



## In Pursuit of Excellence

CHARLES COLE IS PROUD OF ITS INPATIENT SATISFACTION SCORES

Charles Cole's overall inpatient satisfaction scores

**Top 4 % in PA & Top 6 % in U.S.**

## Partnership with Hamot Started Before Affiliation

This spring, Charles Cole and Hamot Medical Center announced a clinical affiliation to enhance local healthcare. However, Charles Cole and Hamot partnered prior to the affiliation. The two hospitals worked together to bring telemedicine technology to Coudersport and Hamot-affiliated specialists Dr. James DeMatteis, Dr. Steven Herrmann, and Dr. Cyril Gunawardane now compliment CCMH's medical staff to provide top neurological and cardiology care to patients close to home.

Choosing to affiliate was logical for both organizations due to a successful working relationship in the past and a similar mission and vision.

"Hamot offers demonstrated advantages and is an excellent partner for our hospital," said Ed Pitchford, CCMH president and chief executive officer. "This affiliation presents an opportunity for us through access to additional capabilities and expertise and to develop a tightly integrated network to boost quality and coordinate services, where it makes sense. We can also reduce costs for our organizations and those seeking care with us, all the while making sure patients get what they need, when they need it."

### Getting to know Hamot

Hamot recently entered into a similar agreement with Elk Regional Health System and formally affiliated with Kane Community Hospital.

A Level II Trauma Center located in Erie, Hamot has been recognized by numerous national organizations including *US News and World Report* and Thomson Reuters for outstanding quality and clinical excellence in a wide range of services including cardiac, orthopaedics, neurology, urology and critical care medicine. Most recently, Hamot was recognized for the fourth time as one of the 100 Top Hospitals in the U.S. by Thomson Reuters.

To learn more about Hamot, visit [www.hamot.org](http://www.hamot.org).

## Group Practice Offers Comprehensive Adult Care

Charles Cole's new group practice, Integrated Internal Medicine, opened in March on the second floor of the Irwin Medical Arts Center, specializing in ongoing primary care for adult patients.

The practice consists of board certified physicians, certified physician assistants, and a certified nurse practitioner.

In addition to caring for patients in their offices, members of the group also assume responsibility for Charles Cole's hospitalist program, which cares for hospitalized patients, and manage the medical needs of residents of long term care facilities in the area.

The availability of a group medical practice at CCMH offers convenience of having multiple specialists in one location, collaboration and sharing of opinions among medical providers, and continuum of care between outpatient and inpatient settings.

"I've told my patients that while they can still identify one provider, the group practice allows for more providers to be familiar with their care," said Dr. Howard Miller. "Patients should have immediate access to a provider in our group," he said, adding that this new model can present some challenges. "Combining several established practices into one group practice takes some work and patience. We appreciate our dedicated patients' understanding during this time of transition."

"Integrated Internal Medicine provides comprehensive care from a group of highly trained medical professionals in one location at the hospital," Ed Pitchford, CCMH president and chief executive officer, said. "We have assembled an excellent group of medical providers focused on the needs of adults with whom patients can entrust their care for many years to come."

Express Care, CCMH's after hours clinic, remains open in proximity to its previous location in the Irwin Medical Arts Center and continues to see both children and adults.

**New and returning patients can make appointments by calling 814/274-5276.**



## In Pursuit of Excellence

by Ed Pitchford, president, chief executive officer



Ten years ago, the release of the Institute of Medicine's report, "To Err is Human: Building a Safer Health System," activated a revolution in the modern healthcare industry.

The IOM's research at the time estimated 98,000 deaths occurred per year in hospitals from some form of medical error, many of which could have been prevented.

Our industry has made great strides in adopting new but complicated processes, technologies and therapeutic treatments to care for patients. These advances have also had the unintended consequence of increasing the risk that errors can occur. Hospitals have responded by focusing on improving patient care by building cultures of safety. This requires shifting the way caregivers, doctors, patients and hospital leadership think and interact with one another to create reliable systems that produce the most effective and safe care in the most efficient manner.

While significant progress has been made by the hospital industry, more needs to be done. In the coming years, hospitals will face even more challenges as a consequence of national health reform. There are heightened expectations for all hospitals and providers to demonstrate value, to be more accountable for their results, and to increase transparency. The task of leading and managing hospitals has grown more complex.

Energized by these challenges, Charles Cole continues to strive for excellence. I am excited and proud to say that, with the support of our board of directors and medical staff, we have placed our pursuit of excellence program as the centerpiece of our strategic plan. We have set ambitious goals and embraced a carefully constructed set of Promises and Commitments which are relevant for ourselves, but are principally for the benefit of those who entrust their care to us.

I am also pleased to announce that directing our quality, safety and risk management at Charles Cole is Richard Freeman, MD, MPH, who was recently named our chief medical officer. Dr. Freeman is a familiar face at Charles Cole, having worked as an emergency department and family practice physician for over 15 years. Recently, he became certified by the American Board of Quality Assurance and Utilization Review Physicians. I'm confident that under Dr. Freeman's leadership, Charles Cole will continue to be a respected leader in our industry, placing patients' wellbeing at the forefront of our work.

