Main Line Health®
Well ahead.®

RIDDLE
Matters

WINTER 2017

Setting the Standard

SPINE SURGERY AT RIDDLE

PLUS

Riddle Physicians Q&A

The Hassan C. Vakil, MD Wound Healing & Hyperbaric Center

Riddle Ranked One of the Region's 10 Best Hospitals

WINTER 2017

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Setting the Standard
Spine Surgery at Riddle

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ON THE COVER: After spine surgery at Riddle, Joseph Hargadon is able to ride his bike again.

If you prefer not to receive fundraising communications from Riddle Hospital, please go to mainlinehealth.org/optout.

QUICK BITS

Great stories about the hospital and community are inside.

1 **What is one small change a patient can make today to make a difference in their health tomorrow? Five Riddle physicians answer.**

2 **The gift made by Dr. and Mrs.Hassan C. Vakil is helping patients heal in our state-of-the-art Wound Healing and Hyperbaric Center.**

3 **3-D Biopsy is coming to Riddle Hospital, offering earlier detection of breast cancer.**

message
FROM LEADERSHIP

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** Emeritus*

As we enter the holiday season, we are provided with many opportunities, at gatherings large and small, to remember how much we have to be thankful for. At Riddle Hospital, we strive for an "attitude of gratitude" year-round through our positive, caring work environment and the genuine partnership between caregivers, employees and administration.

As you will read within these pages, we are grateful to present exciting progress like the inauguration of our Pulmonary Rehabilitation suite, a new four-wheel drive ambulance funded by philanthropy, and the renovation of our Comprehensive Breast Center.

We are also appreciative of recent accolades:

- Riddle was recently ranked by *U.S. News & World Report* as one of the **10 Best Hospitals in the Philadelphia region** and high-performing in six areas: orthopaedics, congestive heart failure, colon cancer surgery, COPD, and hip and knee replacements.

- Already a prestigious **Magnet®** hospital and amongst only 7% of hospitals and 22 health systems in the nation earning the highest designation possible for high-quality nursing care, Riddle's Intensive Care Unit (ICU) recently received one of the most respected awards in nursing, the **Silver Beacon Award for Excellence**.

- Riddle is one of only four organizations in Pennsylvania to earn the **Joint Commission's Gold Seal of Approval® for Spine Surgery.**

These honors demonstrate every employee's commitment to providing a higher standard of service and collaboration, which provides our patients with superior outcomes, exceptional care and greater overall satisfaction.

