



PATIENT SATISFACTION SCORES

Maternity continues to build on its tradition of Excellence

Patient satisfaction scores

Charles Cole's obstetrics unit continues to earn top scores in its inpatient satisfaction report.

According to the survey results, the obstetrics unit was ranked in the top 6 percent against 45 other Pennsylvania hospitals and ranked in the top 6 percent in the country.

"I had a good experience (at CCMH's OB unit). Everyone worked together. I would recommend this

"I am very proud to work with such dedicated nurses and physicians on our maternity unit. The teamwork and professionalism I experience every day makes my job one of the most rewarding jobs I have ever had."

~ Judy Ziegler, OB nurse manager



hospital to anyone and the care given at the hospital was great," a patient recently said.

mPINC quality measures

The Centers for Disease Control and Prevention recently released results from its national assessment of Maternity Practices in Infant Nutrition and Care, known as the mPINC survey, in which Charles Cole exceeded scores among the state, national, and centers of comparable size. The Battelle Centers for Public Health Research and Evaluation conducted the survey for the CDC between August and December 2009.

The survey reported that CCMH's composite quality practice score was 61, whereas the national score was 38 and state and centers of comparable size scores were each 39 and 46, respectively.

CCMH was one of 2,672 birth facilities who completed the survey which detailed the hospital's breastfeeding-related maternity care practices and policies.

CCMH's staff is proud of the survey results and continually encourages and counsels expectant mothers on the benefits of breastfeeding. Mothers-to-be are also encouraged to meet their pediatrician prior to the baby's birth to set a founda-

tion for educated and healthy families.

"There is nothing more satisfying as a pediatrician than to help a family welcome a newborn into their household. Our OB staff does such a wonderful job with our new babies that it makes our job easier. I have been impressed with the rising rates of new moms committing to breastfeeding their babies and hope that we continue to see more in the future. It is a pleasure to be part of the Charles Cole family."

~ Dr. Marlene Wust-Smith

Pediatrics - Coudersport, Port Allegany & Emporium
Dr. Rigas, Dr. Wust-Smith, Dr. Li, Korin Trumpie, PA-C, Kathy Fragale, PA-C, Becky Seefeldt, CRNP
814/274-9198 ♦ 642-7205 ♦ 486-0810

OB/GYN - Coudersport & Port Allegany
Dr. Backes, Dr. Laurore, Jennifer Middaugh, CNM
814/274-7101

CONGRATULATIONS

on your Newest Bundle of Joy

Breastfeeding

One of the most important decisions you will make as you prepare for the birth of your baby is how to feed your child.

Your baby's doctor can provide you with educational materials and counseling on breastfeeding, in addition to answering any questions you may have on how breastfeeding works and its advantages.

Charles Cole Memorial Hospital hosts a breastfeeding support group at 5:30 p.m. on the first Thursday of each month at the hospital's obstetric unit. Moms-to-be, moms and babies are invited for an evening of fellowship, sharing, and a time to ask questions. For more information, call 274-9301, ext. 1243.

MOMS-TO-BE ~
Come early and tour the maternity floor before the meeting at 5 p.m.

MISSION

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

VISION

Residents of our communities recognize that Charles Cole Memorial Hospital:

- Utilizes healthcare teams who provide reliable, safe and coordinated care.
- Engages competent and caring professionals who use proven medical best practices.
- Is a proactive partner in building healthy communities.
- Strives to continually inform them about the hospital, healthcare resources and services.
- Values public trust and positive community relationships.
- Will keep this community asset financially sound.



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PROVIDER SPOTLIGHT JENNIFER MIDDAUGH, CNM

Jennifer Middaugh will make history by becoming Charles Cole's first nurse midwife and she's excited to join Dr. Celso Backes and Dr. Max Laurore, offering a new level of care to women in the area.



Q What attracted you to the midwifery profession?

A After having worked as a maternity nurse, I wanted to be able to follow my patients

from the start of their pregnancy, throughout pregnancy, during delivery, postpartum, and throughout the years. Being able to maintain a continuity of care with my patients was extremely important to me.

Q How important was it to you to practice in this area?

A It was very important for me to stay in the area. I am originally from the Wellsville area and still live there. As a parent, I think that this is the perfect environment to raise a family and, as a healthcare provider, I feel that rural health allows you to personalize your care to your patients. In city practices, patients may see a different provider for every appointment of their pregnancy; I wanted to be able to know my patients.

Q What do you want women to know about midwifery who may not be familiar with it?

A Midwife means "with woman." We provide care to women throughout their lifespan from adolescence through menopause, with special focus on pregnancy, childbirth, gynecologic, and reproductive health. Although midwives focus on the normalcy of pregnancy and childbirth, we offer a variety of procedures and treatment options to our patients. We tailor our care to our patients' needs.

Q What do you hope to offer women within CCMH's service area?

A I am extremely excited to be able to offer the women within CCMH's service area with a female OB/GYN provider as well as a midwife. I plan to make patient education a top priority in my practice. I like to focus on "family-centered care" as I feel that pregnancy and childbirth not only affect the patient but the entire family.

Q Can you talk about how you plan to work with, enhance and blend with the existing OB/GYN practice?

A I think that the addition of midwifery care to the OB/GYN practice that Dr. Backes has already established will only enhance the care that women receive in this area. Midwives provide care in a different way than doctors and the most comprehensive practices are when the midwifery model and the medical model combine and collaborate to provide the highest level of care to women.

Q Can you talk about preventative women's health and what role a midwife plays?

