

### From our CEO

#### High-quality, innovative healthcare.



As the weather warms and the flowers bloom, we take this time to recognize the growth of our health system and the renewal of health in our patients' lives.

Good Samaritan's mission is to provide high-quality, innovative services to improve the overall health of our community. To accomplish this, we have recently opened a new cardiac testing center, invested in technology to better screen for breast cancer and introduced minimally invasive women's surgical procedures. Even our new website continues to expand, now offering secure online bill payment for your convenience and a new health library to provide you with information to stay healthy.

Daily we provide powerful medicine and comforting care to our community and we are honored to receive national recognition for our high-quality clinical care. Good Samaritan has once again been recognized by the American Heart Association for our track record of successful compliance with heart failure protocols with their Get With The Guidelines® Gold Award. And the skilled nursing services in our Transitional Care Unit have received the highest ranking of five stars overall in U.S. News & World Report's 2011 Best Nursing Homes.

In addition to providing high-quality clinical care, our introduction of innovative procedures, like minimally-invasive laparoscopic hysterectomies, allows us to positively impact our patients' lives. In this issue of feel good, you will find the story of one woman who was able to overcome the discomfort of her medical condition with the help of this innovative procedure and return to an active lifestyle.

This spring also marks a milestone for our visiting nurse association, founded a century ago in memory of the county's first visiting nurse. As we celebrate 100 years of providing home healthcare to our community, we invite you to learn more about Good Samaritan Home Health and the comprehensive home health services offered by this organization.

It is through the dedication of our employees that we are able to accomplish our mission of providing high-quality, innovative services to our community. Each individual from clinical staff to volunteers impacts our delivery of powerful medicine and comforting care to our patients. We take this time to celebrate their accomplishments and highlight the positive impact they have on our patients' lives.

Best regards,

Robert J. Longo

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President & Chief Executive Officer



founded in her memory.

the sick and needy during a smallpox epidemic. being bitten by a demented patient sparked a fund drive among the citizens of Lebanon that

Good Samaritan Home Health continues Lillian Light's work a century later, bringing powerful

## Good Samaritan Home Health.

### Celebrating 100 years of home healthcare in Lebanon County.

Good Samaritan Home Health provides healthcare to help our patients remain independent at home. For patients with health concerns that limit their mobility, these services can be a blessing. Home health services allow patients recovering from a recent hospitalization or orthopedic surgery and those confined to their homes to receive much needed medical care in the convenience of their residence. Even new mothers and babies can benefit from home health services.

Good Samaritan Home Health uses a concept called team nursing to provide consistent care and improve patient satisfaction. Patients are assigned a designated team of registered and licensed practical nurses, physical and occupational therapists, dieticians and home health aides based on their needs. Care plans are created for each patient and their designated nursing team works with the patient's physician to achieve established goals. What makes this approach special is that the same caregivers visit the patient each time. By having the same caregivers, patients are more comfortable with the routine and caregivers are able to develop a deeper understanding of patient needs.

Another benefit of team nursing is an increased focus on providing patient education. The nursing team helps patients understand and manage their medical condition so they can remain independent. This can include providing education for disease management, medication administration and wound care.

Last year Good Samaritan provided home health services to over 2,000 patients in Lebanon County and beyond. With 29 full-time caregivers, Good Samaritan Home Health has grown to serve the home health needs of Lebanon Valley residents while continuing the mission Lillian Light began over a century ago.

If you or a loved one is in need of home health services, please call 717.274.2591 or visit www.comfortingcare.org for more information.



## Laparoscopic Hysterectomy.

Meant finally getting her life back.

Trudy Gates was hesitant to seek treatment, but her symptoms were becoming unbearable. The lack of energy, constant worry, discomfort and excessive bleeding were affecting her life and keeping her from doing the things she loved.

