

myhealth

TODAY

FALL 2019

A LAWRENCE GENERAL HOSPITAL PUBLICATION

**President and CEO
Dianne Anderson, RN,
celebrates ten years at
the helm of Lawrence
General Hospital.**

PHOTO: KEVIN HARKINS

**A vision-driven
decade—You
inspire us
to reach
for the future**

+PLUS

**KNEE PAIN, MEET
YOUR MATCH!
ROBOT-ASSISTED
SURGERY**



How far we have come



A decade passes so quickly—particularly one that has been packed with opportunities to realize our vision of transforming care and serving patients closer to home! When I walked into Lawrence General Hospital in 2009, I quickly realized what a special place it is. Were there facility improvements needed? Yes. Were there ways the hospital could grow to better meet community needs? Of course. Still, what I remember was my sense of how unique Lawrence General was, because of the people I met.

This was, and remains, a group of incredibly dedicated and talented health care professionals. They have risen to the vision that their new executive leadership team kindled in them. With ten years of inspiring progress, Lawrence General's potential is still unfolding, in ways that often surprise the residents of our region.

Ten years ago, Lawrence General was a good community hospital that was seen as primarily serving its home community of Lawrence. As I looked around in those early days, I remember thinking that the residents of the Andovers and other surrounding communities deserved to have high-quality health care close to home, as well. And those communities weren't thinking of Lawrence General as "their hospital."

Today, we have taken the care beyond our Lawrence-based main campus. We now have primary care and outpatient locations in the Andovers, as well as Methuen and Salem, New Hampshire, to improve local access to our network. And we continue to partner with both Beth Israel Deaconess Medical Center and Tufts Floating Hospital for Children to bring needed services to our community.

We have grown service lines to more comprehensively treat our patients, reducing the need to travel into Boston for outstanding care. Our cardiac service is recognized by the American College of Cardiologists for excellence in the management of both chronic and emergency heart conditions, and is now expanding to include peripheral vascular care. And with the opening of our Santagati Center for surgery just two years ago, we have significantly increased our capability to handle complex surgeries here in the Merrimack Valley, including the recent introduction of robotics in our Joint Program (see page 6).

Collaborating with our top-notch physicians and other traditional and nontraditional community partners, we have exciting plans to engage our patients and communities in the Merrimack Valley, to be the health system you need and want in your region! I'm so grateful for the support I feel when I visit with our community leaders and residents. And I'm grateful for the opportunity to advocate on your behalf for the value of high-quality local health care in our wonderful corner of the Commonwealth.

Please enjoy this issue of *My Health Today*, and have a safe autumn and a happy holiday season!

A handwritten signature in blue ink that reads 'Dianne'.

Dianne J. Anderson, RN
President and CEO



Dianne Anderson, RN, president and CEO of Lawrence General Hospital, received the prestigious 2019 William L. Lane Hospital Advocate Award from the Massachusetts Health and Hospital Association in June for her extraordinary leadership and advocacy efforts. Presenting the award is Joseph White, MBA, FACHE, incoming MHA Board chair, and president and CEO of Lowell General Hospital and Circle Health.

NEW SURGICAL PRACTICE COMES ON BOARD

Andover Surgical Associates has joined Lawrence General Hospital through its physician practice, Community Medical Associates. This new relationship is part of the hospital's broader strategy to invest in surgical services, enhance patient accessibility, and keep care local.

The Andover Surgical Associates staff have moved from their previous location in Doctors' Park in Andover into Lawrence General's beautiful new Specialty Clinics

DID YOU KNOW? You can have a voice at Lawrence General and help influence decisions related to the patient and family experience? The hospital hosts an informal online community advisory group, which gives members a chance to share their opinions on select topics via email. If you are interested in getting involved, please send us a message via the hospital's Facebook page or email us at marketing@lawrencegeneral.org.

key events

SIXTH ANNUAL SUMMIT FOCUSES ON SOCIAL DETERMINANTS OF HEALTH

A large and attentive audience gathered at the Rogers Center for the Arts at Merrimack College on April 29 for Lawrence General's sixth annual Healthcare Leadership Summit. This year's focus was on how the social determinants of health—where people live, work, play, and pray—impact vulnerable patient populations.

