

RIDDLEMATTERS

A Publication of The Riddle HealthCare Foundation Winter 2015



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Riddle Matters

Winter 2015

Issue 7.2

On the Cover: Mary Ann and Don Saleski

Riddle Matters is published by The Riddle HealthCare Foundation, which provides a philanthropic venue for members of the community to support Riddle Hospital in fulfilling its mission and vision.

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**We're tooting
our own horn.**

At Riddle Hospital, it has always been our goal to provide superior patient care. When leading national organizations recognize Riddle for our commitment to quality, we stand proudly and hope that you—our patients—do, too.

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Honor Roll for Target Stroke

We've had another exciting year at Riddle, continuing to make great strides, particularly in the area of superior patient care. Just look across the page and you can see our latest accomplishments and achievements.

By far, the project which has had tremendous significance for Riddle's long-range future is our Emergency Department expansion, which opened to the public on September 22.

Our new ED is twice as large as our previous space, and it's so much more than bricks and mortar. It is truly about the right people, providing the highest quality care, through refined processes in a facility that meets or exceeds the expectations of our community and the patients we proudly serve.

As you may know, this Emergency Department expansion was a \$15 million project supported by a capital campaign that couldn't have happened without the philanthropic spirit of our community. It was truly a team effort, including support from:

- The Foundation Board members who raised half of the funds necessary to complete this project. In fact, with the energy and enthusiasm of Campaign Co-Chairs Don Saleski and John Unangst and their committee, we raised more than \$7.6 million!
- Our Emergency Department staff, whose constant motivation is to deliver the highest quality of care in the best environment for the patients and communities we serve.
- Our physicians who kept us focused on the needs of our patients *and* supported us with their generous philanthropy, contributing a combined total of more than \$1 million to the project.
- The Main Line Health Board and leadership, whose guidance and enthusiasm, along with their inquiring and sharp minds (and pencils), helped to keep us "on task" with a vision for the future.
- And, most importantly, all members of the Riddle community who went above and beyond to support this important effort. Rest assured, we honor your investment and will continue to endeavor to make Riddle the best place to receive and provide care.

There is so much more to share—and to do. As the cover reflects, this issue also includes a great article about Don and Mary Ann Saleski, residents of Media and strong supporters of Riddle Hospital. We also tell you about our newly opened Wound Healing & Hyperbaric Center, and there is an opportunity to reflect on what's next for Riddle.

We hope you enjoy this issue as we celebrate our recent accomplishments and share with you a vision for a very bright and promising future.



Gary L. Perecko, FACHE



Thomas A. Bruder, Jr

A handwritten signature in black ink that reads "Gary L. Perecko".

Gary L. Perecko, FACHE
President, Riddle Hospital and
The Riddle HealthCare Foundation

A handwritten signature in black ink that reads "Thomas A. Bruder, Jr.".

Thomas A. Bruder, Jr
Chair, The Riddle HealthCare Foundation

Caring. Committed. *Critical.*

Riddle Marks the Completion of New Emergency Department



Ed McKillip, Keith Laws, Jim Walsh, Donna Cantalupi, Dr. Michael Goodyear, Gary Perecko, Eugene Smith, Don Saleski, Kathy Warren and Jan Duryea celebrate the ribbon-cutting that marked the opening of the new ED.

This fall, the change of seasons ushered in a historic change for Riddle Hospital and our entire community as the new Emergency Department (ED) opened after two years of construction.

On September 22, 2014, both the Rapid Evaluation Unit (REU) and the acute care side of the ED became fully operational, and the results are stunning. The 24 spacious, private rooms—eight REU and 16 acute care—feature sliding glass doors and curtains for privacy, updated patient care technology, standardized equipment and easy-access computer monitors for staff. From the waiting room to the nurses' station to the internal waiting area,

the care that went into every detail is evident. Patient flow is improved as well. By sending patients with routine health issues to the REU, and reserving the acute care side for serious and potentially life-threatening concerns, ED staff can serve patients more quickly and efficiently.

That first day was exciting yet challenging. Chief of Emergency Medicine Michael Goodyear, DO, points out that the ED treated 121 patients on September 22, versus a



Christopher Knaff, MLH Director of EMS with Eugene Smith and Keith Laws

Foundation Board and staff members: Steve Derby, Sandy Swank, Gary Perecko, Don Saleski, Ellen Grill, Kathy Warren, Martha Grieco

Sue and Jim Walsh with Dr. Goodyear



Grace Kuroki, Kristen Blackman and Katie Brown whoop it up at the festival.

typical daily average of 95. Even as ED staff members dealt with such high volume, they had to adjust to working in the new space for the first time. For several months prior, they had been treating all patients in the completed REU while the acute care side of the ED underwent construction. With just eight rooms, and the temporary inability to send patients to different sides of the ED depending on their medical situation, it was a challenge. Staff members now had to pivot back to channeling patients to the REU or the new rooms on the acute care side. Once again, they adapted quickly and rose to the challenge.

