



DONOR REPORT 2016



*It's a New Day*



Holyoke Medical Center

## Mission Statement

Our Mission at Valley Health Systems is to improve the health of all people in our community. We do that with honesty, respect and dignity for our patients, visitors and staff. We do that through expert and compassionate care, education and knowledge sharing, community partnerships, fostering innovation and growth and by inspiring hope in all we touch. We do that by being good stewards of our resources and providing efficient and cost effective care to all.

## Vision

To be the Best Place for Care and the Best Place to Work.

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## President's Message



Dear Friends,

Thank you for your continued support of Valley Health Systems! Our family of organizations (Holyoke Medical Center, Holyoke VNA Hospice Life Care, River Valley Counseling Center and Western Mass Physician Associates) is able to provide better, more cohesive care to our community because of the generosity of people like you.

In 2016, we celebrated another year of amazing accomplishments, including an increase of 11% in outpatient visits and a 14% increase of inpatients. Significant progress was also made with the new Emergency Department and Medical Office Building. We finished this beautiful new facility in July 2017 and enjoyed seeing many of you at our open house events and tours of this state-of-the-art facility. Once again, we were overwhelmed by the outpouring of support and excitement from the community.

Treating patients in this new facility is very different and just as wonderful as we expected it to be. It is modern, spacious, quiet, and in time of pain and anxiety, our staff can offer the reassuring healing touch our patients deserve in the best environment possible. The emergency behavioral health unit offers respite to those in crisis in a dedicated, calm environment and has been well received by our patients. We are also quite busy. Since our opening, many more patients choose to have their care at Holyoke Medical Center and we are happy and ready to serve them.

Holyoke Medical Center recognizes that in order to continue to provide the health care our community needs, we have to do so in the areas where it is needed. As such, we will soon begin to offer expanded services and additional providers in Chicopee, Westfield and West Springfield – closer to where many of our patients live and work.

We are also excited to host our third annual ACE awards on Saturday October 7, 2017 at the UMass campus in Amherst. In addition to honoring our staff in the categories of best physician, caregiver, supporting employee and leader, we are also presenting Lifetime Achievement Awards to two recipients: Mrs. Esmat Ezzat and Mr. Thomas Hazen. We hope many of you will be able to join us for a great evening to celebrate our honorees and a year of many accomplishments.

Your support continues to allow Valley Health Systems and the Holyoke Medical Center family to shine while providing the best care to the Pioneer Valley. No gift is too small to be meaningful to us and we appreciate support at every level. Thank you for your generosity and for making us your provider and charity of choice.

Sincerely,



Spiros Hatiras,  
President & CEO

## Board Of Directors

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# Year in Review



## January

Mornings are better (afternoons and evenings too) following the **Grand re-opening** of the Gift & Coffee Shop with renovations donated by the Holyoke Hospital Auxiliary Association.



## February

In a report released by the **Center for Health Information and Analysis (CHIA)** a state agency, Holyoke Medical Center was identified as having the lowest all-cause re-admission rate in the state among all acute care hospitals (latest state data 2011-2014).





## March

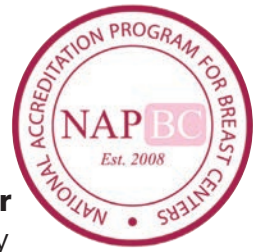
**Weight Management Program** opens, offering surgical and non-surgical weight-loss options.

**Yamira DeJesus**  
Lost over 115 pounds



## April

Holyoke Medical Center is again granted a three-year/Full Accreditation designation by the **National Accreditation Program for Breast Centers**, a program administered by the American College of Surgeons.



HMC receives **"A" rating by Leapfrog Group**

## May

**2016 Outstanding Preceptor Award** given to certified nurse midwife Rachel Graber of Midwifery Care of Holyoke by the American College of Nurse Midwives.



Run for River Valley hosts close to **150 runners and walkers.**

Alice Newton Smith leaves over **\$376,000 of her estate** to Holyoke Medical Center, which is directed towards the Emergency Department Capital Campaign.



Valley Health Systems organizations participate in **Valley Gives.**

## June

**CORE: Centers of Rehabilitation Excellence** opens satellite office for physical therapy in South Hadley.



Holyoke Medical Center's **Dr. Yanniss Raftopoulos**, Board Certified Bariatric Surgeon and Weight Management Medical Director, presented new research on the first procedure-less gastric balloon at the European Obesity Summit in Gothenberg, Sweden.



