

Building the future of healthcare
from within



Dr. Jared Toman, Orthopedic Surgeon, poses with Gabriel Cronin, cancer survivor and part of the next generation of clinicians.

ANNUAL REPORT 2018

 **Heywood Healthcare**

ATHOL HOSPITAL | HEYWOOD HOSPITAL | HEYWOOD MEDICAL GROUP | QUABBIN RETREAT

Dear Friends of Heywood Healthcare,



In 2018, we faced many challenges, but we also were able to make great strides in expanding services and access to care in our communities. Committed as an independent, locally governed, community healthcare system, we continue to focus on the most critical needs facing the people we serve. We remain stable and financially-strong as we continue to grow and invest in the future, while also delivering vital services, innovative approaches and solutions to the

complex health challenges facing us today. We exist exclusively to care for our communities, and we continue to grow and thrive because of the support of our region.

We made significant progress in expanding our services and improving access to resources across our entire service area. At Athol Hospital, the new medical office building and state-of-the-art emergency department rose from the ground, creating the shape of things to come. We opened a Walk-In Care clinic at Tully Family Medicine, providing access to services seven days a week. In April, in collaboration with McLean Hospital, the Quabbin Retreat opened a 40-bed, adult residential program, helping adults deal with mental health and substance misuse issues. At Heywood Hospital, we continue to grow our medical staff, including expanding our surgical offerings as we prepare for future enhancements of our surgical suites.

Perhaps, our most important work happens outside the walls of our hospitals and medical offices – in our schools and in our communities. With strategies like a robust internship program training the future of healthcare and our school-based health services, providing needed services to students, inside the educational setting, Heywood Healthcare is tackling the social determinants of health that most adversely affect our region, and more importantly, our youth. We continue along this path as we develop Handle With Care, a program to address issues stemming from childhood trauma.

All of this progress is the result of the commitment of our supporters and the partnerships within the community. We rely on the generous support of our donors, the expertise of our physician champions, the collaboration with countless community organizations and people like you. With that support, we can look ahead. We're finding new ways to deliver care, launching new programs and services that will continue to help families in ways that improve their health and quality of life, and strengthening the connections and supports across the community.

Thank you for being part of the Heywood Healthcare family and for your commitment to the health of all who call this community home.

In Good Health,

Win Brown, MSB, MHA, FACHE
President & CEO



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Bethany Maselli, RN; Tina M. Griffin, DNP, FNP; Marie King, RN; and Bella Finnell, RN

Caring today, ready for tomorrow, *investing for the future*

Meeting today's health needs is no simple feat. It takes dedication, collaboration and the experience of medical professionals, first responders, teachers and neighbors. It takes a village. As such, the role of the community hospital reaches far beyond physical structures and extends into towns, schools, community rooms with innovations, programs and impact that is more than medical care for patients.

Today, Heywood Healthcare is investing in the community as well as the facilities of Heywood Hospital, Athol Hospital and Quabbin Retreat. These programs and services reach our diverse community outside our campuses to connect people to vital resources and care, and improve the overall health and wellbeing of the thousands of families who call the North Central and Quabbin towns "home".

Take a closer look at how Heywood Healthcare has been helping children, families, and future healthcare providers to help build a stronger community.

Heywood School-Based Care Coordination Program

Stabilizing students and families for healthier todays and brighter futures

How do you improve a community? By linking students and parents to the supports they need to steady their lives. By empowering teens to stay in school and develop hope for the future. By a partnership of schools, hospitals and families to meet complex challenges with solutions that address underlying conditions.

Heywood Healthcare's collaborations with schools connect youth and families to services to help regain stability, address behavioral health needs and bring medical care to youth. With commitments to a successful School Based Care Coordinator program and expanding School Based Health Centers, we are building a healthier community.

School Based Care Coordinators: Linking youth and families to services

In place at eight schools, the School Based Care Coordinator (SBCC) program uses a multi-disciplinary team approach to support students' social, emotional and behavioral learning to positively impact students and the overall health of the school system and the greater community.