A Certified nurse midwives focus on health promotion through preventative screenings such as mammograms, pap smears, and bone density screenings. Patient education is a huge part of a CNM's role in patient care. I plan to integrate patient education into women's health through screenings and pre-conception counseling.

Q How do you plan to work with new moms and CCMH's pediatric staff?

A After delivery, I will be available to my patients for breastfeeding support both in the hospital and after discharge, and I would like to work corroboratively with the pediatric staff at Charles Cole to help make breastfeeding mothers successful.

About Jennifer

Jennifer Middaugh, Charles Cole's first nurse midwife, will work with Drs. Backes and Laurore at Charles Cole Memorial Hospital starting later this summer.

She earned an associate's degree in nursing at Jamestown Community College, a bachelor's degree in nursing at Jacksonville University and a master's degree in midwifery at the State University of New York at Stony Brook. Before coming to Charles Cole, she worked as a registered nurse, certified childbirth educator and maternity staff nurse preceptor at Jones Memorial Hospital.

Appointments can be scheduled by calling 814/274-7101.

Charles Cole is once again partnering with the Twin Tiers Affiliate of the Susan G. Komen For the Cure to offer **free mammograms for women 40 and over August 24, September 21 and October 19** at CCMH's Women's Health Center. The screenings are intended for uninsured or underinsured women. Appointments can be made at 877/274-8200.

What is a midwife?

Midwives provide women's healthcare from adolescence beyond menopause. Women choose care from a midwife for prenatal care, birth, postpartum care, and gynecologic and reproductive health. They practice in hospitals, birth centers, and offices/clinics.

Midwifery is practiced throughout the U.S. Certified nurse midwives are RNs who completed graduate degrees and passed national certification. They are permitted to prescribe medications and order testing and offer wellness education and counseling.

In 2008, midwives attended to a record 317,626 births.

The American Midwifery Certification Board is the national certifying body for certified nurse midwives. A certified nurse midwife has earned a nursing degree, a graduate degree in a midwifery program and has passed the AMCB's certification exam.

CCMH announces additions to patient-centered care network

Dr. Li joins peds staff in Coudersport, Emporium

Dr. Hongye Li has joined Charles Cole's pediatric staff at its offices in Coudersport and Emporium where she will work with Dr. Mary Ann Rigas, Dr. Marlene Wust-Smith, and physician assistants Korin Trumpie and Kathy Fragale.

After completing her medical education, including a fellowship in pediatric nephrology, in China, she has worked as a nephrology research scientist at the State University of New York at Stony Brook. She completed pediatric residencies at Richmond University Medical Center in NY.

Throughout her career, she has written numerous articles and conducted numerous studies for which she's earned awards. She is a member of the American Academy of Pediatrics.

Appointments can be scheduled by calling 814/274-9198 or 486-0810.



Pain management, anesthesia physician joins staff

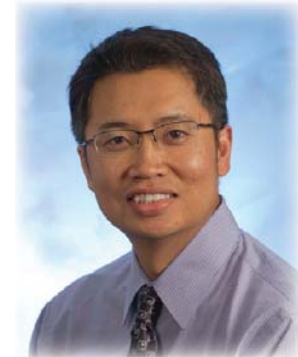
Dr. Phong Nguyen, a Texas native, has joined the medical staff at CCMH.

"The hospital is thrilled to have Dr. Nguyen as a member of our medical staff. His excellent training will bring added value to our anesthesia and pain management program," said Dennis Geitner, executive director, surgical and rehabilitation services.

Specializing in anesthesiology and interventional pain management, Dr. Nguyen earned a medical degree at Lake Erie College of Osteopathic Medicine, completed an internship at Heart of Lancaster Hospital, a residency at Pontiac Osteopathic Hospital where he was named chief resident, and a fellowship in interventional pain management at Michigan State University.

He is a member of the American Society of Anesthesiology and American Society of Regional Anesthesia.

Appointments can be scheduled by calling 814/274-5228.



Chiropractic services added in Port Allegany

Dr. Michael Kavounas is now offering chiropractic services at the Port Allegany Community Health Center.

"The hospital will be expanding its menu of services at the Port Allegany Health Center beginning in August by adding chiropractor Dr. Kavounas to the staff of professional providers. With Dr. Kavounas' training and experience, this will bring another value added service to our patient population," said Dennis Geitner, executive director, surgical and rehabilitation services.

Dr. Kavounas earned bachelor's degrees in athletic training/sports medicine and physical therapy at the University of Pittsburgh and a doctorate of chiropractic at Logan College of Chiropractic. Before joining the staff at CCMH, he provided physical therapy and chiropractic care to patients in Pennsylvania and Ohio including owning clinics in Oil City, Allentown and Cleveland.

He is a member of the American Physical Therapy Association.

Appointments can be scheduled by calling 814/642-5076.



Dr. Arya joins Bowman Health Center staff

Dr. Ramani Arya has joined the staff at the Bowman Health Center as a family physician.

"Dr. Arya is a kind, friendly and highly qualified provider. She is looking forward to meeting and caring for the residents of Smethport," said Rose Bunch, physician recruiter.

Dr. Arya earned a medical degree at Kasturba Medical College and completed a family medicine residency at the State University of New York at Buffalo. Before joining CCMH's medical staff, she cared for patients at family medicine group practices in Olean and Salamanca.

Appointments can be scheduled by calling 814/887-5395.



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OBSTETRICS/GYNECOLOGY

Dr. Celso Backes • Dr. Max Laurore • Jennifer Middaugh, CNM
Coudersport & Port Allegany 814/274-7101

nothing's more important than your child's health

PEDIATRICS

Dr. Mary Ann Rigas • Dr. Marlene Wust-Smith • Dr. Hongye Li
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