

EMERSON
HOSPITAL

REFLECTIONS 2008– 2009

Recognizing friends and supporters
of Emerson Hospital



*On the following pages,
some of the newest
members of the medical
staff share their thoughts
on why they joined
Emerson.*



We are pleased to share with the Emerson community our annual report on giving. We are especially thankful for your philanthropic support since it helped the hospital achieve so much.

Our accomplishments are noteworthy because they were achieved in an unusually challenging environment. First, while the hospital was successfully completing its own financial turnaround (recording a positive operating margin after two years of losses), the overall economy sank into the deepest recession in our lifetimes. Second, both the commonwealth and the country grappled with new ways to reimburse the hospital and providers for their services. And third, we faced the threat of a global pandemic in H1N1.

Despite those challenges, Emerson Hospital continues to expand its healthcare service offerings to meet the needs of our patients. In this past year, we opened the Naka Infusion Center, expanded our treatment capabilities in pain management with the addition of specialists from Lahey Clinic and Massachusetts General Hospital, opened a new ultrasound suite in the Yeatts Radiology Center, and created the new Mass General Cardiology Program featuring cardiac subspecialties in electrophysiology, heart failure, and women's heart health.

Of course, our patients don't just rely upon state-of-the-art facilities when they come to us seeking great care. They come for the expert and caring attention they receive from members of our medical staff. The Emerson Medical Staff remains at the core of all of our initiatives to improve our patient care quality and safety. We have outstanding doctors, and this year, we were fortunate to add to our community many wonderful new physicians. We are pleased to introduce you to four of them through their profiles in this issue of Reflections.

In the words of one of those profiled, Dr. Brian Challahan, the deep commitment of Emerson Hospital and its medical staff is "...reciprocated at many levels by area residents." Throughout this past year, those of us involved in fundraising have repeatedly been energized by the generous responses we have received from individuals and organizations that were asked to contribute. We realize that our donors, too, were facing challenging times, and so we are doubly grateful for the support that was given to our Annual Appeal, the Bethke Cancer Center initiative and to many other important areas. On the following pages we recognize our fiscal year 2009 supporters whose gifts and commitments amounted to more than \$3.25 million.

We offer our heartfelt appreciation to all of our generous donors.

Sincerely,

Christine C. Schuster

Christine C. Schuster
PRESIDENT AND CEO
EMERSON HOSPITAL

Ronald H. Johnson

Ronald H. Johnson
CHAIR OF THE BOARD OF DIRECTORS
EMERSON HEALTH CARE FOUNDATION

*“Emerson combines
the personal touch
of a community
hospital with
top-notch clinical
excellence and
expertise.
I feel incredibly
fortunate to
be here.”*



Dr. Jeanine Reczek

NEUROLOGY AND NEURO-ONCOLOGY

I have always liked the viewpoint of the influential physician and teacher Sir William Osler that “it is more important to know what sort of a patient has a disease than what sort of a disease a patient has.” When I meet with patients, I try to see and treat them as the whole person. This also means approaching their care as a team. Their neurological improvement will require not only my own involvement and partnership with other physicians, but also honest communication and commitment of both the patient (and often their families, too) and me. It’s a team effort, and together we can see them through whatever disease process they are dealing with.

I always wanted to work in a community hospital setting, and Emerson is unique in its combination of the personal feel of a community hospital with the highest level of clinical excellence. I really enjoy the partnership and direct communication between physicians here.

I hope to never stop learning from my colleagues and from my patients—and to never stop loving my job. And every day, I hope that I have made a meaningful contribution in whatever way I could, whether that meant providing a neurological diagnosis or helping a patient manage their symptoms, or sometimes just listening.

“I came to Emerson because of the close relationship the community has with the hospital, and medicine is about trusting relationships.”



Dr. Brian Callahan

GENERAL SURGERY

I strive to deliver the highest level of professionalism while personally connecting with people, not “patients,” on a daily basis. I want to care for people within the context of their lives and concerns, not just their surgical issues. Getting to know people and developing relationships that endure, even though surgical problems are often episodic and short-lived, makes this job the best.

Emerson Hospital presented me with an opportunity to join an energetic, top-notch organization and medical staff with a deep commitment to its community, which is reciprocated at many levels by area residents. The commitment to the surgical program is evident in the operating room improvements and the constant effort to evolve. The continuing education program is a gem, and it is another shining example of why Emerson is such a great place to work.

I hope to continue my career here as a vital member of a staff of dedicated physicians providing the highest level of care. I know Emerson Hospital has the best interests of the region at the heart of its values, and I will do my best to contribute to that mission. I plan to help Emerson Hospital continue to be the provider of choice for the community.

*“Everyone in
the emergency
department treats
patients like
they would their
own family.”*



Dr. Bradley Judson

EMERGENCY MEDICINE

Having spent some of my education at Tufts University and the University of Massachusetts Medical School before residency in emergency medicine at the University of Connecticut, I always knew that I would like to return to Massachusetts to work and to raise a family. As I explored the opportunities available to me, Emerson Hospital and the surrounding communities offered all that I was looking for: a great community hospital, an established and well-respected emergency physician group, and a location that felt like home.

Emergency medicine offers the opportunity to treat an assortment of both emergent and urgent ailments for patients of all ages, who may also happen to live in my very own community.

