

# "My high risk pregnancy turned into a double blessing..."

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Lourdes Silva | patient



North Bergen, New Jersey

palisadesmedical.org

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Navigating the rapidly changing healthcare environment presents both challenges and opportunities. Palisades Medical Center has a focused plan to meet these challenges by expanding its facilities and providing new patient services to meet the needs of local communities.



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# on the cover...

John C. Meditz, Chairman of the Board of Palisades Healthcare System; and Bruce J. Markowitz, President and CEO of Palisades Medical Center; stand next to PMC's new BLS Ambulance that provides backup assistance for local ambulance squads.

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# From the PRESIDENT



Dear Friends of Palisades Medical Center,

Welcome to the first edition of "PMC Pulse." For our readers, "Pulse" will give you an indication of the people, stories, and accomplishments that are at the heart of Palisades Medical Center.

As we begin a new year, it is evident that hospitals will continue to be challenged by the growing forces of change in the healthcare industry. By working in collaboration with our Board, Medical Staff, hospital caregivers and other stakeholders, we are developing a bold and dynamic strategic plan that will guide our continued advancement.

- ✓ Continued focus on patient satisfaction through professional development programs for all our caregivers to reinforce and renew our pledge to: "Patients first, everywhere, every one, every time."
- Explore new affiliations and expand existing ones with other healthcare systems, physicians, and academic institutions to develop new ventures that increase the level of services we provide for patients.
- Investment in key capital projects including the construction of a new ambulatory care center featuring an outpatient surgical center and medical office space.
- ✓ Outstanding clinical quality and patient safety remain top priorities. Recently, we were recognized by the American Heart Association for our outstanding treatment of heart failure patients.

Our continued success depends in large part on our ability to strengthen current partnerships and develop new ones. This includes reaching out beyond our current circle of supporters to engage others in the noble work that we do.

We look forward to working with all members of our community to deliver outstanding health care services for you and your family in 2012 and for decades to come.

Bruce J. Markowitz

President/CEO

Palisades Medical Center

(Left-to-Right) Theresa de Leon, Vice Chairwoman of the PMC Board of Governors; John C. Medit-Chairman of the Board of Paladses Health System; Anca Popa, MD, PMC Medical Stoff President; Bruce J. Markowitz, President and CEO of PMC: and Lely Eastwick, Chairwoman of the Star Stream Ball Planning Committee.



# A Night in CE

2011 Star Stream Ball Delivers New Fundraising and Attendance Records

On November 19, the PMC Foundation's Star Stream Ball shattered all its previous fundraising and attendance records. Over 400 guests generated more than \$375,000 for the gala, which honored John C. Meditz, Chairman of the Board of Palisades Health System, and Anca Popa, MD, PMC Medical Staff President. This year's black-tie event, held at The Venetian in Garfield, paid tribute to the rich musical and artistic cultural heritage of old-world Venice.

All proceeds from the Ball will support the expansion and renovation of the Pediatric Unit. Top sponsors were Horizon-Kinetics, LLC, John C. Meditz, Eastwick College, Mary Bardes, The Lauricella Family and Sodexo Corporation.

"We are delighted that so many of our supporters and friends came together to recognize John Meditz and Dr. Anca Popa for their years of extraordinary service," said Bruce J. Markowitz, President and CEO of Palisades Medical Center.











Visit our website to see all the photos and sponsors from A Night in Venice

# cliff motes

# PMC provides free support and advice for new moms

New Mommy and Baby Care Group reinforces PMC commitment to newborns



New mothers with babies ages 2-16 weeks can now get information and support by participating in Palisades Medical Center's Mommy and Baby Care Group. The group meets every Thursday from 11:00 a.m. to 1:00 p.m. in the PMC Auditorium. Discussion topics include caring for baby, understanding changes in mother's body and powerful hormones during the postpartum period. The Mommy and Baby Care Group is led by a board certified lactation consultant to offer breastfeeding support. No registration is required for the group. For more information, please call Robin Petrick at 201-295-4823.

# Recognition for expanded cardiac rehab program

AACVPR bestows national accreditation to PMC

The American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR) has recognized Palisades Medical Center with its national certification. The AACVPR Program Certification is the only peer-reviewed accreditation process designed to review individual programs for adherence to standards and guidelines developed and published by the AACVPR and other professional societies. PMC expanded its Cardiovascular/Pulmonary Rehabilitation



Program to provide additional treatment, exercise and counseling services for patients recovering from heart-related illnesses, in addition to those considered "high risk" due to family history, hypertension, diabetes, or high cholesterol. During the last ten years, PMC has experienced a 25% increase in patients needing these specialty care services. For more information, please call (201) 295-4013.