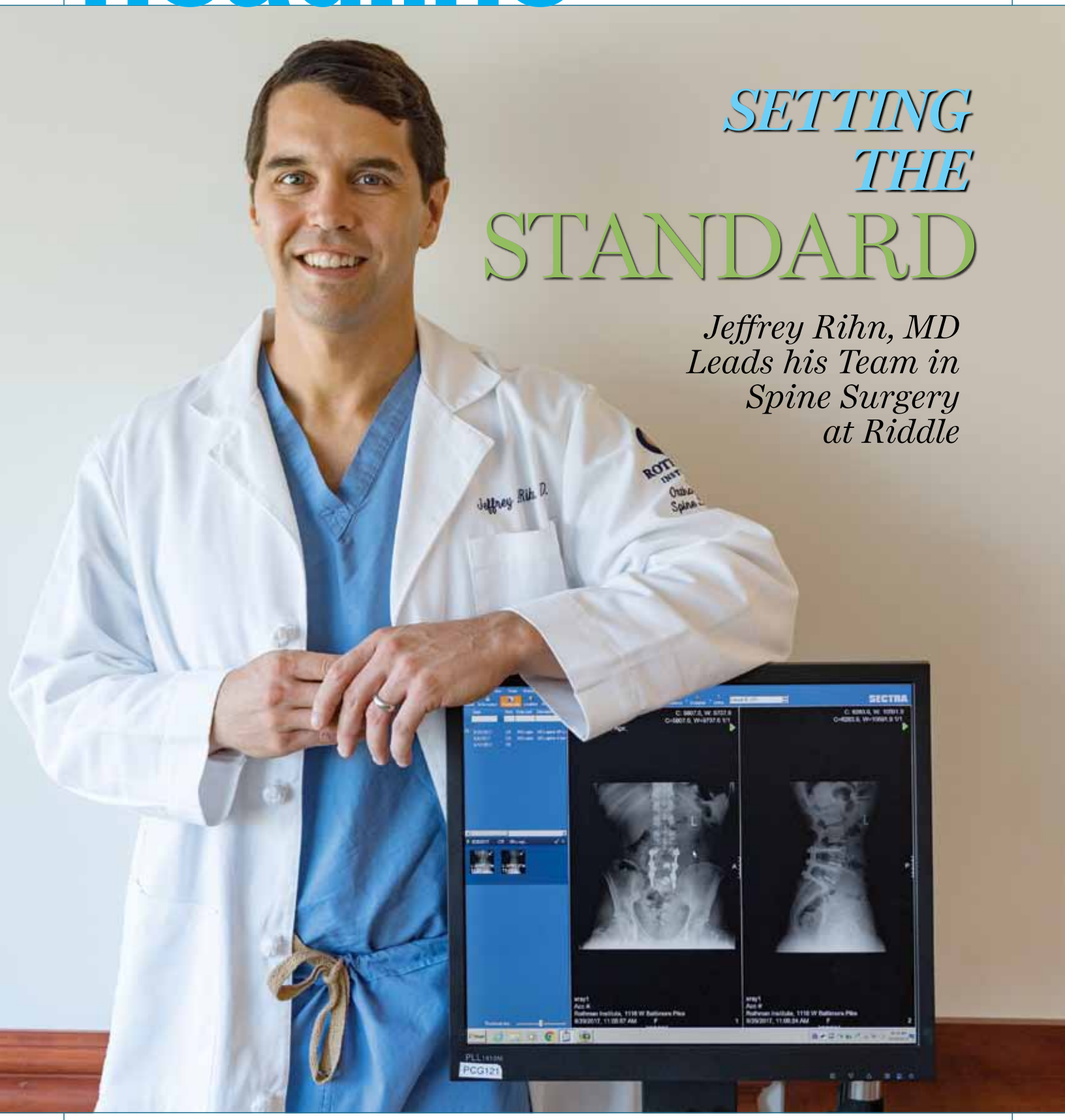
As we look forward to 2018, we are most thankful for more than 50 years of support from our community. Shining examples can be found in the leadership of our Foundation Board, the dedication of our Associated Auxiliaries, and sustaining gifts from you, our generous donors, from across the region.

Thank you for helping to make Riddle "the best place to give and receive care."

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

Don Saleski, Chairman
The Riddle HealthCare Foundation

THE headline



SETTING THE STANDARD

Jeffrey Rihn, MD Leads his Team in Spine Surgery at Riddle

Over the last nine years, under the leadership of Jeffrey Rihn, MD, the Spine Surgery program at Riddle has achieved vast improvements in clinical outcomes and the overall patient experience.

"Using minimally invasive techniques, we've been able to safely but efficiently keep the length of surgery down, which decreases the risk of bleeding, infection and other complications and increases the speed of recovery. We've also decreased the patient's length of stay, allowing the patient to mobilize more quickly after surgery and get back to normal, everyday activities," Dr. Rihn explains.

For example, years ago a lumbar fusion would take six to eight hours to complete and require a hospital stay of six to eight days. That surgery can now be performed at Riddle in an hour and a half, with the patient returning home two days after surgery.

TREATING A RANGE OF CONDITIONS

Dr. Rihn has treated patients from age 18 to 92. His younger patients most often present with lumbar (lower back) or cervical (neck) disc herniation, a painful condition that sometimes requires surgical intervention. Older patients typically need treatment for stenosis, a narrowing of the spinal canal usually caused by age-related osteoarthritis.

The surgeries Dr. Rihn most frequently performs include lumbar decompression fusion surgery, anterior/posterior cervical fusion surgery, lumbar discectomy procedures and occasionally, procedures for scoliosis. *(See sidebar for a closer look at one procedure).*

SETTING THE GOLD STANDARD FOR CARE

Dr. Rihn and his team have invested a significant amount of time and effort into establishing protocols to standardize patient care. It's a practice that sets the Rothman Institute at Riddle apart and helps ensure that everyone involved in the patient's care understands what is required at every stage, from preoperative patient screening through recovery and physical therapy.

This commitment to following evidence-based protocols has earned Riddle Hospital *The Joint Commission's Gold Seal of Approval® for Spine Surgery*—a certification that is recognized nationwide as a symbol for quality.

Dr. Rihn is actively involved in research and clinical trials, but don't expect him to be the first in line to try a new procedure. "I'm usually late to jump on new technology because I have seen a lot of procedures come and go. I practice spine surgery using what's considered the gold standard approach to treating these problems, using procedures that have been researched extensively over the past several years," he explains.

