Nancy Luba, Director of Surgical Services; Lisa Bocchetti, RN, BSN; Mark Goldstein, President & CEO; and Safoura Bohlouli, Information Technology.

Mark Goldstein; Ashley Hawkins, RN; Margaret Childs, Director of Newburyport Five Cents Savings Inpatient Unit; and Richard Maki, Chief Nursing Officer.

Congratulations to our October Shining Star, Lisa Bocchetti, RN, BSN, Recovery. Lisa has received many positive Press Ganey comments and patients have shared their gratitude for the quality of care and compassion they received at the hospital, noting that, “Lisa helped tremendously throughout my stay and even helped with the paperwork.”

Congratulations to our November Shining Star, Ashley Hawkins, RN, Newburyport Five Cents Savings Inpatient Unit. Ashley precepts new graduates and staff while going to school full-time to pursue her Bachelor of Science in Nursing (BSN). A patient recently shared, “I so appreciated Ashley’s wonderful manner. Keep on doing what you do!”

Mary Ann Abbott, President of the Aid Association, once again presented a record-breaking check to AJH Board Chair David LaFlamme, President & CEO Mark Goldstein, and President of the Community Health Foundation Ralph Castagna in the amount of $170,000 at the Aid Association Annual Meeting on October 20th. This is the fifth year in a row that the Aid Association has hit a new record of dollars raised – which was $16,000 more than in 2015.

This tremendous gift, the largest in the association’s history, will be designated to support several patient care and hospital capacity-building projects including: ophthalmology equipment for the Operating Room, teddy bears to comfort our youngest patients, 3D Mammography, Birth Center equipment, and Mako™ technology for partial knee and total hip replacements.

Mary Ann attributed this year’s success to sales at the AJH Gift Shop, annual events like Great Chefs’ Night, the beloved bake sales held several times each year, the art display and sales program, and the Holiday Arts & Craft Fair, to name a few. The meeting also recognized retiring Aid Association directors and welcomed new members. See the Calendar on pg. 10 for upcoming Aid Association events.
MARK’S MESSAGE

I want to thank all of our employees and staff for understanding and accepting the expense reductions that we felt were necessary to balance the 2017 operating budget. I am so proud of the solidarity shown by members of the Anna Jaques Massachusetts Nurses Association (MNA) who voted to voluntarily join their fellow employees in taking these same reductions. Many nurses expressed their belief that all AJH employees should bear the brunt of helping offset the revenue shortfall created by the ruling by the Center for Medicare Services (CMS) last month.

FY17 is poised to be a fiscally challenging but exciting year for Anna Jaques. While we are faced with a break-even budget, we have begun construction on the new office building in Haverhill to expand our presence in this key growth market. We are attracting outstanding physicians to the medical staff, and growing our practices to serve more people in their communities. We will continue to strengthen and leverage our clinical affiliation with Beth Israel Deaconess Medical Center, adding more providers to the Anna Jaques Cancer Center and enhance more services like gynecologic oncology.

Finally, we remain committed to becoming a high reliability organization by providing measurably high quality care consistently and reliably throughout the hospital.

On behalf of the hospital – we thank our nurses for standing with us as we face the financial challenges in the year ahead. This is a testament to the collaborative relationship between the nursing leadership, the bargaining unit, and the hospital that is rooted in trust and transparency. Everyone’s sacrifice is extremely appreciated by the hospital management.

EMERGENCY DRILL PUTS HOSPITAL & LOCAL EMERGENCY SERVICE AGENCIES TO THE TEST

Anna Jaques, local police and fire departments, and emergency medical services participated in a mock disaster drill facilitated by the Regional Emergency Planning Committee (REPC) on October 19th. The drill, which satisfies the REPC for its accreditation with the Massachusetts Emergency Management Agency, created a scenario in which toxic gas spread from a chemical spill in the Newburyport Industrial Park. The drill was designed to evaluate the region’s ability to respond to a chemical incident with many patients in need of contamination, transport and treatment. It was also designed to test the ability of Anna Jaques to handle a surge of patients.

