

Holyoke Medical Center

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MISSION STATEMENT

The MISSION of Holyoke Medical Center is to serve the health needs of the community in a high quality and efficient manner.

To this end, Holyoke Medical Center shall:

- Provide compassionate care to all whom it serves and commitment to cultural diversity in our programs and workforce, and the development of cultural competencies in our workforce so that we may better serve our patients;
- Identify and serve those needs which are prevalent and substantial in the community as a whole or within major population groups, and which can be adequately met by the provision of basic primary and secondary health care services;
- Provide information, education, and expertise to our community in order to promote the general health of its citizens;
- Provide an environment of excellence and growth in which health care professionals can use their skills and abilities to the fullest extent possible;
- Provide competitive wages and benefits, as well as safe and dignified working conditions, for all employees;
- Ensure financial responsibility in the operation of the Medical Center in order to guarantee the future viability of our mission;
- Provide a formal, public, and ongoing program of community benefits, in cooperation with community individuals and organizations, to improve the health status of the public including especially the medically and economically vulnerable.

President's Message



Dear Friends,

Thank you for your continued support of Valley Health Systems and the entire Holyoke Medical Center family. For the first time we are choosing to share highlights and support from not only Holyoke Medical Center, but that of our affiliates Holyoke VNA Hospice Life Care and River Valley Counseling Center. A contribution to any of our organizations makes us all stronger.

As you will see, 2015 was a very exciting year for us with the introduction of several new services and locations to better serve the residents and visitors of the Pioneer Valley. Most notably, we saw the groundbreaking of the new Emergency Department and Medical Office Building. Employees and community members alike have expressed their excitement of this project, which will more than double the size of the current emergency department and include a designated area to better treat those with behavioral health needs. This new construction is an example of the commitment Valley Health Systems has to the future of our region.

We also introduced the ACE Awards, which for the first time brought together all of the Valley Health Systems organizations collectively. We are grateful to all of our supporters who joined us in recognizing the extraordinary staff and community members we have that allow Valley Health Systems to shine. On October 15, we will celebrate the 2016 Ace Awards and hope you will consider attending and sharing in the celebration.

The calendar year was brought to a close with the hospital being ranked amongst the best in the state (tied for second) for having the cleanest rooms as rated by patients, and the new year started with us having the lowest readmission rates when compared to other Massachusetts Hospitals. We also received three prestigious national and state awards for excellence in and quality of stroke care in Massachusetts, including the American Stroke Association Get with the Guidelines® Stroke Gold Plus award for the seventh consecutive year.

Looking forward in 2016 and beyond, we will open our new emergency department and medical office building. We will continue to address the most pressing health care needs of our community, including the introduction of a Weight Management Program to help address the growing obesity epidemic. Holyoke Medical Center will remain working with DNV, an accreditation agency that provides inspections and surveys every year, putting us on a vigorous schedule of performance improvement. We will also stay on track to becoming ISO 9001 certified within a three year span, a quality standard that is unequivocally one of the most stringent and successful international standards.

Your continued support allows Valley Health Systems and Holyoke Medical Center to continue to move forward in a very difficult environment, providing high quality, compassionate care to our local community. Thank you again for your generosity.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Spiros Hatiras', written in a cursive style.

Spiros Hatiras,
President & CEO

15

the year
in review



'15 the year in review



January

Midwifery Care of Holyoke begins offering services in Chicopee.

April

HMC receives reaccreditation from DNV-GL.



May

HMC again receives accreditation from College of American Pathologists.

July

Holyoke Medical Center has highway signage on I-91 and I-391.

Holyoke Medical Center (HMC) has received three prestigious national and state awards for excellence in and quality of stroke care in Massachusetts, including: the American Stroke Association Get with the Guidelines® Stroke Gold Plus award for the seventh 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.

February

HMC Awarded Outstanding Partner Award by CareerPoint.



March

Holyoke Medical Center is recognized as a long standing supporter of the Holyoke St. Patrick's Road Race, which celebrated 40 years of success.



VHS Statistics for FY 2015 (10/1/14 – 9/30/15)

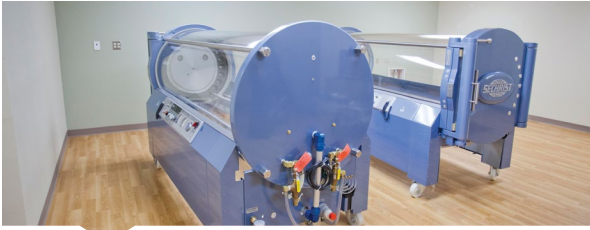
247,825
TOTAL OUTPATIENT VISITS

2,714
MRI PROCEDURES

5,282
TOTAL PATIENT DISCHARGES

42,526
EMERGENCY DEPARTMENT VISITS

August



Hyperbaric Oxygen Chambers are delivered for the new Wound Care Center.