"I do the procedures efficiently and safely, and because of the protocols that we have in place, our rates of infection, readmission and other complications remain very low."

JOSEPH'S SUCCESS STORY

Joseph Hargadon, a 58-year-old accounting professor at Widener University, was struck by sudden, extreme pain in his thighs. After several MRIs and visits to various specialists, the cause of his pain was revealed: a herniated disc in his neck was severely compressing his spinal cord. His orthopedist's advice: see Jeffrey Rihn, MD.

"Dr. Rihn immediately put my mind at ease and explained step-by-step how he would take care of my situation," Joseph recalls.

In October 2016, Joseph underwent anterior cervical discectomy and fusion surgery through an incision in the front of his neck. Dr. Rihn removed the affected discs from between the vertebrae, leaving a space that he filled with bone graft. He also removed disc material from the spinal cord and nerve roots. Finally, he placed a plate and screws on the front of the vertebrae to stabilize them while the fusion healed.

Dr. Rihn typically completes this procedure in 45–90 minutes, and has patients walking that same evening and discharged the next day. As for Joseph, he completed the 68-mile American Cancer Society Bike-a-Thon without any pain, is back to playing tennis and basketball, and danced at his own wedding in May.

THE ask Q&A

Five Riddle Hospital physicians representing a variety of specialties share their best advice for patients. The takeaway: Small changes can yield big results.

NICOLE E. ALBERT, DO
Gastroenterologist

KEVIN R. SPERLING, MD
Nephrologist

PATRICIA N. ISCHIROPOULOS, MD
Obstetrician/Gynecologist

MARWAN BADRI, MD
Interventional Cardiologist

SAMIR N. PARIKH, MD
Colorectal Surgeon

***Q.** What is one small change a patient can make today to make a difference in their health tomorrow?*

Answer: *Nicole E. Albert, DO*
Gastroenterologist

The most important thing that I could advise patients to do is to discuss colon cancer screening with their primary care doctor, regardless of their age. We are seeing a rise in colon cancers among younger patients and there are certain populations that require earlier screening and don't even know it. A colonoscopy is the only diagnostic tool that can prevent the development of cancer by removing pre-cancerous polyps. Patients should also listen to their body and discuss any new or concerning symptoms with their doctor right away.

Answer: *Kevin R. Sperling, MD*
Nephrologist

Take steps now to manage your health before a minor condition becomes major or creates additional complications down the road. A large percentage of my patients have chronic kidney disease stemming from longstanding diabetes and/or hypertension (high blood pressure). Patients should work with their physicians to keep blood sugar and blood pressure at target levels, which reduces the risk of long-term complications. Exercise, smoking cessation and a low sodium diet also contribute to better long-range health. Finally, patients should know that regular use of over-the-counter medications such as NSAIDs (aspirin, ibuprofen, naproxen) and PPIs (proton pump inhibitors like omeprazole) may lead to an increased risk of kidney-related problems.

Answer: *Patricia N. Ischiropoulos, MD*
Obstetrician/Gynecologist

Quit smoking. Smoking is a risk factor for cervical cancer and bladder cancer. It causes earlier menopause, which will lead to issues with bone health and osteoporosis. Smoking also increases your risk for heart disease and stroke. I talk to my patients about ways to wean themselves from smoking, because quitting is not just stopping—there are lifestyle changes to be made as well. Smokers have behaviors associated with their habit, whether it's lingering at the table to smoke after meals, or having a cigarette when going out for drinks with friends. They have to learn new ways to handle social situations.

