

State-of-the-art surgical center nears completion

+PLUS

**HAVE A GAME PLAN TO
MANAGE CONCUSSIONS**

**TRANSFORMING THE
PATIENT EXPERIENCE**

Gary Pare, MD, (left)
and Arthur (Chip)
Gonsalves, MD,
(right) anticipate
the opening of
Lawrence General's
new hybrid operating
room.



Lawrence
General
Hospital

The best care is local care

As you make back-to-school preparations, put the gardens to bed for the winter and brace for the run up to the holiday season, Lawrence General is busy making history. In early fall, our new surgical building will be complete, and we expect to begin caring for patients in the most modern surgical facility in Eastern Massachusetts early this winter! It is our most ambitious capital project ever. It is also the largest single private investment in the City of Lawrence. In addition, it brings wonderful new capabilities to our region. Most notably, our hybrid operating room will provide surgeons with assessment tools, deployed in real time, giving them unprecedented flexibility during surgery.

We believe the best care is local care. We are putting our conviction to work, distributing high-quality, lower-cost care across the region. For example, Andover Medical Center on Route 133 is busy serving the primary health needs of families. A second building in the complex will open soon and offer orthopedics, imaging and rehab services, as well as rotating specialty clinics to support the needs of patients all over the region.

Today, we are collaborating with others to bring local care to where you are, investing in top-notch facilities for the top-notch providers who serve patients in our region. We hope you're noticing the changes as we reinvent care in the Merrimack Valley.



Dianne J. Anderson, RN

President and CEO, Lawrence General Hospital



quality measures **LAWRENCE GENERAL EARNs MATERNITY BLUE DISTINCTION+**

Based on its strong performance in the kinds of quality measures that give parents confidence in their choice of hospital, Lawrence General has earned a Maternity Blue Distinction+ designation from Blue Cross Blue Shield of Massachusetts. This means Lawrence General is meeting the high-quality standards of the best maternity programs in the nation; giving moms the best support and their babies the best start. These quality measures include percentage of elective early deliveries, cesarean section rates, patient experience measures and complication rates. The "+" means we're delivering that care cost-effectively for our patients.

Congratulations to the physicians and staff who care for laboring moms and new babies. Thanks to their hard work, Lawrence General Hospital has the reputation of being a great place to bring new babies into the world.



BABY BASICS

For more information on The Birthing Center at Lawrence General Hospital or to request a tour, call **978-683-4000**, or visit lawrencegeneral.org/services-and-centers/maternal-child-health.

DID YOU KNOW? Lawrence General Hospital makes it easy for patients and visitors to access its hilltop location by offering **FREE** valet parking. Simply drive your vehicle up to the front door, and we will park your car for you and bring it back to the front door when you are ready to go home. After hours, our security personnel will drive you to your car in our valet lot.

health and wellness **HAVE A GAME PLAN**

Back-to-school preparations may mean a mad dash to the doctor for sports physicals, often followed by a long wait to be seen. Lawrence General Hospital's primary care practice locations around the region will give you quick access to fall sports checkups. It's important that your child has a comprehensive physical exam before beginning any sports activities to ensure he or she is healthy enough to participate.

Once your child steps foot on the field or court, injuries—including concussions—are always a risk. Proper management of a concussion is critical. If your child experiences any of these symptoms, seek medical attention immediately.

Concussion symptoms

- Memory loss
- Difficulty concentrating
- Headache
- Sensitivity to light
- Dizziness or vertigo

Delayed symptoms

- Sleep disturbance
- Fatigue
- Depression
- Feeling slowed down or in a "fog"



DON'T WAIT

To find a physician in the Salem, New Hampshire, area, or in Lawrence, North Andover and Andover, Massachusetts, visit lawrencegeneral.org and click on Physician Finder/Primary Care Options.

part of our network **LAWRENCE GENERAL WELCOMES NEW PRIMARY CARE PHYSICIANS**

Lawrence and Andover, Massachusetts

1 Torkom Garabedian, MD, is now accepting patients at Community Medical Associates. He recently completed a three-year residency in internal medicine at Saint Elizabeth's Medical Center in Brighton, Massachusetts. Dr. Garabedian speaks fluent Armenian, English and French, along with an intermediate level of Arabic. Building relationships with his patients to educate them about their health and empower their decision-making is an important aspect of his practice.

2 Ekaterina Klevtsova, MD, is excited to start a new chapter of her career at Community Medical Associates. She completed her residency in internal medicine at Orlando Health in Orlando,

Florida, and currently is completing an infectious disease fellowship at Stony Brook University Hospital in New York.

