TODAY:
TECHNOLOGY-FORWARD
SURGICAL CARE IS HERE

Innovations

A game changer for doctors and their patients.
The best medicine is close at hand.

Lawrence General Hospital
INNOVATIONS

GAME ON.
#SantagatiCenter #TODAY
Moving Day is here! This week, Lawrence General Surgical Services begins its move to the beautiful, new Santagati Center for surgery!

In the next few days, our outstanding surgeons will gain access to the most advanced, technology-rich surgical suites north of Boston — supporting more complex surgeries close to home. Patients will receive pre-surgical and recovery care in more private surroundings. We designed our new center to be more spacious and comfortable and to enhance safety for both patients and staff. It is the single largest investment in the history of Lawrence General Hospital.

The opening of the Santagati Center for surgery caps a multi-year plan to modernize our community hospital and transform it into a regional health system that spans from Salem, New Hampshire to the Andovers. Our vision combines our highly skilled staff with a group of talented partners, including excellent local physicians, and our Boston-based partners Beth Israel Deaconess Medical Center and Floating Hospital for Children at Tufts.

Now we want to partner with you! If you and your family consider Lawrence General to be your preferred hospital, thank you! If you are unsure, we welcome the opportunity to show you why you should.

We are a vibrant network of providers and facilities — counted among the fastest growing hospital providers in the Commonwealth. Discover what a growing number of your neighbors have found. Lawrence General should be your hospital of choice!

In the following pages, you will learn about the many services available at Lawrence General; from our accredited Cardiovascular Center; to surgical specialties like spine, joint replacement and bariatrics; intensive care capabilities, as well as our many new locations, including Andover Medical Center.

We are able to offer this excellent clinical care thanks to the generous support of our many donors. It’s this kind of mutual investment — ours and yours — in the life and health of our communities that will keep our families strong into the future. Together, we are realizing a vision of health care for the next generations. It is so important that you continue to partner with us to keep this positive momentum going.

DIANNE J. ANDERSON, RN
President and CEO, Lawrence General Hospital

WE NEED YOU
We welcome the opportunity to engage with you to discuss how your philanthropic investment will impact the quality of care for our community. There are many ways to support your local hospital and Tom Cahill, our chief advancement officer, is looking forward to providing more details on our vision of health care. Please contact him by email at thomas.cahill@lawrencegeneral.org or call him directly at 978-946-8174.

The new Santagati Center is the most technologically advanced surgical facility north of Boston.
Inset: One of several buttons being distributed at Lawrence General to celebrate the completion and opening of the Santagati Center this spring.

IT’S GO TIME!

With a new surgical center and enhanced intensive care unit, plus expanded services in Andover, Lawrence General continues to defy expectations

Richard and Marilyn Santagati of Andover attend the dedication ceremony for their namesake surgical center.

When Lawrence General Hospital begins treating surgical patients in its new, state-of-the-art Santagati Center this spring, it will mark a major milestone in a decade-long transformation that has included an array of expansion, renovation, and improvement projects — all intended to provide patients with access to compassionate, high-quality, technologically advanced care close to home.

“This is really a new era for Lawrence General,” says Dianne Anderson, RN, Lawrence General president and CEO. “In addition to the Santagati Center, we have opened a new Intensive Care Unit, renovated most of our inpatient units, added new outpatient services in Andover, and expanded the hospital’s network of primary care doctors.”

The hospital has also strengthened its
clinical affiliations with Beth Israel Deaconess Medical Center and Floating Hospital for Children and Tufts Medical Center.

“At no other time in our 141-year history have such significant investments been made to improve Lawrence General’s facilities, programs, and services,” adds Anderson. “Our strategic vision to meet the long-term needs of our community with high-quality, lower-cost services close to home is now being realized.”

