected based on many criteria, some of which was highlighted by employees interviewed in the Daily News of Newburyport’s article on March 1st. Chris Campbell, RN, Birth Center, who has worked at AJH for sixteen years, shared that she obtained her BSN degree through the hospital’s RN to BSN program and applauded the hospital’s competitive salary and benefits. Casey Souliotis, RN, Institution for Savings Inpatient Unit, was interviewed after receiving the Shining Star of the Month award which reflects the hospital’s commitment to employee recognition.

This wonderful recognition is a tribute to our employees who make AJH such a special place to work. Every day, our employees, physicians and volunteers strive to make Anna Jaques a top-notch facility, and establish a culture that places a high value on satisfaction for our employees and the patients we serve.

Shields Health Care Group (Shields), New England’s largest network of independent imaging centers, and Anna Jaques Hospital have expanded its imaging partnership to include access to a magnetic resonance imaging (MRI) scanner available at the hospital. Shields already provides PET/CT services jointly with Anna Jaques.

A MRI scan involves using a magnetic field and pulses of radio wave energy to provide pictures of organs and structures inside the body, in many cases providing information that cannot be obtained from an X-ray, ultrasound or CT scan.

This partnership enables the hospital to meet and exceed patients’ imaging needs by providing high-quality services right in Newburyport. The 1.5T high-field MRI scanner will be available at Anna Jaques seven days a week starting this month.
ANNUAL CORPORATORS’ MEETING

Corporators, donors, board members, physicians, community leaders and hospital staff gathered for the Annual Corporators’ Meeting on March 2nd at the Blue Ocean Event Center. The hospital also welcomed Attorney General Maura Healey as the keynote speaker who spoke on, “Health Care Affordability and Accessibility in Massachusetts.”

Anna Jaques Community Health Foundation Chair Ralph Castagna and Chairman of the Board of Trustees David LaFlamme thanked outgoing board members, and welcomed new members to the Community Health Foundation and Board of Trustees.

Hospital leadership and Board of Trustees members with the honored guest: Mark Goldstein; Ralph Castagna; Judge Christopher Armstrong; Attorney General Maura Healey; David LaFlamme; Sheriff Frank Cousins; Danielle Perry; and Grace Connolly.

AJH Board of Trustees

Thank you to out-going members:
• Janice Morse (2007-2017)
• Ralph Castagna (Foundation Chair 2014-2016)

Welcome new members:
• Honorable Michael Costello
• Salman Ghiasuddin, MD
• Margaret Wiley
• George Ellison
• Peter Seymour, MD

Introducing FY17 officers:
• David LaFlamme, Chairman
• Grace Connolly, Vice Chairman
• Ginny Eramo, Secretary

AJH Community Health Foundation

Thank you to out-going members:
• Joan Miller (2011-2017)
• Tricia Mansfield (2013-2017)

Welcome new members:
• Ronna Caras
• Claude Elias
• Katherine Kelly

Introducing FY17 officers:
• Trey Byrnes, Chair
• Matt Khatib, Vice Chair
• Mary Williamson, Secretary

The Fiscal Year 2016 Annual Report, “Healthy Growth for Healthier Communities,” is available to read online at www.ajhannualreport.org.
HEALTH & WELLNESS AT AJH

Anna Jaques and Blue Cross Blue Shield of Massachusetts (BCBSMA) continue to partner to develop wellness initiatives for AJH employees such as educational seminars, programs and events, onsite weight loss and exercise programs. Initiatives also include fitness challenges and activities – like the Spring Steps Challenge below. Employee input will drive the direction of the wellness initiatives. Please complete the Wellness Survey that has been emailed to all staff and can be found on Anna Online by March 24th.

SPRING STEPS CHALLENGE – GET YOUR FITBITS READY!

Anna Jaques is once again hosting a fitness challenge in partnership with BCBSMA, and its website affiliate, ahealthyme.com. The Spring Steps Challenge starts April 3rd and invites employee participants to form teams for a friendly competition for who takes the most steps both as a team and individually with the help of Fitbit® fitness trackers.