The program hosts Care Coordinators in the schools to provide hands-on case management to identify needs, work with families, and connect students to clinical counseling and community-based resources. At its core, the SBCC program offers in-school access to behavioral therapy either face-to-face or using video teleconferencing. Barriers including lack of transportation, parental schedules or unavailability often keep students from connecting with these vital therapeutic services.

In addition to managing behavioral health support for students, the SBCC also coordinates wrap-around services to tackle instabilities at home such as substance abuse, domestic violence, food or fuel instability, trauma or homelessness. Working with school personnel, they identify risks, determine family needs and help to navigate community-based resources, providing awareness and advocacy for youth and families. They communicate with school and community professionals and serve as a liaison between staff and family to support whole family approach to care delivery.

Heywood has a lengthy history of supporting youth in school settings. Established in 2001, the Murdock School Based Health Center in Winchendon has supported over 80% of middle and high school student body, providing acute and behavioral healthcare services delivered by an on-site Nurse Practitioner and Community Health Worker.

Offering clinical services in the schools significantly heightens access to meet medical needs in underserved communities. The Murdock School Based Health Center was the first school based health center in the North Central Region and now serves as the platform for the hybrid School Based Care Coordination programs now operating in Gardner, Athol, Orange, and Templeton.

The results of these programs is clear and measurable: emotional health improves, attendance improves, behavior improves and grades improve. Students are happier and healthier, classrooms are more conducive to learning; teachers can focus on teaching. Our students succeed, our schools become better, and the community grows stronger as our youth complete high school and go on to become healthier adults.





Top, L, clockwise: Christina Cutting, Linda LeBlanc, Selena Johnson, Renee Eldredge, Julie Nonni, Rebekah Manseau and Maureen Donovan.



Rebekah Leonard, BSN, RN, Cindy Lou Rivers and Renee Boucher, RN, MSN, FNP-C from the Murdock School Based Health Center

School Based Care Coordination Programs

Gardner High School
 Gardner Academy of Learning & Technology
 Athol Community Elementary School
 Athol-Royalston Middle School
 Murdock School-Based Health Center
 Ralph C. Mahar Regional High School*
 Athol Regional High School*
 Narragansett Regional High School*

* served with Tele-behavioral therapy

Heywood Hospital was recently awarded a state grant for the development of a Department of Public Health Licensed School Based Health Center to be located at Athol Community Elementary School. This School Based Health Center will serve Athol's elementary and middle school students.

Heywood Healthcare Internship Program

Securing the future of local healthcare providers

Lectures and book learning are part of studying for a medical profession, but healthcare isn't delivered on paper, and the skills of interacting with people and creating positive care experiences for patients can't be learned in a classroom.

Clinical rotations, internships and observation at Heywood Healthcare help area students to apply theoretical learning and witness first-hand the dynamic nature of a hospital setting. They also provide the hospital with potential employees who have been well-trained and have an understanding of the processes, culture and value of the community hospital.

Krystal Flagg wanted to be a nurse since she was ten years old. The Gardner native graduated from Mount Wachusett Community College's nursing program last spring. She was thrilled to be assigned to Heywood Hospital for her medical-surgical clinical rotation. "The staff at Heywood provided a welcoming environment where I could begin applying all I learned. Everyone is very team-oriented and supportive of each other – including the students. It made me more confident and comfortable as I began working with patients."

"Heywood Hospital is unique in the experience it gives students," says Joyce Fletcher, RN, MSN, Clinical Instructor at Mount Wachusett Community College, who guides the nursing students through their clinical rotations at Heywood Hospital. "As I walk through Heywood Hospital, I see many former students who are on staff. Staff truly embrace the clinical students and encourage them to be part of the team as they gain their practical experience in the hospital. It provides the students with a chance to apply what they know and introduces them to the family-feel that Heywood has."

Students who have an exceptional experience on clinical rotation at Heywood often seek employment there when they graduate. Both student and staff have gotten to know each other. Rotations give students the clinical training they need and an understanding of what it's like to work there.