The keynote speaker for the event was renowned public health leader Howard Koh, MD, MPH, former U.S. assistant secretary for the Department of Health and Human Services during the Obama administration and current professor of the practice of public health leadership at the Harvard School of Public Health and the Harvard Kennedy School.

Additional speakers included Davida Schiff, MD, medical director, MGH Hope Clinic; Vilma Martínez-Dominguez, Community Development director, City of Lawrence; and Robert Sege, MD, PhD, Center for Community-Engaged Medicine, Institute for Clinical Research and Health Policy Studies. Dan Hale, MD, chief professional development officer and organizer of the event, and the associated Healthcare Leadership course at Lawrence General, served as the master of ceremonies.

suite in the Andover Medical Center (323 Lowell Street). This location offers access to many Lawrence General services on-site, including a laboratory drawing station, women's health imaging, MRI, and rehabilitation therapy.

To contact Andover Surgical Associates, call 978-475-4202.



Surgeons at Andover Surgical Associates include (L-R) Victor Villarreal, MD; Nancy Landay, MD; and Earl Gonzales, MD.

part of our network

LAWRENCE GENERAL WELCOMES NEW PHYSICIANS

1



Primary Care

1 Jocelyn Duffy, MD, has joined Lawrence General's Community Medical Associates practice located at the Andover/North Andover YMCA. Contact Dr. Duffy's practice at **978-946-8386**.

2



2 Meegan Remillard, MD, has joined the Salem Family Primary Care practice affiliated with Beth Israel Deaconess HealthCare and Lawrence General. Contact Dr. Remillard at **603-870-5452**.

3



3 Audra Williams, MD, MPH, has joined Lawrence General's Community Medical Associates practice located in the Marston Medical Building in Lawrence. She speaks English and Spanish. Contact Dr. Williams at **978-946-8550**.

4



Specialty Care

4 Paul Arrigg, MD, has joined Tallman Eye Associates in Lawrence. He speaks multiple languages including Spanish and Arabic. Contact Dr. Arrigg at **978-688-6182**.

5



5 Brian Kwitkin, MD, has joined Andover Surgical Associates located in Andover Medical Center. Contact Dr. Kwitkin at **978-475-4202**.

6



6 Seungwhan Pee, MD, has joined Andover Surgical Associates located in Andover Medical Center. In addition to English, he speaks Korean. Contact Dr. Pee at **978-475-4202**.

REALIZING A SHARED VISION

After a decade as Lawrence General's president and CEO, Dianne Anderson focuses on delivering compassionate, high-quality health care

Lawrence General is a far different place than it was ten years ago. Surgeons are now performing their work in a new, state-of-the-art surgical center. Patients with severe or life-threatening illnesses and injuries are tended to in a newly renovated intensive care unit. The hospital is offering outpatient care in locations across the region as part of an initiative to improve access to services. Enhanced programs are helping heart, joint, and trauma patients find





Lawrence General president and CEO Dianne Anderson, RN, in the atrium of Andover Medical Center, a new two-building facility that opened in 2017.

PHOTO: KEVIN HARKINS

the treatment and rehabilitation they need closer to home.

By all accounts, the positive changes have been continuous and dramatic over the past decade, earning the hospital's president and CEO Dianne Anderson, RN, praise at the state level from health care leaders and politicians, as well as locally from every patient and visitor who enters a Lawrence General facility.

When Anderson took her position at Lawrence General in 2009, the larger world of health care in Massachusetts was itself undergoing a dramatic transformation. A new state law aimed at mandating coverage for every citizen was kicking into high gear and what was to become the Affordable Care Act was taking shape in Washington.

"We believed there was a wave coming," recalls Richard J. Santagati, chairman emeritus of Lawrence General's Board of Trustees and head of the search committee that ultimately selected Anderson as the hospital's president and CEO ten years ago. That suggested "we would be better off with someone who had experience with a teaching hospital and understood the morass of Massachusetts health care."

"We were looking for someone who could understand that health care was changing rapidly," echoes Eduardo Haddad, MD, president of the hospital's Medical Staff and another search committee member. "We would need to be networking with other institutions, we would need to bring talent here from Boston. And we would need to overcome the issues of physicians here feeling threatened by that sort of approach."

