Standing Together for Valley Health Systems















Donor Report 2019-2020



Holyoke Medical Center • Holyoke Medical Group Holyoke VNA Hospice Life Care • River Valley Counseling Center

HolyokeHealth.com

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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Holyoke Medical Center • Holyoke Medical Group Holyoke VNA Hospice Life Care • River Valley Counseling Center

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*Designates 2019 & 2020

President's Message



Dear Friends,

As we look back on the past two years, there has been so much that's happened in the world around us. It's important to reflect on the time that's passed and remind ourselves of the positive things accomplished. At Valley Health Systems there were many amazing achievements that took place in 2019 and 2020 and your generosity has made a lasting difference in our healthcare community in so many ways.

In 2019, we received national accreditation by DNV-GL to the ISO 9001:2015 Quality Management System reflecting the organization's unwavering commitment to quality,

transparency, and customer satisfaction. In addition, we again earned a 3-year re-accreditation from the National Accreditation Program for Breast Centers (NAPBC) demonstrating our quality of care for patients with breast cancer and other breast diseases.

The year also brought exciting growth as services were expanded in Westfield with Holyoke Medical Group's Family Medicine practice moving to their new location along with walk-in care, lab-draw services, and CORE physical therapy. Additionally, the Holyoke Medical Center (HMC) Pulmonology Center, HMC Thoracic Surgeons, and the Lung Cancer Screening Program relocated to newly renovated space at 5 Hospital Drive in Holyoke to better meet the needs of our pulmonary patients.

Later in the year, we held the Annual Gala on Saturday, November 23, 2019 at the Log Cabin. The event honored Lifetime Achievement Award recipient M. Saleem Bajwa, MD along with many dedicated and exceptional team members from throughout Valley Health Systems. The evening featured an awards presentation, a seven-course chef's dinner with wine pairings, a silent auction, and dancing.

For 2020, Valley Health Systems' employees faced every adversity related to the pandemic head on with true resilience. There were numerous notable accomplishments and standout moments during a year that was very trying. On April 3rd, the Medical Center accepted the request to assist our neighbors from the Soldiers' Home of Holyoke. The months that followed, although challenging, were very heartwarming and rewarding for many of us who got to know and care for these most deserving men and women. As we look back on 2020, caring for the Veterans will be the light that will shine long after the pandemic dust settles.

I have said this before, and will say it again, I have never been prouder to work with a group of people than I am to work with the team at Holyoke Medical Center and Valley Health Systems. I have also never been more proud to be in a community like ours: one that comes together to support us especially during a year filled with tragedy and loss. The donations of money, equipment, food for staff, and positive comments in letters and on social media truly helped our team persevere and rise to every challenge presented. Your generosity helped us continue to provide the valuable resources and necessary investments to care for you, your family, friends, and neighbors.

Please know that the entire organization joins me in saying thank you for being one of the many caring individuals who make a positive difference at Valley Health Systems.

Sincerely,

Spiros Hatiras

President & CEO

Janes Hon time

2019 Highlights





Holyoke Medical Center has achieved certification to the ISO 9001:2015 Quality Management System, reflecting the organization's commitment

to quality, transparency, and customer satisfaction. Holyoke Medical Center was the first and only hospital in Western Massachusetts to obtain this prestigious accomplishment.



Holyoke Medical Center once again received the 3-year reaccreditation from the National Accreditation Program for Breast Centers.





Holyoke Medical
Center opened a new
Pulmonology Center.
Together with the Thoracic
Surgeons, Lung Cancer
Screening Program, and a
new Pulmonary Function
Testing Lab, the service is
located next to the main
lobby of the hospital.



The Naro family gave a blanket warmer, in memory of Mary M. Naro, RN. The warmer resides on the fourth floor Intermediate Care Unit. The plaque, along with Mary's picture, is mounted to the blanket warmer and reads, "Mary's four decades of dedicated service to Holyoke Medical Center (1978 - 2018) were defined by her strong commitment to her work, her compassionate care of her patients and her unending kindness to her colleagues."



HMC conducts community health needs assessment - a requirement conducted every three years.

New doctors & advanced practice providers



Simon Ahtaridis, MD, Chief Medical Officer



M. Saleem Bajwa, MD, *Pulmonology*



Beth (Laton) Brown, MD, *Pediatrics*



Halbert Feinberg, MD, Intensive Care



Thomas Graziano, MD, Family Medicine



Tuyyab Hassan, MD, Gastroenterology



Yuri Khibkin, MD, Pain Management



Another blanket warmer, given by the Holyoke Hospital School of Nursing Alumni Association. resides on the third floor nursing unit.