When I come to work I try to treat people as if they were members of my best friend's family. I want people to feel better when they come to the emergency department, and just as important, I want people to understand what we think is going on with them and what they will need to do to get better.

When deciding where to practice medicine, I wanted to be proud of the place that I work. I hear time and time again from patients who could go to any of the hospitals in the area that they came to Emerson because they like how they are treated.

My goal is to make the emergency department experience as good as it can be for our patients and to keep giving people the most up-to-date and compassionate medical care possible.

“I joined Emerson because I wanted to serve the community in which my family lives, and to continue the tradition of delivering high-quality, sophisticated, specialty care to the community that Emerson serves.”



Dr. Stephen Dyda

CARDIOLOGY

The philosophy of my care has always been to attempt to be an equal partner in the health care of my patients. Cardiovascular disease can have serious, sometimes life-threatening implications for some patients, and I think it is very important to be able to explain what ailments they may be coping with and all of the procedures, medications, appointments, and anxieties that may come with their diagnosis. I have also found that despite the severity of cardiac illnesses that I may see, it is vitally important to provide some form of reassurance to patients. The worst thing a patient can hear from a doctor is that there is no hope. I enjoy educating my patients and empowering them to take better care of themselves and helping them manage their cardiovascular diseases.

Emerson Hospital was where I first volunteered in my “younger” years. As I went away for college, medical school, internship, residency, and fellowship training, I tried to form some sort of opinion about what my practice as an attending cardiologist might be like. Foremost in my mind was practicing in an area that needed cardiology subspecialty services at a hospital where I would be able to develop meaningful relationships with my patients, and in an area that would bring my family closer together. Emerson has met and exceeded my expectations. I can only hope that my patients are equally as pleased.

I hope to make a difference in the lives and health of my patients. At the end of a day, I would like to know that by doing my job, I have helped a patient along the way, made a difference in their lives, and inspired younger people to become physicians.

A stroke of genius at *Emerson Hospital*

Through her own medical emergency, donor Barbara Chappell experiences Emerson's care first-hand

A MEDICAL EMERGENCY does not always herald itself with panic and the flashing lights of an ambulance. For Barbara Chappell, the beginning was as innocuous as a sneeze.

When she sneezed, her eyes watered and her vision fogged. Chappell, who was 38 years old at the time, continued on with her day. All appeared normal, aside from her difficulty in signing a credit card receipt. "I could not quite get my signature on the line provided," she says.

At the grocery store, she kept a list in her dominant left hand. "Every time I reached for an item with my right hand, my left hand dropped the grocery list," she recalls.

Returning home, Chappell felt tired and had a headache. The next morning, she had difficulty enunciating and mastering fine motor skills. With these symptoms, she headed to Emerson Hospital's emergency department.

Upon entering Emerson, Chappell and her father were greeted by a triage nurse, who listened to the symptoms and suggested Bell's Palsy, a temporary form of facial paralysis resulting in the inability to control facial muscles on the affected side. Chappell was assigned primary care physician Dr. Marvin Kendrick.

Meanwhile, a neurologist ruled out Bell's Palsy and sent her to have a CT scan, which confirmed a stroke diagnosis. "Now, the question is, how does a healthy 38-year-old woman have a stroke?" says Chappell.

A series of MRIs intended to find the source of the clots revealed no sign of a larger clot. Dr. Kendrick, who Chappell credits with coordinating immediate and appropriate



Life after stroke: Barbara Chappell (pictured with husband Paul Birch and dogs Thatcher and Jack) survived a stroke at age 38 thanks to the skillful care and speedy diagnosis she received at Emerson Hospital.

care, ordered an ultrasound, which revealed a completely asymptomatic heart murmur. The cause was a hole in between the atrial chambers of Chappell's heart.

After identifying the cause of the stroke, Chappell was transferred to Massachusetts General Hospital to have a catheterization. "The hope was that the hole was small enough to allow doctors to clamp the opening," she says.

Unfortunately, the opening was so large that clamping it was not an option, and in 1998 Chappell underwent open heart surgery to correct a previously undiagnosed and completely asymptomatic congenital heart defect.

Today, Chappell, who recently moved to Florida with her husband Paul Birch, an Emerson Hospital Board member, is grateful for the speedy diagnosis and subsequent care she received at Emerson. "I am fine, and much of that is a result of the care I received at Emerson," she says. "The decisions made helped save my life. At times we take for granted the medical care available in the region and overlook the role played by local hospitals. My experience at Emerson has made us believers in the value of a quality medical facility in our backyard. My husband and I became contributors to Emerson after my experience and remain so to this day."

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The Rays of Light Gala in full swing at the elegant Fairmont Copley Plaza Hotel. Over 450 people attended the gala that netted \$217,000 in support of the Bethke Cancer Center initiative.

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Clowns and face painting made the afternoon fun at the Verrill Farm Harvest Festival. This event raised more than \$13,000 for the Pediatric Intervention Team program.

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Dr. Susan Sajer with Robert Naka at the opening of the new Patricia Neilon Naka Infusion Center. Dr. Naka donated this center in memory of his wife Patricia to make infusion treatment more comfortable for our patients.

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With deepest appreciation, we acknowledge these generous donors for gifts designated to specific purposes received from October 1, 2008 through September 30, 2009

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