“Yes, the process of construction was difficult at times, but now we have a state-of-the-art Emergency Department, and we are excited to use this space to provide unsurpassed care to the Riddle community,” says Dr. Goodyear.

Director of Finance Ed McKillip, who managed the project for Riddle, says it was uniquely challenging because it required two groups of people to work in the very same space: the ED physicians, nurses, and staff *and* the construction team.

“Everyone came together and thought things through as a team, and HSC Builders were accommodating when we asked them to move out of a space, or reduce the noise, or even move things out of the way,” he says. “It was a collaborative effort, and now you can see the results.”

Many community members saw those results during a ribbon cutting at Riddle’s Fall Festival on October 11—two years to the day since the official groundbreaking in 2012.

“Our message to the community is, ‘We’re back, and we’re better than ever,’” says Donna Cantalupi, RN, MSN, Emergency Department Nurse Manager. “Thank you for bearing with us during this time, as we know it wasn’t always easy for patients and their families. But now we have this incredible facility that will indeed provide exceptional care to anyone who comes to our doors.”



From the Groundbreaking to the Ribbon Cutting—with deepest gratitude to our lead donors for the Emergency Department Expansion: Tom Bruder, Chairman of The Riddle HealthCare Foundation; Kathy Warren, representing the Associated Auxiliaries; and Howard Stoeckel, former CEO of Wawa, Inc.



Outside view of Riddle’s expanded ED



Gary Perecko, Dr. Helen Kuroki, Dr. Michael Goodyear



Don Saleski; Darren Smith, Chief of Staff for State Senator Dominic Pileggi; Gary Perecko; Dr. Ann Marie Brooks

Physician Board Members: Demonstrating the True Spirit of Philanthropy



Peter Sharkey, MD; Hassan Vakil, MD; David Thomas, DO, PhD

The Campaign for Riddle's Emergency Department surpassed its \$7.5 million goal thanks in large part to the generosity of physicians who stepped up to support the project. They quickly saw how valuable a new ED would be for their patients, their practices, the Hospital and the Riddle community at large. Now, as the campaign draws to a close, The Riddle HealthCare Foundation would like to thank our three physician Board members for their leadership in both making and securing significant gifts that helped us cross the finish line and surpass our fundraising goal.

Orthopaedic surgeon Peter Sharkey, MD, of the Rothman Institute:

"Since I perform elective hip and knee replacement, most of my patients do not come to Riddle via the ED. However, I

certainly understand that a state-of-the-art ED is critically important for the good of the hospital and the community. Now that it is finished, I can see how true that is. The ED is just the beginning, though. We have so much we want to accomplish here, and this project was just the first step in transforming Riddle into the hospital we know it can be."

Neurologist David Thomas, DO, PhD, of the Center for Neuroscience at Riddle:

"I appreciated the opportunity to serve as the Foundation's spokesman to the medical staff and was very pleased that so many of my colleagues chose to join me in supporting the Emergency Department project. They are an amazing group of people who care deeply about this community, and they responded quickly. On a personal note, my ED patients are comforted by the knowledge that they are receiving first-rate care in what is now Main Line Health's newest Emergency Department."

Surgeon Hassan Vakil, MD, former Chair of the Department of Surgery (1981-2011):

"As I reflect on my surgical career and 30 years' tenure as chair of the Department of Surgery at Riddle, I can state that my patients and I have always been impressed with the care provided by the physicians, nurses and support staff of the Emergency Department. The ED was initially built to accommodate 22,000 visits per year, but Riddle's success has increased this to 33,000 visits—and this number is expected to blossom in the years to come. That is why I decided to establish a fund under my name to assist in the construction of this state-of-the-art facility, which will benefit the people of our community and our medical staff."

Major Grant Received for Emergency Department Equipment

The Ethel Sergeant Clark Smith Memorial Fund supports organizations throughout Delaware County and Southeastern Pennsylvania that improve the lives of area residents through arts and culture, education and human services, and health and wellness.

