Berkshire Medical Center has been named one of the nation’s 100 Top Hospitals® by Truven Health Analytics™, a leading provider of information and solutions to improve the cost and quality of healthcare. BMC is one of only five hospitals so honored in the entire Northeast, and one of two Massachusetts hospitals recognized in the Teaching Hospitals category.

The Truven Health 100 Top Hospitals® study (formerly known as Thompson Reuters Top 100 Hospitals) identifies hospitals and leadership teams that provide the highest level of value to their communities, based on a national balanced scorecard. The 100 Top Hospitals balanced scorecard measures hospital performance across 10 areas: mortality; inpatient complications; patient safety; average patient stay; expenses; profitability; patient satisfaction; adherence to clinical standards of care; and post-discharge mortality and readmission rates for acute myocardial infarction (heart attack), heart failure, and pneumonia. The study has been conducted annually since 1993. This is the first time BMC has been recognized with this honor.

“This leaders in our industry have successfully balanced the fine line between running lean operations every day and being innovative and forward-thinking enough to grow their organizations.” – Truven Health Analytics, on the 100 Top Hospitals

Berkshire Medical Center, led by our Board of Trustees, established a goal several years ago of attaining Top 100 Hospital status, and I am proud of our entire staff, including our dedicated physicians, clinicians and support staff, for their consistent commitment to excellence,” said David E. Phelps, President and CEO of BHS. “Berkshire Medical Center consistently strives to improve our quality, safety, and overall patient experience so that our community can always rely on receiving the best care anywhere.”

“This recognition has been a goal for our organization for over a decade, and attaining it means that we are fulfilling our obligation to the community to provide the highest quality of care,” said Diane Kelly, RN, BMC Chief Operating Officer. “I am proud of the teamwork across every level of the hospital that has led us to this honor.”

For the 100 Top Hospitals® study, Truven Health researchers analyzed public information—Medicare cost reports, Medicare Provider Analysis and Review (MedPAR) data, and core measures and patient satisfaction data from the Centers for Medicare & Medicaid Services (CMS) Hospital Compare website.

“This year’s 100 Top Hospitals represent the highest national standards in hospital care and management today. They set the benchmarks for peers around the country to follow — consistently delivering outstanding quality of care, satisfaction, and community value at a reasonable cost,” said Jean Chenoweth, senior vice president for performance improvement and the 100 Top Hospitals® program at Truven.
100 Top Hospitals by Truven Health Analytics

Health Analytics. “The majority of the 2014 award winners have produced year-to-year performance improvement, as well. This speaks to the consistent focus on excellence by the entire organization and the men and women who serve patients.”

The study shows that if all hospitals in the U.S. performed at the level of this year’s winners:

- Nearly 165,000 additional lives could be saved
- Nearly 90,000 additional patients could be complication-free
- More than $5.4 billion could be saved
- The average patient stay would decrease by half a day

More information on this study and other 100 Top Hospitals research is available at 100tophospitals.com.

Key Findings of the 100 Top Hospitals Study

The Truven Health 100 Top Hospitals® study brings to light how the best hospitals in the country operate.

According to Truven, “These leaders in our industry have successfully balanced the fine line between running lean operations every day and being innovative and forward-thinking enough to grow their organizations. The study is more than a list of accomplishments — it’s a method for hospital and system leaders to guide their own performance improvement initiatives. By highlighting what the high-performing leaders around the country are excelling at, we are creating aspirational benchmarks for the rest of the industry.”

How the 100 Top Hospitals, Like BMC, Compare to their Peers

100 Top Hospitals Have Better Survival Rates
- The winners had 7 percent fewer deaths than expected, considering patient severity, while their non-winning peers had as many deaths as would be expected.

100 Top Hospitals Have Fewer Patient Complications
- Patients at the winning hospitals had 8 percent fewer complications than expected, considering patient severity, while their non-winning peers had only 1 percent fewer complications than expected.

100 Top Hospitals Are Successfully Avoiding Adverse Patient Safety Events
- A patient safety index (PSI) of 0.86 tells us that the winning hospitals had 14 percent fewer adverse patient safety events than expected; their peers had only 6 percent fewer adverse events than expected.

100 Top Hospitals Follow Accepted Care Protocols
- The winning hospitals' higher core measures mean percentage of 98.7 tells us that they had better adherence to recommended core measures of care than their peers, who had a median of 97.2 percent

100 Top Hospitals Have Lower 30-Day Readmission and Mortality Rates
- 30-day mortality and readmission rates are lower at the winning hospitals overall.

100 Top Hospitals Have Lower Expenses
- The findings show that all winner groups had lower expenses than the peer groups. Overall, winners had 9.3-percent lower expenses than non-winners.