2019 ELITE: Holyoke Medical Center received five prestigious national and state awards for excellence and quality of stroke care in Massachusetts, including the American Heart Association/American Stroke Association's Get With The Guidelines® Stroke Gold Plus & Target: Stroke Honor Roll Elite Plus Quality Achievement Award.





Holyoke Medical Center and Holyoke Medical Group expanded services at 140 Southampton Road in Westfield for family medicine walk-in care, lab draw, and CORE physical therapy.

2019 Donor Updates



85%

of gifts from individuals



40%

of gifts from first-time donors



15%

of gifts from Corporations, Foundations & Associations



Jeanne McCarthy, PA-C, Gastroenterology



Andrey Pavlov, MD, Intensive Care & Pulmonology Pathology



Aneta Rafalowski, MD. Pulmonology



Miguel Rodriguez, MD,



Leo Stemp, MD, Intensive Care & Anesthesiology



Sonia Valentine, DNP, Primary Care/Family Medicine



Alexander Zeidel, MD, Anesthesiology

One Great Evening to <u>Evening to </u>

2019 ACE AWARDS

Best Supporting Employee Finalists

Terence Hoague Angelo Martinez Jennifer Zelasko

Best Leader Finalists

Kathryn Girardin, Au.D., FAAA Hasaan Khawaja, DPT Sheila Laroche, CPC

Best Caregiver Finalists

Kirsten Lindgren Cornelius Maddox, RN, BSN Maria Quinn, MSN, PMHNP-BC

Best Physician Finalists

Tedd Ackerman, MD John Mazzucco, MD Lorenver Po, MD

Best Supporting Employee Angelo Martinez

Best Leader

Hasaan Khawaja, DPT

Best Caregiver Cornelius Maddox, RN, BSN

Best Physician Lorenver Po, MD

Lifetime Achievement Award M. Saleem Bajwa, MD

2019 HMC Annual Gala



n November 23, 2019, Holyoke Medical Center held its Annual Gala. The event honored Lifetime Achievement Award recipient **M. Saleem Bajwa, MD**, along with a variety of dedicated and exceptional team members from Valley Health Systems. The event featured a social hour, awards presentation, seven-course chef's dinner with a unique wine pairing for each course and silent auction.

In his over 40 years at HMC, Dr. Bajwa, the former Chief of Medicine and President of the HMC medical staff, has played a key role in the hospital's growth since he joined the medical staff in 1979.

In addition to running a busy private practice in internal and pulmonary medicine, Dr. Bajwa has been an advocate for new programs at HMC. In the early 1980s, he helped launch The Work

Connection and provided care for employees from many local industries until full-time medical staff members were hired.

In the 1990s, sleep medicine became an important field. Dr. Bajwa helped the hospital open the Sleep Lab in 1998. The Lab, which expanded a decade later, has provided a much-needed service in the area of sleep disorders, such as sleep apnea. Dr. Bajwa directed the Sleep Lab until 2018, when he worked with the hospital administration to recruit a board certified physician in sleep medicine to take over the position.

Dr. Bajwa also served as director of the Respiratory Department. He launched the Pulmonary Rehabilitation program in 2002 and oversaw a multidisciplinary team of healthcare providers. The rehabilitation program was expanded in 2012 to serve the growing number of patients with chronic obstructive pulmonary disease (COPD) and other serious pulmonary diseases. "COPD is one of the leading causes of hospitalization, disability and death," he says. "It requires treatment on an ongoing basis. The rehabilitation program has become an essential component of patient care."











Until 2019, Dr. Bajwa was the sole pulmonologist at HMC. Once again, he worked with the hospital administration to recruit two new physicians. Thanks to his efforts, HMC now has a Pulmonary Center, which offers bronchoscopy and other interventional procedures. "It was my dream that one day we would have a state-of-the-art department and could provide the full scale of pulmonary services," he says.

Dr. Bajwa, who has served on the HMC Board of Directors, is also dedicated to his community. He's one of the founding members and former president of the Islamic Medical Association of North America. Over the years, he's watched the organization grow to include more than 1,000 members and has been active in providing educational as well as humanitarian services. "I'm proud of the Association's relief work and volunteer medical missions," he says.

Dr. Bajwa is also a founder of the Islamic Society of Western Mass. He has held various positions in the Society and coordinates the interfaith and outreach programs. "I love coordinating the interfaith programs and promoting friendship, dialogue and mutual understanding between all religious denominations," he says. "That will continue to be my lifelong mission." Dr. Bajwa served as a trustee of the Hartford Seminary—a leading multifaith teaching institute—for nine years and has been the Executive Director of the Islamic Council of New England for two decades.