**Leading-Edge Surgical Center**

Named in honor of longtime Lawrence General trustee Richard Santagati and his wife, Marilyn, residents of Andover, the Santagati Center is the most technologically advanced surgical facility north of Boston. The Santagatii’s $1.25 million donation — the largest in the hospital’s history — helped support construction of the new surgical center and other improvement projects.

“The quality of life in a community is measured by some very key attributes, not the least of which is its ability to care for its sick and injured citizens,” says Richard Santagati. “Lawrence General is an incredible community asset and it has been inspiring to play a role in its evolution as a health care resource for the entire region.”

Boasting seven spacious surgical suites — including the only hybrid operating room in the region, enabling surgeons to transition seamlessly between minimally invasive and open procedures — the Santagati Center also features integrated video and audio systems; sophisticated lighting and air-handling technology; an on-site pathology lab; expanded space for pre- and post-surgical care; and waiting areas that anticipate and meet the needs of families.

**Advanced Critical Care**

Lawrence General’s spacious new Intensive Care Unit, which opened in September 2016, offers critically ill patients a bright, airy, and peaceful environment in which to heal. Staffed by a clinical team that includes intensivists (physicians who are board-certified in critical care), as well as nurses and nurse practitioners who have advanced training in critical care, the unit provides a new level of care to patients facing life-threatening illness or injury.

“Along with our new space has come expanded capabilities,” says Denise White, RN, nursing director of critical care. “As a result, we are able to treat patients who are sicker than we’ve had the capacity to manage in the past, which means fewer transfers to hospitals in Boston. Keeping patients closer to home is easier on patients and their families and often leads to better outcomes.”

Among the new capabilities of the Intensive Care Unit is the ability to provide continuous dialysis to patients who are too sick or medically unstable to tolerate standard dialysis treatment.

“Dialysis is the process of removing waste and excess fluid from the body over a period of several hours when the kidneys are not able to adequately filter the blood,” says Nephrologist Eduardo Haddad, MD. “Continuous dialysis is a procedure that enables us to provide dialysis in a gentler, more gradual manner for high-risk patients.”

Not typically offered at community hospitals, continuous dialysis allows patients to receive lifesaving treatment without being transferred to a larger hospital in Boston. “Being able to offer this service at Lawrence General, along with the clinical expertise that comes with it, is a huge benefit to our patients and the community — it really takes our care to a new level,” says Dr. Haddad.

**Santagati Center Highlights**

- Most modern surgical facility in the region
- Large, family-friendly waiting area
- Seven high-tech operating rooms, including the region’s only hybrid operating room
- Digital capability and state-of-the-art air handling to enhance safety
- All new pre-surgical, recovery, sterile processing areas

In the spring of 2017, Lawrence General and Pentucket Medical will open a second building in the beautiful Andover Medical Center complex, bringing new physician...
LAURENCE GENERAL HOSPITAL AT A GLANCE

- 1,977 employees
- 598 Medical Staff physicians (677 total Medical Staff members)

IN 2016:
- 109,746 patients served
- 6,864 surgical cases
- 1,421 births
- 70,705 emergency visits

CLINICAL AFFILIATIONS
- Beth Israel Deaconess Medical Center
- Floating Hospital for Children at Tufts Medical Center

KEY SERVICES
- Surgical Services
- Emergency and Trauma Services
- Intensive Care Services
- Cardiovascular Services
- Lab and Imaging Services

QUALITY AWARDS & RECOGNITION
- Accredited by The Joint Commission
- ACE Accreditation for Cardiac & Endovascular Excellence
- Community Value Five Star Hospital
- Breast Imaging Center of Excellence
- Level II Trauma Center
- Community Cancer Program
- Accredited Bariatric Program

DONE.

#SantagatiCenter #TODAY

Lawrence General Hospital Dedication

The multidisciplinary team in Lawrence General’s new Intensive Care Unit provides technologically advanced care to critically ill patients.

groups and additional services — along with a new level of convenience — to support the entire family. The new building will include diagnostic imaging, orthopedics, rehabilitation services, and several surgical specialty clinics.