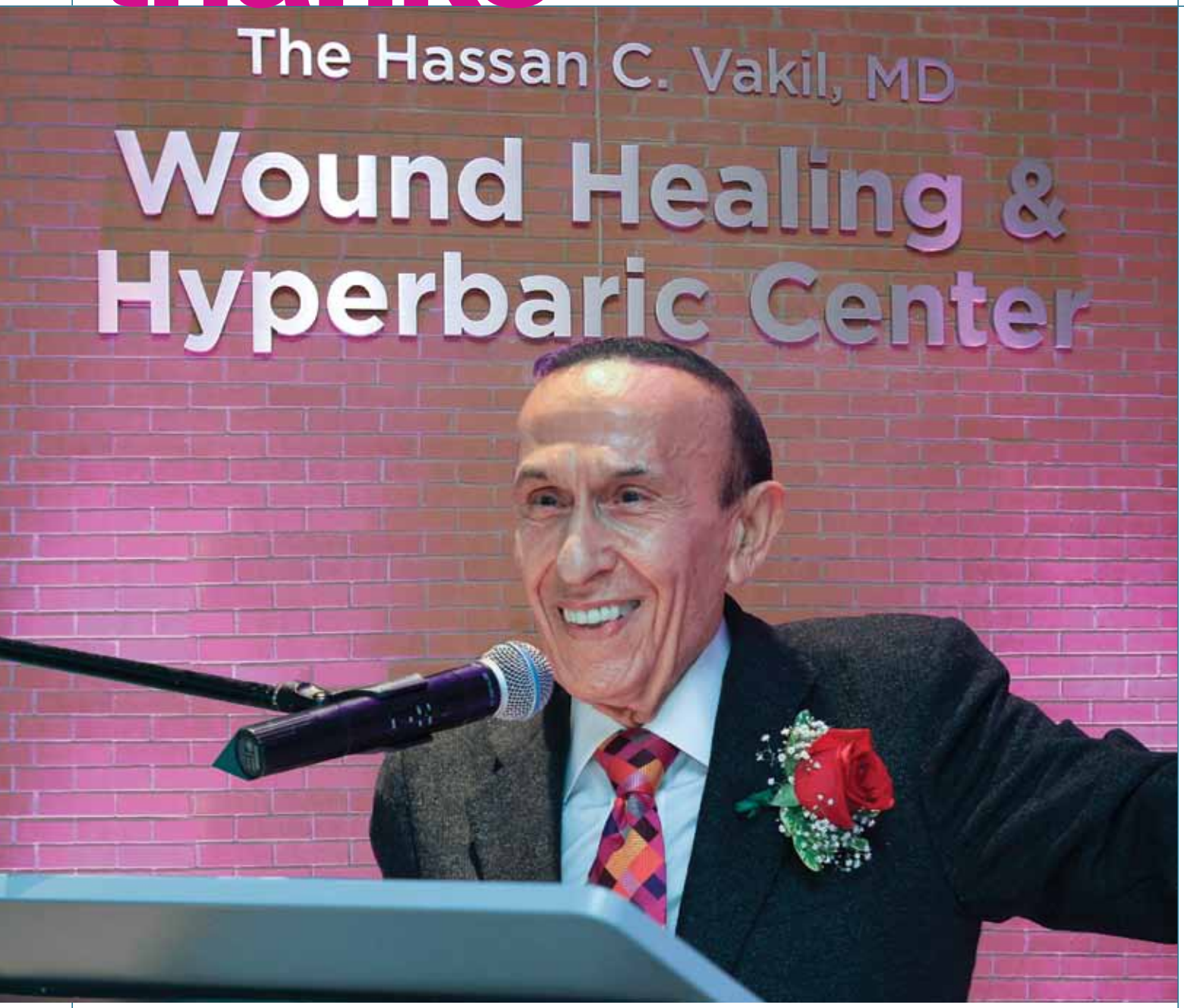
Answer: *Samir N. Parikh, MD*
Colorectal Surgeon

One simple change that I tell my patients to make is to drink enough water and eat adequate amounts of fiber every day. Since there's no evidence to suggest that this dietary change will prevent colon cancer or other digestive diseases, it is still important to come in for a colonoscopy, but this can prevent the need to see me for other reasons. Increasing your daily intake of water and fiber is the best way to keep your colon cleansed and avoid anorectal diseases and other health problems such as hemorrhoids. In general, aim for roughly 25 grams of fiber and 64 ounces of water each day.

Answer: *Marwan Badri, MD*
Interventional Cardiologist

As a cardiologist, I believe one simple change that patients and individuals in general can make is to walk 30 minutes a day. That change alone can impact several risk factors that play a big role in the development of heart disease, including high cholesterol, high blood pressure, and increased body weight. Walking 30 minutes is a simple measure that if incorporated into one's daily routine, becomes a healthy habit we can all benefit from.

WITH thanks



"The impact Dr. Hassan Vakil has made on Riddle Hospital and our community over the years has been profound, beyond remarkable and immeasurable. We are forever grateful for your leadership, passion, sacrifices and philanthropic nature as well as your enduring spirit to serve and treat others in a manner that defines and inspires the highest standards of excellence, professionalism and compassion. Together with your wife Virgie who has in her own right amassed great distinction and honor both professionally and personally serving the community, we have derived much benefit and many blessings from you both, and we extend our deepest appreciation and admiration. Dr. Vakil, it is most appropriate that we honor you and thank you in style and celebration for your endearing and enduring grace, dignity and compassion."