Riddle Hospital is proud to have been awarded a \$225,000 grant to support the purchase of bedside monitoring and telemetry equipment in the new Emergency Department. This equipment is an essential part of emergency care, enabling clinicians to see in real time what is happening with a patient's heart rate and rhythm, blood pressure and respiratory rate. Such close monitoring is critical for patients who have chest pain, a suspected stroke or heart attack, pneumonia or other potentially serious conditions. The telemetry devices are portable, allowing patients to remain mobile while



Diane Bricker (L) and Alice Strine, members of the Board of Advisors of The Ethel Sergeant Clark Smith Memorial Fund, celebrate the opening of Riddle's new ED with their husbands, William and Walter, at the recent Riddle Society event held at POMME in Radnor.

their vital signs are continuously monitored from the central nurses' station.

"On behalf of the Fund's Board of Advisors, I am pleased to announce our support of this important project, which will make a major difference in the lives of Delaware County residents," says Board member Alice Strine, Esq.

"On a personal note, I also live in Delaware County and Riddle is my hospital. I recently visited the Emergency Department and experienced firsthand the improved efficiencies and superior care provided by the staff. We all stand to benefit from having this level of emergency care in our community."

Riddle Celebrates ED Completion



Jim Viner and Mark Heim with Gary Perecko and Steve Derby at the ED celebration on October 21.

For two years construction crews were part of daily life in the Emergency Department. Hospital staff came to know the workers quite well and were impressed by how skilled, considerate and pleasant they were. For President Jim Viner and CEO Mark Heim of HSC Builders & Construction Managers, this relationship was key to making the project run smoothly and allowing the hospital to continue providing superior emergency care. Both men made it their mission to provide top construction management services to Riddle Hospital and its patients. The massive ED project was completed on time and under budget.



The Riddle HealthCare Foundation Gratefully Acknowledges the Donors Listed Below for their Generous Support of **Caring. Committed. Critical. The Campaign for Riddle's Emergency Department**

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Don and Mary Ann Saleski: Making Their Mark on the World— and Right Here at Riddle



As co-chair of The Campaign for Riddle's Emergency Department, long-time Media resident Don Saleski played a critical role in the success of this effort. But his own success story stretches back more than 40 years, when he was first drafted by the Philadelphia Flyers. If you remember the Philadelphia sports scene in the 1970s, you likely remember his name, and you can probably still taste the excitement of the Flyers' back-to-back Stanley Cup wins in 1974 and 1975.

Now imagine what it must have been like to play on that winning team after only one year with the Flyers, or to have just married that sophomore Flyer while also working for team owner Ed Snider. A few words come to mind: **Incredible. Exciting. Overwhelming.**

That is just how Don and his wife, Mary Ann, began their lives together. The couple met in 1972 when Don, originally from rural Saskatchewan, asked Delaware County native Mary Ann for help finding stores for holiday shopping.

The couple married in July 1973 at St. Madeline's Church in Ridley Park, celebrated the Flyers' first Stanley Cup in 1974, and soon settled in Media—which really felt like an “outpost” at the time, Mary Ann says, but was already home to some other team members.

“At the time we were thinking, wow, so we're just going to play hockey and win Stanley Cups!” Don says. “You feel like it's going to continue forever.”

Putting down roots in Media kept them grounded, as did a budding awareness that their unexpected fame could be harnessed for the greater good—an awareness that would continue to grow along with their careers.

“Suddenly, we were all so popular in the community,” Mary Ann recalls. “Some of the other Flyers' wives and I realized that since the community was so supportive of us, we could give back to the fans by getting involved in charity work. We started doing small fundraising events on our own.”

Mary Ann soon approached Ed Snider with an idea: Could they use the Spectrum for one large annual event to raise funds for good causes in Philadelphia? He said yes, and in 1977 the first Flyers Wives Carnival was held, with Don Saleski and his teammates as the main draw. At first

the funds were channeled into leukemia research, as the team was still reeling from the diagnosis and subsequent death of former player Barry Ashbee in 1977. More than 35 years later, the Flyers Wives Carnival is one of the longest running and most successful one-day charity events hosted by a professional sports franchise, supporting area organizations focused on health and medical research, patient care, youth development, and women's and children's causes.

Mary Ann and Don had no idea what they were helping to create at that time, but sports and service would remain central themes in their lives. They had two children, Erika and Adam, and moved to Colorado in 1978 after Don was traded to the Rockies. A few years later, they returned to their home in Media and became active in St. Mary Magdalen Parish and School, as Don began a corporate career with ARAMARK that involved significant travel. Mary Ann eventually took a position as executive director of the Senior PGA Tour for the tri-state area, where she once again worked closely with Philadelphia-area nonprofits, including Penn's Abramson Cancer Center and St. Christopher's Hospital for Children, through their PGA event partnerships. After 18 years in that role, she accepted Ed Snider's

“Working on the ED Campaign has helped me gain a deeper understanding of Riddle and the excellent service it provides.” *Don Saleski*

invitation to become executive director of Comcast-Spectacor Charities, which had grown out of that first Flyers Wives Carnival. The organization has given more than \$26 million to hundreds of community-focused organizations throughout our area that are part of the Flyers Charities network. Mary Ann retired from that role this past June so she could spend more time with her grandchildren—the Saleskis have five under the age of five—but continues to serve as a consultant.