“This is an important training opportunity for emergency responders to be prepared for any worst-case scenarios. Exercises like this one allow us to re-establish relationships with neighboring departments and response agencies, to put our training to practice and to evaluate our successes and areas in need of improvement,” said Newburyport Fire Department Chief Christopher LeClaire.

The hospital applauds the collaboration and leadership shown by local emergency service agencies who contributed to the training exercise. Thank you to the Emergency Department, Facilities, and other AJH departments involved as well as emergency personnel and Cataldo/Atlantic Ambulance Services.
KATHY PORTER, PATIENT NAVIGATOR, HONORED IN YWCA’S TRIBUTE TO WOMEN

Congratulations to Kathy Porter, RN, Patient Navigator of the Gerrish Breast Care Center (GBCC), on her induction into the YWCA Academy of Women at the YWCA of Haverhill’s 27th Annual Tribute to Women Luncheon on October 27th. Kathy was recognized for being both professionally and personally committed to helping women in our community live healthier, happier lives.

Since joining the GBCC, Kathy has played an integral role in many major accomplishments, including achieving accreditation by the National Accreditation Program for Breast Centers (NAPBC), a program administered by the American College of Surgeons as a Certified Breast Center.
Anna Jaques and the Institution for Savings proudly co-hosted a luncheon with the Greater Newburyport Chamber of Commerce entitled “Celebrating Survival” on October 28th. The luncheon welcomed community leaders, local businesses, and breast cancer survivors who enjoyed inspiring and educational speeches from Kathy Porter, RN, Patient Navigator of the Gerrish Breast Care Center (GBCC), and former WCVB reporter and breast cancer survivor Kelley Tuthill. As printed by Daily News of Newburyport’s article, “Journalist, cancer survivor brings her story of hope to Port”:

Veteran Boston TV reporter Kelley Tuthill brought humor, advice and her dramatic story that began with a breast cancer diagnosis at age 36 to a crowded banquet hall at yesterday’s “Celebrating Survival” fundraising lunch to benefit the Gerrish Breast Care Center at Anna Jaques Hospital.

Grace Connolly, chairwoman of the board of directors for the Greater Newburyport Chamber of Commerce, which sponsored the event with the Institution for Savings and Anna Jaques Hospital, referred to the many breast cancer survivors in the room — who later stood up and received a round of applause — and said, “We’re all here because of you and to celebrate you.”

Tuthill, who worked for WCVB-TV for 18 years and is now vice president of public relations and communications for Regis College in Weston, noted that when she was diagnosed with breast cancer in 2006, she became one of nearly 200,000 American women diagnosed each year with the disease.

She recalled her doctor saying, “You’re going to get through this. I can’t guarantee it, but you have to believe it.” …..

The luncheon raised more than $4,000 for the GBCC through a silent auction and donations made by attendees to the “Comfort Fund” to support GBCC patients currently battling breast cancer.

See pg. 7 for a recap on other Breast Cancer Awareness Month-related activities.

PATIENT KUDOS

I had a routine mammogram and was fortunate to have Donna Sava as my radiologist. That same afternoon I got a call to come back for a second mammogram with a magnified view. This was very anxiety-producing. I came back the very next day for a second mammogram with the new 3D machine, which does an excellent job. I was fortunate enough to have Donna again. She remembered me from the day before, recognized my anxiety and went out of her way to ease my mind. I realize most of us don’t take the time to write a letter to say thank you and I wanted AJH to be aware of what an exceptional staff person it has.

I have 12 weeks to go with my pregnancy and I simply cannot wait to deliver, yet again, at AJH! I really do love every part of being pregnant and delivering with Women’s Health Care. The midwives, nurses and staff right down to the cheerful cleaning crew at the Birth Center just really tops off the closing chapter of your pregnancy and the beginning of the newest one with your new bambino.
HAVERHILL BUILDING IS GOING UP
The Anna Jaques medical office building in Haverhill, located on Primrose Street, is starting to take shape. Two-thirds of the building has been committed to date. We look forward to opening in the fall of 2017!