- Excerpted comments made by Gary Perecko, Riddle President, at the May 22, 2017 formal dedication ceremony of The Hassan C. Vakil, MD, Wound Healing & Hyperbaric Center, located in Health Center 4 at Riddle Hospital.

Helping Patients Heal

Located on the ground floor of Health Center 4, The Hassan C. Vakil, MD, Wound Healing & Hyperbaric Center at Riddle Hospital specializes in advanced outpatient care with a full range of state-of-the-art treatments to heal slow-healing and chronic wounds and relieve pain as quickly and efficiently as possible.

Riddle's experienced clinicians provide full assessment, tailored treatment, advanced wound therapies, patient education and support.

Patients often have underlying medical conditions that lead to skin breakdown and injury such as diabetes, neuropathy, arthritis, venous insufficiency and peripheral arterial disease.

DR. GUY NARDELLA, RIDDLE CAMPUS CHIEF for The Hassan C. Vakil, MD, Wound Healing & Hyperbaric Center and Main Line Health System Medical Director and Sharon Hannum, RN, BSN, Main Line Health System Director, assist a patient about to receive hyperbaric oxygen therapy (HBOT) at Riddle. HBOT is a valuable adjunct for many patients with complex or non-healing wounds or tissue damage. It delivers high concentrations of oxygen to patients' bloodstream and surrounding tissues, offering many benefits including decreasing edema, stimulating new tissue growth and blood vessel formation, fighting infection and improving the effectiveness of antibiotics.

COMPREHENSIVE CARE OF

- Leg and foot ulcers (sores) caused by diabetes or medical conditions that impair blood circulation
- Pressure ulcers caused by sitting or lying in one position for too long
- Tissue injury caused by radiation therapy
- Lymphedema wounds
- Burn or trauma wounds
- Non-healing surgical wounds

SPECIALIZED CARE SERVICES, INCLUDING:

- Hyperbaric oxygen therapy (HBOT)
- Negative pressure wound therapy
- Doppler pulse evaluation
- Transcutaneous oxygen monitoring (TCOM) studies
- Compression therapy
- Surgical removal of dead tissue
- Skin and tissue grafting
- Coordination of specialist consultations and ancillary services

FOR APPOINTMENTS OR QUESTIONS

Please call 484.227.8350.

bold face

PERSONALIZING PATIENT CARE

My Hospital Passport (MHP), a resource that remains bedside throughout a patient's stay, was introduced at Riddle Hospital to provide the best possible patient care. Created by Bryn Mawr Hospital nurse practitioner Erin Lopes and Riddle nurses Trisha Carr and Marge Stafford (pictured left to right), MHP is a comprehensive document that conveys a patient's needs, preferences, special requests and behaviors to the entire caregiving team. The MHP document is designed to help those with communication deficits such as intellectual disabilities and strokes and is completed by the patient, family member, caregiver or provider. Its use is expanding throughout the Main Line Health system and Senior Services.

A SCENTSATIONAL ADDITION

Aromatherapy, which uses essential oils such as lavender and peppermint to enhance healing, has been shown to have many benefits including reducing postoperative nausea and helping patients rest better. Nurses at Riddle Hospital have begun to offer this complementary therapy to patients in a variety of settings, with more than 45 nurses becoming certified to date.

NEW PULMONARY REHAB SUITE

In May, Riddle Hospital opened a dedicated **Pulmonary Rehabilitation Suite** in Health Center 4 to serve people with chronic lung diseases. The comprehensive outpatient Pulmonary Rehabilitation Program is designed to help patients get healthier, improve their quality of life and decrease the possibility of future hospitalizations through a structured program of exercise and education. Vital equipment for the new program was provided through a generous gift from Hugh and Marguerite MacDonald.

HELPING PATIENTS HEAL

When "hospital volunteer" Finn makes the rounds at Riddle, he is greeted with pats on the head and joyful smiles by patients, families and staff. A certified therapy dog (a rescued Catahoula Leopard Dog mix), Finn is part of a **Therapeutic Pet Visitation** program begun in April through the Riddle Volunteer Office. Scientifically proven to be beneficial for patients, pet therapy aids in promoting physical and emotional healing. Accompanied by owner and Riddle employee Cathy Robbins (pictured at left), Finn visits patients twice a month, escorted by a nurse. Helping to round out the therapy team is Lucy, a Brindle Whippet schooled in agility and obedience, who visits Riddle patients with owner and volunteer Pat Riviello once a month.

GOLF TOURNAMENT BENEFITS FIRST RESPONDERS

The 35th annual Riddle Hospital Pro-Am Golf Tournament held on September 14, 2017, raised close to $77,000 to benefit the Riddle Hospital Emergency Medical Services (EMS) Unit.