# Year in Review

## July



Holyoke Medical Center once again recognized for excellence in stroke care: the **American Stroke Association Get with the Guidelines - Stroke Gold Plus & Target Stroke Elite Plus Honor Roll Award**

eighth consecutive year; **Defect-free Care Award** from the Paul Coverdell National Acute Stroke Program at the Massachusetts Department of Public Health (DPH); and a **Coverdell NIH Stroke Scale Rate of 100 Percent Award** from the Paul Coverdell National Acute Stroke Program at the Massachusetts DPH.

## October

2nd Annual **ACE Awards**.



Holyoke Medical Center launches **new website**.



## September

First Annual **RVCC Golf Tournament**.



Women's Center expands services to include **3D Mammography** and **3D Biopsy Table**. HMC is the **first hospital in the northeast to offer 3D Biopsies**.

**Holyoke Hospital Auxiliary Association** donates remaining assets of **\$250K** to the Emergency Department Capital Campaign before disbanding.

Signing of the last steel beam for the **new Emergency Department**.



## November

HMC receives **second consecutive "A" rating** by Leapfrog Group.

**High Volume IV pumps** installed throughout the hospital.

## December

HMC achieves **2016 Top Hospital Award** by Leapfrog Group.

HMC unveils new **Holyoke Hospital School of Nursing Historical Display Case** in the Lobby



# By the Numbers

**275,809**

total outpatient visits

**2,682**

mri procedures



**5,922**

total patient discharges

**4,827**

inpatients treated



**461**

deliveries



**634**

behavioral  
health  
inpatients



**44,406**

emergency department visits

# THE ACE AWARDS GALA



## Best Physician Finalists

Dr. Richard Levrault, Intensivist  
Dr. Zubeena Mateen, Oncologist  
Dr. Nirav Sheth, Cardiologist

## Best Caregiver Finalists

Julie Janocha, Radiology  
Alexa Mignano, River Valley Counseling Center  
Cherelyn Roberts, Community Navigation

## Best Supporting Employee Finalists

Nilda Garcia, Midwifery Care of Holyoke  
Awilda Masso, Specialty Surgeons & GI  
Leslie Rosales, River Valley Counseling Center

## Best Leader Finalists

Pamela Diemand, Inpatient Behavioral Health  
James Keefe, Administration  
Wendy Gannett, River Valley Counseling Center



**T**he second annual ACE Awards was held on Saturday, October 15, 2016, at the MassMutual Center in Springfield. The red carpet event saluted Valley Health Systems' entire health care team, while highlighting leading men and women.

Holyoke Medical Center honored Garry Bombardier, M.D., and civic leader Atty. Burton "Buddy" S. Resnic with a Lifetime Achievement Award for their outstanding dedication and hard work on behalf of the hospital and the Holyoke community. Also recognized were select members of the Valley Health Systems staff who exemplify exceptional care and were nominated by their peers in the categories of Best Physician, Best

Caregiver, Best Supporting Employee, and Best Leader.

Dr. Garry Bombardier is the medical director of The Work Connection, and occupational health facility located at Holyoke Medical Center. His numerous roles at Holyoke Medical Center began as a private practice primary care physician in 1979 and grew to include Chief of the Emergency Department, hospital Medical Director, Medical Director for Western Mass Physician Associates, Medical Director for the Holyoke EMS and Board Member of both Holyoke Medical Center and Valley Health Systems. He earned his B.S. in Zoology from the University of Massachusetts and his medical degree from Albany Medical College of Union University.

Atty. Burton Resnic served on the board of directors for Holyoke Medical Center for 35 years, serving on numerous committees from 1975 until he stepped down in 2010. Atty. Resnic served as chair for the hospital's capital campaign in 1986, which raised \$3 million for facilities improvements. Atty. Resnic is also an active member in the community, serving in volunteer leadership roles for many local organizations, including the Holyoke Public Library, Pioneer Valley Council Boy Scouts, Holyoke Redevelopment Authority and the Congregation Sons of Zion.

The evening's entertainment concluded with a performance by Livingston Taylor, the world renowned musician who has performed with major artists such as Linda Ronstadt, Jimmy Buffet and Jethro Tull.



## LIFETIME ACHIEVEMENT AWARD RECIPIENTS



Garry Bombardier, M.D.



Burton "Buddy" Resnic, Esq.

## ACE AWARD WINNERS

### Best Physician

Richard Levrault, D.O.

### Best Leader

Pam Diemand

### Best Caregiver

Julie Janocha

### Best Supporting Employee

Awilda Masso

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Awilda Masso



Richard Levrault, D.O.