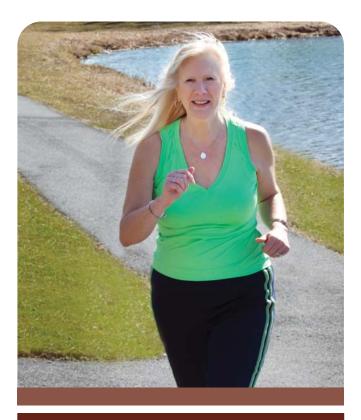
Like so many women, Trudy didn't completely understand what was happening with her body, but she knew she had to do something. She finally made the decision to see a doctor about her condition and for the first time felt like he was able to explain what was happening to her.

Trudy was hesitant about having surgery of any kind, so her doctor recommended other treatments to try before a hysterectomy. After trying those other treatments with no relief, Trudy and her doctor agreed that a laparoscopic supracervical, or partial hysterectomy, was her best solution. This is one of the types of laparoscopic hysterectomies offered at The Good Samaritan Hospital.

When visiting patients at the hospital in the past, Trudy had always been impressed by the professionalism of the Good Samaritan staff. But other than her annual mammogram, this was Trudy's first personal experience with the hospital.

"Everyone was so good to me and the nurses were really impressive," said Trudy. "It was my first surgery so I was afraid of everything, but the nurses were caring and patient with me."

Unlike an abdominal hysterectomy which requires a large incision, laparoscopic hysterectomies require only



"I feel healthy again and I can bike, hike and take exercise classes. I was unable to do any of that before having the surgery."

small incisions. A fiber optic instrument called a laparoscope allows the surgeon to remove the uterus intact through the vagina or in small pieces through the incision. Also known as a laparoscopic supracervical hysterectomy because it leaves the cervix intact, this procedure usually causes minimal blood loss and pain with a shorter hospital stay and quicker return to normal activity for the patient.

By having a laparoscopic hysterectomy, Trudy was left with just a few tiny scars and only had to stay overnight in the hospital. Best of all, it eliminated her symptoms and allowed her to return to her life.

"I feel wonderful," Trudy shared. "I can't believe it took so much convincing to have it done. I feel healthy again and I can bike, hike and take exercise classes. I was unable to do any of that before having the surgery. Now I am back! Thank you, Good Samaritan."

Unfortunately many women find discussing their gynecologic and urologic conditions too personal, so they live with their conditions instead of seeking the treatment that could return them to health. That's one of the reasons Good Samaritan has created the Women's Wellness Network which provides a wide range of services to address women's health concerns.

Good Samaritan has partnered with the region's best gynecologists to offer minimally-invasive gynecological surgical procedures, including laparoscopic hysterectomy and treatments for urinary incontinence, which can give women new hope and change their lives for the better.

Living with uncomfortable and embarrassing symptoms is no longer necessary for Trudy and she wants other women to know that a minimally-invasive surgery can put an end to theirs.

"If anyone is debating about having the surgery, just do it," said Trudy. "You will feel so much better. Don't suffer any longer."

To learn more about Good Samaritan's minimally-invasive gynecological surgical options and other services of the Women's Wellness Network, visit www.comfortingcare.org and click on the green For Women option on the homepage.

### Award-Winning Cardiac Care.

## Good Samaritan receives Gold Quality Achievement Award from the American Heart Association.



Good Samaritan Health System has received the Get With The Guidelines®–Heart Failure Gold Quality Achievement Award from the American Heart Association.

Get With The Guidelines<sup>®</sup> is a quality improvement initiative that provides hospital staff with tools that follow proven evidence-based guidelines and procedures in caring for heart failure patients to prevent future hospitalizations.

This gold recognition signifies that Good Samaritan has reached an aggressive goal of treating heart failure patients with 85 percent compliance for at least 24 months to core standard levels of care as outlined by the American Heart Association/American College of Cardiology secondary prevention guidelines for heart failure patients.