The event, co-chaired by Foundation Board members Bill O'Shea and Chris Smith, was held at the DuPont Country Club Championship Course in Wilmington, DE, welcoming 116 players.

Pictured above from left are members of the winning team: John Grove, Donna Dalusio, Karen Bogosian, Mike Sorelle, and Foundation Board Chairman and Philadelphia Flyer Alum Don Saleski.

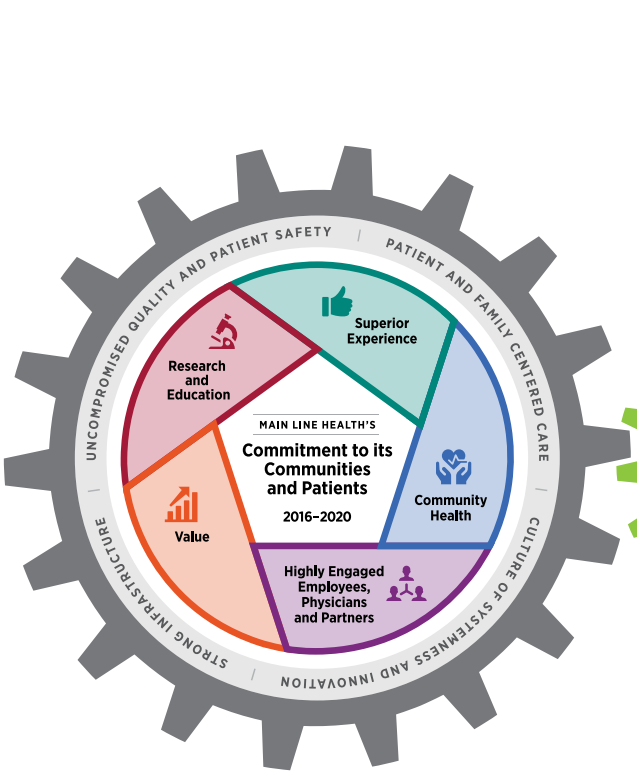
Thank You Celebration

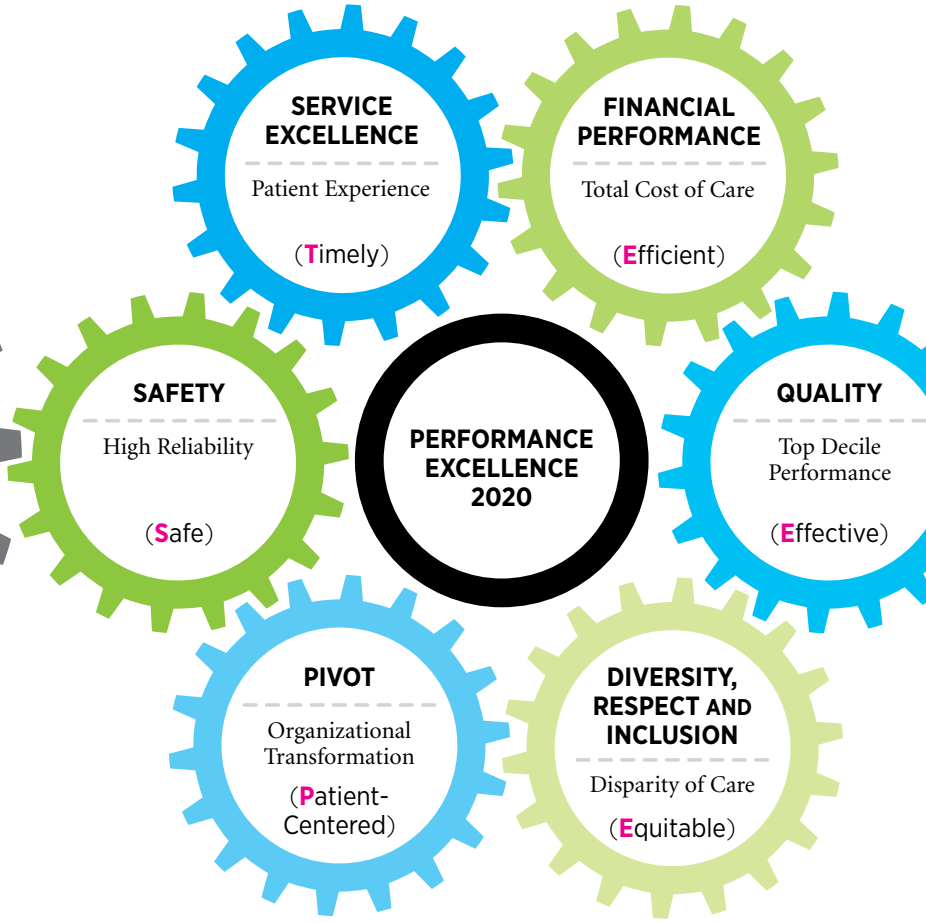
More than 90 *Samuel D. Riddle Society* supporting members enjoyed a celebratory event on September 27 at The Barn at Liseter in Newtown Square. Don Saleski, Board Chairman and President Gary Perecko thanked attendees, saying "This evening is a tribute to our most generous donors who recognize the importance of providing top notch care in the Delaware County community."

