Berkshire Health Systems Expands Access with Walk-In Care
Minor Illness and Injury Care Provided

With a continuing shortage of primary care physicians, the rising cost of healthcare for consumers and a growing need for immediate care and added convenience, Berkshire Health Systems has opened a Walk-In Care facility in Pittsfield. BHS Walk-In Care is located inside Price Chopper in Pittsfield, adjacent to the Price Chopper Pharmacy.

BHS Walk-In Care is designed to provide local residents and visitors with affordable, easy, convenient access to professional healthcare for the treatment of minor illness and injury. Walk-In Care will be staffed by BHS Nurse Practitioners and will serve people 2-years of age and older, five-days a week, Monday through Friday from 10 am to 6 pm.

Fairview Wound Center Achieves High Grades for Quality

The Center for Wound Care and Hyperbaric Medicine at Fairview Hospital has been awarded its second consecutive Center of Distinction Award for 2014, and has additionally been named a Center of Excellence by Healogics, the largest provider of wound care services in the nation.

The Center of Distinction award is based on the center achieving outstanding clinical outcomes for the year by exceeding benchmarks in healing rates of well over 91%.
BHS Expands Access with Walk-In Care  continued from page 1

BHS Walk-In Care addresses many significant challenges for healthcare. The primary care physician shortage continues locally and nationally, and is expected to worsen in the future, causing additional strain on existing primary care physicians in the community and their ability to serve their patients effectively. Many patients, if they are unable to obtain same-day appointments with their physicians, have instead utilized hospital Emergency Departments. This not only burdens the ED, but can also be very costly to the patient who has high co-pays or deductibles for emergency care.

The new Walk-In Care can provide immediate access to care for minor situations, and is less expensive for the patient and his or her insurer, which helps to reduce the cost of healthcare. With no appointment necessary and expanded hours into the evening, the Walk-In Care will provide greater convenience for people who have difficulty leaving work for minor healthcare, as well as for working parents with sick children.

BHS Walk-In Care will provide care for a wide range of minor illness and injury, including: allergies, congestion, cold and cough, earache and ear infections, flu-like symptoms, muscle aches and pains, motion sickness, pink eye or styes, respiratory infection, sinus infection, sore throat or strep throat, urinary tract infections and more. BHS Walk-In Care will have affordable payment options, including self-pay, and will accept insurance for those covered by plans that contract with Berkshire Health Systems. As part of Berkshire Health Systems, the BHS Walk-In Care can ensure that the patient’s health record reflects their visit to Walk-In Care, refer them back to their primary care physician for follow-up care if necessary, or to other medical specialists.

People who visit BHS Walk-In Care will be seen by a nurse practitioner skilled in treating common conditions. In fact, most primary care physicians have nurse practitioners on staff to assess and treat the exact same minor illnesses and injuries that will be cared for at BHS Walk-In Care.

Nurse practitioners are registered nurses with advanced degrees, training and experience. They are certified to assess patients, make diagnoses, prescribe medications, and refer patients for additional care. Nurse practitioners have been providing primary care to patients for more than a half century.

Fairview Wound Center Achieves High Grades for Quality  continued from page 1

patient satisfaction greater than 92%, 30 or less median days to heal, outlier rates less than 19% and conducting detailed and structured medical surveillance reviews.

There were 506 centers eligible for this award and only 172 achieved this honor. The Center of Excellence Award is based on high patient satisfaction, exceptional healing rates and outstanding clinical outcomes for 24 consecutive months.

Opened in 2012, the Center for Wound Care and Hyperbaric Medicine at Fairview treats patients in the Southern Berkshire and tri-state area for chronic, non-healing wounds, specializing in the treatment of diabetic ulcers, venous ulcers, non-healing surgical wounds, arterial ulcers, pressure ulcers, radiation induced ulcers and other chronic ulcerations. The Center also has two hyperbaric oxygen therapy chambers, as well as advanced wound care modalities such as MIST ultrasound therapy, wound vacuum therapy, various bio-engineered skin substitutes, biosynthetic dressings, growth factor therapies and offloading casts.