# Seals of Approval Reviews Acknowledge

# Reviews Acknowledge Excellence in Care

Palisades Medical Center has earned reaccreditation from The Joint Commission after an intense and thorough review to assess PMC's compliance with their standards and National Patient Safety Goals. Joint Commission accreditation is recognized nationwide as a symbol of quality and reflects PMC's commitment to meeting high performance standards. More than 19,000 health care organizations use Joint Commission standards to guide how they administer care and continuously improve performance.

The Harborage nursing home and rehabilitation center also received a key certification after a six-day inspection by the New Jersey Department of Health and Senior Services (NJDHSS). The NJDHSS is responsible for ensuring that nursing home facilities are compliant with mandatory federal and state regulations. The NJDHSS annual inspection focuses on quality of care issues and quality of life issues including the physical environment and the staff's ability to assess residents' needs.



# Happy 100th!

Two residents at The Harborage recently celebrated their 100th birthdays. Rita Piccininno reached the century mark on September 3, followed by Anna Natoli on September 5. North Bergen Mayor Nicholas Sacco was on hand to celebrate, along with plenty of family, friends, and the Harborage staff.



# **Holiday Spirit**

Several local organizations helped brighten the holiday season with a toy drive for PMC pediatric patients. The members of the North Hudson Fire Fighters Association (pictured), have been bringing holiday cheer to PMC for 24 years.



# 2011 Employee of the Year

Adrian Rojas of the Pharmacy Department was honored for his hard work and dedication with PMC's Employee of the Year Award. Since he began his career at PMC in 1991, Adrian has always been well-liked and respected by his co-workers. Recently, Adrian became a "Super User" of the computer system used in the Pharmacy and has played a key role in the department's quality analysis. He also spearheaded the implementation of a new process to store and dispense insulin to improve efficiencies.



# Moving FORWARD

# Offering expanded services...with more on the horizon.

As we set our course for the future, Palisades Medical Center is guided by a bold vision while remaining true to our core mission of providing the highest quality, compassionate care for the members of our community.

Our plan is one of positive change that includes, enhancement and expansion of our current facilities, and new patient services that will meet the needs of our neighborhood and its residents. In 2011 we initiated several new projects and services with more planned for this year. These include:

# **Ambulatory Care Center**

In the Spring of 2012 PMC will break ground to build a 56,000 square-foot Ambulatory Care Center on its North Bergen campus. (architect's rendering pictured above). Upon completion in June of 2013, this facility will host outpatient services including a same day surgical center.

The building will also provide much needed office space for physicians affiliated with the hospital.

In the current healthcare environment it is important to deliver the highest quality outpatient care to residents of the community. The new building will have a strong impact on providing our caregivers with a state-of-the-art facility and highest quality care close to home for local residents. The new center's location is easily accessible through mass transporta-

tion including NJ Transit bus and light rail lines. There are currently more than 48,000 outpatient visits at PMC annually and demand has been increasing every year. This center will play a key role in meeting patient needs.

# Basic Life Support Ambulance Service for Emergency Response

Beginning in August 2011, a fullystaffed BLS Ambulance is located onsite at Palisades Medical Center, Monday through Friday from 6 AM - 6 PM. The function of this new service is to support the local ambulance squads in our primary communities in the event that they require backup assistance in responding to emergency situations. This new BLS program is being provided by PMC after several meetings with Municipal and EMS leaders who indicated that they would welcome the additional support for their already existing, stressed resources.

#### A New Pediatric Unit

The health and well-being of children has always been a top priority at Palisades Medical Center. Our inpatient unit is staffed by pediatricians and nurses who understand that children have special needs when hospitalized. In recent years, we have witnessed a greater demand of hospital services for children.

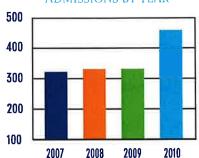
In 2011 the upward trend in pediatric admissions continued. To better serve our youngest patients the expansion and renovation of our pediatric unit will include new examination and isolation rooms, an updated nurses station, and a new entrance allowing for greater separa-

tion from other patient areas.

# **New Level II Nursery**

Special care for newborns will be provided through a new affiliation with Hackensack University Medical Center. Our Level II Nursery will open in March. Although most women give birth to a healthy newborn with few problems a Level II

PEDIATRIC PATIENT
ADMISSIONS BY YEAR



Nursery allows us to better provide for babies with special needs. This new service will allow our maternity service to handle more complex cases and keep more moms and babies together fostering our commitment to family-centered care. Mom's can rest assured that they will receive the highest level of care for herself and her baby.

# **Patient Satisfaction Program**

"Patient First: Everywhere, Every Time Every One." To ensure that we are living up to this promise PMC has implemented a patient satisfaction program that will educate all of our employees on the best practices in providing excellent service. Our goal

(Continued on page 10)





#### (Continued from page 9)

providing exceptional patient-centered care. All hospital employees participate in educational programs and seminars designed to increase awareness of and response to patient needs. With outstanding clinical outcomes and the latest technology we are well equipped to make patient interaction a positive one. Palisades has always been proud of its commitment to providing compassionate patient-centered care and training our employees in the practice of outstanding customer service will ensure an optimal experience.