CORE: Centers of Rehabilitation Excellence opens satellite office for physical therapy in West Springfield.

HMC partners with QPID to offer quicker data mining technology of medical records for Emergency Department patients.



October

Midwifery Care of Holyoke celebrates 30 years of service.

1st Annual ACE Awards.

HMC expands services at Holyoke Health Center to include mammography and ultrasound.



Groundbreaking of new Emergency Department



November

HMC becomes a Baby-Friendly Hospital.



September

March of Dimes Massachusetts Chapter names Lisa Pack Labor & Delivery Nurse of the Year. This is the third consecutive year that an HMC nurse is named for this award.



December

HMC ties for second place for cleanest rooms in the state as reported by patients.

Wound Care ribbon cutting.



HMC Wound Care Center ribbon cutting

4,212
INPATIENTS
TREATED

446
DELIVERIES

625
BEHAVIORAL
HEALTH
INPATIENTS

Holyoke Medical Center is dedicated to being a strong community partner and addressing our community's health needs. By partnering with many local organizations, we are working together to improve the quality of life for the residents of our region.

This is only a sample of the many partnerships we are forming and the purpose of the collaborations.

Partners with the Holyoke Basic Needs Committee and committed to "Fill the Backpacks" of homeless students with food drive donations from HMC employees.

Participates in the 5-2-1-0 program initiative to educate children about eating 5 fruits/vegetables, having no more than 2 hours of screen time, achieving 1 hour of exercise and 0 sugar drinks every day.

Provides eight hours of volunteer support to the Homework House in Holyoke each week.

Invites Junior Achievement Job Shadowing students from Holyoke High School.

Grants two scholarships annually to nursing students from Dean Technical High School.

Partners with CareerPoint in Holyoke to provide summer workplace opportunities for eight students.

Collaborates with the Care Center in Holyoke and with Midwifery Care of Holyoke to provide health information to pregnant teenagers and counseling on birth control and parenting.

Educates all patients in the Birthing Center on sudden infant death syndrome, and provides each new baby with a sleep sack to assist in the Back-to-Sleep initiative.

Volunteers at the Morgan School Family Care Days on two Fridays each month.

Provides educational info on preventing and managing diabetes, stroke, CHF and COPD at the medical center, Senior Center, Police Department, Department of Public Works, Public Schools, Community College and local church groups.

Offers free meeting space for organizations to provide on-going support groups to all members of the community.

Provides regularly scheduled community education programs to identify and address behavioral health issues.

Offers online mental health screening with referrals to treatment.

Has a Social Work and Assessment Team to support behavioral health patients on the medical floors with case management issues.

Makes Partial Hospitalization and Intensive Outpatient Program services available as a positive alternative to inpatient psychiatric treatment or to help transition from an inpatient stay.

Has an Outpatient Behavioral Health Service that offers individual and group therapy to help patients maintain their mental health stability in the community.

Collaborates with the Holyoke Health Center, the Holyoke YMCA and the City of Holyoke on a Prevention & Wellness Trust Grant to educate and prevent asthma attacks. The goal of this grant is to assess if the child's asthma is in control with the current treatment plan, identify triggers to exacerbations and provide a plan to each child on what to do and who to call in order to decrease emergency room visits.

Holyoke Hospital Volunteers & Auxiliary 2015

The Holyoke Hospital Auxiliary Association and Volunteers provide countless hours of service to Holyoke Medical Center. The following people are recognized for their services in 2015. Auxiliary contributions also support the work of Holyoke Medical Center's various departments by funding capital equipment purchases for use by the staff in the delivery of patient care.