Julie Janocha



Pamela Diemand





## HMC ED Beam Signing Ceremony

On September 26, 2016, Holyoke Medical Center held a ceremonial signing of the last beam to be installed in the new Emergency Department and Medical Office Building, a time honored tradition of new buildings. The new Emergency Department will expand the current space from 8,500 square feet to approximately 20,750 square feet. The Medical Office Building will be approximately 18,000 square feet.

The ceremony allowed Holyoke Medical Center the opportunity to thank the many funding partners of this project, and Congressman Richard Neal for his efforts in helping to procure millions of dollars in New Market Tax Credits.

The total project cost is approximately \$23.8 million, with approximately \$5.5 million provided through New Market Tax



Credits. Without New Market Tax Credits this project would not have been possible. New Market Tax Credits will also reduce debt service for Holyoke Medical Center, allowing it to keep healthy reserves and invest in additional health programs.

The emergency department will feature a new Crisis Center for Psychiatric Services, 40 treatment areas, multi-patient trauma rooms, advance lifesaving equipment and a patient navigation service. This will allow HMC to treat patients in a more efficient and dignified way.

The second floor of the new building will be the home of a comprehensive weight and health management program, including services for bariatric surgery, general surgery, gastroenterology, behavioral and nutritional education as well as a patient fitness center.





## Run For River Valley Success!



The 5th Annual Run for River Valley was a great success! The weather cooperated, close to 150 runners/walkers participated, we raised funds, raised awareness and the overall feeling at the event was FUN! Hilary Pollan, a race participant and Program Manager at Girls, Inc. put it best, "I run a lot of races, however I've run this event for the last two years now and it's my favorite race.

Everyone has a good time and there's a great sense of community".

This year's first place male overall was Johan Cruz Hernandez of Holyoke age 15 with a time of 19:04. The first place female overall was Jennifer Berman of Holyoke with a time of 22:03.

RVCC had a few walking teams which included, RVCC's Holyoke front office staff, HIV/AIDS Project staff and for the fifth year in a row, Team Empowerment which consists of Holyoke clinician Marina Lozano and members of her therapy group.

RVCC is grateful to their sponsors and thanks everyone who supported the race by raising money, securing in-kind donations, volunteering or participating.



### Sponsors

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## River Valley Counseling 1st Annual Golf Tournament

A sunny blue sky was the backdrop for River Valley Counseling Center's 1st Annual Golf Tournament at the East Mountain Country Club in Westfield on Friday, September 16th. The day was full of camaraderie, high-fives, laughs and all around good times! One hundred and five golfers commemorated what will now become an annual event. After playing 18 holes, golfers and guests enjoyed a delicious dinner, raffle, silent auction and an awards ceremony. Congratulations to the winning



foursome Andy Watson, Doug Salamon, Steve Soja and Ken Lemoine! It was a fantastic day and it would not have been possible without the support of generous sponsors, great hosts, golfers and a wonderful group of volunteers. The event raised \$18,750 which will directly impact the individuals RVCC serves by improving programming through staff education and technology enhancements. Please save the date for the 2nd Annual River Valley Golf Tournament on Friday, September 15, 2017.

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## 25 Years of Supporting Hospice Life Care



For 25 years the Holyoke Visiting Nurses Association (VNA) and Hospice Life Care have been offering the “Light Up a Life” Campaign and annual “Holiday Gift Wrapping” program at the Holyoke Mall at Ingleside.

During the holiday season, stars once again shone on Holyoke VNA & Hospice Life Care’s Memorial Tree displayed at the mall. This tradition of “Remembering Those We Have Loved” has grown and prospered through the donations and participation of our sponsors, donors and families.

The Community Memorial Celebration and Tree Lighting Ceremony, held on December 1, 2016, featured the beautiful voices of the Blessed Sacrament School Choir, and was emceed by Rich Tettemer of Channel 22-News. The event also featured the South Hadley VFW Post 3401 Color Guard.

The funds raised through the “Light Up a Life” and “Holiday Gift Wrapping” program are contributed to Hospice Life Care. Hospice is a special kind of caring designed to provide sensitivity and support for patients and their families at end of life. The Hospice philosophy uses a team approach of physicians, nurses, social workers, therapists, aides and volunteers to help manage symptoms so that remaining days can be spent with dignity and quality of life wherever the patient calls home (i.e. home, assisted living facilities or long term care settings). Hospice care focuses on pain and symptom management so that the patient may live their remaining time with dignity, quality and with as much comfort as possible.

### Light Up A Life Sponsors

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**300 volunteers this year**

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The following gifts were received between January 1 and December 31, 2016. These gifts represent contributions toward the programs and services of Holyoke Medical Center or its parent organization, Valley Health Systems, Inc.