The Center consists of a staff of six physicians and six clinicians and is overseen by Clinical Supervisor Jamie O’Dell, RN, BS, and Medical Director, George Veinoglou, MD. The center is located at 10 Maple Avenue in Great Barrington, adjacent to Fairview Hospital’s Outpatient Rehabilitation and Dialysis Services.
Dr. DeLeo Honored with Patient-Centered Award

A highly respected BMC Hematology Oncologist has been recognized with the 2015 Patient-Centered Physician Award, presented annually to a physician who exemplifies the philosophy of patient-centered care at BMC. Michael DeLeo, MD, Medical Director of the BMC Cancer Center, was awarded the honor during a special breakfast ceremony on April 3rd.

“Dr. DeLeo has been caring for our community’s cancer patients for decades, and he has a deep personal and clinical commitment to all of these individuals and their families as they face what can be the most challenging time of their lives,” said Diane Kelly, RN, BMC Chief Operating Officer. “His colleagues tell us that he remembers each and every person he cares for, and that he gives 110% of himself 100% of the time. We are proud of his service to our community, and he truly exemplifies this recognition as an exceptional patient-centered physician.”

The staff of Berkshire Medical Center submitted nominations for the award. They chose to honor Dr. DeLeo, among the many fine physicians on staff at BMC based on his actions as a role model and physician leader who demonstrates caring through quality interactions with others. The award focuses on communicating with patients and families, involving patients in healthcare decisions, taking the time to talk with patients and listen to their concerns, and working collaboratively and respectfully with all other members of the care team so that everyone can do their very best in addressing patient care issues. These behaviors exemplify a growing philosophical belief that all care activities must be centered around the patients’ needs, rather than hospital or individual routines and schedules.

The Patient-Centered Physician Award is presented each year in conjunction with National Doctors Day. Previous recipients of the Patient Centered Physician Award are: Drs. Robert Wespiser, Richard Perera, Todd Lasner, Ronald Hayden, Paula Aucoin, Andrew Beckwith, Wade Gebara, Rocco Iannucci, Marcella Bradway, William DeMarco and Michael McHugh.
Primary Care and Geriatric Medicine Specialist Joins Lenox Family Health

Berkshire Health Systems announces the appointment of Karen M. Prestwood, MD, a board certified and fellowship trained Internal Medicine and Geriatric Medicine specialist, to the staff of Berkshire Medical Center and the physician staff of Lenox Family Health Center. Dr. Prestwood is accepting new patients in need of primary care services and is partnered with Heather Flynn, MD, Mehernosh Khan, MD, Raya Ariella, FNP, Kim Bladh-Silverstein, FNP and Jennifer Nugent, NP, at Lenox Family Health.

Dr. Prestwood most recently served with Norwalk Hospital in Norwalk, CT, and previously worked for Gaylord Healthcare, Masonicare, John Dempsey Hospital at the University of Connecticut and the Veterans Administration Hospital in Newington, CT.

Board certified in Internal Medicine and Geriatrics, she received her medical degree from Hahnemann University School of Medicine in Philadelphia, now known as Drexel University. She is fellowship trained in Geriatrics from the University of Connecticut Health Center in Farmington. She completed her residency in Internal Medicine at Hahnemann University Hospital. She has a certificate in Tibetan Medicine from Shang Shung Institute, Conway, MA.

For an appointment with Dr. Prestwood or one of her colleagues, call Lenox Family Health Center at 413-344-1700.

BMC Gets Ready to Celebrate Latest Recognitions and Success

All staff of Berkshire Medical Center and Berkshire Health Systems are invited to special events being held in May to celebrate BMC’s latest national recognitions for outstanding care. For the third year in a row, BMC has been honored by Healthgrades with its prestigious Distinguished Hospital Award for Clinical Excellence, ranking the medical center among the Top 5% of hospitals in the US. BMC’s Joint Replacement Program has been named among America’s 100 Best by Healthgrades. The hospital has been recognized with Excellence Awards for Women’s Health, Pulmonary Care, Critical Care and Joint Replacement. Many other services also received 5-Star ratings by Healthgrades.