Photos from left to right 1 *Jayne Garrison, Alice Strine and Board member Theresa Murtagh* 2 *Board member Dr. John Feehery and Monica Feehery* 3 *Michael Heenan, Joseph Heenan and Foundation Executive Director Rebekah Sassi* 4 *Board member Dr. Sean Wright, Dr. Charmaine Wright and Main Line Health Board of Governors Chairman Steven S. Aichele, Esq.* 5 *Board member Chris M. Smith and Amy Smith, Mary Ann Saleski and Board Chairman Don Saleski* 6 ***Standing:*** *Riddle VP of Medical Affairs Dr. Jon Stallkamp and Christine Stallkamp, MLH Board Member Cynthia DeFidelto, Riddle President Gary Perecko.* ***Seated:*** *George Herker and Debbie Herker, Board Member Bill Clinger and Sophia Clinger*

MAIN LINE
ahead

Performance





These gears serve as a symbolic representation of the interconnection of our PE2020 work.

"By supporting our programs and services with their charitable gifts, year in and year out, our donors contribute to making health care better for all."

Excellence 2020

The health care industry is evolving more rapidly than ever, and not just in convenience, insurance coverages and patient expectations.

Advancements in science and technology have contributed to the kind of medical care and life expectancies that were once unimaginable, supported all over the globe by compassionate charitable citizens from every walk of life.

As the scientific understanding of illness and injury expands, however, so does the cost of the treatment that it takes to restore individuals to wellness.

At Main Line Health, our Strategic Plan (2016–2020) specifies exactly what we need to do to provide superior care for our community. But accomplishing ***what*** we need to do depends on ***how*** we conscientiously manage the multiple priorities of a large health care system. Under our broad motivational banner of Performance Excellence 2020 (PE2020), Main Line Health has launched the highly structured Baldrige Performance Excellence Framework—a proven leadership model that provides an organized approach to decision-making, communication and deployment of work with measurable outcomes. Our goal is to create a high-reliability and high-performing organization focused on safety, quality, equitable care delivery and financial responsibility.

The Baldrige Framework will help Main Line Health ensure that the processes we use—such as the coordination of patient care—are applied uniformly across our System. We want to ensure that the superior experience we strive to provide will be the same no matter which one of our hospitals or outpatient sites you enter as a patient. The Baldrige Framework will also enable us to build a more efficient, data-driven environment designed to help us determine the most cost-effective ways to apply fixed insurance payments—which pay one price for a particular medical service whether you stay in the hospital one day or four.

With this structure in place, Main Line Health will streamline work processes by standardizing best practices and identifying ways to better manage our clinical resources. PE2020 sets the bar for what is expected of each of us as caregivers, colleagues and ambassadors for wellness, in order to sustain our health care mission.

Ultimately, four pathways will help us achieve success: promote a culture of safety for our staff and our patients; increase focus on achieving top-decile performance in our key metrics; lower costs to recognize the "new normal" in reimbursements—without sacrificing quality care; and use our understanding of diversity, respect and inclusion to make us a better organization.

We are confident that Main Line Health is positioned for future success, knowing that it is not only our Boards, medical staff, administrators, staff and volunteers who are dedicating themselves to this effort. Our community also stands with us. By supporting our programs and services with their charitable gifts, year in and year out, our donors contribute to making health care better for all.

FOCUS ON philanthropy

BINGO NIGHT BENEFITS NURSING EXCELLENCE

On October 9, the Riddle Hospital Nursing Department held their annual Bingo Night with more than 200 employees and friends, hosted at Neumann University.

"Our nurses love this fun team-building event and their enthusiasm is incredible!" says Rosi Wurster, RN, Riddle Vice President of Patient Care Services. "This year's event raised close to $11,000 for the Nursing Excellence Fund, which provides continuing education that further builds the expertise of our Magnet® accredited nurses. Support such as this ensures that our nursing team can consistently provide a superior patient experience."