The first building in the complex opened in November 2014 and offers pediatric and adult primary care, lab and diagnostic services, OB/GYN, women’s health imaging, and ExpressCare in a modern, airy, and accessible building at the intersection of Route 133 and Interstate 93.

Andover Medical Center is located at 323 Lowell Street, Andover. To learn more, visit andovermedicalcenter.com.

Unique Partnership with Andover/ North Andover YMCA

The Andover/North Andover YMCA offers something you won’t find at any other area health club: on-site medical and rehabilitation services. Thanks to a unique collaboration with Lawrence General Hospital, the Andover/North Andover YMCA features a family medicine practice for both children and adults, and an outpatient rehabilitation office offering physical therapy and occupational/hand therapy.

Family Medicine: Community Medical Associates, located at the Andover/North Andover YMCA, supports the work of three physicians. The practice is a division of Lawrence General Hospital and it offers patients in the Andovers access, when needed, to excellent local specialists at Lawrence General, as well as, if necessary, those from Beth Israel Deaconess Medical Center and Floating Hospital for Children at Tufts Medical Center.

Rehabilitation: The outpatient rehabilitation clinic located at the Andover/North Andover YMCA is fully equipped with the latest exercise equipment and modalities. The office treats adolescents and adults with a wide variety of musculoskeletal and neurologic diagnoses, including special programs for concussion and pelvic floor disorder rehabilitation.

The Andover/North Andover YMCA is located at 165 Haverhill Street, Andover. To learn more, visit lawrencegeneral.org.

Primary Care Options for All Ages

Lawrence General Hospital has a growing list of options for patients — from pediatrics to geriatrics and everyone in between — who are looking for a primary-care physician.

Our Community Medical Associates is available in Lawrence and Andover. We also have a growing list of physicians offering services in the Merrimack Valley under a partnership between Lawrence General Hospital and Beth Israel Deaconess Healthcare. All practices are accepting new patients.

YOUR SUPPORT IS CRITICAL

For more than 140 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 our region’s modern medical care, visit lawrencegeneral.org/TOGETHER. You can also contact Tom Cahill, chief advancement officer, at thomas.cahill@lawrencegeneral.org.

Patients in these practices have access to the best in primary care and the full range of high-quality hospital primary and specialty services close to home at Lawrence General, as well as access to the services at Beth Israel Deaconess and Floating Hospital for Children at Tufts Medical Center, if needed.

For an up-to-date list of all primary-care physicians in the Lawrence General Network who are accepting new patients, visit lawrencegeneral.org/physicians/choose-a-doctor.aspx.
Roger Desmarais

Andover

After heart attack, longtime business owner gives gift of gratitude

When you are in your late-60s and have owned a successful business for close to four decades, you look forward to leisurely weekends spent putting around the house and doing odd jobs. Such was the case for Andover resident Roger Desmarais (far right in photo) who suddenly began to feel ill while pulling weeds in his yard on Sept. 27, 2014.

Being a diabetic who had experienced heart problems in the past, Desmarais knew to stop what he was doing and check his blood pressure. Finding it dangerously low, he immediately called 911. Local firefighters were the first to arrive, followed soon thereafter by Advanced Life Support paramedics from Lawrence General Hospital.

In the Lawrence General Emergency Center, Desmarais went into full cardiac arrest and was successfully revived and stabilized by his care team. After being resuscitated, he fell into a coma and the next thing he remembers is waking up five hours later. He was alive and on the road to making a full recovery.

It was a frightening experience from start to finish, says Desmarais, who has nothing but praise for the “incredible care” he received at each step along the way, including the life-saving treatment he benefited from at Lawrence General. He knows he is fortunate to be alive today.