Patients Treated at 100 Top Hospitals Return Home Sooner
- Winning hospitals have a median average length-of-stay (ALOS) that’s half a day shorter than their peers' median, which is an 11.2-percent shorter stay.

Patients Rate 100 Top Hospitals Higher Than Peer Hospitals
- The winners’ 3.5-percent higher median Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) score tells us that patients treated at the 100 Top Hospitals are reporting a better overall hospital experience than those treated in peer hospitals.

To view the entire Truven 100 Top Hospitals Study, visit the BHS Employee Web Portal
4 West Gets a BOOST
Pilot Project Launched on Unit

Project BOOST, an initiative developed by the Society of Hospital Medicine that targets specific interventions to achieve safe transitions of care, has been launched on 4 West Telemetry at BMC. Implemented as a pilot program on the unit, the goal is to get back to basics, where healthcare teams talk with the patients, their families, and one another, with open, clear and understandable communication in an environment where everyone is involved.

BOOST includes many components, including Structured Interdisciplinary Bedside Rounding, where communication and feedback occurs in relation to the needs of the patient and provides the team with an opportunity to plan and evaluate a patient's treatment and transfer of care together. Additionally, the program has a Teach Back initiative, designed to make sure the healthcare provider explained the information clearly to the patient and family.

Project BOOST encompasses several interventions, and is led by Hospitalists Talal Khan, MD, and Marita Shehu, MD.

Elms College to Present Ethics in Leadership Forum
BHS Chief Financial Officer on Panel

The Elms College will present a free program focusing on Ethics in Leadership: Putting Value-Driven Decision Making into Practice, featuring four experts, including BHS Chief Financial Officer Darlene Rodowicz. The program, open to all, will be held on Thursday, March 20th from 6:00 to 7:15 pm at the Elms College Alumnae Library Theatre. The panel discussion will offer insights from leaders in healthcare, accounting and management, and the moderator is Martin Pion, D.Min., Professor of Religious Studies at the Elms College.

Rodowicz will serve on a panel that also includes Julie Quink, CPA, a principal of Burkhart, Pizzanelli, PC; Michael Ginsburg, Managing Director of Accenture’s North American Insurance Practice; and Peter DePergola, PhD, Clinical Ethicist for the Division of Academic Affairs at Baystate Health. Rodowicz has served with BHS since 1984, and has been Chief Financial Officer since 2005.

To register for the program, visit www.elms.edu/mbaforum. The program is presented by the Elms College MBA. You may also register by visiting the BHS employee web portal.
Dr. Elliot Appointed Head of Fairview’s Emergency Department

Fairview Hospital announces the appointment of Dr. Adrian Elliot to the position of Medical Director of the Emergency Department, which sees over 12,000 patients each year.

Dr. Elliot joined Fairview Hospital in 2012 following training in a Level 1 trauma center in Jacksonville, Florida.

“Dr. Elliot’s leadership skills were apparent soon after his arrival at Fairview and we know the ED will continue to improve and exceed the expectations of our patients under his direction,” said Dr. Brian Burke, Fairview Chief of Staff.

Dr. Elliot received his medical degree from Howard University College of Medicine, Washington, DC, and completed his residency in Emergency Medicine at the University of Florida College of Medicine in Jacksonville, Florida, where he was Chief Resident from 2010-2011. There he received the Pediatric Critical Care Resident of the Year Award in 2010.

Dr. Elliot has conducted research and published articles including, Advances in Emergency Medicine Ultrasound Technology and In-Hospital Therapeutic Hypothermia Initiatives, as well as participated in numerous education and community health projects.

“It is very satisfying to be able to help people, to swiftly stabilize people who require resuscitation. We’re able to give very personalized emergency care here, and our outcomes are better for it,” said Dr. Elliot.

Dr. Elliot is board-certified in Emergency Medicine and is a member of the American Academy of Emergency Medicine, the American Medical Association and the Emergency Medicine Residents Association.

BMC Annual Employee Award Nomination Forms Now Available

The annual BMC employee awards will be bestowed during National Hospital Week, which is May 11th through 17th, and all employees now have the opportunity to nominate a co-worker for his or her exceptional service. Employee recognition awards cover four categories: Clinical Excellence; Service Excellence; Leadership in Healthcare; and Management Excellence. The nomination forms can be found outside the Staffing Office, outside the Café and on the BHS employee web portal. Each award’s criteria are documented in the nomination forms. Please help support this special recognition program by encouraging staff to nominate employees who they feel meet the criteria. The deadline for submission of the nominations is Friday April 4th.

The Annual Walk with Me in the Berkshires Step Counter Program Begins in April!