When Krystal passed her nursing boards, there was only one place she wanted to be a nurse: in a community hospital setting where compassion and innovation come together to provide the best possible care. She now works at a place with same values and commitment to caring that she has – Heywood Hospital.

Inspiring Careers in Healthcare

The healthcare sector offers a range of rewarding professional careers with growth opportunities and the ability to positively impact the community. The Heywood Healthcare Internship Program provides area college students with opportunities to gain valuable experience in the healthcare field. Internships are designed to encourage students to consider careers in science, medicine and public health.

Students are offered internships, observerships, clinical rotations and other experiences to aid them in understanding the healthcare setting, learning in a supportive environment, introducing them to mentors and developing contacts and working relationships with experienced personnel in their field.

The community healthcare setting offers a wide variety of medical services, making it ideal for learning and enhancing skills. With new, state-of-the-art innovations and advances in care, Heywood Hospital and Athol Hospital are ideal places to gain experience – from clinical services to health information technology. Partnering with the local colleges and universities, the program offers valuable work experience and observational opportunities that help students pursue careers in science, medicine and public health.

"Clinical rotation for nursing students is where 'the rubber meets the road'. It is where they have the chance, with the guidance of clinical faculty, to put into practice what they are learning in the classroom, and 'boom' it becomes real. It's exciting to see the process happen."

Joyce Fletcher, RN, MSN



*Krystal Flagg, RN and
Joyce Fletcher, RN, MSN*



Heywood Healthcare 2018 Internships

150 Students hosted
20,000 hours of experience
and observation

College Partners

Fitchburg State University
Framingham State University
Massachusetts College of
Pharmacy & Health Sciences
Mount Wachusett
Community College
Quinsigamond
Community College
UMASS Amherst
UMASS Lowell
Winchendon School
Out of state institutions
attended by local residents

Spanning Hospital Operations

Clinical:

Emergency Department
Maternity Care
Medical/Surgical Units
Mental Health Unit
Orthopedics
Rehabilitation Services

Administrative:

Administration Office
Human Resources
Information Technology
Marketing
Philanthropy

Handle with Care

Supporting youth through adversity

As a community hospital system, our directives and focus are determined by the specific health needs in the communities which we serve. The 2018 Community Health Assessment identified a critical need to address one of the most prevalent issues facing the youth in our region – the detrimental impact of childhood trauma.

Adverse childhood experiences (ACES) include family economic distress, incarceration, death or divorce of parents, violence in the home and neighborhood, living with those who are depressed, suicidal or addicted to drugs or alcohol, and racial or ethnic prejudice. Children exposed to ACES face significantly higher risks for negative health outcomes, behavioral issues, academic failure and incarceration. The risk elevates with each ACES experience.

Contributing Factors in Our Community

Our service area witnesses some of the highest rates of the leading causes of ACES, often double or triple Massachusetts State averages. Contributing factors include poverty, domestic and interpersonal violence, violent assaults and weapons related deaths, mental health disorders, suicide and substance misuse. In Athol and Gardner alone, fifty percent of students enrolled have had one or more ACES. Our service area has the State's highest rates of child maltreatment – affecting more than 3,700 children. And 91% of the 800+ children in State placement came from homes with substance abuse or neglect.

The challenges facing our most vulnerable families are complex; however, we can lessen the impact of these traumatic events on children.

Handled with Care

Handle with Care is an evidence-based, collaborative program that mitigates the effects of adverse childhood experiences through a community-based support system. This proven model promotes school-community partnerships aimed at ensuring that children who are exposed to trauma in their home, school or community receive appropriate interventions and support to help them achieve academically and grow personally.

Handle with Care engages police, first responders, emergency departments, primary care physicians and courts to identify children who have been exposed to a traumatic event. They communicate confidentially with schools, and a school-based care coordinator (SBCC) or counselor follows up with families for permission to connect their child to counseling services in an effort to preempt emotional and behavioral difficulties. The students receive assessments and testing by school-based counselors to determine treatment, accommodations and other techniques to aid the student. Teachers and the schools incorporate interventions to help support the student while the SBCC provides support for families to access community-based resources and assistance.