Contact the practice of Drs. Garabedian and Klevtsova at **978-946-8550**.

Methuen, Massachusetts

3 Maureen Norman, DO, has joined Methuen Primary Care and is now seeing patients ages 12 and older. She completed her residency in family medicine at Metropolitan General Hospital in Pinellas Park, Florida. Dr. Norman is board-certified in family medicine and osteopathic manipulative treatment.

Contact Dr. Norman's practice at **978-688-1220**.

1



2



3



FIND YOUR PHYSICIAN

Visit lawrencegeneral.org/physicians/choose-a-doctor.aspx.

BLUEPRINT



NEW CAPABILITIES

For more information about Lawrence General's new state-of-the-art surgical suite, please visit lawrencegeneral.org/services-and-centers/surgery.

Arthur (Chip) Gonsalves, MD, (left) and Gary Pare, MD, (right) say the new hybrid operating room will increase the flexibility of their work as vascular surgeons.

FOR IMPROVEMENT

Vascular surgeons anticipate opening of new hybrid operating room

When Lawrence General Hospital opens its new Surgical Center to patients this winter, the region will have its first hybrid operating room. “It’s a big deal,” says Arthur (Chip) Gonsalves, MD, a vascular surgeon at Lawrence General. “It may be the biggest deal we’ve ever had in terms of the way we will be able to take care of patients.”

The new hybrid OR means vascular surgeons like Dr. Gonsalves and his associate, Gary Pare, MD, will have the ability to seamlessly transition from minimally invasive to open vascular surgical procedures without moving the patient, using real-time imaging in the suite.

“This will be our first experience with a room like this, and we’re very excited. We were involved in identifying the specifications in the design of the room, and it will open a new world for us, particularly for patients for whom traditional pre-procedural imaging does not provide a definitive picture of what’s going on,” Dr. Pare says.

The partners, who have some 10,000 vascular procedures under their collective belt over the course of 20 years, say Lawrence General’s hybrid OR will increase the flexibility of their work. “Minimally invasive procedures are always the preference, because less invasive means smaller incisions and a shorter recovery time with less pain,” Dr. Pare says. Without a hybrid room, if the surgeons determine more work is required, or an anatomical complexity presents in a minimally invasive procedure, they need to change rooms in order to move to an open vascular surgery.

“The hybrid OR is like a hybrid car,” Dr. Gonsalves says. “You can do just fine in many circumstances with only electric power. But when you need the boost of a gas powered engine, it’s there and it kicks in to allow the car

to perform at the level needed. This hybrid OR allows us to shift to an open procedure as the specific case requires.”

Improving Facilities

The new hybrid operating room is one of seven rooms in the state-of-the-art surgical suite that is expected to open at Lawrence General in early 2017. All of the rooms are equipped with special air handlers, which enhance patient safety during surgery by creating an “air curtain” that sweeps any tiny particles in the air away from the operating field and out of the room.

Also included in the new center: 32 recovery bays for surgical inpatients and outpatients, providing more privacy and better support for waiting families. “The surgical team is looking forward to a better working space,” says David Spofford, RN, director of Surgical Services. “For example, the nurses’ station in the new building for the Post Anesthesia Recovery Unit is about the size of the entire recovery unit in the current space. That will mean a significant improvement in the staff’s work flow.”

Surgical patients also will benefit from onsite pathology in the new center. Surgeons will be able to direct and receive real-time pathology reporting from a team located just a few steps away.

“It means more personalized surgical treatment,” says Dr. Gonsalves. “People who live here in the Merrimack Valley may think they need to go to Boston for this kind of treatment. However, they have access to board-certified, Boston-trained surgeons and highly-skilled surgical staff right here. With this new hybrid OR, there’s no reason to travel in most cases. Whether it’s an aneurysm, peripheral arterial disease, or venous insufficiency or other circulatory problem, we have the expertise and state-of-the-art OR to take care of it right here at Lawrence General.”

PROVIDE YOUR SUPPORT

For more than 125 years, Lawrence General Hospital has been providing for the health and medical needs of the citizens of the Merrimack Valley. At a time when health care is at a crossroads, Lawrence General has a demonstrated strategy for supportive care outside the hospital for those with chronic health issues, while offering modern, high-quality and efficient hospital services for those who need more acute care.

Lawrence General needs the community’s support

to build the responsive health care system this region requires going forward to keep health care local. The Together Campaign gives community members the means to direct private dollars to support their care into the future.