Continued best wishes for good health.

### MISSION STATEMENT

**The purpose of Charles Cole Memorial Hospital is to provide excellent health care services, responding to the needs of the communities we serve.**

### VISION STATEMENT

**To achieve our mission and to set a clear direction for this work, our goal is to provide superior clinical outcomes and service satisfaction consistent with our philosophy of clinical excellence and demonstrated by honoring our promises and commitments.**

### PROMISES & COMMITMENTS

**Your healthcare team will provide reliable, safe and coordinated care. Competent, caring professionals will use proven medical best practices.**

**We will be a proactive partner in building healthier communities. We will continually inform you about your hospital, healthcare resources and services.**

**We will foster public trust and positive community relationships.**

**We will keep your hospital financially sound.**



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# Charles Cole TODAY Calendar

For a complete calendar of events, visit  
[www.charlescoleshospital.com](http://www.charlescoleshospital.com).

**Alzheimer's Support Group**, second Wednesday of each month, 10 a.m., hospital conference room, for more information, call 274-9301, ext. 1436

**Grief Connection**, bereavement support group, fourth Tuesday of each month, 7 p.m., CCMH Chapel

**Breastfeeding Support Group**, first Thursday of each month, 6:30 p.m., OB floor, for more information, call 274-9301, ext. 1243

**Cancer Support Group**, third Monday of each month, 7 p.m., Patterson Cancer Care Center

**Hospice Clinic**, June 23 and every other Wednesday, 1-3 p.m., Home Health and Hospice, for more information, call 274-0384

**Therapeutic Touch**, second Thursday of each month, 7 p.m., Patterson Cancer Care Center, for more information, call 274-9301, ext. 1487

**Victorious Losers**, weight loss surgery support group, second Wednesday of each month, 7 p.m., hospital conference room

## June

18 - McKean County Senior Expo, 9 a.m. - 2 p.m., University of Pittsburgh at Bradford

22 - Community Blood Bank blood drive, 11 a.m. - 5 p.m., Gunzburger County Building, Coudersport

25-26 - Relay for Life, noon-noon, CARP Park, Coudersport

## July

21 - Lifetimes Retreat for children who have lost a loved one due to death, divorce or other loss, 9 a.m. - 2 p.m., Patterson Cancer Care Center, for more information, call 274-0384

23 - Community Blood Bank blood drive, 11:30 a.m. - 5 p.m., Harrison Valley Town Hall

## August

21 - Family Fun Fair, 11 a.m. - 2 p.m., Potter County Fairgrounds

24 - Community Blood Bank blood drive, 11 a.m. - 5 p.m., Gunzburger County Building, Coudersport

## Patterson Cancer Care Center Receives ACS Award



The Potter Unit of the American Cancer Society presented the Patterson Cancer Care Center at Charles Cole Memorial Hospital with its Pennsylvania Division Citation Award.

Tammy Ahles, ACS regional vice president, presented the award which she said recognizes cooperation and commitment to carrying out the mission of the ACS. She also mentioned the ACS resource center at the PCCC; patient requests doubled within the first six months of the cancer center's opening.

"We've been able to accomplish many good things in the county. We really couldn't honor a more deserving partner," she said.

Tony Moscato of Sen. Scarnati's office also presented the PCCC with an official congratulatory citation from the state senate.

The ACS and PCCC partner to provide support, education and encouragement. Through joint programs, cancer patients benefit from Look Good...Feel Better, I Can Cope, Man to Man, Relay for Life, Hearts of Hope and Reach to Recovery. Most recently, the ACS started Road to Recovery at PCCC which provides transportation to and from the cancer center.

PCCC staff accepted the award and citation and included, pictured from left, Lynn Collins, Theresa Robinson, Dr. Hans Baerwald, Marcia Austin, Micki Merdian, Kathy McCaslin, Valerie Tinder, and Tammy Huey.

## CCMH WELCOMES NEW PROVIDERS

For a complete list of providers, visit [www.charlescoleshospital.com/providers.shtml](http://www.charlescoleshospital.com/providers.shtml).

### Pain Management Specialist Joins Staff

Theresa Arvesen, MD, recently joined the medical staff at Charles Cole Memorial Hospital. Dr. Arvesen specializes in anesthesia and pain management. She earned a medical degree and completed a residency at Indiana University School of Medicine and a pain management fellowship at Wake Forest University. Dr. Arvesen is board certified by the American Board of Anesthesiology with additional certification in pain management.

**Appointments can be scheduled by calling 274-5228.**



### CCMH Welcomes Hamot Cardiologist

Cyril Gunawardane, MD, is a cardiologist with the Hamot Heart Institute and comes to Charles Cole as the hospital's relationship with Hamot continues to evolve. Services, such as cardiology, are one of the priorities established by both organizations in their recent announcement outlining their new clinical affiliation agreement. Dr. Gunawardane will help to expand cardiology services at CCMH, where he joins Dr. Howard Miller, Dr. Steven Herrmann and Dr. Ravi Akula.