- Start to form your teams NOW by designating a captain and choosing a team name.
- Watch our upcoming emails and the Wellness page in Scope for Walk with Me registration details!
- Registration will be held on the WellnessWorks website for BHS employees and spouses.
Chaplain’s Corner  

**Aren’t We a Funny People?**

Recently I’ve been amused by my own and others’ inconsistencies. In this end-of-winter but not-yet-springtime I hear a lot of grumbling, with people saying: I’m tired of snow; I hate winter; Wish I could move to a warmer climate. You can add your own versions of these comments.

Yet I recall other remarks I’ve heard in the seven springs and summers I’ve lived in the Berkshires, including, This rain is driving me mad; I hate all this heat and humidity; Won’t it ever cool off again; It’s too hot in the Berkshires. And so it goes…

We are a funny people, aren’t we? It’s as if we’d rather complain than find something positive in the weather (over which we have no personal control, although a lot of social influence in the way we live). But, as I listen to skiers, snowboard sales people, motel owners and restaurant operators, they need both the winter and the summer weather to sustain their livelihood. The Berkshires are a vacation spot, after all. No snow, no skiers. No warmth, no Tanglewood or Jacob’s Pillow visitors.

Maybe as we head into our preparations for a change of seasons, Passover, Lent, and Easter, we can focus on finding things to celebrate. An opportunity has arrived in Daylight Savings Time. Will we complain about losing an hour of sleep or celebrate days of longer light? Let’s try to “feast” on the positive and “fast” from complaining as we welcome spring.

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**Your Wellness Health Insurance Important Deadlines**

The requirements to qualify for a Wellness health insurance plan in Calendar Year 2015 are as follows; you must complete all requirements by the 10/01/2014 deadline to remain eligible

1. **Wellness screening appointment** - Deadline October 1, 2014
2. **Flu vaccination or declination form** - Deadline October 1, 2014
3. **Complete the following activities at:** [https://www.bhswellnessworks.org](https://www.bhswellnessworks.org) by October 1, 2014
   a. 2014 Personal Health Assessment
   b. 2014 Preventive Screening Survey
   c. 2014 Self-Care Module

**BHS employees and Family enjoy these Wellness Benefits**

**Wellness access 24/7** – Get access to our WellnessWorks website where you can track your fitness progress, keep a food log, access health information, recipes, upcoming workshops and videos, learn new exercises, discover stress reduction techniques, and much more!

**On-going workshops and activities** – Enjoy classes on nutrition, fitness, stress management, work/life balance and more. Join our challenges or workshops! Want to start your own club? Have other wellness ideas? Contact us!

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*Healthy living does not occur at the doctor's office. It occurs in the choices we make every day.*

Mark Pettus, MD
Vitamin D and Your Health

Recent research has revealed that a lack of Vitamin D has health implications far beyond bone health. This workshop will cover how to increase Vitamin D in your diet to prevent chronic health problems. Join Jennifer Ward, RD, LDN, CPT, Wellness Registered Dietitian, at one of the sessions offered in March.

<table>
<thead>
<tr>
<th>March 18, Tuesday</th>
<th>Noon &amp; 1:00 pm</th>
<th>Clocktower, 5th floor conf. rm.</th>
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<tbody>
<tr>
<td>March 25, Tuesday</td>
<td>11:30 am &amp; 12:15 pm</td>
<td>BMC, PDR “D”</td>
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<tr>
<td>March 28, Friday</td>
<td>Noon</td>
<td>Fairview, 4th floor conf. rm.</td>
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</tbody>
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Tennis Anyone?

Have you ever been interested in taking up tennis or wanted to improve your skills? Tennis is a fun way to stay active! Berkshire West and WellnessWorks are teaming up to offer BHS employees and spouses a one hour Tennis Clinic for a reduced rate of $15 per person. No membership is required. Join instructor Cheryl Martin, former captain of the Bentley University Tennis Team and USTA instructor who has taught for 9 years in the community.

**Friday March 28, 2014:**
6:00 pm (Beginner) & 7:00 pm (Intermediate)

**Friday April 4, 2014:**
6:00 pm (Beginner) & 7:00 pm (Intermediate)

Berkshire West Indoor Tennis Courts, Dan Fox Drive, Pittsfield

Train to Run

**Steel Rail Half Marathon**

**Dates:**
Sunday, March 9 - Sunday, May 11, 2014

**Location:**
The Berkshire Running Center, 42 Summer Street, Pittsfield

**Time:**
8:00 AM

**Cost:**
$75 for BHS employees & spouses

WellnessWorks and the Berkshire Running Center (BRC) team up to help you train for the race or improve your technique. Meet once weekly for 10 weeks to build up your long distance mileage. BRC will work with each athlete to develop an individualized training program and help them reach their goals. Program includes information on proper form, training techniques, hydration, nutrition and race preparation. We will do our long runs together every Sunday.