"My motto is to provide state-of-the-art care close to home," says Dr. Bajwa. "HMC has been a wonderful place. It has been very supportive in helping me to provide the best possible medical care to Valley residents."









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Laughter is the Best M

Thank you to our sponsors and event participants for joining us on June 22, 2019 at The Wherehouse? in Holyoke, which featured the World Gone Crazy Live Stand-Up Comedy & Music Show.

Sponsors:

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The Log Cabin











edicine Comedy Event







2020 Highlights

2020 Donor Updates



33%+67%=100%

of gifts from first-time of gifts from loyal donors **HMC** donors



Taking pride in the valuable support given



Holyoke VNA Celebrates 115th Anniversary.



of gifts from individuals

of gifts from Corporations, Foundations & Associations



Making a difference for every patient



Hospice Life Care celebrates 30th Anniversary.



Holyoke Medical Center Staff were awarded with the 2020 Healthcare Heroes Award, presented by BusinessWest and Healthcare News.



Western Mass Veteran Services of America and the Veterans of Foreign Wars Massachusetts donated five iPads to help the Soldiers' Home residents at HMC stay in touch with their loved ones.



Members of the Granby American Legion Post 266 and South Hadley Fire District 2 donated items for the Soliders' Home residents, from puzzles to cards to clothing!



Holyoke Medical Center President & CEO, Spiros Hatiras, received the Huron | Studer Group 2020 Healthcare Hero Award.



Cecily Austin and Travis Lemoine raised \$113 for Holyoke Medical Center, which they presented to President and CEO Spiros Hatiras.



PeoplesBank was the first "Free Meal Thursday" sponsor on April 23, 2020.



Holyoke Medical Center started vaccinating staff against COVID-19 on December 17, 2020.



SEWA International, Gujarati Association of Western Mass, and the Indian Association of Greater Springfield, donated masks and encouraging cards for the HMC team.



Holyoke
Medical
Center was
named a
2020 Top
General
Hospital
nationally by
The Leapfrog
Group,
an honor
bestowed
to only 29
hospitals
nationally.



Holyoke Medical Center shares PPE with local first responders, including the City of Springfield. Spiros Hatiras (left) with City of Springfield Officials, and HMC Chief Operating Officer, Carl Cameron (right).



Spiros Hatiras, second from left, receives one of many large donations from Kathleen (Ison) Messier (left), Daniel Messier, and Tony Morsen.

2020 New Doctors and Advanced Practice Providers



Emily Lambert, NP



Meghan McAdams, CRNA



Samantha McVay, MD



Allison Richards, MD



Dilan Santiago Ramirez, PA-C Anthony Saviri, MD



Natalie Stucenski, CNP



Veteran Liaisons: Standing from L to R: Joel Flecha, Kelly Cahill, Sara Brown, Abbie Dubuc, Josh Mull
Sitting from L to R: Amy Cauley, Rebecca Costa, Roberta Mokrisky, Elin Zapka
Not Photographed: Michelle Broughton, Kaitlin Casey, Kyle Cross, Jeff Ferros, Becky Kiessling, Melissa Moriarty, Karen Syner

Stepping Up To Care For Veterans

When the state asked Holyoke Medical Center to take in residents of the soldiers' home during the pandemic, rooms and care were arranged in a matter of hours.

Some of the first area residents to be personally impacted by the COVID-19 crisis were the veterans at the Soldiers' Home in Holyoke, where a significant outbreak occurred. "We had heard that there was an outbreak at the Soldiers' Home," says Spiros Hatiras, President and CEO of Holyoke Medical Center and Valley Health Systems. "Then, around 7:30 a.m. on Friday, April 3, I received a call from Dan Tsai at the Executive Office of Health and Human Services. He said they were trying to relocate some residents out of the Soldiers' Home to curb the outbreak and really needed our help."

Hatiras considered the most pressing challenge—where to put the 40 residents the state hoped the hospital could accommodate. He thought of two areas that could possibly work: an outpatient cardiac services unit, and the maternity unit, which has had declining volume for several years. Hatiras immediately checked with Colleen Desai, Chief Nursing Officer, and Carl Cameron, Chief Operations Officer at Holyoke Medical Center. "I asked them, 'Is it feasible, and how quickly can we get it done?" recalls Hatiras. "By the time I got to work at 8:30 a.m., they'd already started the process."