#### **Electronic Medical Records**

In the Fall of 2011, PMC implemented an electronic medical records system. Hospitals will benefit dramatically from EMR systems by improving the quality of care while reducing costs. Patients will benefit through medical history filings on a universal system that can be easily accessed by care givers leading to better diagnosis and treatment decisions. Safety will be improved with health care providers having accessi-

ble information on patient medical conditions, prescribed drugs and other important medical history data.

Following a substantial training period for physicians, nurses and medical support staff, PMC is successfully using EMR's to manage the delivery of healthcare from door to discharge.

# **Community Needs Assessment**

Focusing on eight municipalities in northern Hudson and southern

needs in PMC's service area. The process will conclude with revisions and improvements to the action item plans, and the publication of a final Community Needs Assessment and Collaborative Health Improvement Plan.

This important initiative is funded, in part, by a \$250,000 grant from the Robert Wood Johnson Foundation through its New Jersey Health Initiatives Program. The NJHI program seeks to identify projects

"...We are developing a bold and ambitious

strategic plan that will build on our current success strengthen our position

a leading healthcare provider in the region.

-Bruce Markowitz, President and CEO, Palisades Medical Center

Bergen counties, Palisades Medical Center is leading an assessment of the area's healthcare needs. Working with other healthcare providers in this region, the needs assessment will include focus group activity, statistical research and a community-wide survey. The project will identify and address the most pressing healthcare

that present innovative strategies and collaborations to resolve health care needs in New Jersey communities and bring national attention to new ideas. PMC was one of only six organizations in the state to be chosen for this prestigious award.



# **EMRs-Improving Patient Services**

- ✓ Improve quality of care through better management of a patient's medical history
- Contain cost and manage risk by sharing crucial patient information with varied hospital departments through a integrated system
- More complete records allow clinicians to avoid duplication of efforts and potential mistakes

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# 30th Anniversary Campaign

(Continued from page 11)

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Lists represent donations received by 12/31/2011. We sincerely regret any errors or omissions.

# Annual Golf & Tennis Outing—a Real Classic!

# Event at Ridgewood Country Club tops fundraising expectations



The PMC Foundation's fundraising efforts were taken to a whole new level during the 21st Annual Palisades Classic. The event, which was held on May 23, 2011, at the historic Ridgewood Country Club, generated more than \$320,000 – the largest gross amount raised in the history of the golf and tennis tourna-

ment fundraiser.

More than 170 golfers hit the links and an additional 55 guests attended the dinner reception. Sodexo was the Presenting Sponsor for the Classic. Ace Sponsors for the event included Siemens Medical Solutions USA, Qualcare Inc., and Duke Realty.







To view photos and sponsors from the Palisades Classic please visit www.palisadesmedicalfoundation.org

# **Hundreds Hit the Jackpot on the Hudson**

Scores of energized guests enjoyed a thrilling night of gambling at The Waterside Restaurant in North Bergen during the PMC Auxiliary's 5th Annual Casino Night to support the PMC Foundation. The event generated nearly \$20,000 and was generously sponsored by Benzel Busch, MTM Resources, North Jersey Laparoscopic Associates, Ambulatory Center for Endoscopy and Angelica Textile Services.

Casino Night attendees were treated to a fun-filled night of gambling, raffle drawings, and plenty of great food and spirits. Table games included Blackjack, Texas Hold 'Em, Poker, Craps, Roulette and the Money Wheel. Entertainer Jason





Nazzaro added to the Casino-style atmosphere by performing Frank Sinatra classics.

See more Casino Night photos, at www.palisadesmedicalfoundation.org.







# **Dedication Across the Nation**

# PMC honors Beatriz Garcia and others during National Volunteer Week

PMC celebrated National Volunteer Week by holding a special luncheon at The Waterside in North Bergen to recognize its dedicated volunteers for their tireless efforts. PMC staff presented commemorative pins to volunteers to recognize their cumulative hours of service to the Medical Center.

Longtime volunteer Beatriz "Bea" Garcia of Edgewater, NJ, received a special recognition award for serving nearly 15,000 volunteer hours at PMC during the last 15 years.

Garcia's volunteer efforts at PMC began by supporting patients in need of feeding assistance through the Meal Mate program. She quickly expanded her patient care efforts by serving as a Patient Navigator for







breast cancer screenings and assisting the Patient Relations Department in doing personal follow-ups with discharged patients. She has also served as the Manager of the Gift Shop where she coordinated other volunteers and continually implemented new merchandising and sales ideas. In recent years, Garcia has played an active role in boosting fundraising efforts to support the PMC Foundation. As a member of the Auxiliary, she has played a major role in all bake sales, book sales and raffles. She has also helped organize bus trips to Atlantic City with all proceeds donated to the Foundation.