Celebrations are being held at the main hospital and the Northern Berkshire Campus.

BMC Main Campus
Friday, May 8th Awards Celebration
Private Dining Rooms
1:30 am to 3:30 am
11:00 am to 2:00 pm
4:00 pm to 7:00 pm

Northern Berkshire Campus of BMC
Friday, May 15th Awards Celebration
Main Lobby of former North Adams Regional Hospital
2:00 to 4:00 pm

Both celebrations will feature plenty of delicious refreshments. Come and celebrate with your colleagues as all BMC staff share in this success.
Employee Leadership Initiative Graduates Second Class

The Institute for Organizational Learning (IOL) program's Employee Leadership Initiative (ELI) celebrated its second class of graduates with a recognition ceremony on March 27th. ELI is a selective-enrollment cohort program for non-managerial staff to explore the roles and responsibilities of managers.

Participants were selected through an application process in conjunction with senior management sponsorship. The ELI program is designed for outstanding employees interested in a management career to promote leadership thinking, increase exposure to the skills and expectations of good managers, and help determine if participants would be interested in pursuing a management career. The program is administered one day per month from November through March. The program is typically limited to only 12 participants.

ELI includes career development, strengths assessment, shadowing, and a wide range of management-related seminars. More information regarding the Employee Leadership Initiative can be found on the employee portal under Human Resources, Institute for Organizational Learning, and Employee Leadership Initiative.
Based on the 2014 documentary, this workshop will uncover how misleading marketing by both the food industry and the US government has contributed to the 30+ year American obesity epidemic. Includes tips to help you make healthier choices.

Join Jennifer Ward, RD, LDN, CPT, Wellness Registered Dietitian

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<thead>
<tr>
<th>Date</th>
<th>Time</th>
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<tr>
<td>Tuesday, May 12</td>
<td>Noon</td>
<td>Central Block, Small Conference Room</td>
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<td>Wednesday, May 13</td>
<td>Noon</td>
<td>BMC Hillcrest Campus, Library</td>
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<tr>
<td>Tuesday, May 19</td>
<td>Noon &amp; 1:00 pm</td>
<td>Clocktower, 5th Floor Conference Room</td>
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<td>Wednesday, May 20</td>
<td>Noon</td>
<td>Fairview, 4th Floor Conference Room</td>
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<tr>
<td>Tuesday, May 25</td>
<td>11:30 am &amp; 12:15 pm</td>
<td>BMC, PDR “D”</td>
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* Qualifies as a Wellness Education for 2016 Wellness Insurance Premium Discount • Be one of the first 15 people to pre-register and attend to receive a $5 lunch ticket and 10 Wellness Points!

WellnessWorks & the Berkshire Running Center team up for this exciting program to help you get ready for the Pittsfield 4th of July Parade Road Race. This six week workshop is aimed at educating and motivating employees who want to either improve their running skills or incorporate running into their lives. The program will include information on cardiovascular fitness, weight training, nutrition, motivation and support. Consult your physician before registering for this workshop.

**Workshop Schedule & Fee**:  
$50.00 / Wednesdays 6:30 pm • Sundays 8:00 am  
Taconic High School Track, Lakeway Drive, Pittsfield

**Is this program for you?**  
If you’ve been considering giving running a try or if you are already a novice runner but feel the need to improve your skills, this group is for you. If you are concerned about being intimidated by joining a running club or entering a race, this program is for you. Join runners like yourself in a fun, informative atmosphere. This program will motivate, inform and get you addicted to running! *Program is limited to the first 20 individuals who register and pay the fee of $50.

**The Get Lean in 2015 Challenge Was a Huge Success!**

Congratulations to the top 3 winning locations:  
First Place: 510 North Street  
Second Place: Central Block  
Third Place: Fairview Hospital

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<td>BHS, Fairview Hospital</td>
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BHS Job Opportunities

To view job descriptions and/or apply for a position at Berkshire Medical Center, Fairview Hospital or BVNA & Hospice, please visit our website at: www.berkshirehealthsystems.org and click on Employment.