Rapid Response

Holyoke Medical Center staff quickly came together to make the two areas ready for residents of the Soldiers' Home. The task included moving out all outpatient furniture, cleaning units thoroughly, installing beds and medical equipment, and bringing in patient-care supplies. By 1:30 p.m., the repurposed units were ready.

"We had a steady stream of Soldiers' Home residents arriving until around 11:30 p.m. that night," says Hatiras. "Staff stayed on after their shifts to welcome residents. They hung flags and welcome signs and were there to greet residents. It was cold, so they had blankets to wrap the veterans in as soon as they got off the bus."







1. Laboratory team members waiting to welcome the Soldier's Home residents to Holyoke Medical Center. 2. Sheehan Family at the first family visitation offered on 5.2.20.

3. Operating Room and Central Sterile Supply Employees waiting to welcome the Soldier's Home residents to Holyoke Medical Center.

New Patients Bring New Roles

Physical and Occupational Therapy

(PT/OT) is just one of the teams that took on—and excelled at—a new assignment during the pandemic. On Thursday, April 2, nearly all outpatient PT/OT clinics were closed and the staff furloughed. On Monday, April 6, many were called back to work in the hospital with Soldiers' Home residents, some of whom were COVID-19 positive. "The job was completely different from outpatient PT/OT," says Josh Mull, PT Supervisor at Holyoke Medical Center. "We were in totally new territory in the midst of a pandemic."

Nonetheless, the team dug in and got to work determining what needed to be done to provide the best care possible. "People were referring to us as family liaisons, but it was a lot more than that," says Mull. "We had a much closer connection. PT/OTs would tell me, 'I've been with that resident so much, I feel like he's a part of my family." Overall, the experience has been both very challenging and very rewarding. "Of course, the health of some residents declined, and some passed away," says Mull. "That was very sad for all of us. But other residents saw great improvements with our care." For example, the PT/OTs helped many residents improve their mobility, getting them up and walking again. For other residents, they were able to resolve chronic skin issues. Some made improvements in mood and sociability.

Thankful Families

For Mull, another rewarding part of this experience was the gratitude of families.

"Whenever I've had the opportunity to give a family member an update, they've been extremely thankful," he says. "They appreciate our taking time to keep them in the loop. All the positive feedback from families went a long way to encouraging us and the nurses and other staff who were caring for the residents."

"When this all happened," says Mary Christensen, whose father, Edward Sheehan, came from the Soldiers' Home to be cared for at Holyoke Medical Center, "it was a God send. We were so comforted to know that every day someone was watching him, making sure he was eating and taking his medications. Not only that, but reading with him, looking at family photos with him and making sure he could connect with us using an iPad or phone."

Families had an email address where they could send questions that came up, and they received daily—sometimes twice daily—updates from PT/OTs, nurses and other members of the team.

"Several times, I even heard directly from Spiros, the head of the hospital," says Mary. "Our family is so grateful that our father has been treated with such respect and dignity, every single day. I can't say enough about how appreciative we are."

"This felt like a call of duty for us," says Hatiras. "One that we knew we had to answer. We overcame a lot of barriers and a lot of work went into it. In the end, we're very gratified that we were able to help."

River Valley Counseling Center Golf Tournament 2019

Friday, September 13, 2019 was a lucky day for the 120 golfers who participated in River Valley Counseling Center's 4th Annual Golf Tournament. The event was held at East Mountain Country Club in Westfield, MA, and presented by Action Ambulance Service, Inc. Sunny blue skies, good cheer, and high fives were shared by sponsors, golfers, and volunteers, while raising funds and awareness at RVCC's premier fundraiser. The event raised \$23,500 (net, gross was \$33,400) to support the essential behavioral and medical services that RVCC provides to over 7500 children and adults throughout the Pioneer Valley.

Generous sponsors, in-kind donors, golfers, and volunteers are the key to the event's success. "We are fortunate to have the support of those who value the importance of RVCC's mission. We are providing compassionate and comprehensive services throughout our five outpatient locations, schools, and local partnering agencies," said Rosemarie Ansel, RVCC's Executive Director.



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RVCC Easthampton Clinic Team
RVCC Holyoke Clinic Team
RVCC Springfield Clinic Team
Springfield ThunderBirds
South Hadley Tower Theaters
Spit Jack BBQ
Texas Roadhouse
The Tavern Restaurant
Two Rivers Burrito Co.
UNIDINE
United Plumbing Supply



River Valley Counseling Annual Scottish Festival

On July 20, 2019, River Valley Counseling Center was once again a beneficiary of funds raised at the Glasgow Lands Annual Scottish Festival, held at Look Park in Northampton, MA. The super-hot day deterred some from attending the 26th Annual event, but not the RVCC & VHS employees, families, and friends who volunteer at the front gate to collect the entrance fees. RVCC is grateful to the Glasgow Festival Committee for the \$1,500 donation, and is hopeful for the return of the Festival on July 17, 2021.



