

FY2009

# REPORT TO THE COMMUNITY



*Dedicated to patients, the community and each other since 1908.*



## *Letter from our President and Chief Executive Officer*

Founded in 1908, Union Hospital has grown into a center of excellence in health care. Our success is a testament to the dedication of our medical staff, employees and volunteers, and to the loyalty of area residents.

Union Hospital continues to be recognized for the quality of its care. In the past year we received the outstanding achievement award from the Commission on Cancer of the American College of Surgeons. Our Breast Health Center is the only one in our service area to be accredited under the National Accreditation Program for Breast Cancer Centers. Our certification this year as a Primary Stroke Center ensures that our patients will receive timely, state-of-the-art care for this life-threatening illness.

Union Hospital continues to respond to the needs of our community by initiating new programs and services. Patients with asthma, chronic obstructive pulmonary disease and other lung disorders can now receive rapid multidisciplinary diagnosis and treatment through our Chest Program. Our surgeons are leaders in the technique of single-incision laparoscopic procedures. This technique results in faster recovery time and reduced pain. Programs in cardiac electrophysiology and wound care are now under way.

Facilities and technology are necessary, but not sufficient to provide the high-quality health care that our patients deserve. We remain focused on a culture of teamwork, professionalism and patient-centered care.

We enter our second century with optimism, confidence and the deepest gratitude for the trust that you have placed in our organization.

*Kenneth S. Lewis, M.D., J.D.*

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**Executive Team:**

Kenneth S. Lewis, M.D., J.D.  
*President, Chief Executive Officer*

David Gipson  
*Senior Vice President,  
 Chief Operating Officer*

Laurie Beyer  
*Senior Vice President,  
 Chief Financial Officer*

Joanne Miller, RN, MSN  
*Senior Vice President,  
 Patient Care Services*

Mary Lynn Devlin  
*Vice President, Educational  
 Services & Executive Director,  
 Affinity Health Institute*

Peter Gloggner  
*Vice President, Human Resources*

Mary Jane Kamps  
*Vice President,  
 Chief Information Officer*

José Ma, M.D.  
*Vice President, Medical Affairs*

**Board of Directors:**

Dr. Mary Bolt  
 Phillip Farmer  
 Jack Goldstein  
 Harland Graef, Chairman  
 Ronald Graybeal  
 Richard Guttendorf  
 Martin J. Healy  
 Dr. Martha Hosford  
 Dr. Kenneth S. Lewis  
 Eugene Mackie  
 Henry Passi  
 Dr. Sheelmohan Sachdev  
 Timothy Smith  
 Dr. Cydney Teal  
 Dwight Thomey

**Medical Staff Officers:**

Cydney Teal, M.D.  
*President*  
 Sheelmohan Sachdev, M.D.  
*Vice President*  
 Alfred Pirro, M.D.  
*Treasurer*

**OUR MISSION**

Our mission is to provide safe, high-quality health and wellness services to the residents of Cecil County and neighboring communities.

**OUR VISION**

Residents throughout our market will turn first to Affinity Health Alliance for health care because we provide superior quality services and personalized care in a convenient, cost-effective community setting.

**OUR STANDARDS AND KEY BEHAVIORS**

**Respect**—Care for the environment, other people's privacy, their physical space, belongings and consideration for other viewpoints.

**Teamwork**—Cooperation with others to meet the needs of our internal and external customers and a willingness to collaborate to improve the needs of the organization.