Developed by the West Virginia Center for Children's Justice, Massachusetts Advocates for Children, Harvard Law School and the Task Force on Children Affected by Domestic Violence, Handle with Care has been successfully used in cities nationwide since 2013.





Confidence in our community

Since its creation, communities implementing Handle with Care experienced positive impacts on the lives of their children and the learning environment:

- Increased students ability to focus and learn which promoted increased academic achievement, improved attendance and graduation rates
- Improved school climate which reduced staff and student stress, and improved teacher satisfaction and retention
- Reduced student outbursts, disruptive behaviors and disciplinary action such as detentions and suspensions
- Reduced student bullying and harassment and increased student resilience

Together we will impact the lives of our youth – together we can positively change our community.

- Support from the community will help secure the funding needed to activate the Handle with Care program and reach children across the entire area served by both Heywood and Athol Hospitals.
- Handle with Care will use the infrastructure of Regional Behavioral Health Collaborative and existing staff to develop the systems and implement programs.

Your help is needed to activate a network of partners and implement the program. With charitable donations in 2019, we can develop the systems, processes and materials to build the capacity of the area schools to deliver trauma-informed care.

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As our medical staff continues to grow, it is a privilege to work with our physicians and advanced practice providers to create healthier communities. We celebrate the expanding talent, innovations, services and space that allow us to better meet the increasing needs of those who rely on us for healthcare.

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We have always supported causes we believe in and we know how vital a local hospital is for the health and wellbeing of a community. We supported Athol and Heywood Hospital because we wanted to support our friends, neighbors and community and they need all of our support.

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We love living and working in such a family friendly region with so many public spaces and community resources that add to the quality of life. A strong community is made when all are cared for. The Hospital bridges gaps to help those facing challenges such as food instability or mental health issues, so supporting those programs is a way to help build a great place for all families.

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 Helen Heneghan
 Susan M. Hermanson
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As one of only a handful of independent, community-owned hospitals that remain in the Commonwealth of Massachusetts, Heywood is a gem that we need to survive and thrive for generations to come.

Andrew Cocchiarella, MD & Rozanna Penney, CRNA

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THANK YOU TO OUR GENEROUS DONORS. YOUR SUPPORT AND COMMITMENT TO THE NEEDS OF OUR REGION AND THE PROGRAMS AND PROJECTS OF HEYWOOD HEALTHCARE ENABLE US TO CONTINUE OUR JOURNEY TO IMPROVE COMMUNITY HEALTH.

Every year we compose our donor lists and carefully review each gift for accuracy. On rare occasions, names may be incorrectly listed or inadvertently omitted. If you notice a mistake or omission, we apologize and hope you will alert us by calling 978-669-5624.

Tribute Gifts

MEMORIALS

A gift has been made to Heywood Healthcare in Memory of the following:

Sophie and Sidney Ansin	Jenna Facchiano	Lawrence L. Lukasevicius
Walter H. "Brudger" Bialecki	Kevin Fletcher	Alice Robinchaud
John Boissoneau	Nancy Gates	Charles Francis Russell Jr.
Sherri Bergstrom Brooks	Edith Rapalla Griscom	Ruth A. Ryan
Elizabeth "Tip" Ellen (Cutter) Chiasson	Catherine "Kay" Humphreys	Joyce E. Bevis Sinclair
Dr. Owen Christensen	Kathleen M. Hunt	Philip Smith
Bob Cochran	Jonathan Landry	Barbara Stromski
John Dufresne	Winfred Ledgard	

HONORARIUM

A gift has been made to Heywood Healthcare in Honor of the following:

Wayne and Margaret DeJackome	Tina M. Sbrega and Charles P. Bowles	The Tomasetti Family
Dr. Michael J. Mutchler	Theresa Thompson	Ernest and Amanda Zani
Jim and Lenny O'Loughlin		