Dr. Gunawardane completed an internal medicine residency and cardiovascular diseases fellowship at State University of New York at Buffalo affiliated hospitals. He previously served as director of non-invasive cardiology at the Erie County Medical Center, associate professor of clinical medicine at the University of Buffalo's cardiology division, and as a staff cardiologist at the Olean Medical Group. He is an American College of Cardiology fellow.

**Appointments can be scheduled by calling 274-8200.**



### General Surgeon Joins Medical Staff

Moheb Mohareb, MD, earned a medical degree at Cairo University and completed a surgical residency at the University of Illinois, Metropolitan Group Hospitals. He is board certified by the American Board of Surgery and is an American College of Surgeons fellow. He most recently served as chief of surgery at Wetzel County Hospital in West Virginia where his practice included gastrointestinal, endoscopic, laparoscopic, colorectal, and breast surgery.

Dr. Mohareb and Dr. Frank Horn see patients in the hospital's general surgery suite at the Irwin Medical Arts Center.

**Appointments may be scheduled by calling 274-7474.**



### Radiologist Returns to CCMH Staff

Paul Shaderowfsky, MD, is a radiologist with the Foundation Radiology Group and comes to Charles Cole as the hospital's full time, permanent radiologist.

He earned a medical degree at UMD - New Jersey Medical School and a residency at Monmouth Medical Center. He previously served as a radiologist at CCMH, Marian Community Hospital and Endless Mountains Health System. He is also a certified clinical densitometrist and a member of the American College of Radiology, Radiologic Society of North America, Society of Clinical Densitometry and Southern Medical Society.

Foundation Radiology Group became the hospital's exclusive provider of radiological services in 2008. Based in Pittsburgh, they provide service to CCMH 24/7, 365 days per year. For more information, visit [www.frg-rad.com](http://www.frg-rad.com).



### Trumpie Joins Pediatric Office

Korin Trumpie, PA-C has joined the Coudersport pediatric office of Dr. Mary Ann Rigas and Dr. Marlene Wust-Smith.

Trumpie graduated from Lock Haven University of Pennsylvania's physician assistant program, where she also earned a bachelor's degree. She previously worked at CCMH's laboratory before continuing her education to become a physician assistant.

Upon graduation from Lock Haven, she worked in the hospitalist program at Elk Regional Health System. She is a member of the Pennsylvania Society of Physician Assistants.

**Appointments can be scheduled by calling 274-9198.**



### OB/GYN to See Patients in Port Allegany

Dr. Max Laurore, obstetrics and gynecology, is seeing patients at the Port Allegany Community Health Center.

Dr. Laurore, who works with Dr. Celso Backes, completed a residency at Synergy Medical Education Alliance, a Michigan State University affiliate program, and is an American College of Obstetrics and Gynecology junior fellow.

**Appointments can be scheduled by calling 274-7101.**



## Did you know?

Charles Cole cares about your health and well-being. If you are not receiving health care because of your inability to pay, contact us about our sliding fee schedule and charity care policy which, based on your income, may qualify you for low cost or no cost medical care. For more information, visit [www.charlescoleshospital.com/services\\_patientfinancial.shtml](http://www.charlescoleshospital.com/services_patientfinancial.shtml) or call 274-5500.

## Family is Grateful for 'Christmas Miracle'



Crystal Taylor, center, is pictured with therapists Megan O'Brian-Nicka, left, and Nickol Nicka at Charles Cole's Irwin Rehabilitation Center.

It was a typical winter morning when Cherlyn Burdick was getting ready for work. As she headed out the door, she got the phone call every parent fears.

Her daughter, Crystal Taylor, had been in a car accident. The weather was poor the night before and she had no idea how badly her daughter was injured. When she arrived at Charles Cole, she was told that Taylor had life threatening injuries. After being found unconscious in the snow, her body temperature was 85 degrees and she had multiple broken bones and internal injuries. Due to the weather, she could not be flown to a trauma center. For hours, Taylor's family wasn't sure if she would survive the surgery to repair her spleen, liver, aorta, and collarbone.

**"I shouldn't be here today. It's a miracle."  
- Crystal Taylor**

Not only did she survive the surgery, she has since made a full recovery. Taylor only remembers the fear after waking up in intensive care and not knowing how she got there. Burdick knows her daughter's story is a true miracle.

After nearly two months in the hospital and some intensive rehab, Taylor credits all the doctors, nurses, and staff at Charles Cole for saving her life. While she doesn't remember everyone who fought to save her, "I'm glad they didn't fly me out and I stayed here (Charles Cole). Everyone was great."

Taylor said her near death experience has changed her life. "I think about it everyday. I can't believe how healthy I am now. I shouldn't be here today. It's a miracle."

The accident has made her more cautious. She doesn't drive when the weather is poor unless she has to and she stays home more. Also, after losing her spleen, she worries more about becoming sick and she continues to deal with some pain.

Burdick is so grateful to everyone who helped save her daughter's life and, together, gave her daughter back. "Everyone was wonderful," Burdick said. "You don't realize how close everyone is until something happens."

"Dr. Backes told me it was a Christmas miracle," Taylor said.