“People would always say to me, ‘Wow, it must be so fun to work with the Flyers and the PGA and run those events, but what always inspired me was working with the nonprofits and seeing all of the great work that *they* were doing. By supporting them in some way, it feels like you are making your own little mark on the world,” she says.

“Making your mark” has become very important to Don as well. He always supported Mary Ann's efforts, particularly for the Flyers Charities, but as his kids grew older and his career became more local—he is now executive vice president with a healthcare receivables management company in Cherry Hill—he could also spend more time on nonprofit work. He serves as board chairman for BLOCS: Business Leaders Organized for Catholic Schools, which last year alone raised more than \$10 million to help 5,000 children in the Philadelphia area attend archdiocesan schools. He has led fundraising efforts for St. Mary Magdalen Parish and is president of the Flyers' Alumni Association, which raises funds for various Flyers Charities.



The Saleski Family celebrates the new ED at Riddle's Family Fall Fest.

More recently, Don accepted the role of ED campaign co-chair at Riddle, and he is now the newly elected vice chair of The Riddle HealthCare Foundation Board. For Don and for Mary Ann, who supported his decision to take on these commitments, helping Riddle is a way to serve the community where they have strong and deepening ties. Their son, Adam, now lives nearby in Newtown Square, and his children attend St. Mary Magdalen School and go to the same Riddle pediatrics office where Adam went as a child.

“When Mary Ann and I talked about my doing this, we realized that we have been involved with all of these charities in Philadelphia, but we have lived in Media and the Riddle community for 40 years plus and haven’t been as active here,” Don says. “Riddle isn’t abstract for us. Our kids played sports and we spent a lot of time in the Emergency Department when they were young. Mary Ann and I use Riddle doctors. Our grandchildren go there. Well, I want my kids and grandkids to have the best care available in an emergency.

“Today, when you go to that ED, you know you are going to be treated professionally in a warm environment, with a private room and the best technology,” he adds. “There are other facility needs at Riddle, and we plan to work on those, but this was a great first step.”

As the Board’s vice chair, Don will continue to play a key role in Riddle’s progress, and he jokes that he is working to recruit Mary Ann as well. The couple says they love living in Media and have no plans to move. They maintain decades-long friendships here while enjoying Media’s restaurants and “everybody’s hometown” atmosphere, the parades and downtown festivals, the



Mary Ann and Don Saleski were surprised and amazed to learn that their favorite place to walk, Ridley Creek State Park, was originally owned by Sam Riddle.

proximity of Ridley Creek State Park. And from their work with so many worthy health-related causes, they know the value of excellent healthcare.

“Working on the ED campaign has helped me gain a deeper understanding of Riddle and the excellent service it provides to the community,” Don says. “So now we have to get the word out about Riddle. It was a good community hospital, but now it’s a great one.”

“People who choose to live here, as we did so many years ago, are investing in their future with that choice,” Mary Ann observes. “This is where their kids will go to school, where they will shop, where they will access their healthcare. An investment in Riddle Hospital is an investment in the community.”

“I am proud of what we have accomplished at Riddle, and of being able to, in some small way, help us realize the dream of the new Emergency Department and bring it to reality,” adds Don.

The Saleskis’ contributions to the community have been anything but “small,” though, and this corner of the world has benefited greatly from a journey that began with those two historic Stanley Cup wins—and the realization that with good fortune comes a responsibility to give back.

“Riddle Hospital matters to this community and we all have a role in its continued success.”
Don Saleski

Helping Patients Heal:

Riddle Opens Wound Healing Center in Health Center 4



Dr. Guy Nardella attends to patient entering Hyperbaric Chamber with assistance from Sharon Hannum, BSN, RN.

As the body's protective barrier, our skin has an incredible ability to heal itself after injury or surgery. But sometimes the skin struggles to heal: a surgical incision may get infected, an infection can move into deep tissue or bone, a skin graft or reconstruction doesn't "take," the skin may be damaged by radiation treatments. Underlying medical conditions such as diabetes, peripheral artery disease, obesity and neuropathy (nerve damage), among others, also can reduce the blood supply that tissues need to heal—as can poor nutrition, smoking and even aging. Some people cannot get better without more focused attention to the wound.