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Allard's Lawn & Order	Ellinwood Country Club	William Oldach
Athol Memorial Hospital Medical Staff	Erickson's Silver Shop	Olde Time New England Seafood
Athol YMCA	Fitness Concepts Health Club	Pats Peak
Athol-Orange Area Rotary Club #6551	Gardner Ale House	Platinum Productions, Inc.
David Bialecki	Peter Gerry, Pete's Tire Barn, Inc.	Al Rose
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Mr. and Mrs. Robert Crosby	Market Basket	Walmart
Francis D'Ambrosio	Millers River Real Estate	Frank C. Yavorosky
	Needham Electric Supply	Zeda's Pizza
	Janet Nolan	





Heywood Healthcare *Milestones*

FEBRUARY 9, 2018

Heywood Healthcare Honors Area Health Advocates at Annual Winter Affair Celebration

Heywood Healthcare honored Michelle Dunn of the A.E.D. Foundation with the Community Health Hero Award, which recognizes an individual or individuals who significantly impact the health and well-being of the North Central and North Quabbin Communities. Heywood Healthcare also honored The Athol-Orange Rotary Club and The Gardner Rotary Club with its Collaborator's Award.

A warm audience celebrated the strength and commitment of our honorees, raised \$75,000 to support the continuation of the Weekend Backpack Food Program, and enjoyed each other's company along with delicious Caribbean Cuisine compliments of the Colonial Hotel.

MARCH 8, 2018

Heywood Physician Hospital Organization Honored by Harvard Pilgrim Health Care in 16th Annual Physician Group Honor Roll

Heywood Healthcare's Physician Hospital Organization (PHO), along with other physician groups in New England was named to Harvard Pilgrim Health Care's 16th annual Physician Group Honor Roll. The Honor Roll highlights physician groups that have achieved exceptional results in their approach to disease prevention and the treatment of acute and chronic illness for both adult and pediatric patients.

MARCH 28, 2018

The Center for Wound Care at Heywood Hospital Recognized with National President's Circle Award for Excellence

The Center for Wound Care and Hyperbaric Medicine at Heywood Hospital was presented with the President's Circle

award in recognition of a Robert A. Warriner III, MD, Center of Excellence with outstanding performance. The Center was awarded this prestigious honor by Healogics, the nation's largest provider of advanced wound care services. Out of 340 eligible Centers, 26 were honored with this award nationwide, and Heywood Hospital is only one of three in Massachusetts.

MARCH 29, 2018

MASSDEVELOPMENT Provides \$28 Million Financing Package for Athol Hospital

MassDevelopment provided a \$28,150,000 financing package for Athol Hospital's Emergency Department and Medical Office Building Project. This addition will expand the emergency department on the hospital's first floor; add a rural health clinic on the second floor; and provide for office space on the third floor, which the hospital will lease to a local behavioral health services nonprofit.

APRIL 25, 2018

Heywood Hospital Receives an 'A' for Patient Safety in Spring 2018 Leapfrog Hospital Safety Grade

The Leapfrog Group, a Washington D.C.-based organization aiming to improve healthcare quality and safety for consumers and purchasers, today released the new Leapfrog Hospital Safety Grade, naming Heywood as one of 750 hospitals to receive an "A", ranking us among the safest hospitals in the United States.

APRIL 26, 2018

Coverys Community Healthcare Foundation Pledges \$500,000 to the Quabbin Retreat

Heywood Healthcare received a \$500,000 pledge from the Coverys Community Healthcare Foundation, Inc. to improve patient care and safety by supporting the continuing development of the Quabbin

Retreat, one project of Heywood Healthcare's Fulfilling Our Promise Capital Campaign. This generous donation supported Information Technology Infrastructure and Information Systems, necessary components for the opening of the adult residential treatment facility and outpatient mental health and substance use services.