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The following tribute gifts were received between January 1 and December 31, 2016. We thank those many donors and families who chose to remember their loved ones in this special way. Donations to the Tree of Love are listed separately on page 16.

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The following donations were received by the Holyoke Hospital Auxiliary Association for the 2016 Tree of Love. Each gift is displayed on the branches of the Tree of Love, located in the main lobby of the Medical Center at holiday time.



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**Ruth McGregor**  
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Justine McKenna

**Catherine McKenna**  
Justine McKenna

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Justine McKenna

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**Leslie Metras**  
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Helen Hetu

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Barbara Moynihan

**Steven Moynihan**  
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Virginia Thomas

**Tim Tontonoz**  
Bettyann & Rich Mekal

**Kaye & Bert Turcotte**  
Bonnie & Tom Mullahy

**Doris Urgo**  
Jacqueline Urgo

**Celestina Vicencio**  
Dr. & Mrs. Francis Martinez

**Clara Clark Walborn**  
Carole Ibsen

**Millie & Allen Walker**  
Janice Walker

**Helen Menton Wallace**  
Mary & Thomas Wallace

**William Wallace**  
Mary & Thomas Wallace

**John Watroba**  
Melanie Huntington

**Scott Westcott**  
Beth, Ellie & Steve Westcott

**Teresa & Richard Westcott**  
Beth, Ellie & Steve Westcott

**Phyllis Whalen**  
Julie Dwight

**Anne & Charlie Wilson**  
Leslie & Raymond Beaudin

**Keira Marie Wilson**  
Darlene Mackey

**Gregory Winters**  
Nancy & Jay Judge

**Bruce Yarber**  
Suzanne Yarber

**Dotty Zajchowski**  
Marilyn & Wayne Gass

**Henry Zimmerman**  
Christine Pouliot

**Loraine Zimmerman**  
Christine Pouliot

**Albert J. Zwirko**  
Chris & George Leary

# Holyoke Hospital Volunteers & Auxiliary 2016

Volunteers provide countless hours of service to Holyoke Medical Center. The following people are recognized for their services in 2016. Holyoke Hospital Auxiliary Association disbanded in 2016, giving their last gift to *Care. Community. Commitment.* The Campaign for Holyoke Medical Center. The final contribution was given to support the outpatient waiting area of the second floor above the new Emergency Department.

## Auxiliary Board

### Executive Committee

Merle Ryan, President  
Pat McNiff, Secretary  
Fran Como/Paul Silva,  
Treasurer

### Board of Directors

Claudia Cunningham  
Sharon Flynn  
Rebecca Gibson  
Linda Healy  
Ann Jubinville  
Mary Ann Reno  
Sally Jo Stevens  
Janice Walker  
Peg Wallace

Edwin Otero, Jr.  
Margaret Parsons  
Katherine Perkins  
Anne Marie Pierre  
Maryann Reno  
Carlene Riccelli  
Keith Robert, II  
Suzanne Robinson  
Meredith Rudolf  
Merle Ryan  
Nel Sachsenmaier  
John Shields  
Patricia St. George  
Constance Stepniak  
Sally Jo Stevens  
Anne Tucker  
Janet Valley  
John Valley  
Mary Margaret (Peg) Wallace  
Sherwin Wernick



## Adult Volunteers

Anthony Albano  
Antoinette Allard  
William Antil  
Michael Barnes  
Sam Bouchante  
Shirley Burdzy  
John Cahill  
Kimberly Casiano  
Candace Christensen  
Phyllis Constance  
Shirley Copeland  
David Creran  
Claudia Cunningham  
Luiza DaFonte  
Paine Dunn  
Heather Fahey  
Christine Ferraro  
Lorain Giles  
Barbara Granata  
Priscilla Haskins  
Linda Healy  
Stephanie Hogan  
Judith Johnson  
Katherine Knowles  
Diane Lessard  
Adrian Lovell  
Michael Lynch  
Joan McDermott  
Patricia McNiff  
Louis Melendez  
Pasquale (Rick) Membrino

## Service Awards

### 100 Hours

Christine Ferraro  
Diane Lessard

### 500 Hours

Antoinette Allard  
Linda Healy  
Joan McDermott  
Edwin Otero, Jr.  
Patricia St. George

### 2000 Hours

Claudia Cunningham  
Carlene Riccelli  
Keith Robert, II  
Sherwin Wernick



## Years of Service

### 5 Years

Janet Valley  
John Valley

### 10 Years

John Cahill  
Constance Stepniak

### 20 Years

Phyllis Constance





# Holyoke Medical Center

575 Beech Street  
Holyoke, MA 01040