ANNUAL EMS SKILLS NIGHT
Anna Jaques hosted the 11th Annual EMS Skills Night at the Newbury Fire Station for nearly 100 emergency services personnel to offer an opportunity to review and update hands-on skills with providers and obtain state-approved educational credits. The event was supported by the trauma department from Boston Children’s Hospital and over twenty Anna Jaques practitioners volunteering to educate attendees. Cataldo/Atlantic Ambulance Services also played a large supporting role for this event.

The EMS Skills Night began in 2005 and has continued to grow and become an anticipated event by the hospital community each year. Thank you to Brenda Painchaud, RN, BSN, Trauma/EMS Manager, for helping to make this evening meaningful to our community.

Attendees reviewed and update hands-on skills with providers

AJH’S BRIGHTEST SHINING STARS IN SEPTEMBER - NOVEMBER 2016

Steve Bishop, RN, BSN - ICU
Kathy Bradley, RN - Operating Room
Roberta Currier, RN, BSN - Institution for Savings Inpatient Unit
Nancy Hart - Operating Room
Ashley Hawkins, RN - Newburyport Five Cents Savings Inpatient Unit
Sara Beth Helfrich, RN, MSN - Neonatal Care Center

Bev Howard, RN - Birth Center
Dave Lesiczka, Rad Tech 2, RT (R)(CT) - Radiology
Kristen Mansell, RN, BSN - Birth Center
Rosie Perkins - Dietary
Carol Walsh, RN, BSN - Institution for Savings Inpatient Unit
Chris Wyman - Operating Room
Tammy B. Bottner, MD, board certified pediatrician at Riverside Pediatrics, graduated from The Fellowship in Integrative Medicine at the Center for Integrative Medicine at the University of Arizona College of Medicine, Tucson.

Dr. Bottner joins an elite group of practitioners to have studied with this internationally recognized program. Launched in 1997 by integrative medicine pioneer Andrew Weil, MD, The Fellowship in Integrative Medicine is a 1,000-hour, two-year distance learning program for physicians, nurse practitioners and physician assistants.

Dr. Bottner specializes in treating children and adolescents and has spent 20 years serving the local community. She offers integrative medicine consults and ongoing treatment to her patients at Riverside Pediatrics located at 18 Highland Avenue in Newburyport. Visit www.riversidepedi.com or call 978-465-0322 to learn more.

Tammy B. Bottner, MD
BREAST CANCER AWARENESS MONTH RECAP

On behalf of Anna Jaques Hospital and the Gerrish Breast Care Center – thank you to employees, local businesses, schools, teams, and individuals who supported Breast Cancer Awareness Month efforts to raise funds and awareness to this disease. Some highlights included:

Mersen was named the 2016 Pink Up the Port winner and had their photo submission featured on the front page of the Newburyport Daily News for hosting a health and wellness day for employees to advocate for early detection. Newburyport High School Girls Varsity Soccer Team took 2nd place and a 3rd place tie went to Interlocks and Align Credit Union.

The Institution for Savings (IFS) continued its support breast cancer awareness in our community this October. The IFS featured oversized pink breast cancer ribbons in front of all local branches, had pink bank receipts with prevention tips, raised funds and donations for the Tough Warrior Princesses and co-hosted the “Celebrating Survival” luncheon where the IFS solicited amazing silent auction items all to benefit the Gerrish Breast Care Center.

Mark Goldstein thanks the Newburyport High School Girls Varsity Soccer team for their dedication to philanthropy. The team raised $2,100 for the GBCC this October.

Pink coffee sleeves were featured in over thirty local cafes and restaurants in Newburyport, Salisbury, Amesbury, Groveland, Haverhill, Merrimac and Middleton with information to schedule a 3D Mammogram. This coffee sleeve is pictured at Groundswell Surf Café in Salisbury.