2015 Volunteer Service Awards

100 Hours

Christine Ferraro
Diane Lessard

500 Hours

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

2000 Hours

Claudia Cunningham
Carlene Riccelli
Keith Robert
Sherwin Wernick

Years of Service

5 Years

Jack Valley
Janet Valley

10 Years

John Cahill
Constance Stepniak

20 Years

Phyllis Constance

Auxiliary Board

Executive Committee

Merle Ryan, *President*

Patricia McNiff, *Secretary*

Fran Como, *Treasurer*

Claudia Cunningham
Sharon Flynn
Rebecca Gibson

Ann Jubinville
Maryann Reno
Sally Jo Stevens

Janice Walker
Mary Margaret Wallace

Adult Volunteers

Anthony Albano
Antoinette Allard
William Antil
Michael Barnes
Sam Bouchante
Shirley Burdzy
John Cahill
Kimberly Casiano
Candace Christiansen
Shirley Copeland
David Creran
Claudia Cunningham
Luiza DaFonte
Pauline Dunn
Heather Fahey
Christine Ferrara
Lorain Giles

Barbara Granata
Priscilla Haskins
Linda Healy
Stephanie Hogan
Judi Johnson
Katherine Knowles
Diane Lessard
Adrian Lovell
Michael Lynch
Joan McDermott
Patricia McNiff
Louis Melendez
Pasquale Membrino
Edwin Otero
Margaret Parsons
Katherine Perkins
Anne Marie Pierre

Maryann Reno
Carlene Riccelli
Keith Robert
Suzanne Robinson
Meredith Rudolph
Merle Ryan
Nel Sachsenmaier
John Shields
Patricia St. George
Constance Stepniak
Sally Jo Stevens
Anne Tucker
Jack Valley
Janet Valley
Mary Margaret Wallace
Sherwin Wernick

Board Of Directors

Valley Health Systems

Priscilla Mandrachia, *Chair*
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Garry Bombardier, MD
Peter Connor
Donald Graham
Kathleen Hankel
Jeff Hayden
Marc Joyce
Jon Lumbr
Joseph Peters
Doris Ransford
Martin Schoenemann
Anthony Soto
Michael Sullivan

Holyoke Medical Center

Peter Connor, *Chair*
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Karen Ferroni, M.D., *Ex-Officio*
Spiros Hatiras, *Ex-Officio*
Theodore Mlapah, M.D., *Ex-Officio*
Shannon Gurek
Kathleen Hankel
Marc Joyce
Priscilla Mandrachia
Mary Jo Maydew
Doris Ransford
Idelia Smith

River Valley Counseling Center

Jeff Hayden, *Chair*
Rosemarie Ansel, *President*
Derek Morris, *Treasurer*
Thomas O'Connor, *Clerk*
Spiros Hatiras, *Ex-Officio*
Yocelyn Delgado
Sheila Goodwin
Danny Hannoush
Melissa Perry
Janet Valley

Holyoke Visiting Nurse Association

Eileen O'Leary-Sullivan, *Chair*
William Rogalski, *Vice Chair*
Paul Silva, *Treasurer & Secretary*
Jon Lumbr, *Immediate Past Chair*
Paula Boss, *Ex-Officio*
Spiros Hatiras, *Ex-Officio*
Carol Noga

THE ACE AWARDS GALA

A Red Carpet Event

Holyoke Medical Center's first-ever ACE Awards: A Red Carpet Event, was held Saturday, Oct. 24, 2015 at the MassMutual Center in Springfield. Designed to be as exciting as the Academy Awards, the Red Carpet Event saluted Valley Health Systems' entire health care team, while highlighting leading men and women. Proceeds benefitted Valley Health Systems: Holyoke Medical Center, Holyoke Visiting Nurses Association & Hospice Life Care, River Valley Counseling Center and Western Mass Physicians Associates.

The celebratory evening began with festive cocktails under the center's shimmering lights, where guests greeted award nominees who arrived by limousine and stepped gracefully onto the red carpet, ready for photo shoots and interviews. A delicious dinner was served in the adjoining ballrooms and was followed by fabulous entertainment from the Road Shop Barbershop Quartet, The Pearls from Dan Kane Singers, Anita Anderson Cooper and her pianist Grant Moss, and HMC's own volunteer, Performer Sally Jo Stevens.

Special thanks go to Master of Ceremonies

Comedian Wali Collins and to JX2 Productions, who debuted exclusive film coverage.

Valley Health Systems presented two very special individuals with Lifetime Achievement Awards for their dedication to the community over many years. The first was granted to Samuel Mazza, M.D., a general surgeon for nearly 50 years. Dr. Mazza, a resident of South Hadley, is well loved for his exceptional patient care and personal charisma. During his remarkable career at HMC, his numerous appointments included service as Chairman of the Department of Surgery, President of its Medical Staff and a member of the Board of Directors. Dr. Mazza, who received a Bronze Star for his service as a general surgeon with the 25th Infantry during the Vietnam War, also later served as a surgical consultant at the Soldiers' Home in Holyoke and the Federal Veterans Affairs Medical Center in Leeds.

