

NEW EMERGENCY DEPARTMENT

# Twice the size, enhanced care

EACH YEAR, more than 50,000 patients come to the Emergency Department (ED) at Williamsport Regional Medical Center (WRMC). Currently, we are working on extensive changes, which will result in an ED with nearly twice as much space, as well as enhanced safety and confidentiality.

The new ED will be located on the first level of the patient tower currently under construction. It is expected to open in spring 2012. According to **Bob Kane**, WRMC Vice President of Operations, capacity will increase from 29 bays to a potential of 52 private treatment rooms, each with its own computer workstation and plenty of family visiting space.

The new department will also provide computed tomography (CT) and radiology imaging and private counseling areas. There will be a hazardous material decontamination center, and the overall appearance will be much brighter.

“The current ED was built in 1973, and it was state-of-the-art at that time,” Kane says. “But emergency medicine has evolved, and there is now more demand for privacy, which means private rooms and decentralized nurses’ stations.”

The expanded Emergency Department will continue to provide care for the thousands of patients who show up each year because they have no primary care provider or cannot be seen in the Community Health Center. The estimated value of this service is \$500,000 per year. Susquehanna Health is not compensated for caring for these patients.

## NEW COORDINATION OF SERVICES

The Susquehanna Health Prehospital Services and Paramedic Department have consolidated with the Williamsport Area Ambulance Service Cooperation. The new operation is known as

Susquehanna Regional EMS and serves all areas formerly covered by the two entities.

As a result of the change, Susquehanna Regional EMS is providing a paramedic squad at both Muncy Valley and Divine Providence Hospitals, and a basic life support ambulance at Divine Providence. Mobile Intensive Care Units will be located at First Ward Fire Company and at Old Lycoming Township Volunteer Fire Company.

The change brings efficiency to the area’s emergency response operations while improving service in the greater Williamsport area, where most emergency calls occur.

What will not change is the hospital’s commitment to emergency response. Subsidized ambulance service, valued at \$1.1 million, is not typical in cities the size of Williamsport, but it’s part of Susquehanna Health’s service to the community.

Efficiency is everything when minutes count—and Susquehanna Health remains at the forefront of saving lives in the greater Williamsport area.





Community benefit report

# Work under way on new patient tower

EARTH IS MOVING and expectations are rising as construction of the new patient tower at Williamsport Regional Medical Center is making progress. An official groundbreaking was held in late October at the corner of Walnut and Louisa streets. Representatives from the system, the staff, the county and the city joined Susquehanna Health President & CEO **Steven P. Johnson** for the event.

With the tower under way, Susquehanna Health moves into the fourth phase of Project 2012, a five-phase, \$250 million redevelopment project. Begun in 2006, it is the system's first major hospital renovation in two decades.

## STATE-OF-THE-ART

Overlooking the city of Williamsport, the four-story structure will serve as the new entrance to the Medical Center. The 84 private

rooms were designed to maximize patient comfort while improving care and reducing the risk of infection. Plans combine leading-edge medical technology with patient-satisfaction features such as flat-screen televisions, expanded visiting space and more comfortable beds. Expansive windows invite natural light, promote healing and help patients connect with the world outside.

The project also includes construction of a two-story entrance for the expanded Emergency and Imaging Departments. The second floor will house new Intensive Care and Critical Care units and a high-tech Education & Innovation Center. The third floor of the tower will be home to surgical areas, and the Orthopedics and Spine Departments will move to the fourth floor.

## ECONOMIC AND ENVIRONMENTAL IMPACT

The building project is adding hundreds of temporary and permanent jobs to the economy. And the work continues to have a positive effect on local businesses and services.

The new space was designed with concern for the environment. It is powered by a dual-fuel Energy Service Center, which went into service last May. Green technology and the use of sustainable materials will reduce the facility's carbon footprint and cut the price of heating and cooling. The rooms feature efficient artificial lighting with motion-sensor controls as well as high-efficiency plumbing and greener building materials.

The tower is expected to open by spring of 2012.



**BUILDING FOR THE FUTURE** Read more about Project 2012 at [SusquehannaHealth.org/FacilityUpdate](http://SusquehannaHealth.org/FacilityUpdate).