Fuel Training Studio hosted a Fuel Project Community Class on October 30th with 100% of the donations made by attendees to benefit the GBCC.
The 4th Annual Sea Festival of Trees (SFOT) opens to the public on November 19th and runs through December 4th at the Blue Ocean Event Center. This annual holiday wonderland by the sea features hundreds of sparkling holiday trees, an indoor ice rink, visits with Santa and more festive fun to benefit Anna Jaques Hospital and the Salisbury Beach Partnership.

**AJH Night at SFOT**

Anna Jaques Night at the SFOT is on Monday, November 21st from 5:00pm-8:00pm. AJH employees and their families will gather to enjoy sparkling holiday trees and festive displays and visit the much-anticipated “Elf of the Shelf” AJH tree. Admission is free and treats and hot cocoa will be served. There will also be a special visit from Santa. RSVP to Human Resources at ext. 1408.

**Where did the custom shelves that the elves sit on come from?**

Anna Jaques partnered with Coastal Connections to create a special “shelf” for the elves to be placed on at the SFOT. Coastal Connections is located in Amesbury and supports people with disabilities to achieve their full potential by creating personalized programs that promote living, working and playing in the community. A group from Coastal Connections designed, cut, stained, and assembled the six-foot-tall birch plywood shelves that when assembled together will be a beautiful elf-filled tree.

**Volunteer at SFOT!**

The SFOT is seeking friendly volunteers to sign-up for a 3-4 hour shift. Volunteers receive free festival passes, discounts off shopping & dining and an invitation to the volunteer thank you party. Visit SeaFestivalofTrees.com to sign up and learn more.

**FLU SHOT REMINDER!**

The hospital is actively preparing for flu season and encouraging all staff to receive their flu shot as soon as possible. The vaccine takes two weeks to develop protective antibodies against the flu. Last year, AJH achieved its goal of 96% of all staff vaccinated and we hope to achieve the same or better this year. To protect our patients and ourselves during flu season, everyone working at Anna Jaques – including all of administration, department directors, employees, medical staff, volunteers and students – must be proactive and comply with the Influenza Vaccination Requirement Policy. The policy is the same as the last few years. Employees and volunteers need either to receive the vaccine or wear a mask at all times at work (except breaks) once the start of flu season has been identified. If you receive the vaccine elsewhere you will need to provide documentation for your employee health file. There are a few staff who do not receive the vaccine. Their decision is a personal and/or medical one and staff is expected to be respectful of their decision.

Patients rely on their care providers being vaccinated and not exposing them to influenza. Symptoms of the flu do not show up until 24-48 hours after becoming infected. By getting vaccinated, you can help protect your patients, yourself, and also your family at home from getting the flu. Contact Occupational Health at 978-834-8190 to learn more.
Anna Jaques hosted a Greater Newburyport Chamber of Commerce “Business & Breakfast” featuring Mark Goldstein entitled, “Taking the Pulse of your Community Hospital & Healthcare” on November 9th.

Business leaders and hospital administration gathered as Mark showcased recent growth and accomplishments such as new programs and technology, highlighted healthcare obstacles, and shared future strategic initiatives for the hospital.

Beth Massey, RN, Emergency Department, won “Best in Show” at the Rubbish to Runway Fashion Show on October 8th for a dress that she designed, created and modeled entirely made out of over 1,000 bread package ties she collected over a year. The Rubbish to Runway Fashion Show is a yearly fundraiser for the non-profit Long Way Home. LWH and Rubbish both support sustainability in design and materials.

Kevin Kilday, Chief Financial Officer, was appointed to the Northern Essex Community College Foundation Board.

The NECC Foundation Inc. is a nonprofit organization providing support for the college and its students by making connections with the business community, foundations and other potential revenue sources.

Anna Jaques hosted a Greater Newburyport Chamber of Commerce “Business & Breakfast” featuring Mark Goldstein entitled, “Taking the Pulse of your Community Hospital & Healthcare” on November 9th.

Employees from Women’s Health Care and the Birth Center (and some family members) braved the rain and walked in the Jeanne Geiger Crisis Center’s Walk Against Domestic Violence on October 2nd.