So thankful was Desmarais for the care he received that a few weeks after his ordeal, he decided to thank Lawrence General Hospital in a meaningful way. Arriving unannounced in the Emergency Center with no desire for fanfare, he presented the hospital with a check for $125,000. Having such exceptional emergency services so close to home, he remarked, saved his life. Desmarais also made similar gifts to recognize the other organizations involved in his treatment.

Desmarais’ gift to Lawrence General Hospital was used to help fund the new, state-of-the-art Santagati Center for surgery.

Support from generous benefactors such as Desmarais and his family help guide and fulfill the hospital’s mission to provide comprehensive health care to patients in the Merrimack Valley region. Support from the community also ensures that future generations always have access to high-quality care, the latest technologies, and caring, personalized treatment close to home.

Michael Shea

Haverhill

New knee supports work lifting spirits for those less fortunate

In his role as assistant coordinator of the Lazarus House Ministries food pantry in Lawrence, Michael Shea spends a lot of time on his feet — up to nine hours a day — assisting those who are less fortunate and having trouble putting food on the table. He wouldn’t have it any other way.

“Working at Lazarus House is one of the great joys of my life,” says the spirited 60-year-old Haverhill resident, who is married with three grown children. “I’m passionate about helping those in need and working in the pantry is probably the most rewarding thing I have ever done.”

So, when Shea’s chronic knee pain progressed to an unmanageable level last year, making it difficult to walk or stand for extended periods of time, he knew he needed to take action.

For a short period of time, he was able to manage the pain with a series of cortisone injections, which can offer relief for inflamed muscles, joints, tendons, and bursa. Eventually, however, the injections stopped relieving his discomfort and he knew surgery would be his next option.

Shea went to see Steven Andriola, MD, an orthopedic surgeon who performs many of his procedures at Lawrence General Hospital.

“I told Dr. Andriola I needed help, the pain was getting ridiculous,” says Shea. “I knew I needed a full knee replacement.”

A short time later, Shea was scheduled for surgery at Lawrence General and enrolled in the Joints in Motion education class, where team members walk patients through every step of the surgical and recovery process.

“I got to meet all the people who would be interacting with me before, during, and after the surgery,” recalls Shea. “It was very impressive. You don’t realize how many people it takes to make the surgery a success.”

Today, five months after his surgery and two months off for healing and physical therapy, Shea is back at work doing what he loves best, caring for others and spreading his warmth and good cheer.

“I’ve got to thank Lawrence General and my whole care team,” he says, “I couldn’t have done it without them.”

To watch a video about Michael Shea, find out more about the Joint Program at Lawrence General Hospital, and take an online joint pain self-assessment, visit Lawrencegeneral.org/joints.
Becky Crow
Andover

Mother of three celebrates freedom from chronic back pain

Becky Crow of Andover has always lived an active lifestyle. Growing up, she played a number of different sports — soccer, tennis, softball, golf — and today finds herself in constant motion as the mother of three young children.

Throughout her adulthood, however, Crow has also been plagued by chronic, sometimes debilitating, pain in her back, leg, and hip. “I never knew what was causing it,” says Crow. “I would try and do an extra stretch here and there and the pain would lessen for periods of time, but I always lived in fear that it would act up again.”

Then one Halloween evening, her pain did indeed reappear, and in a big way. “We were out with the kids trick or treating in the neighborhood and I literally couldn’t move,” says Crow. “The pain was too intense.”

After this alarming flare-up, Crow immediately sought medical assistance, first with a neurologist and then a chiropractor. An MRI showed that she had a severely herniated disc.

Her next visit was to orthopedic spine surgeon Nikhil Thakur, MD, and Lawrence General’s Spine Treatment Center to determine the best course of action.

“Dr. Thakur walked me through all of my options,” recalls Crow. “He explained that spinal fusion surgery could address my pain and how, after a 10-week recovery period, I would be feeling better than ever.”

Because her herniated disc and associated pain were so severe, Crow opted for surgery and was scheduled for the following week.