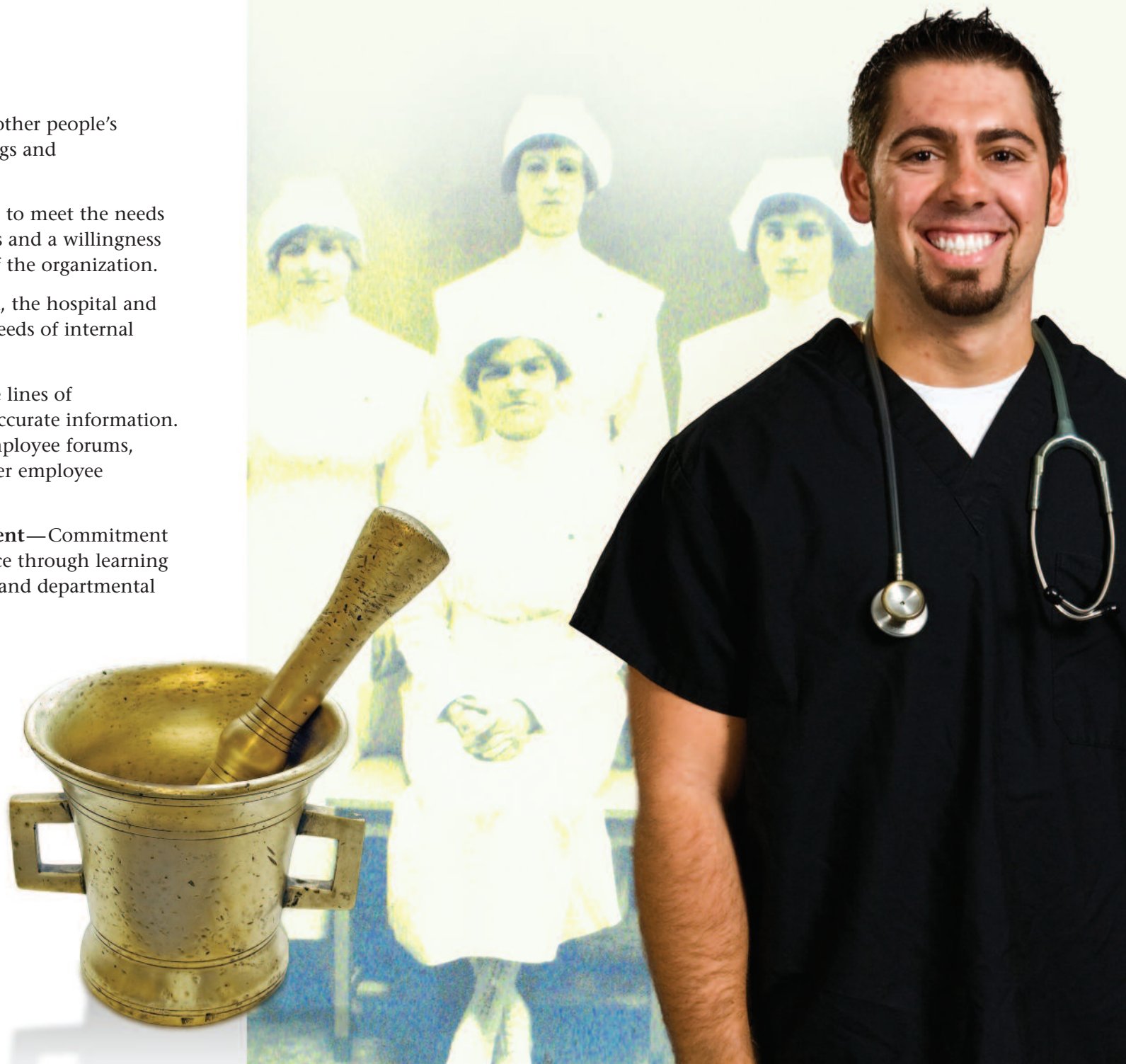
**Professionalism**—Pride in one's work, the hospital and maintaining a primary focus on the needs of internal and external customers at all times.

**Communication**—Use of appropriate lines of communication to obtain and share accurate information. Attendance to and participation in employee forums, departmental meetings, as well as other employee gatherings and recognition events.

**Professional Growth and Development**—Commitment to improving one's level of competence through learning and participating in relevant hospital and departmental training programs.

**100 YEARS AND STILL GROWING STRONG**

It was on December 5, 1908, that we first opened our doors to serve the people of Cecil County. We've grown from 26 to 132 beds since those early days in the Singerly Mansion. And that's not all that's changed. We've made it our mission to bring emerging technologies here to meet the needs of those we serve. We've developed a culture of excellence in all we do, investing ourselves in the delivery of care that goes above and beyond the expected. We've expanded not just the hospital but our services in all areas. We've built a legacy that will continue to endure. In large part, our success and longevity is due to the long tradition of support we've enjoyed from friends and neighbors. We thank them and every one of our dedicated employees for giving their time and talents to help us not just endure, but flourish.