COMPREHENSIVE BREAST CENTER

With generous contributions from grateful patients and community members, Riddle Hospital's Comprehensive Breast Center received a complete renovation, offering patients a more comfortable waiting area and registration environment. In addition to 3D mammography services, Riddle's Center will provide 3D-guided breast biopsies beginning in Spring 2018 to quickly and accurately locate possible cancers, resulting in shorter patient procedure time. The Center offers *Walk-in Wednesdays* where patients (with prescriptions and without an appointment) can receive screening mammograms between 7:30 AM and 5:00 PM. To schedule an appointment at Riddle's Comprehensive Breast Center, call 484.227.2640.

NEW ALL WEATHER AMBULANCE

Members of the Associated Auxiliaries of Riddle Hospital provided a generous grant of $75,000 to help the Hospital purchase a new four-wheel drive ambulance for Riddle's Emergency Medical Services Unit. Their philanthropic commitment accompanies the Wawa Foundation's recent major contribution in the amount of $100,000 in support of the ambulance.

ONLINE DONOR REPORT

In order to be better stewards of our resources, which include your charitable donations, The Riddle HealthCare Foundation lists its Fiscal Year 2017 Annual Report to Donors online rather than in print. Please visit **mainlinehealth.org/rhgiving**, and click **Annual Donor Report** for a listing of the incredibly generous community members who supported our not-for-profit hospital.

Please contact The Foundation at 484.227.3651 should you have any questions.

WELCOME KARRIE BORGELT

Karrie Borgelt recently joined Main Line Health, succeeding Ken Kirby as Senior Vice President for Development. Karrie has nearly 20 years of experience in leading effective and results-driven fundraising campaigns in health care and higher education. Most recently, Karrie served as chief development officer at Fox Chase Cancer Center in Philadelphia, where she oversaw a team of 26 to raise more than $14 million annually. As SVP for Development, Karrie will oversee the creation, planning, implementation and management of all programs to maximize philanthropic income for MLH and its hospitals, programs and services.

WAYS TO give

There are a variety of ways to support Riddle Hospital.

Your gift can provide you with the satisfaction of supporting our mission and securing certain tax advantages.

1 **DIRECT GIFTS** are the simplest way to make your tax-deductible gift. Send a check payable to **The Riddle HealthCare Foundation** in the enclosed envelope. Or make your secured credit card gift online at: **mainlinehealth.org/rhgiving**. Just click on **Make a gift online today!**

2 **GIFTS OF SECURITIES AND OTHER PROPERTIES** include gifts of appreciated stock, mutual fund shares or other securities and can be a cost-effective way of supporting Riddle. Gifts of real estate, insurance policies or personal property are also welcome.

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

4 **MATCHING GIFTS** can increase the value of your gift by taking advantage of your employer's matching gift program, if one is offered. Check with your human resources department, and enclose the matching gift form with your contribution.

5 **MEMORIALS AND TRIBUTES** remember a loved one or honor a friend, family member, physician or caregiver and are a wonderful way to express your personal appreciation and support Riddle Hospital at the same time.

Thank you.

The Riddle HealthCare Foundation
Main Line Health®

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Creative Giving:

PAY IT FORWARD

Riddle Hospital recently received the largest charitable donation in its history—a $16 million endowment gift from the estate of John Bancker Gribbel—to support patient care. As remarkable as the size of this exceptional contribution is the story behind it: In 1947, Riddle was merely the cherished dream of a Media physician and a group of Delaware County local philanthropists. In his will Mr. Gribbel, a friend of Sam Riddle, created a trust to care for his wife and nephews during their lifetimes, with the remainder benefiting a hospital in Media that had not yet been built.

Mr. Gribbel's giant leap of faith, taken more than 70 years ago, created a legacy that permanently benefits the health and wellness of future generations of the Riddle community. Today this is known as *paying it forward*.

TO LEARN MORE ABOUT HOW YOU CAN PAY IT FORWARD and create your own lasting legacy by making a charitable gift to Riddle through your will or retirement account, please contact Rebekah Sassi, Executive Director, The Riddle HealthCare Foundation at 484.227.3651, or sassir@mlhs.org.

THE RIDDLE HEALTHCARE FOUNDATION

provides a philanthropic venue for members of the community to support the mission and vision of Riddle Hospital.

OUR MISSION

We exist to provide quality healthcare 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.