- Fitbits are offered at a discounted rate through the challenge, the Fitbit Zip ($25) or Fitbit Flex for ($40) with payroll deductions available.
- Employees who did not participate in the last challenge and who are not enrolled under the hospital’s medical insurance through BCBSMA will need to obtain a non-member number to register for the challenge. Contact HR at ext. 1039 to be issued an ID number.
- Set-up an account at www.ahealthyme.com/login where you will also track your progress during the competition.

Sign-up and encourage colleagues to join you and get stepping to make this the best fitness competition yet. Contact Rhonda Keith in Human Resources at ext. 1039 for more details.

GYM REIMBURSEMENT REMINDER!

Employees enrolled in BCBSMA HSA Saver or HMO plans are eligible to save up to $150 annually in qualified health club membership fees or fitness classes taken at qualified health clubs. This is a reminder that the deadline to submit the Fitness Reimbursement and Weight Loss Reimbursement is March 31st. Fitness Reimbursement forms can be obtained in Human Resources or at www.bluecrossma.com.
ST. PATRICK’S DAY TRADITION CONTINUES AT THE CANCER CENTER

St. Patrick’s Day at the Anna Jaques Cancer Center affiliated with Beth Israel Deaconess Medical Center has become a special day for patients and staff thanks to the family of Ed Connolly. In memory of Ed and in gratitude for the care he received while undergoing treatment, his family makes an annual donation to Anna Jaques with the understanding that a portion will be used to celebrate his favorite holiday on March 17th at the cancer center. Once again, everyone was treated to a continental breakfast in the morning and a luncheon buffet in the afternoon. The thoughtfulness and generosity of the Connolly family is greatly appreciated by the Anna Jaques Cancer Center community.

Therapy dog Natalie got in the St. Patrick’s Day spirit.

Q & A with the President

MOX BOX

Q. I’VE NOTICED PATIENTS STRUGGLING TO GET THROUGH THE OUTSIDE DOORS BY THE ATRIUM AND SURGICAL SERVICES ON MULTIPLE OCCASIONS. IT WOULD BE BENEFICIAL TO PATIENTS COMING AND GOING FROM THE HOSPITAL TO HAVE AUTOMATIC DOORS OR A SIGN DIRECTING THEM TO THE AUTOMATIC DOORS THAT ARE DOWN THE HALLWAY. IS THIS A POSSIBILITY?

A. Two sets of doors will soon be converted to automatic operators - the exterior doors by the Lagasse Terrace that is referenced above, and the entrance to Suite 25 in the Doctors’ Office Building, which is Physical Therapy and Rehabilitation Services. Patients will no longer struggle with these doors as they enter and exit these areas. Thank you for advocating on behalf of our patients.

AJH’S BRIGHTEST SHINING STARS IN DECEMBER 2016 thru FEBRUARY 2017

Susan Baumann, MT - Laboratory
Patricia Bleichfeld, RN, BSN - Pediatrics
Suzanne Cap - Community Health Foundation
Donna Doherty, RN - Recovery
Jeff Hadley, RN, BSN - Institution for Savings Inpatient Unit
Laila Hayek, RN, BSN - Birth Center
Sarah Beth Helfrich, MSN - Neonatal Care Center
Molly Hogan, RN, BSN - Birth Center

Christina Jahl, RN, BSN - Emergency Department
Lin Han Ma - Housekeeping
Rebecca Moranville, MLT - Laboratory
Ryne Morrison, MLT - Laboratory
Gayle Pantelakis, RN - Birth Center
Natalie Portela - Laboratory
Margaret Senechal, RN - Birth Center
CELEBRATING MILESTONES

The hospital celebrated many milestones over the past few months, from retirements to special birthdays.