MAY 10, 2018

Jill Sherman Presented with Inaugural DAISY Award

Jill Sherman, a nurse Athol Hospital's Oncology Department, was named the inaugural DAISY Award winner. The not-for-profit DAISY Foundation was established by family members in memory of J. Patrick Barnes. Patrick died at the age of 33 in late 1999 from complications of Idiopathic Thrombocytopenic Purpura (ITP), a little known but not uncommon auto-immune disease. The care Patrick and his family received from nurses while he was ill inspired this unique means of thanking nurses for making a profound difference in the lives of their patients and patient families.

JUNE 21, 2018

Barbara Nealon Named 'Unsung Heroine' of 2018

Barbara Nealon, Director of Social and Multicultural Services for Athol and Heywood Hospitals and co-leader of the Montachusett Suicide Prevention Task Force, was one of 130 honorees named 'Unsung Heroines' by the Massachusetts Commission on the Status of Women on Wednesday, June 20 at the Statehouse. Ms. Nealon was one of two honorees representing the city of Fitchburg.

JUNE 18, 2018

Heywood Hospital's Annual Watkins-Faust Open Golf Classic Raises \$115K for New Surgical Pavilion

The 26th Anniversary Golf Classic, held on June 18th at Oak Hill Country Club, raised over \$115,000 to support Heywood

Hospital's most significant construction project since the Watkins Building, the full-scale design of a new Surgical Pavilion, to replace the current operating rooms, designed and built in the 1960s.

AUGUST 8, 2018

Annual Athol Hospital Golf Classic Raises \$40K for New Emergency Department and Medical Office Building Project

Athol Hospital's Golf Classic, held on August 8th at the Ellinwood Country Club, raised \$40,000 to help fund the construction of a new Emergency Department (ED) and Medical Office Building (MOB), addressing significant space constraints and providing patients with the highest quality emergency, behavioral health, and primary and specialty healthcare, in a state-of-the-art setting.

AUGUST 19, 2018

Montachusett Suicide Prevention Task Force Presents 6th Annual 'Ride of Your Life' Event

The Montachusett Suicide Prevention Task Force hosted its 6th Annual 'Ride of Your Life', a fundraiser to support suicide prevention and education in the region. Over 300 riders participated.

SEPTEMBER 5, 2018

Tully Walk-In Care Center Opens in Athol

Tully Walk-In Care, sharing an office with Tully Family Medicine, offers an experienced staff of physicians, nurse practitioners and physician assistants seven days-a-week to provide quality care and convenience. As urgent walk-in care center, Tully Walk-In Care helps patients who may not be able to see their primary care physician, who don't have a primary care physician or who don't need true emergency treatment.

SEPTEMBER 26, 2018

Roosa Named One of 72 Community Hospital CIOs to Know for 2018

Carol Roosa, Vice President of Ancillary Services and CIO of Heywood Healthcare was been named one of Becker's Healthcare 72 community hospital CIOs in 2018. Hospitals and health systems rely on CIOs and IT department leaders to develop long-term technology strategy and oversee EMR implementation, as well as support telehealth, data-gathering and cybersecurity initiatives.

NOVEMBER 3, 2018

Heywood Healthcare Hosts 6th Annual 'Healthy Harvest 5K'

Although we were not able to outrun the rain, many turned out for the 6th Annual Heywood Healthcare Healthy Harvest 5K "Run/Walk For Mental Health" on Saturday, November 3rd. The 3.1 mile family-friendly course started and ended at Heywood Hospital and was targeted to all fitness levels.

NOVEMBER 6, 2018

Heywood Healthcare Honors Providers during Annual Medical Staff Recognition Event

Heywood Healthcare providers were honored for their commitment to their patients and the Greater Athol and Gardner communities. At the event, physicians and advanced practice providers were recognized for their lifelong dedication to Heywood and Athol Hospitals, their community and the medical profession. Long-time area physicians lauded include: Pediatrician Chettupuzha J. Mathew, MD; Emergency Medicine physician John M. Skrzypczak, MD; Gastroenterologist Edmund J. Taylor, MD and Psychiatrist Andrew D. Gill, MD all celebrating 40 years.