To help these patients, the Wound Healing & Hyperbaric Center opened at Riddle Hospital this past June, for the

first time bringing such comprehensive services into our immediate area. The location on the ground floor of Health Center 4 offers easy access and a covered drop-off for patients. In addition, services such as diabetes education, orthopaedics and rehabilitation are right in the same building.

"Wound healing is a process that involves repeat visits and treatments over time, and we found a real need for this among Riddle patients," says Jeshahnton (Shaun) Essex, Vice President of Administration at Riddle. "Many were receiving the majority of their healthcare here, but traveling to other sites for wound treatment."

The opening of the Center at Riddle marks the launch of a network of wound care services now available at all four Main Line Health hospital campuses.

Services are integrated and standardized, resulting in a collaborative group of skilled wound care specialists devoted to evidence-based wound care.

"Riddle's center is really a 'one-stop shop' because it is staffed by multiple specialists, including a podiatrist as well as general, plastic and vascular surgeons," Essex adds. "Physicians can refer patients to the right specialist depending on their needs."

"Ours is a highly specialized center, with all staff members trained in the latest wound care techniques," says plastic surgeon Guy Nardella, MD, campus chief for the Riddle Center and system medical director, Main Line Health Wound Healing & Hyperbaric Centers. "National data demonstrate that patients treated in a wound center tend to heal more quickly than those who are not. As our community's population ages, we're also seeing more patients with age-related illnesses such as diabetes and vascular disease, which tend to interfere with healing. Not only can we connect patients with the best physician for their needs, but we also have excellent nurses who can offer techniques proven to help difficult-to-heal wounds, along with hyperbaric oxygen therapy for those who need it."

In addition to five treatment rooms, the Wound Healing Center features a hyperbaric oxygen therapy chamber, the highest level of wound therapy currently available. Most patients need to visit the Center once or twice a week for several



Mary Murray, BSN, RN, keeps Jeshahnton (Shaun) Essex, VP, Administration, informed on Center's status.

months so that nurses and physicians can assess the wound, make sure there is adequate blood supply, check for and treat infection, and remove any tissue that is dead, damaged or seriously infected. They also dress the wound to foster healing.

Patients who do not improve with standard wound care often proceed to hyperbaric oxygen therapy, which involves lying inside a pressurized chamber to increase blood oxygen levels and aid tissue healing. Each treatment takes about 60 to 90 minutes. The upper half of the tube is completely transparent and a nurse stays with the patient during the session, communicating through a phone system attached to the chamber.

Lynn Wyant, RN, CWON, a nurse at the Wound Healing & Hyperbaric Center, has witnessed firsthand the healing progress patients experience with each visit.

"Persistent wounds sometimes become a source of shame and embarrassment," she says, "and some patients have spent months or even years dealing with them and keeping that area of the body covered. It is amazing to see something get better in eight weeks that a patient might have been dealing with for as long as eight years.

"Patients actually look forward to coming here," she adds. "This is a warm and caring setting where we tend to them as a whole person, not just their wounds, and this makes a difference."

Wound Care Close to Home

Carol Ballard, 84, moved to Riddle Village a few years ago to be closer to her daughter, who resides in Kennett Square. Before that, she was enjoying retired life in Sarasota, FL, with her husband, Bob. After Bob passed away in 2007, Carol eventually decided to leave Florida and move north.

Not long after the move, Carol developed a squamous cell skin cancer on her shin. The cancer was removed and required radiation treatment followed by a series of skin grafts, but the area would not heal. Although Carol was receiving all of her healthcare at Riddle, she had to take a shuttle to another hospital for wound treatment two

or three times a week. Now she is grateful to be able to access wound care services right at Riddle from Dr. Nardella and the nurses at the Wound Healing & Hyperbaric Center. It has taken about two years of treatment, she says, but the wound is almost fully healed.

"I came to understand that this really is a process and the wound has to heal from the inside out," she says. "My experience at the Center has been nothing but positive. It's a warm environment with nice people who really take an interest in my situation. Getting this care here, right near where I live, has been a bonus."



Carol Ballard has dressings changed by her nurse, Bramblee Bird, BSN, RN.

Focus on Philanthropy

The Riddle HealthCare Foundation Awards Employee Scholarships



In photo: Already studying are recipients (from left) Dottie Smith, Colleen Hunt, Rebecca Lunness, Patricia Thompson, Kathleen Carr, Patricia Carr, Stefanie McMahon, Rasheeda Solomon and Diane Beatty.