The second was awarded to longtime civic leader Angela Wright, a member of the HMC Board for almost 40 years. Recognized for her executive volunteer leadership role and support of the hospital's vision, Ms. Wright has dedicated her life to serving volunteer causes from the Girl Scouts and the United Way to her

37 year tenure on the governing boards for the hospital and its parent corporation. Ms. Wright and her husband Joe, also co-chaired the two-year, \$4 million "Yours for Life" campaign in 2002 which made possible the construction of new operating rooms, new endoscopy rooms, Patient Registration and the front Lobby.

The ACE Awards also honored exemplary Valley Health Systems employees in eight different categories. Employees were nominated by their peers, and each awardee received a trophy!

This event would not have been possible without the generous support of our sponsors. Thank you to everyone who helped make Valley Health Systems' first ACE Awards Event an evening to remember!





Tony White

Melissa Perry

Suzanne Picard

Jim Como

Brian Couchon

Valerie Bourdon

Ace Awards

LIFETIME ACHIEVEMENT AWARD RECIPIENTS



Sam Mazza, M.D.
with wife, Michelle



Angela Wright
with husband, Joe

ACE AWARD WINNERS

Best Physician

Rudegelio Agana, M.D.

Best Nurse

Brian Couchon, RNC-OB

Best Manager/Supervisor

Melissa Perry

Best Clinical Ancillary Person

Tony White

Best Administrative Support Person

Nancy Judge

Best Non-Clinical Ancillary Person

Jim Como

Best Behavioral Health Person

Valerie Bourdon

Best Home Health Clinician

Suzanne Picard, RN

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Maureen & Paul Silva
Valet Park of America
The Wright Family

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Zubeena Mateen, M.D.
Dr. & Mrs. Ted Mlapah
Mountain View Landscapes
Mary Norris, M.D.
Kathleen Reardon
Nancy Reiche

In Honor of Angela Wright

Dorothy & Henry Seidel
In Honor of Angela Wright
Susan Ware

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American Medical Response
Barbara C. Bernard
Committee to Elect Aaron Vega
Anne & Tony Correia
Clem Couchon
Roger Dulude
Falcetti & Clark Electrical
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Holyoke Credit Union
HMC Imaging Services
HMC Laboratory Staff
HMC Nursing Division
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HMC Pathology Group
HMC Rheumatology Services
Holyoke Merry-Go-Round
Ann Jubinville
Rebecca MacGregor
Ann Marcus
Francis Martinez, M.D.
Samuel Mazza, M.D.
Meyers Brothers Kalicki, P.C.
JoAnne & Randy Newman
PeoplesBank
Denise & John Rebmann
Resnic, Beauregard, Waite & Driscoll
River Valley Counseling Center
Idelia Smith
Universal Plastics Corporation
VHS Human Resources Department
Carol Wojnarowski
The Wright Family

Emergency Department Update

Holyoke Medical Center (HMC) broke ground on construction on October 30, 2015 for a new state-of-the-art Emergency Department that when completed, will expand the current space from 8,500 square feet to approximately 22,000 square feet. The Medical Office Building will be approximately 16,000 square feet.

The project is expected to be completed in spring of 2017. 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 medical office building will house a host of new services including a comprehensive weight loss center and multi-specialty physician practices. These expanded services will address the current and emerging community health needs of Hampden County, including the sharp rise in obesity and diabetes rates, while also creating new jobs in Holyoke.

“The groundbreaking represents our strong commitment to providing tens of thousands of patients in the Pioneer Valley with access to convenient and compassionate lifesaving care,” said Spiros Hatiras, President and CEO of Holyoke Medical Center and Valley Health Systems, Inc. “HMC’s new Emergency Department and Medical Office Building will offer the latest in medical technology, a broader range of emergency services and highly skilled clinicians dedicated to serving our community.”

Funding for this project is provided partially by the Commonwealth’s Health Policy Commission (HPC), through Phase 2 of the Community Hospital Acceleration, Revitalization, and Transformation Investment Program, also known as “CHART,” which aims to promote care coordination, integration, and delivery transformation to enhance Massachusetts community hospitals’ delivery of efficient and effective care. The \$3.9 million grant supports the integration of new behavioral health services in the Emergency Department.

HMC will leverage an innovative multidisciplinary high risk care team, known as the Behavioral Health Emergency Care Service, to support all patients with behavioral health conditions in the emergency department. At the same time, this highly coordinated initiative will introduce robust care navigation in partnership with community-based organizations to ensure that patients receive targeted interventions, including those necessary to address the high incidence of complex, challenging social issues, and are referred to the right services for successful follow through on individualized care plans. A portion of this investment will also support Holyoke’s efforts to redesign their emergency department, and will create a separate healing and therapeutic behavioral health space in the emergency room designed to reduce patient anxiety, streamline patient flow and improve overall quality of care in a safe and secure environment.