During the event, Daniel Ervin, DO, was presented with the prestigious James A. Faust Pillar Award for Physician Excellence, the highest honor Heywood Healthcare bestows on its physicians. Dr. Ervin has been part of the Heywood Medical Staff for 23 years and is a well-known fixture in the community, serving as one of the only Otolaryngologists in the area.

NOVEMBER 8, 2018

Heywood Hospital Receives an 'A' for Patient Safety in Fall 2018 Leapfrog Hospital Safety Grade

Heywood Hospital was awarded an 'A' from The Leapfrog Group's Fall 2018 Hospital Safety Grade. The designation recognizes Heywood's efforts in protecting patients from harm and meeting the highest safety standards in the United States. The Safety Grade assigns an A, B, C, D or F grade to hospitals across the country based on their performance in preventing medical errors, infections and other harms among patients in their care.

NOVEMBER 9, 2018

Athol Hospital Awarded \$1,050,000 Health Resources and Services Administration Evidence Based Tele-Behavioral Health Network Program Grant

Athol Hospital has been awarded a \$1,050,000 Evidence Based Tele-Behavioral Health Network Program Grant which will bring tele-behavioral counseling services to students at Athol High School and RC Mahar Regional High School for the next three years. This project supported by the Health Resources and Service Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) is part of an award financed with non-governmental sources.

Employee Recognition

SERVICE AWARDS

In 2018, Heywood Healthcare honored 167 employees in recognition for their longevity and dedication to caring for our patients and our communities through their work across the entire healthcare system. Employees were recognized in five-year increments, up to 45 years employment, totaling 2,430 years of service.

Carol Nolin, Doris Pratt and Sharon Yavorosky celebrated 40 years while Tim Hamel, Anne Hamm, Nancy Heglin and Sue Hermanson received recognition for 45 years at Heywood Hospital. The Daniel P. Moen Employee Excellence Award was presented to Jillian Casey, a 5-year service employee, while Athol Hospital honored Isaias Palermo, a 25-year service anniversary employee, with the James A. Meehan Employee Excellence Award.



Pictured L to R: Isaias Palermo, Anne Hamm, Doris Pratt, Carol Nolin, Win Brown, Jill Casey, Sharon Yavorosky, Nancy Heglin and Sue Hermanson.

NURSING RECOGNITION

The 7th Annual Martha Heywood Nursing Excellence Awards were held at The Colonial Hotel on Thursday, May 10th. Over 175 nurses, support staff and administrators came together to honor and celebrate our nursing staff.

Excellence in and Commitment to Direct Patient Care

Linda Allen, ASN, RN — ICU

Excellence in Personal Professional Development

Melissa Vaine, BSN, RN — Emergency Department

Excellence in the Promotion of a Professional Nursing Image

Matt Nikitas, BSN, RN — Nursing Float

Excellence in Community Involvement

Jeanine Lore, BSN, RN, CDE — Heywood Endocrinology

Excellence in Ambulatory Care

Riley Latulippe, RN — Heywood Center for Specialty Care

Excellence in Care Team Support

Ann McGrath, P-EMT, CCT — Emergency Department

Nursing Leadership Scholarship

Krystal Flagg, CCT

Dr. John Skrzypczak Nursing Professional Development Award

Jessica Boutell, CCT and Cassie Tessier, CCT

Heywood Medical Staff Scholarship

Bethany Mazarelli, RN, Megan Wolski, RN, and Lindsey Wright, RN

SERVICE STAR RECIPIENTS

Heywood Hospital

January	Lynn Thorpe, Food Services
February	Holly Pyles, Accounting
March	Angela Kelley, Surgical Services
April	Sarah Frediani, Pulmonary
May	Barbara DeGrace, Heywood Health Center for Women
June	Chris Cooper, Laboratory
July	Lisa Mason, Radiology
August	Diane Vincent, Human Resources
September	Mai Lor, Watkins 2
October	Lisa Richard, Finance
November	Jeannine Forget, Environmental Services
December	Tarja Zarba, Community Relations and Volunteer Departments