WellnessWorks

Dates to Remember

Visit the WellnessWorks page of the employee portal for more information and to register for any of our programs. https://www.bhswellnessworks.org

- The Essentials of Bicycle Maintenance
  Monday, May 4th
  5:00-6:00 pm
  BMC PDRs “A” & “B”

- 6 Weeks to a Healthier Back: Get Your Back in Shape
  Starts Tuesday, May 5th
  5:30-6:30 pm
  2 East Rehab Unit Gym
  $30 (payroll deduction is available)

Health & Wellness Expo

Monday, May 11, 2015*
BMC; Private Dining Rooms
8 AM - 4 PM

- Chair Massages
- Give-a-ways
- Raffle Drawings
- Healthy Refreshments
- Many Health Topics

*Fairview Employee Health Fair Monday, October 5, 2015
Thanks and Recognition

“This was my third stay at BMC, and twice (on this unit). I truly enjoyed my time in the ward. I hope the entire staff is given a high five and a raise.” – Comment from a BMC Mother Baby Unit patient

“I enjoyed every day while a patient at the hospital; the care was excellent. I would recommend the hospital to everyone.”
– Comment from a BMC Surgical Services patient

“Everything was very good and everybody who worked there was real nice and helpful. I liked it so much I am doing the maintenance program.” – Comment from a BMC Cardiac Rehabilitation Program patient

“Glad to have Fairview here. It’s the heart of Great Barrington. Too numerous times for test and surgery at (my age), but I’m still here to deliberate on each visit.” – Comment from a Fairview Hospital patient

“My experience was excellent. I felt I was in very good hands and I felt well taken care of.”
– Comment from a BMC Radiation Oncology patient

“The volunteers were very helpful in easing me through the admissions process and taking me to the surgery unit.”
– Comment from an outpatient surgery patient of the Northern Berkshire Campus of BMC

“Your wonderful ER staff saved my life when I had a reaction to a medication.”
– Comment from a Fairview Hospital Emergency Department patient

“The nurses on 2 South were exceptional and responsive. They were so respectful and kind. My husband had the most interaction with them and it was heart-warming to hear their words of encouragement to my husband and his roommate.”
– Comment from a BMC 2 South patient’s spouse

“My stay at the hospital was very good and I was treated with respect throughout my entire stay.”
– Comment from a BMC Orthopaedic Unit patient

“Both my wife and I received the greatest care at Fairview. We could not ask for more.” – Comment from a Fairview Hospital patient

“The person drawing blood was excellent. She was knowledgeable of what she was doing and had a very nice personality.”
– Comment from a BMC Laboratory Services patient

“I thank all of the nurses and aides on the 5th floor. Every one of them went above and beyond to ensure that I was not in need of anything. They are truly an asset to your hospital. It was very obvious to me that they truly care. Please share this with them.”
– Comment from a BMC 5 South patient

“It was a great environment and would recommend the surgeons and their hospital to everyone. And we have. No need for a trip to Boston when we have this treasure in our back yard.” – Comment from a BMC Orthopaedic Unit patient

“I often use the valet service. The staff is outstanding, pleasant, courteous and kind.” – Comment from a BMC patient

“My experience could not have been better. Thank you.” – Comment from a Northern Berkshire Campus of BMC patient

In Memoriam

• Dorothy A. Curley, better known as Dolly, an employee of Kimball Farms, died on March 28th at the age of 66. She had worked at Kimball Farms as the front desk receptionist and handled transportation of residents.

• Evelyn H. Harmon, who worked for the former Hillcrest Hospital, now the Hillcrest Campus of BMC, died on April 1st at the age of 80. She worked in Admitting and the Record Room at Hillcrest.

• Lucille H. Hall, a switchboard operator and receptionist for the former Pittsfield General Hospital, now Berkshire Medical Center, died on April 2nd at the age of 90.

• Jean Knybel, a switchboard operator and later unit secretary for Surgical Services at BMC, died on April 4th at the age of 90. She worked for BMC for two decades.

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