Additional financing partners for the total project budget of \$22.8 million include Valley Health Systems, MassDevelopment, People’s United Bank, JPMorgan Chase and A.I. Wainwright.

In 2015 over 42,500 patients visited Holyoke Medical Center’s Emergency Department, and the department will continue to serve the greater Holyoke community throughout the construction phase of the project.





River Valley Counseling Center's 4th Annual 5 Mile Run/1 Mile Walk

The sun was shining on the River Valley Counseling Center (RVCC) for the 4th Annual Run/Walk for River Valley on Saturday, June 13, 2015. Over 100 runners and walkers came out to the Ashley Reservoir in Holyoke to help raise funds for RVCC and their efforts to shine a light on mental health services available in the Pioneer Valley.

"This is a great cause for mental health services. The money raised goes to benefit all of the work that River Valley provides, such as adult day treatment program, substance abuse services, couples counseling, counseling for depression... any type of mental illness," said RVCC clinician Karen Rome, told 22 NEWS. "Raising money for these services is important because we need to know that if people do not feel good mentally and emotionally, they will not feel good physically. A lot of people are suffering with mental health issues that are not being addressed. River Valley Counseling Center provides a very nurturing and caring environment that helps to address child services, divorce issues, outpatient services for depression, anxiety, bipolar and schizophrenia. The funds raised at the 4th annual Run/Walk for River Valley will help to continue offering these services and expand our services."

Participants at the event included RVCC staff, clients and community members. "Team Empowerment," a group of clients from the Holyoke Clinic attended again, continuing the tradition of participating every year. They were joined by "Team Walking United," a group of clients from RVCC's HIV/AIDS Meals and Support Program, who made it their third consecutive year of participation. RVCC was also proud to have Holyoke Medical Center and Valley Health Systems Inc. President and CEO, Spiros Hatiras, participated with his wife, addressing the crowd on the importance of wellness and the role that RVCC plays in the community.

Co-chaired by community volunteer, Angela Callahan, and RVCC employee, Millie Colon, the event would not have been possible without their hard work and dedication to RVCC. Many other volunteers also participated to make the event a success, including those from the Holyoke Safe and Successful Youth Initiative.



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Holyoke Gas & Electric

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Lighting up the Holiday Season, Year After Year

The holiday season has been extra special in Holyoke for the last 24 years, thanks to the generous work of the Holyoke Visiting Nurses Association (HVNA) and Hospice Life Care, through their “Light up a Life” Campaign and annual “Holiday Gift Wrapping” program.

In 2015, these groups raised a total of \$28,183, funds that were immediately put to use supporting Hospice Life Care, which has provided compassionate care and sensitive support to terminally ill patients and their families in the Hampden and Hampshire counties for a quarter of a century. One of the expenses the funds are used for is a harpist who plays for hospice patients at the end of their lives.

The “Light up a Life” campaign includes a Memorial Tree, displayed alongside the Holiday Gift Wrapping Booth in the Holyoke Mall at Ingleside. This tradition of “Remembering Those We Have Loved,” through tree ornaments either “in memory of” or “in honor of” loved ones, has grown and prospered through the donations and participation of event sponsors, donors and families.

The Community Memorial Celebration and Tree Lighting Ceremony, held at 10 a.m. on Dec. 3, 2015, featured the beautiful voices of The Blessed Sacrament School Choir with special guests, and was emceed by Rich Tettemer of Channel 22-News. As HVNA works closely with its veteran communities, the event also featured a local honor guard's flag presentation.

HVNA starts recruiting volunteers for the Gift Wrapping Booth each autumn. The booth opens on the Friday after Thanksgiving and continues through the end of the day on Christmas Eve. The booth is open during the extensive mall hours, and is staffed entirely by volunteers. In 2015, HVNA was thrilled to have recruited 411 volunteers.

We send heartfelt thanks to all who participate, year after year, in this very special and rewarding community event!

Thank you also to the event's very generous sponsors:

Advocates

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Goss & McLain Insurance Agency
Thomas Hazen

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Andrea DiMassimo
Jeannette A. Ingham



Donors 2015

The following gifts were received between January 1 and December 31, 2015. 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 Hatiras Family
Service First, Inc.
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Peggy & Gill Woods

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