These treatment standards include starting heart failure patients on aggressive risk reduction therapies such as cholesterol-lowering drugs, beta-blockers, ACE inhibitors, aspirin, diuretics and anticoagulants while in the hospital.

The goal of the Get With The Guidelines<sup>®</sup> initiative is to improve the quality of care for heart failure patients, save lives and ultimately, reduce healthcare costs by lowering the recurrence of heart attacks.

Good Samaritan is dedicated to making our care for heart failure patients among the best in the country. We are honored to be recognized by the American Heart Association for our achievements in providing exceptional cardiac care to our community.

### Cardiovascular testing center opens.

#### Outpatient stress testing, EKG and more.

To accurately diagnose heart and blood vessel problems, your physician may recommend outpatient cardiovascular testing. The Good Samaritan Cardiovascular Diagnostic Center makes these tests convenient for you and provides the rapid, accurate results your doctor needs.

The new Good Samaritan Cardiovascular Diagnostic Center offers a broad range of outpatient cardiovascular testing including: Echocardiogram, EKG, all Stress Testing (Echo, Dobutamine, Nuclear), EECP and extensive Vascular Imaging Studies.

Conveniently located at 781 Norman Drive, the center is adjacent to Lebanon Cardiology Associates and in close proximity to outpatient lab and radiology facilities.

As with any Good Samaritan service, you can expect our experienced staff to explain the tests your doctor has ordered and what you can expect during the test so you are comfortable.



The Good Samaritan Cardiovascular Diagnostic Center is open Monday through Friday from 7:00 a.m. until 5:00 p.m. Appointments may be scheduled by calling 717.270.1252.



### Digital Mammography.

For improved contrast and better diagnosis.

Mammography is an important tool in the detection of breast cancer. That's why Good Samaritan has made the investment to provide 100 percent digital mammography technology across our health system through our Women's Wellness Network.

Digital mammography offers many benefits. The technology provides improved contrast and allows for additional computer enhancement for better diagnosis. It also excels in finding tumors in younger women and those with dense breast tissue, and at picking up tiny calcium deposits, or calcifications, which can be a sign of cancer.

Having 100 percent digital technology at all of our mammography locations is important, but it's not the only reason to choose Good Samaritan. Whether you are having a regular screening or following up on an area of concern, our caring mammography technologists will make sure you are comfortable and informed throughout the process.

Learn more about breast health and other services of the Women's Wellness Network by visiting comfortingcare.org and clicking on the green For Women option on the homepage. Or call 717.270.7644 today to schedule your mammogram at one of Good Samaritan's three convenient mammography locations.

### Good Samaritan **Transitional** Care Unit.

Receives Highest Ranking in U.S. News & World Report.



Good Samaritan has been recognized by U.S. News & World Report for the exceptional skilled nursing services provided through The Rothermel L. Caplan Transitional Care Unit (TCU). Our TCU has received the highest ranking of five stars overall in U.S. News & World Report's 2011 Best Nursing Homes.

U.S. News's Best Nursing Homes profiles more than 15,000 facilities and ranks them by state, using data and quality ratings from the Centers for Medicare and Medicaid Services, the federal agency that sets and enforces quality standards for all homes enrolled in Medicare or Medicaid.

Like Good Samaritan, facilities that ranked highest in Best Nursing Homes 2011 earned overall five-star ratings. Only about one home in seven met this standard.

Established in 1994, the Good Samaritan TCU is a 19-bed skilled nursing unit located in the Hyman S. Caplan Pavilion offering transitional care between the hospital and home. The TCU offers medical supervision and sub-acute care to patients who are too well to stay in the hospital, but too ill to return home.

Find out more about the award-winning care and warm, positive atmosphere of the Good Samaritan TCU online at www.comfortingcare.org.



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Good Samaritan's new Online Bill Pay feature allows you to securely make payments online – saving you time and postage costs. You can access the online bill pay feature by clicking on Quick Links at the top of our home page or visit directly from your browser at www.gshleb.org/billpay.