Not pictured are awardees Ina Benner, Suzanne Bergan, Laurie Burns, Michael Burns, Cheryl Deitch, Pamela DiMeglio, Dante Evangelista, Dee Foster, Dana Furman, Michele Harding, Paula Hughes, Mia Jaskinski, Diane Kern, Jordan Langston, Sandra Meyers, Eileen Phillips, Rosemary Ryan, Regina Shanahan, Gina Smith, Viyaleta Vaitulevich and Jeanette Warren.

Riddle employees are encouraged to further their education in their specialized fields. This year more than \$16,000 from seven scholarship funds has been awarded to 26 Riddle employees. The scholarships are funded by generous community members, hospital leaders, medical staff and grateful patients, who believe in continuing education. The Riddle HealthCare Foundation has managed this program for more than 10 years, enabling nurses to earn BSN, MSN and doctoral degrees, Education and Leadership degrees, and advanced education in their specialties. Over the years, scholarship recipients have also included non-clinical staff members who wished to further their careers within Main Line Health.

Employees attend colleges and

universities in the region while maintaining their busy work schedule and are most grateful for the financial assistance. As one nurse stated, "It is my duty to be a role model for the nurses on my unit and that includes furthering my education, which has helped me become a more well-rounded nurse. I have developed new skills and a greater awareness as I now not only see the patient with physical complaints, but also their stress, their emotional state, and the dynamics of their support system. This has helped me to provide more skilled and compassionate care. My goal is to continue on for my Masters degree either in Nursing Leadership or Education."

If you would like to establish a scholarship, please contact the Development Office at Riddle Hospital, 484.227.3651.

32nd Annual Golf Outing Benefits Cancer Programs

Riddle's Pro-Am Golf Classic, held at the DuPont Country Club Championship Course in September, welcomed 80 players including veteran Philadelphia Flyers, teaching pros, hospital employees, physicians, vendors, board members and donors to a full day of fun and philanthropy. Event

Chair Rich Wood, from Wawa Inc., thanked players and sponsors for another successful fundraiser, which raised more than \$55,000 to support Cancer Center Programs at Riddle Hospital. "The Riddle golf outing, now in its 32nd year, continues to be a great event for the hospital. Many of our players

participate each year to show their support, for which we are very grateful."

The Riddle Cancer Center provides diagnostic and treatment services for breast, prostate, colorectal, lung and other cancers. As part of the Thomas Jefferson University Hospital's Cancer Network,

New Emergency Vehicle Gifted to Hospital by Middletown Township

Usually, Riddle Emergency Medical Service teams are the first responders for the community. This time, the community came to the rescue of the hospital.

The hospital needed an emergency vehicle that Chief Paramedic Keith Laws would use for incident command and emergencies. Knowing the importance of these vehicles and their value to the residents of Middletown Township, Norman Shropshire, Middletown Township Council Vice-Chair who also is Chair of the Roads, Highways and Public Safety Committee and Fire Services Coordinator, immediately went into action. Quickly working with Council Chairman Mark Kirkgasser and other township officials, Shropshire led an effort

to donate \$42,000 to Riddle for the purchase of a new vehicle. The custom SUV, now on the road, carries medical and field command equipment that is primarily used for Medical Incident Command, hazardous gas incidents and radiation detection. Other valuable equipment on-board includes a resource library and a computer to fax, make copies and scan information for staff in the hospital and at the scene. In addition there is a weather station to monitor temperature and wind direction as well as the Advance and Basic Life Support equipment. The quick response and generous support from our township officials is greatly appreciated by our emergency personnel and everyone at Riddle.



Christopher Knaff, Main Line Health Director of EMS; Mark Kirkgasser; Keith Laws, Riddle Chief Paramedic; Norm Shropshire; and Jeshahnton (Shaun) Essex, VP Administration, Riddle Hospital gather by the new vehicle.



the Cancer Center offers access to the latest National Cancer Institute and Jefferson protocols and clinical trials. In addition, advanced medical and radiation oncology treatments are available along with a wide variety of prevention, early-detection and survivorship programs for patients and

their families. All care has a personalized focus through the diagnosis, treatment and recovery periods.





Riddle President Gary Perecko: Celebrating Five Years . . . and Looking Ahead

In fall 2009, Riddle Matters sat down with President Gary Perecko, then on the job for just six months, to learn more about his vision for Riddle Hospital. Now that he has marked his fifth anniversary and the completion of the new Emergency Department, we decided to check in again and ask about Riddle's progress and next steps.