Margaret Jones, RN, MSN, Clinical Educator, retires after 35 years of service at Anna Jaques. Friends and longtime colleagues gathered on March 20th for Margaret’s Retirement Tea where her passion for teaching and nursing were celebrated.

Linda Kell, LPN, retired from Women’s Health Care after having worked at Anna Jaques since 1986. She worked in various departments throughout the hospital including 2 North, the Birth Center and the Emergency Department. In 2005, Linda transferred to Women’s Health Care. Though she is retiring, Linda will stay on per-diem.

A Retirement Breakfast was held on March 3rd for Nancy Grillo, RN, Ambulatory Procedure Room, who is retiring after more than 17 years at the hospital. Over the years, Nancy has worked in the Float Pool and the Emergency Department before transferring to Surgical Services. Nancy will continue to work per-diem.

Joyce Corcoran celebrated with friends and fellow volunteers.

The Volunteer Office celebrated Joyce Corcoran’s 80th birthday on March 7th. Joyce has volunteered at Anna Jaques for more than four years, giving 760+ hours of her time to AJH.

Dr. Gail Fayre and Linda Kell, RN, at her retirement celebration.
**EDUCATIONAL OPPORTUNITIES**

**CRISIS PREVENTION INTERVENTION (CPI)**
March 27th - Initial: 9:00am-5:00pm; Refresher: 2:00pm-5:00pm - Higgins

**BASIC LIFE SKILLS (BLS) RETRAINING OPTIONS**
April 6th - 3:30pm-6:00pm - Higgins
April 20th - 3:30pm-6:30pm - Higgins

**HEARTSAVER BASIC LIFE SKILLS (BLS)**
April 12th - 6:30pm-9:30pm - Higgins

**CRISIS PREVENTION INTERVENTION (CPI)**
April 24th - Initial: 9:00am-5:00pm; Refresher: 2:00pm-5:00pm - Higgins

**BASIC LIFE SKILLS (BLS) INITIAL TRAINING**
April 26th - 7:00pm-9:30pm - Higgins

**ADVANCED CARDIAC LIFE SKILLS (ACLS)**
May 15th - 7:30am - 3:30pm - Higgins

**PEDIATRIC ADVANCED LIFE SUPPORT (PALS) RECERTIFICATION**
May 31st - 8:00am-2:00pm - 3rd Floor Conference Room

**ADVANCED CARDIAC LIFE SKILLS (ACLS)**
June 2nd - 7:30am - 3:30pm - Lawrence General Hospital

**COMMUNITY EVENTS**

**FREE HEAD & NECK CANCER SCREENINGS**

**COLDEN & SEYMOUR EAR, NOSE, THROAT & ALLERGY**
- April 3rd - 1:00pm-4:00pm - 62 Brown Street, Suite 301, Haverhill
- April 4th - 9:00am-11:30am - One Wallace Bashaw Jr. Way, Suite 3002, Newburyport
- April 6th - 1:00pm-4:00pm - One Wallace Bashaw Jr. Way, Suite 3002, Newburyport
  RSVP to 978-997-1550

**SAOAU HEMAN, M.D., EAR, NOSE, THROAT, HEAD AND NECK SURGERY & ALLERGY**
- April 6th, 1:00 - 4:00 pm - 21 Highland Avenue, Suite 10, Newburyport, MA
  RSVP to 978-462-3166

**GREAT CHEFS’ NIGHT 2017 BY THE SEA**
April 7th - 6:00pm-10:00pm - Blue Ocean Event Center
Tickets are available online at ajh.org/aidassociation.

**ENTER TO WIN A $5,000 SHOPPING SPREE**

Matt & Karyn Khatib have once again generously donated a $5,000 shopping spree at M.K. Benatti Jewelers to be raffled off at Great Chefs’ Night.
- 1 Raffle Ticket/$20 or 3 Raffle Tickets/$50
- 100% of all ticket sales donated to AJH
- Drawing at Great Chefs’ Night
- Winner need not be present to win

Purchase event & raffle tickets now at www.ajh.org/aidassociation.