“I was nervous about the surgery, but the staff put me at ease and made sure I was comfortable,” says Crow. “When I woke up afterward, the pain associated with the herniated disc pushing on my nerve and the awful sensation that made my leg burn were totally gone.”

After several months of healing and recovery, she felt even better. Good enough, in fact, to pick up her clubs and get back out on the golf course.

“For me, back surgery was the best option and I am fortunate to have found such a great surgeon and spine program” says Crow. “After all these years, it’s crazy to think I won’t have back pain anymore. I really don’t know how to describe it, but it’s pretty awesome!”

To watch a video about Becky Crow, learn more about the Lawrence General Spine Program, and take an online back and neck pain self-assessment, visit lawrencegeneral.org/joints.

Teeing up: Community Cares Golf Tournament

JULY 31, 2017
Indian Ridge Country Club, Andover

On Monday, July 31, Lawrence General Hospital will hold its inaugural Community Cares Golf Tournament at the beautiful Indian Ridge Country Club in Andover. Proceeds from the event will support the Lawrence General Hospital Patient Services Fund, including the Interpreter Services Program.

Lawrence General cares for more than 100,000 patients annually who live and work in the Lawrence, Andover, Haverhill, Methuen, and Southern New Hampshire area, with a significant percentage of those served in need of interpreter and specialty services. Supporting the Lawrence General Hospital Community Cares Golf Tournament directs funding to patient services that are needed most.

The event includes golf fees, cart, lunch, dinner, and prizes. For more information, please contact Greg Maynard, director of development, Lawrence General Hospital, at 978-946-8099 or e-mail gregory.maynard@lawrencegeneral.org.

Health care patients don’t just simply follow doctor’s orders anymore. Most doctors can share stories about patients who arrive at their offices armed with reams of web research on their symptoms, a potential diagnosis, and treatment options.

Often, physicians become curators of patients’ research, guiding them through the decision-making process by adding perspective, expertise, and local knowledge.

To assist patients in their research, Lawrence General offers a number of online self-assessment tools.

Built around questions that have been vetted by clinical experts, these tools provide patients with tailored information that can help inform conversations with their doctors. They include:

**Back and Neck Pain Self-Assessment (lawrencegeneral.org/spine)**

This online tool helps patients assess their back and neck pain, accompanying extremity pain or weakness, and the ability to perform daily tasks.

**Joint Pain Self-Assessment (lawrencegeneral.org/joints)**

This online tool helps patients assess their hip and knee pain and learn more about options for treatment.

**Weight Loss Self-Assessment (lawrencegeneral.org/weightloss)**

This online tool helps patients assess their body mass index and collects information about comorbidities and other lifestyle factors that impact weight.

Accompanying these self-assessment tools on the Lawrence General website are videos featuring the stories of local patients, along with physicians and other care providers who treat these health issues in Lawrence General programs.

Whether it’s where to get the best cup of coffee, what entertainment is available this weekend and how to get tickets to a concert and find the venue, we are leveraging online resources like never before. Our consumers expect no less of their health care providers. Lawrence General is excited to be a part of the online community offering solutions.
A steady stream of donors, community leaders, physicians, and staff from throughout Lawrence General Hospital and the region have attended over the past several months a series of dedication and open house events held in the new Santagati Center. The most technologically advanced surgical facility north of Boston, the center is slated to be fully operational by the end of April.
TODAY:

NICK IS OFF THE BENCH AND ON A MISSION

After a decade of chronic back pain, Haverhill resident Nick Savarese is on a mission to keep his back from ever slowing him down again. Upon discovery of a herniated disk, our spine care team performed life-changing back surgery on Nick. We helped alleviate years of pain and got him back to doing all the things he loves with the ones he loves.

Nick’s story can be your story. Take our free online self-assessment to see if you should visit a Lawrence General Spine Specialist. The assessment is available at lawrencegeneral.org/spine.

You can also call (978) 683-4000, ext. 2872 or email spineprogram@lawrencegeneral.org.