Pre-Registration Required. Log in to the WellnessWorks website or call ext. 3100 for more information. Please complete registration form and 2014 Par-Q. This program is limited to the 1st 20 individuals who sign up and pay the registration fee.
Job Opportunities

**Berkshire Medical Postings, 02/28/14**

Nursing Office Float, Staff Nurse, Non-Scheduled. 24 Hr/E
Nursing Office Float, Unit Assistant, Non-Scheduled (2)
Pharmacy, Pharmacy Tech I, Non-Scheduled
5 South Medical, Staff Nurse, 16 Hr/D/N
IV Therapy, IV Therapist, 32 Hr/D temp to six months
3 South Medical, Staff Nurse, 32 Hr/E, 32 Hr/D, 24 Hr/D/N
HH Infusion Therapy, Oncology Staff Nurse, 32 Hr/D
Information System, Pharmacy IT Specialist, 40 Hr/D
2 East Rehab, Staff Nurse, 32 Hr/E temp to six months
Lab, Phlebotomist/Registrar 40 Hr/D
Emergency Dept, Staff Nurse, 40 Hr/N, 24 Hr/N
Accent on Health, Worksite Program Coordinator, 40 Hr/D
Endoscopy, Staff Nurse, 32 Hr/D
Ambulatory Surgery, Staff Nurse, Non-Scheduled
Pulmonary, Medical Asst, 40 Hr/D
Fairview Cardiology, Clinical Support Representative, 40 Hr/D
Cardiology, Medical Asst, 40 Hr/D
North County Oncology, Medical Asst, 40 Hr/D
Sleep Disorder, Program Specialist, 20 Hr/D

**Berkshire Health Systems Postings, 02/28/14**

LTC, Executive Secretary, 40 Hr/D

**Fairview Hospital Postings, 02/28/14**

Med/Surg, Nursing Assistant, Per Diem
Rehabilitation, Physical Therapist, 30 Hr/D
Radiology, Radiologic Technician, Per Diem
Food Services, Food Service Aide, Per Diem
Wound Center, Hyperbaric Medical Assistant, Per Diem
Case Management, Case Manager, Per Diem
Wound Center, Registered Nurse, Per Diem
Rehabilitation, Physical Therapist, Per Diem

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**United Way Corner: Did You Know...**

The Berkshire United Way invests in programs and initiatives that have positive impact on individual, family, and community needs of Berkshire County. The United Way serves 26 communities, investing in 46 funded partner programs that impact nearly 19,000 lives here in Berkshire County.

Consider donating today – your community depends on it! Visit the BHS United Way portal page or contact your BHS United Way Co-Chairs (bbenciveng@bhs1.org or alentine@bhs1.org) to learn more.
Thanks and Recognition

“In Memoriam

• Paula Rudin Sacchetti, a former employee of Berkshire Medical Center, died on February 7th at the age of 46.
• Maureen Depew, a Registered Nurse who worked at the former Willowood of North Adams, now North Adams Commons Nursing and Rehabilitation Center, died on February 3rd at the age of 82.
• Grace E. Boudreau, who worked at the former Edgecombe Nursing Home, now Kimball Farms Nursing Care Center, died on February 9th at the age of 89. She had worked at Edgecombe for 25 years before retiring in 1990.
• Lucille A. Breault, a switchboard operator at the former Hillcrest Hospital, now the Hillcrest Campus of BMC, died on February 14th at the age of 74. She served with Hillcrest for 15 years.
• Kathleen T. Congdon, a Registered Nurse who formerly worked at Fairview Hospital, died on February 13th at the age of 92. She had served as an operating room supervisor at Fairview.
• Shirley P. Clapper, the former Director of Berkshire North WIC, died on February 12th. She served as head of Berkshire North WIC, located at the Hillcrest Campus of BMC, from 1988 to 2010.
• Doris E. Warner, who worked for the Berkshire Visiting Nurse Association for over two decades, died on February 18th at the age of 86. She was a nurse at the BVNA for 25 years, retiring in 2001.
• Teresa K. Biss, a former Registered Nurse at BMC, died on February 25th at the age of 59. She was a recipient of the Gladys Allen Brigham Award from Berkshire Health Systems.
• Elizabeth “Billie” Cronk, a nurse for over five decades at Fairview Hospital, died on February 23rd at the age of 92.
• Elizabeth F. Lanphear, a former phlebotomist at BMC, died on February 25th at the age of 81. She retired from BMC in 1970.
• Carmen “Millie” Misley, who worked in the Cafeteria at Fairview Hospital, died on February 22nd at the age of 89.
• Stephen A. Rougeau, who worked as a plumber in the Engineering Department at BMC, died on March 2nd at the age of 59.

The staff of Berkshire Health Systems offers its deepest condolences to their friends and family.