A perfect fit. A pediatric nurse by training who was serving as senior vice president of clinical operations at Boston's Beth Israel Deaconess Medical Center, Anderson, the board decided, was the perfect fit.

"I was so impressed with the board's vision for transforming the organization that I thought 'wow, this really has a lot of potential,'" Anderson remembers. "With health care reform happening in Massachusetts, I could see the developing trend for more care in the community, at lower-cost, high-quality organizations. That visionary board leadership has been consistent over the years, led by the successive chairs Richard Santagati, Matt Caffrey, Deb Silberstein, and now Bob Gilbert."

And so the transformation began, and continues today. This year, the hospital is developing a new Heart and Vascular Center enabling physicians like vascular surgeon Arthur Gonsalves, MD, and his colleagues in cardiology and interventional radiology to identify and treat complex circulatory issues more proactively.

Dr. Gonsalves was at the hospital when Anderson arrived in Lawrence and gives her credit for more than just improving the physical plant.

"With her clinical background as a nurse, Dianne is able to connect with staff at every level of the organization," he says. "She didn't forget the first chapter of her career when she arrived at Lawrence General. She's somebody who's approachable, somebody who understands, somebody who's been there."

Among those also applauding Anderson's efforts is David Seltz, executive director of the Health Policy Commission, the agency charged with focusing on cost and quality in Massachusetts. He gave Anderson a seat on an advisory board early in the agency's tenure.

"It was incredibly important to have the perspective of a CEO at a community hospital, and specifically Lawrence General. It is such a critical jewel," says Seltz. "I think there are real barriers in our health care marketplace for institutions like Lawrence General, and Dianne has advocated strongly and championed health policies that will provide more balance to our health care system and ensure that institutions like Lawrence General will be there long into the future."

Leadership during challenging times.

Anderson's leadership—in both emergencies, like the September 2018 gas explosions, and health care transformation initiatives like the introduction of Medicaid Accountable Care Organizations—has garnered admiration from the highest levels of public health in the Commonwealth.

"Dianne has led the organization through significant changes, challenges, and improvements," says Massachusetts Health and Human Services secretary Marylou Sudders. "Her vision has produced creative, local provider partnerships at Lawrence General, as well as relationships with Boston-based health care organizations resulting in an array of health care available in Merrimack Valley for traditionally underserved individuals and communities."

Looking back, Anderson sees progress in achieving the vision that was placed in her hands—and more opportunity ahead.

"Ten years ago, we embarked on a journey to transform an excellent community hospital into a regional medical center known for delivering the highest quality, most compassionate care to our patients," says Anderson. "This has been the shared vision—from the bedside to the board room—and while we have accomplished a lot in ten years, keep watching us, because we have more great changes yet to come."

On the move

Robot-assisted knee surgery leads to trip of a lifetime

With a twinkle in her eye, Giovanna Parisi admits that she didn't share her summer vacation plans with her orthopedic surgeon until after she had already successfully completed her partial knee replacement procedure this past May.

"He was okay with it," laughs the lively 70-year-old Salem, New Hampshire, resident. "He knew that I had plenty of time to recover and felt confident that I would be strong enough for my trip three months later."

A native of Sicily who spent much of her youth in Switzerland—her accent is a colorful blend of Sicilian and French—Giovanna's vacation was not to be missed. She and two girlfriends would be enjoying a 20-day excursion through Italy and Switzerland, connecting with friends and family along the way.

Partial knee surgery, at last. Prior to her life-changing surgery at Lawrence General, this trip would not have been possible. After nearly two decades working in retail for a major department store, Giovanna was suffering from a sharp pain in her left knee, which limited her ability to walk. While her job had been focused on customer service, it also entailed a certain amount of stocking and racking clothes, causing considerable wear and tear on her joints.

As it turned out, the timing of Giovanna's knee procedure coincided perfectly with the introduction of robot-assisted knee surgery at Lawrence General. She, in fact, was the first patient to benefit from this advanced joint replacement technology in the hospital's state-of-the-art Santagati Center for surgery.

"Robot-assisted knee surgery enables us to personalize each case by creating a patient-specific, three-dimensional plan guided by CT images," explains orthopedic surgeon Steven Andriola, MD, who performed Giovanna's procedure. "Using this plan, we can then guide the robotic arm and place the implant with a higher degree of accuracy, which leads to quicker recovery times, reduced post-surgical pain, and earlier joint flexibility for patients." Dr. Andriola also performed two previous shoulder surgeries on Giovanna over the past decade using traditional surgical methods.