1908-2008

## NATIONAL RECOGNITIONS PROVE OUR COMMITMENT TO EXCELLENCE

This year, national organizations have sanctioned the expertise and skill level of many of our services and programs. Prestigious accreditations include:



- Three-Year Approval with Commendation granted to our cancer program by the Commission on Cancer (CoC) of the American College of Surgeons. The Center is one of 95 facilities in the nation—and one of only five in Maryland—to receive the recognition.



- Our Breast Health Center is the first and only center in the area—and one of only 23 in the nation—to receive accreditation by the American College of Surgeons' National Accreditation Program for Breast Centers (NAPBC).



- Our Adult Day Services received its second consecutive Three-Year Accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF).



- Our Nuclear Medicine Department is one of the first departments of its kind in North America to win accreditation from the Intersocietal Commission for the Accreditation of Nuclear Medicine Laboratories (ICANL). And it's also one of only four in Maryland to win ICANL certification for both Nuclear Cardiology and General Nuclear Medicine.



- Union Hospital received Primary Stroke Center (PSC) designation from the Maryland Institute for Emergency Medical Management Systems (MIEMMS). We earned this distinction by documenting our comprehensive approach to providing state-of-the-art stroke care. In January, the hospital was intensely surveyed by MIEMMS representatives, who collected evidence of the information supplied during the application process.

These recognitions are proof of how committed we remain to performing to exacting standards and delivering the finest care possible to all we serve.

## REWARDING OUR EMPLOYEES FOR THEIR PASSION AND DEDICATION

Every year we honor those among us who set themselves apart for their dedication and exemplary behavior both on the job and in the community. Employee of the Year, Manager of the Year and Team of the Year are distinctions awarded to staff based on the selection of a committee of their peers using a set of key standards. And this year, it's a second source of pride for us to learn that a Union Hospital employee has been recognized for community service.



program is chaired by **Donna Hale and Cathy Smith**. This team includes Andrew Cumiskey, M.D., Brian DeMuth, M.D., Bijoy Ghosh, M.D., Mark Pfaff, D.O., Joanne Miller, José Ma, M.D., Kathryn McKinney, Renee Funk, Sherry Fortuna, Kathi Walker, Lisa McCall, Joy Williamson, Kristine Henry and Kristy Sexton.



Employee of the Year **James Piner**, Surgical Services, was selected because of his positive attitude, kindness and dedication to the hospital and

to patients. We commend him for all he does to make sure patients are calm and comfortable in a sometimes uncomfortable or frightening situation.

Nurse Manager **Christie Guns** has been recognized as Manager of the Year for being an excellent leader, supporting employee



growth, promoting high patient and employee satisfaction, looking for ways to reduce costs and serving as a role model to her peers. Acting as a change agent, using creativity and innovative ways to lead, expanding her own education and assuming additional responsibilities with enthusiasm are all characteristics that led Christie to this year's honor.

The Joint Program, developed to help patients and their support network prepare for surgery and recovery, earned the Team of the Year designation. The

In the community, **Susan Prior**, RN, MS, CDE, CWON, was honored with the prestigious Outstanding Community Service Award in



Public Health. The honor was bestowed on Susan, who has been a champion of diabetes education and awareness for more than 25 years, by the Cecil County Board of Health and the Cecil County Health Department. Susan provides care at Union Hospital's ADA-recognized Diabetes Center and takes great pride in helping those with diabetes learn about their disease and the resources available to them.

All of those who work at Union Hospital—not just those who have been singled out here—practice with a clear purpose in mind. Their passion, drive and dedication set them apart and contribute to the value of the care we offer every member of the community.

## EXPANDING PROGRAMS TO MEET COMMUNITY NEEDS

We're here to help people stay healthy and return to health. Part of our charge is to make sure we have the most progressive tools and techniques available to provide the finest care possible. In some cases, keeping people healthy means identifying emerging health problems and illnesses and creating programs to meet and treat them. In the past year, we've done both.

We've advanced our surgical care capabilities by developing the skills to perform state-of-the-art Single-Incision Laparoscopic Surgery (SILS™) that minimizes the wound pain, leaves no visible scar and reduces recovery time. SILS can be used for gallbladder removal, appendectomy, and hiatal hernia and colon surgery.