# Three Cheers for PMC Volunteers

#### 14,500 Hours

Beatriz Garcia, Edgewater, NJ

#### 6.500 Hours

Katherine Lockwood of North Bergen, NJ

#### 5,000 Hours

Eronidez Cristofol of West New York, NJ Paul DeSavino, New Milford, NJ

#### 4,000 Hours

Gladys Leech, Fort Lee, NJ

#### 2.500 Hours

Isabelle Romano, Hasbrouck Heights, NJ

#### 2,000 Hours

Dorothy Riley, Weehawken, NJ

#### 1,000 Hours

Joan Bacon of Jersey City, NJ Marie Theresa Giusto, Weehawken, NJ

#### 750 Hours

Edelma Acosta, West New York, NJ Huei Lan Kao, Fort Lee, NJ Charles Kim, Cliffside Park, NJ

#### 500 Hours

Seneida Gomez, Guttenberg, NJ Lorraine Moretto, West New York, NJ

#### 250 Hours

Caroline Imperato, North Bergen, NJ Ellen Lewis, Guttenberg, NJ Luisa Rivas, North Bergen, NJ Chris Santos, West New York, NJ

#### 100 Hours

Virginia Cafaro, Union City, NJ Alexandra De Los Santos, North Bergen, NJ Segundo Fernandez, Guttenberg, NJ Polina Sahanekova, North Bergen, NJ Clara Torres, North Bergen, NJ

Volunteer activities at PMC include assisting the nursing staff and patients, working in the Gift Shop, performing clerical duties, and organizing special fundraising events. Volunteer positions offer flexible hours including nights and weekends. For more information or to volunteer, please call Denise Whitley, Coordinator of Volunteer Services, at 201-854-5011.

# Giving to Palisades Medical Center

Every contribution directly impacts patient care at PMC and the Harborage

ANNUAL FUND: Gifts to the Annual Fund can be designated for a specific program or service or used where they are needed most.

**TRIBUTE GIFTS:** Make a lasting gift to honor a loved one, both living and deceased, by adding their name to our giving tree prominently displayed in our hospital lobby.

FOOTPRINTS OF OUR FUTURE: This is a wonderful way for parents, grandparents, family members and friends to pay tribute to the new baby in your life or honor someone born at PMC by dedicating a footprint tile for permanent display in our maternity unit.

**GUARDIAN ANGELS:** Grateful patients and families can thank and honor a PMC physician, nurse, or staff member for delivering great care by making a gift to our Guardian Angel program.

**DOCTORS' DAY CELEBRATION:** March 30 of each year we honor physicians for their dedication and commitment to healing and keeping us healthy. You can make a gift to honor a doctor who has made an impact on your life.

ARTHUR E. IMPERATORE LEGACY SOCIETY: Contributions to this giving society allow donors to support PMC well beyond their lifetime through bequests, charitable trusts gift annuities and other planned gifts.

# How to Give:

You can make a gift by mailing your check made payable to: PMC Foundation, 7600 River Road, North Bergen, NJ 07047

To make an online gift using a credit card:
Please visit www.palisadesmedicalfoundation.org/donate\_now

Our website also includes additional information on making a gift, including donating appreciated securities.



# Letter from the EXECUTIVE DIRECTOR

The Palisades Medical Center Foundation's fundraising events and activities in 2011 set records for participation and revenue. This demonstrates, once again, that our Medical Center is surrounded by a generous and caring community.

It is appropriate that this issue contains our donor recognition section and a feature story on our plans to expand facilities and services at PMC. One does not happen without the other. The financial realities facing non-profit community hospitals like ours can limit our ability to invest in capital improvements. Contributions from grateful patients and those who live in our surrounding communities make a difference in our ability to advance.

Every year, every gift, helps to enrich the lives of our patients and creates a personal and immediate impact on all areas of our Medical Center. Whether you chose to make an unrestricted donation, tribute gift, or designate your contribution for our pediatric department or other capital improvements, please know we are grateful for your generosity.

Joseph Burt

VP/Executive Director

Palisades Medical Center Foundation





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Stay up to date on the PMC Foundation's latest news! Visit www.palisadesmedicalfoundation.org



22nd Annual Palisades Classic Golf & Tennis Tournament

May 21, 2012 Ridgewood Country Club Paramus, NJ 6th Annual Casino Night on the Hudson

August 23, 2012 The Waterside North Bergen, NJ 2012 Star Stream Ball Our Biggest Event!

December 1, 2012 The Venetian Garfield, NJ

Mark your calendars! Photos from past events can be seen at www.palisadesmedicalfoundation.com