Halloween at AJH was once again a great success. Department Directors and staff hosted the Newburyport community to trick-or-treat on the Highland Avenue front lawn complete with a bouncy-house, candy, hot beverages and hot dogs. Thank you to Shelley DeSimone, Director of Human Resources, for once again spearheading the project.

Board certified optometrist Katharine DiResta Sullivan, OD, of Watts Eye Associates joined the Anna Jaques Medical Staff. Dr. Sullivan is a Diplomat of the American Board of Optometry and offers a wide range of services at Watts Eye Associates which is located at 33 Low Street in Newburyport.
**EDUCATIONAL OPPORTUNITIES**

**CRISIS PREVENTION & INTERVENTION (CPI)**  
November 28th - Full class: 9:00am - 5:00pm; Refresher: 2:00pm-5pm - Higgins

**BASIC LIFE SUPPORT RETRAINING OPPORTUNITIES** - ALL 7:00PM-9:30PM IN THE HIGGINS  
- November 30th  
- December 7th  
- December 14th  
- December 20th

**ADVANCED CARDIAC LIFE SUPPORT RENEWAL CLASS (LAST AVAILABLE CLASS THIS FALL)**  
December 2nd - 7:30am-3:30pm - Lawrence General Hospital

**BASIC LIFE SUPPORT INITIAL TRAINING CLASS**  
December 21st - 6:30pm-9:30pm - Higgins

**CRISIS PREVENTION & INTERVENTION (CPI)**  
December 29th - Full class: 9:00am - 5:00pm; Refresher: 2:00pm-5pm – Higgins

Contact Nursing Education at ext. 1213 to learn more.

**COMMUNITY EVENTS**

**ANNUAL HOLIDAY THANK YOU TO EMPLOYEES**  
Turkey distribution: November 16th, 17th and 18th - Employees received a certificate for a holiday turkey or pie.

**4TH ANNUAL SEA FESTIVAL OF TREES**  
November 19th through December 4th - Blue Ocean Event Center  
Proceeds benefit Anna Jaques Hospital & the Salisbury Beach Partnership

**ANNA JAQUES NIGHT AT THE SEA FESTIVAL OF TREES**  
November 21st - 5:00pm-8:00pm - Blue Ocean Event Center - RSVP to Human Resources at ext. 1408

**AJH GIFT SHOP TO HOST HOLIDAY SHOPPING EXTRAVAGANZA**  
November 21st (10:00am-6:00pm) & November 22nd (9:00am-3:00pm) - The Gift Shop will transform the Higgins into a shopping wonderland with specialty items, women’s clothing & accessories, holiday gifts, decorations, floral arrangements, drawings and raffles.

**MAKO SEMINAR WITH DR. MICHAEL WACK OF SEA COAST ORTHOPEDICS**  
November 29th - 6:00pm-7:00pm – Northern Essex Community College, 100 Elliot Street, Haverhill  
RSVP to Kelley Sullivan at 978-463-1475

**HOLIDAY CRAFT FAIR**  
December 1st - Higgins - Visit ajh.org/aidassociation for more details.

**25TH ANNUAL TREE OF LIGHT CEREMONY**  
December 6th - 5:00pm - AJH Highland Avenue Front Entrance - Refreshments to follow in the Higgins with music provided by the Newburyport High School Chorus and the Georgetown Congregational Church Bell Ringers. Visit ajh.org/aidassociation to include a loved ones name in the Tree of Light Scroll.

**MAKO SEMINAR WITH DR. STEVEN MATTHEOS OF SPORTS MEDICINE NORTH**  
December 6th - 6:00pm-7:00pm - Amesbury Senior Center, 68 Elm Street, Amesbury  
RSVP to Kelley Sullivan at 978-463-1475

**MAKO SEMINAR WITH DR. MICHAEL WACK OF SEA COAST ORTHOPEDICS**  
December 13th - 6:00pm-7:00pm - Higgins - RSVP to Kelley Sullivan at 978-463-1475