RM: *First, can you talk about the new Emergency Department, which is now officially open? What gives you the most satisfaction about that project?*

GP: From the beginning, it was clear that we were not just going to build new facilities. We wanted to get the right people in place and refine our processes in the Emergency Department. Our goal was to improve patient flow, enhance the patient experience, and monitor our performance by creating a results dashboard so we could see how we were doing. Dr. Mike Goodyear (Chief of Emergency Medicine) and his staff responded to that challenge. Once they did their part, I saw it as my responsibility to get them the updated facility and technology needed.

Garnering the support of our Boards, Auxiliaries, medical staff and community to raise over half of the funds necessary for the \$15 million project was phenomenal. Our campaign committee and Foundation staff deserve the credit for making that happen. Our success reflects the fact that this was a compelling case. Now we have a facility that is designed not only for today but also for the future. I love it when a plan comes together! We anticipate seeing growth and more patient interaction because of it. The patient experience is always paramount.

The Emergency Department certainly hasn't been the only achievement of your administration thus far. What have been some other highlights for you?

Frankly, I was eager yet a bit apprehensive about the tasks before me when I took the reins at

Riddle. The merger with Main Line Health was just rolling out, and we were all intently focused on building a culture of safety among other goals. There was so much behind-the-scenes, back-office integration needed to embed ourselves as a part of Main Line Health—everything from policies and personnel matters to equipment and technology. These aren't necessarily top-of-mind for patients, but their experience at Riddle is much improved because of this work. Main Line Health has made such a great investment in upgrading our infrastructure—about \$110 million so far. The support offered in terms of facilities planning, talent development, growth initiatives and leadership has been quite impressive.

Let me cite a few examples. Recently, Riddle's nursing department applied for Magnet designation, the highest mark of quality that a nursing program can achieve. The other acute care hospitals in Main Line Health have it and we worked hard to get to the point where we could apply for it, too. We're also part of the Lankenau Heart Institute, which has aligned all Main Line Health cardiologists and services around a common structure and goals. And Riddle itself has a long list of quality recognitions and certifications from The Joint Commission, *US News & World Report* and other leading organizations. It's proof of Riddle Hospital and Main Line Health's shared commitment to the patient experience. There is a real synergy at Main Line Health, with everyone focused on making sure each member hospital and entity is strong and viable. We have learned from our system partners and worked with them to

develop the right measures to hold ourselves accountable for superior results. This work is never finished... it is always a pursuit, with passion.

At the same time, Riddle and all of the Main Line Health hospitals and entities retain our own unique culture. It is an ideal blend of "system-ness" and strong roots in the community, and I don't ever want to lose that identity for Riddle. We're fortunate to have a lot of dedicated people who have committed to Riddle for a number of years and we've been able to attract and retain new staff who have brought "fresh eyes" and new perspectives.

So what is Riddle focused on currently? What are your priorities for the coming months and years?

The Emergency Department has received a lot of attention, and appropriately so. It's one piece of a very dynamic and evolving organization. Like the healthcare sector at large, we're focusing more on population health: keeping people healthy and out of the hospital with more outpatient and ambulatory services. Riddle is forging relationships with primary care physicians and specialists to ensure we have the right complement of services in place, in convenient and accessible locations. We are investing in other areas of our hospital, focusing on spaces for endoscopy and diagnostic imaging suites. We already have a new MRI Center that opened last year [see *Riddle Matters*, fall 2013] and the Wound Healing & Hyperbaric Center opened in June. With our Main Line Health partners, we're working toward a system approach to oncology services, along the same lines as the Lankenau Heart Institute.

Our recent Community Needs Assessment tells us that the population in our service area is getting larger and growing older. Given the high concentration of aging adults in our community, Riddle is taking the lead in the system's Senior Services Initiative. This effort is identifying how we care for everyone from fit and active seniors to the frail elderly and their caregivers. Overall, it's about offering the right healthcare services in more convenient locations.

Even as we focus on outpatient care, here at Riddle we know there is still a great need for acute hospital care. We've significantly grown our orthopaedics services and are pursuing spine care certification. I anticipate we'll do more with palliative care and hospice services. And this fall, we broke ground for a new Cardiac Catheterization and Interventional Radiology suite.

We also want to focus more attention on the inpatient experience. Looking over the much longer term, we plan to create more private rooms, whether through renovation or expansion. We're also considering new technology that can enhance our patients' experience.

Another emerging area of focus is enhancing transitions in care as patients move from one setting to another. The hospital is one small piece of a care continuum. So as we become even more integrated as a system, we want to make sure that patients can move seamlessly from place to place.

Is there anything else you would want to share with the community about Riddle today?