*Dr. Prakash Vaidyanathan and Dr. Hien Nguyen are proctoring area physicians on the new SILS procedure.*

We've developed a new integrated Chest Program for patients suffering from asthma, Chronic Obstructive Pulmonary Disease (COPD), and other lung and breathing disorders. It is designed to fast-track patients from diagnosis and treatment to discharge or rehabilitation. Through the program, we offer sleep studies, pulmonary function testing and bronchoscopy, radiation therapy, chemotherapy, access to clinical trials, surgery, interventional radiology and education.

Our new capsule endoscopy technology gives physicians greater detail of the entire small intestine to help them diagnose digestive tract disorders and diseases such as polyps, inflammatory bowel disease, ulcers and tumors. This noninvasive procedure involves a small video camera in a pill that, while it moves through the digestive tract, transmits more than 50,000 images to aid diagnosis.



*Union Hospital's Stroke Committee was instrumental in helping us to be designated a Primary Stroke Center.*

We have also become a certified Primary Stroke Center. The process enhances medical interventions available now to treat strokes and transient ischemic attacks (TIAs) or mini-strokes. Treatments such as clot-busting medications along with protocols for evaluation and treatment help those in the community who are suffering stroke symptoms to seek care within three hours so they are more likely to recover with little or no disability.

As newer technologies and needs emerge in the future, you always can count on us to be there to create new and better ways to keep you and your family healthy.

## OUR VOLUNTEERS MAKE A DIFFERENCE

In the past year, the 300 volunteers of Union Hospital's Volunteer/Auxiliary Team have provided more than 50,000 hours of service in 40 areas of the hospital. Serving, learning and giving back to the community, our volunteers use their skills to help others in need. They help restore quality of life to those who've experienced joint replacement surgery. They provide facials for cancer patients. They talk with and support family members during difficult times. They listen, share and help meet patient needs every day.



Our Junior Board/Auxilians group—with 150 members—not only provides services to our patients but staffs shops to help raise funds. The Junior Board hosts countless special sales events and supports us at all fundraising endeavors. This year alone, the Junior Board donated \$167,000 to purchase equipment and provide scholarships. To recognize their contributions, two gifts of art were commissioned by the Union Hospital Foundation.

The Volunteer Service Department also installs and maintains Lifeline services—a personal emergency response system—to nearly 300 individuals in Cecil,

Harford and Kent counties in Maryland, New Castle County in Delaware, and Chester County in Pennsylvania. Lifeline services permit community members to remain independent in their own homes, knowing that if they need help it is always only a push of the button away. Our volunteers are parents, grandparents, students, retirees and employees. They are leaders, followers, teachers and mentors. Our appreciation goes to them for all that they do for us every day.

### Junior Board Officers:

Sallie Teague, *President*  
 Jayne Foard, *President-Elect*  
 Linda Brady, *Vice President & Treasurer*  
 Arlene Miller, *Secretary*  
 Kay Miller, *Parliamentarian*  
 Cathy Dill, *Past President*

### Chairs:

Donna Brown, *Gift Shop*  
 Frenchy Lightcap, *Good As New Shop*  
 Pat McCullough, *Sunshine Chair*  
 Eloise Boyle, *Vending Chair*  
 Ruth Lashley, *3rd & 4th District Auxiliary President*  
 Jane Ross, *6th, 7th, & 9th District Auxiliary President*

# UNION HOSPITAL ORGANIZATIONAL PERFORMANCE

*Fiscal Year Ending June 30, 2009*

## Operating Statement

*Dollars in Thousands*

Patient Revenue	\$ 135,657
Other Operating Revenue	2,683
Allowance for Managed Care Contracts and Community Assistance Provided	(22,307)
Net Operating Revenue	\$ 116,033

## Expenses

Wages and Benefits	\$ 59,821
Purchased Services	18,350
Supplies and Other Expense	23,902
Depreciation	7,751
Interest Expense	3,841
Total Expenses	\$ 113,665

## Capital Investment

Surgical Services	\$ 850
Interventional Suite	800
Facilities Improvements	300
Information Systems	650
Other Routine Capital	3,725
Total Capital Investment	\$ 6,325

## Volumes

*FY 2009*

*FY 2008*

Admissions	8,521	8,606
Emergency Department Visits	45,105	41,710
Surgical Cases	7,554	7,673
Outpatient Referrals	117,164	114,665

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Union Hospital does not discriminate on the basis of race, color, national origin, gender, religion, age or disability.  
Union Hospital is a not-for-profit charitable organization.