Back on her feet. "After my surgery, I was on my feet while still in the hospital and went home later the same day," recalls Giovanna. She says that there was some pain and discomfort over the days and weeks to follow, but it was manageable. A physical therapist visited her twice a week and she was also prescribed a daily routine to improve flexibility and strength; a cane was necessary for the first several days.

Slowly but surely, the pain began to subside, and Giovanna felt strong enough to venture out to her flower garden and for short walks in the neighborhood, good preparation for her trip abroad. "When I was told I'd be the first patient at Lawrence General to have robot-assisted knee surgery, I was a bit nervous," she says. "But I'm glad I did it. It's really the team behind the technology that matters most, and I had a great experience at Lawrence General."



JOINT SERVICES

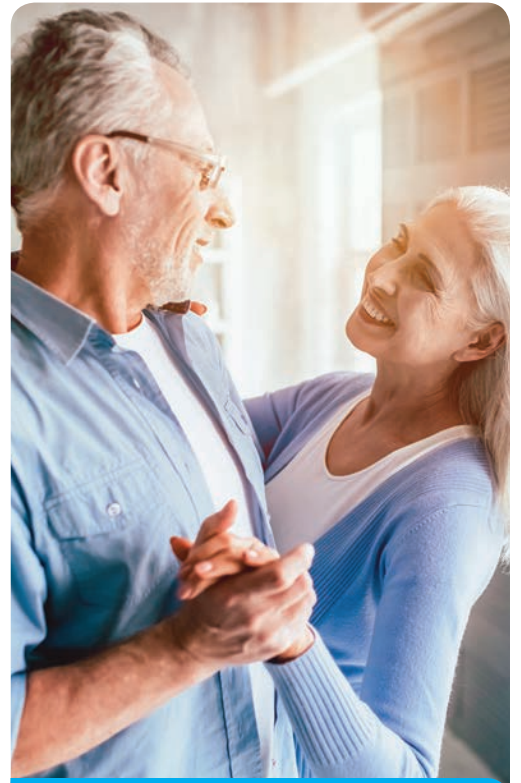
Visit lawrencegeneral.org/services-and-centers/Joint-Program/hip-knee-surgery.aspx to learn more about the hospital's Hip and Knee Surgery Program.



Since having robot-assisted partial knee replacement surgery at Lawrence General in May, Giovanna Parisi is now better able to do the things she loves, like travel and tend to her flowers.

PHOTO: KEVIN HARKINS

mycommunityTODAY



WHAT WILL YOUR LEGACY BE?

As you think about your own charitable contributions this year, please consider becoming a member of The 1875 Legacy Society with a bequest in your estate plan. Our Legacy Society donors ensure excellent care close to home, now and in the future.

And, if you are 70 1/2 or older and have an IRA, you can choose to support Lawrence General today, by making a tax-advantaged Qualified Charitable Distribution directly to the Hospital.



Visit LawrenceGeneral.org/giftplanning for more information!

Dianne J. Anderson, RN

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Physician Finder

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

MyLGHCare Patient Portal

mylghecare.org



ONLINE SELF-ASSESSMENT TOOLS

Back and Neck Pain

lawrencegeneral.org/spine

Heart Disease

lawrencegeneral.org/heart

Stroke Risk

lawrencegeneral.org/stroke

Weight Management

lawrencegeneral.org/weightloss



WE'RE SOCIAL



Save the date!

4th Annual Lawrence General Hospital Charity Golf Classic

Monday, May 18, 2020

Andover Country Club

lawrencegeneral.org/golf



Lawrence General Hospital

**CHARITY GOLF CLASSIC
2020**

Sponsorships are now available for this premier charity event. For more information, please contact Dan Lennon, director of Development, at **978-946-8099** or **dan.lennon@lawrencegeneral.org**.



Beth Israel Deaconess
Medical Center

Lawrence General is clinically affiliated with Beth Israel Deaconess Medical Center and Floating Hospital for Children at Tufts Medical Center.

**Floating Hospital
for Children
at Tufts Medical
Center**