RVCC's 5th Annual Golf Tournament on Friday, September 18th, 2020 was a welcomed event during the COVID 19 pandemic. Safety was the driver for this event and maintaining social distance proved to be an easy task on the course. The event raised \$19,500 (net, gross was \$25,400). Funds raised help support our mission of improving the health of everyone in the community. This was a challenging year for so many and the funds supported our telehealth capabilities and other technological efforts put in place to reach as many people that we could during the pandemic. We are so grateful for all the amazing sponsors, volunteers, golfers, and community members for their support over the last 5 years!

Candi & Al Lafleur

River Valley Counseling Center Donors 2019-2020

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UNIDINE
United Way of Pioneer Valley

The following gifts were received between January 1, 2019 and December 31, 2020. These gifts represent contributions toward the programs and services of River Valley Counseling Center.

FRIEND \$500 +

Universal Plastics

N-KIND DONORS

Conklin Office Furniture Hampden County Sheriff's Department

Supporting Hospice Life Care

For over 25 years the Holyoke Visiting Nurses Association (VNA)

Hospice Life Care have been offering the "Light Up a Life" Campaign and annual "Holiday Gift Wrapping" program at the Holyoke Mall at Ingleside. In 2019, this annual event was held in traditional fashion with the beautiful voices of the Blessed Sacrament School Choir, emceed by Rich Tettemer of Channel 22-News, and featured the Military Order of the Purple Heart Veterans. The Memorial Tree was on display at the mall, "Remembering Those We Have Loved." The "Light Up a Life" campaign has grown and prospered through the donations and participation of our sponsors, donors and families. The 2019 event raised \$26,000 to support Hospice Life Care.

The COVID-19 pandemic significantly affected the 2020 holiday season, taking with it Holyoke VNA Hospice Life Care's annual fundraiser. Although the events at the Holyoke Mall were placed on hold for the season, a modified version of the "Light Up a Life" program still occurred. Although not on display at the Mall, people were still able to purchase ornaments, which were then mailed to the donors to hang on their own tree in support. This modified event raised \$10,000 for 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 the 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).







2019 LIGHT UP A LIFE SPONSORS

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Donors 2019-2020

The following gifts were received between January 1, 2019 and December 31, 2020. 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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Benefactor \$25,000.00 + PeoplesBank

Patron \$10,000.00 +

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Vita Po

Springfield Thunderbirds President, Nathan Costa, kicked off their "From the Heart" campaign with a \$500 check presentation to help provide meals to our team on Thursday, April 30, 2020.



One patient's grateful daughter, Sarah Kubic, launched an annual campaign to collect socks for people with vascular disease after losing her father to peripheral vascular disease.

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Volunteers provide countless hours of service to Holyoke Medical Center. The following people are recognized for their services in 2019-2020.

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Mary Grey Evelene Hawley Wayne Klinge Felix Rivera Pamela Skwira

Janet Valley

500 HoursDuane Camp
Lorain Giles

William Giles

1000 Hours

Diane Lessard Donna Pennell Patricia St. George

1500 Hours

Edwin Otero Tobey Tkacz

2000 Hours

Stephanie Hogan

3500 Hours

Carlene Riccelli

4500 Hours

Claudia Cunningham

5000 Hours

Pasquale Membrino

Years of Service

1 Year

Olivia Beck Duane Camp Ronald Faille Elaine Flynn Mary Grey Evelene Hawley

Hae-Min Jung

Donna Pennell

5 Years Lorain Giles

34 Years Luiza DaFonte

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Ronald Faille

Elaine Flynn

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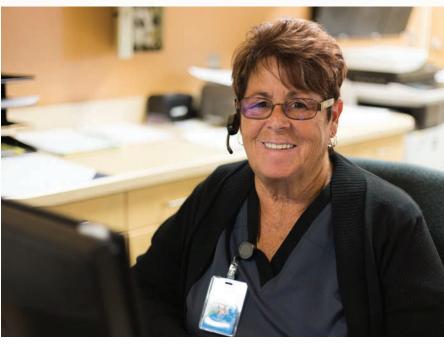
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Mary Grey

Linda Healy Stephanie Hogan









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Hae-Min Jung
Wayne Klinge
Sonny Lalchandani
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Claudia Cunningham
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