I often say we are on a journey from good, to very good, to great. At Riddle today, we can act with greater resolve and confidence because we are part of Main Line Health. Five years into my role, I am confident in our ability to adapt and adjust and thrive. We're financially strong. We're growing in markets such as Concordville, Wallingford, Swarthmore and Springfield. We have technology and equipment that we simply wouldn't have been able to access were we not part of Main Line Health.

The pace of change has been and will continue to be challenging. At Riddle, we have multiple priorities and many things we plan to accomplish. We have the power to turn challenges into opportunities, and we must be deliberate and thoughtful about what we wish to pursue. As we focus on excellence in care and service, the culture of safety, new developments in medical and surgical technology, and Riddle's plan for long-term growth, our daily guidepost is always giving safe, high-quality and compassionate care to our patients and

families. It really makes my day when I get a message from a grateful patient or family member who had a superior experience at Riddle they wish to share.

So I am asking our community members to be ambassadors for Riddle—to share the Riddle story with friends and neighbors and bring impressions back to us. When you have a superior experience, let others know about it. If you see a need for improvement, or hear others talk about it, tell us. We have achieved a great deal and we have much to celebrate...and we're just getting started. We have our new front door to the community—the Emergency Department—and we are a fully integrated and valued member of Main Line Health. We will continue to raise the bar for ourselves and endeavor to meet or exceed the expectations of those we serve: our patients and the communities in which they reside. Riddle is positioned well for today's challenges and for the evolving delivery of healthcare. I am confident and excited about our bright and promising future. It takes a team and we have a remarkable one at Riddle and Main Line Health.



Gary & Cindy Perecko show appreciation for the new Emergency Department with their own "Thank You!"

Ways to Give

There are a variety of ways to support Riddle Hospital that provide you with the satisfaction of supporting its mission and securing certain tax advantages. The simplest form is to make your tax-deductible gift by check payable to “The Riddle HealthCare Foundation” and send it in the enclosed envelope.

Or make your secured credit card gift online at:
mainlinehealth.org/rhgiving.

Just click on

- (1) “Ways to Give,” and
- (2) “Give Online NOW!”

Depending on your personal circumstances, you may want to consider other available options such as:

Gifts of Securities and Other Property

Gifts of appreciated stock, mutual fund shares or other securities can be a cost-effective way of supporting Riddle. Gifts of real estate, paid-up insurance policies or personal property are also welcome.

Planned Gifts

From a simple bequest in your will to a charitable gift annuity that provides valuable life-income, planned gifts offer the flexibility of providing for Riddle’s future while addressing your personal and financial needs. They also provide current and future tax benefits.

Matching Gifts

You can increase the value of your gift by taking advantage of your employer’s matching gifts program, if one is offered. Check with your human resources department, and enclose the matching gift form with your contribution.

Memorials and Tributes

Remembering a loved one or honoring a friend, family member, physician or caregiver is a wonderful way to express your personal appreciation and support Riddle Hospital at the same time.



Steven R. Derby, Vice President for Development

For more information, please call The Riddle HealthCare Foundation Development Office:

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Vice President for Development
484.227.3651 • derbys@mlhs.org

Ellen Y. Grill
Associate Director for Development and Campaign Director

Our Mission

We exist to provide quality health-care and superior service in order to promote and improve the quality of life in our communities.

Our Vision

To be the best place to receive care.
To be the best place to give care.

The Riddle HealthCare

Foundation provides a philanthropic venue for members of the community to support Riddle Hospital in fulfilling the mission and vision stated above.

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Join the Samuel D. Riddle Society

The Samuel D. Riddle Society is composed of philanthropists who view Riddle Hospital as integral to the health of our community and who are committed to investing in an enduring hospital and community partnership. Members of the Riddle Society are honored for their generosity in supporting Riddle each year with a gift of \$1,000 or more and include grateful patients, physicians, staff, volunteers, community members, foundations and corporations.

Riddle Society members receive a number of benefits as part of The Riddle HealthCare Foundation's commitment to provide a superior donor experience. These benefits include:

- free parking anywhere on Riddle's campus;
- recognition in Foundation publications, on the donor wall and on the website;
- an invitation to the annual Riddle Society event and other Riddle events; and
- a subscription to the Foundation publications, *Riddle Matters* and *The Riddle Society Newsletter*, both published bi-annually.



Gary Perecko, President; Theresa Murtaugh, RHCF Board member and secretary; and Rich Wood, RHCF Board member and treasurer, celebrate Riddle and the spirit of philanthropy at the annual Riddle Society event in October.

For more information, please call:

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