To learn more about Lawrence General’s plan and how you can contribute to modern medical care in your region, visit lawrencegeneral.org/TOGETHER. You can also contact Tom Cahill, chief advancement officer, at thomas.cahill@lawrencegeneral.org.

Transforming care

Lawrence General employees are changing the patient experience, one patient at a time

“I couldn’t describe how amazing everyone was. Everything has improved from how the hospital was years ago.”

— Lawrence General Hospital patient satisfaction survey

“All the care at Lawrence General is the best. I have been at ... [many Boston hospitals] ... and LGH beats all.”

— Lawrence General Hospital patient satisfaction survey

OUR PATIENT EXPERIENCE DEFINITION

We promote **healing** through the sum of all interactions shaped by **compassionate, respectful** and **attentive** care for our **patients** and their **families**.

Dimming the lights in the afternoon to promote a quieter healing environment; redirecting non-clinical foot traffic away from patient care units; lighted signs to keep visitors mindful of noise; patient rounding by care teams and unit managers to discuss care plans or just to check in. Lawrence General is not only changing the facility; our employees are changing the care experience.

“Our patients tell us that having a peaceful, healing environment is important to them. They want to know and understand their care plan and what’s happening to them during their stay,” says Pracha Eamranond, MD, chief transformation officer and vice president for population health at Lawrence General Hospital. “We are working to engage all employees in delivering on these priorities for patients. Working with patients,

employees, physicians and former patients, we have developed a new definition of the Lawrence General Patient Experience.”

With this new patient experience definition in hand (see above), Lawrence General’s Patient Experience Team is working to engage employees and hospital volunteers to take responsibility for the care experience in a unique way. The team even produced a video to spread the word about this important work.

“Culture change takes time, but as we transform the physical space at Lawrence General Hospital, we also want patients to see a change in the way we interact with them and the way we deliver their care—with their expectations and their needs in mind,” says Dianne J. Anderson, RN, president and CEO of Lawrence General.



Visit our Facebook page at **Facebook.com/LawrenceGeneral** to see the patient experience video and find out what else is happening at Lawrence General today.



Ready, set, race!

Lawrence General sponsors a Thanksgiving Day fitness tradition

Who says Thanksgiving has to be all about food? There's a whole group of healthy folks who kick off this great American holiday with a 5K or five-mile road race, appropriately called the Feaster Five, in Andover, Massachusetts. Lawrence General is a proud sponsor of this run/walk that allows people to express thankfulness for their fitness each Thanksgiving Day.

In fact, many of our own employees call this race a family Thanksgiving tradition.

"It is my favorite road race," says Nicole Garabedian, RN, Lawrence General's director of Integrated Care, "because it was one that I always did with my immediate and extended family. Some of us would walk, and some of us would run. Running has brought my family closer in more ways than I can count."

The Feaster Five Thanksgiving Day Road Race in Andover has been a Merrimack Valley tradition since 1987. With about 10,000 participants, it is one of the largest races in Massachusetts and one of the largest Thanksgiving Day races in New England.

Pam Fallon, NP, a nurse practitioner who is focused on occupational health and wellness, echoes the sense of family that goes along with this run: "My daughters like to run with their friends. My oldest runs with her friends; our other daughter runs with her friends, with my husband coaching them along. This year I ran with my running friend. We all meet up at the end of the race and laugh about the different costumes we saw and friends we met along the way. The Feaster Five has become one of our favorite Thanksgiving traditions."

CONNECTED TO THE COMMUNITY

Visit Lawrence General's Facebook page at [Facebook.com/LawrenceGeneral](https://www.facebook.com/LawrenceGeneral) to learn more about what the hospital is doing in the community—and don't forget to "like" us!



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lawrencegeneral.org/physicians/
choose-a-doctor.aspx

MyLGHCare Patient Portal
mylghcare.org



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Lawrence General Hospital advertising campaign receives national acclaim

We set out about a year ago to update our communities about the big vision that is driving change at Lawrence General. Our ads, talking about clinical expertise, academic medical center connections, advanced technology and vision for the future, caught the attention of the judges of some very prestigious advertising competitions, both in New England and at a national level. In all, the TODAY campaign won 30 awards, with two additional awards for *My Health TODAY*, the magazine you are reading.

We are proud that our campaign, which featured local clinicians and some great local patients, impressed the judges enough to win a Best in Show and a Judges' Choice award in national competition. If the ads caught your eye, surprised you and reinforced your decision to make Lawrence General your hospital of choice, that's the best award of all!