Athol Hospital

Spring 2018	Ashley Peirce, Medical/Surgical Unit
Fall 2018	Gary Campbell, Facilities

LEADERSHIP TEAM



Winfield S. Brown, BA, MSB, MHA, FACHE
President and CEO



Paul F. Heffernan, MPA
Vice President, Human Resources



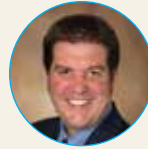
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*Vice President, Development, Chief Philanthropy
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Tina M. Griffin, DNP, FNP
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Carol F. Roosa, BA
Vice President, Ancillary Services and CIO



Helen E. Heneghan, MD
Chief Medical Officer



Tina M. Santos, MBA, MSN, RN
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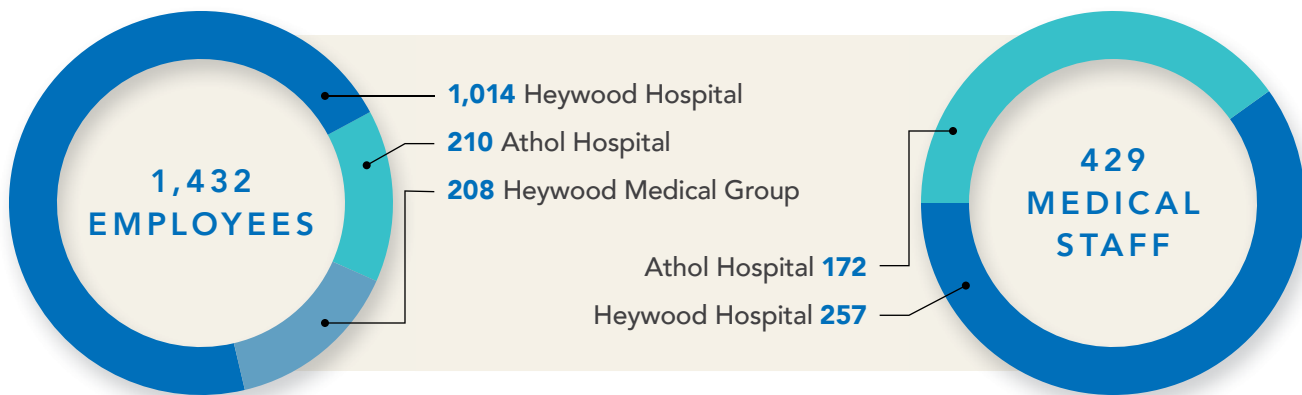
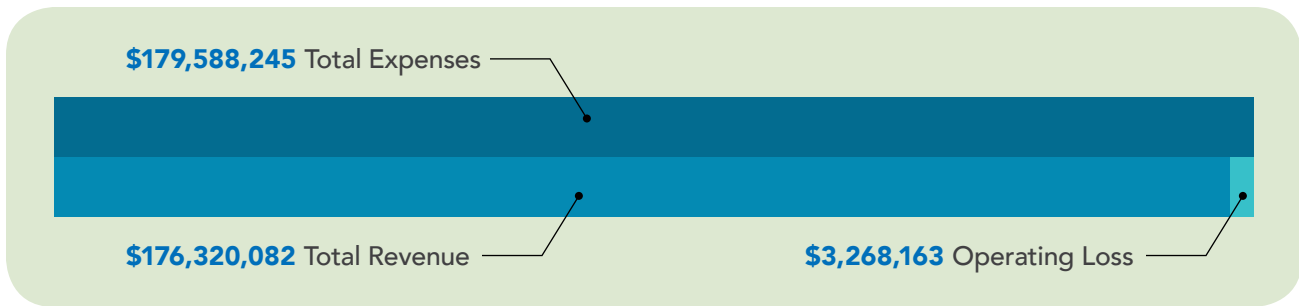
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