MARLYNE WHALEY  
AND SUSQUEHANNA  
HEALTH

# Decisive faith

J. Marlyne Whaley is used to making things happen. As President of the Williamsport City Council, she knows the importance of decisive action. She brought that same skill to her decision to be treated for lung cancer at Susquehanna Health.

“Several people suggested I get a second opinion or possibly seek treatment out of town. But everything was explained to us. I had the best doctors. My family is here and I had no reason to look elsewhere,” Whaley says. Her medical team included Primary Care Physician **Jeffrey Verzella, MD**; Cardiologist **John Burks, MD**; Oncologist **Edward Wyshock, MD**; and Radiation Oncologist **David Nagel, MD**.

Diagnosed last spring, Whaley began chemotherapy and radiation at the new Susquehanna Health Cancer Center at Divine Providence Hospital. “It’s simply beautiful, and everyone at both locations was absolutely wonderful,” Whaley says.

She especially appreciated the serene healing garden at the Cancer Center and the opportunity to connect with other patients. “We would



Marlyne Whaley was treated at Susquehanna Health for cancer of the lung. Now the Project 2012 expansion is rising in the area she once called home.

sit together in the waiting room and talk. Everybody has a story.”

## A GOOD RELATIONSHIP

Whaley’s connection with Susquehanna Health did not begin with her diagnosis. Several years ago, she and her husband, **Ronald**, were among the first Williamsport homeowners to sell their homes to Susquehanna Health to provide space for the Project 2012 expansion.

“We had been in our home at the corner of Walnut and High streets

for 42 years,” she explains. “We had wonderful times there with family and friends, but it was time to pack up our memories and move on.” The Whaleys chose a maintenance-free community where they are close to town and can leave tasks like snow shoveling and lawn maintenance to others.

Referring to both the move and to her treatment, Whaley says reflectively: “Everything worked out. I have great faith, and I told my doctors, ‘You do your job and God will do the rest.’”



### CARE CLOSE TO HOME

Learn more about the Susquehanna Health Cancer Center at [SusquehannaHealth.org/CancerCenter](http://SusquehannaHealth.org/CancerCenter).

# First recipient of med school scholarship

# A shared purpose

MOST FIRST-GRADERS are occupied with recess and coloring in the lines. But by age 6, **Ken Potter** already knew he wanted to become a doctor. Today, supported by a scholarship from Susquehanna Health, 23-year-old Potter is pursuing his dream.

Potter is one of 65 members of the charter class of The Commonwealth Medical College (TCMC). Each is backed by a four-year \$80,000 Founder's Society scholarship, most from regional healthcare organizations.

TCMC's structure is unique. All students receive the first two years of basic science instruction at the school's Scranton campus. They spend the next two years completing their clinical education at either the Scranton,

the Wilkes-Barre or the Williamsport campus. Also innovative is the assigning of each student to a local family facing a chronic illness. Following the family helps the students gain an intimate understanding of the challenges illness presents.

## 'AMAZING' OPPORTUNITY

"As a child I knew only one of my four grandparents, and I decided that I'd like to change that for other people," Potter says. A native of Camp Hill, he attended Lebanon Valley College, where he majored in biochemistry. Although Potter

eagerly anticipated medical school, he's been surprised at how much he loves the experience.

"We're all so excited about the opportunity to be the first class and to have the chance to help shape what this



Susquehanna Health is proud to participate in educating promising future physicians like Ken Potter.

medical school is all about. I didn't realize that the class would be as amazing as it is—we're already such a tight-knit group." Potter says while his classmates are ambitious, there's none of the "cutthroat" attitude prevalent in other medical schools. One reason is these students have a shared purpose—to one day provide healthcare in a region underserved by physicians.

## COMMUNITY PLAYS A KEY ROLE

Keith Shenberger, MD, Associate Dean of the school's Williamsport Regional Campus, is not surprised at Potter's

positive reaction. "We're consciously trying to create a unique living and learning community of students," he explains. Williamsport's tradition of teaching and its strong family medicine residency program were among the reasons it was selected as an academic partner for the medical school.

Dr. Shenberger is excited about TCMC's potential to deliver top-notch medical education to a deserving community. "I want to thank the public in advance for their role. Patients are the true teachers of medical students, and members of the community are going to start seeing students in their doctors' offices and throughout the hospital. Being allowed into their lives is a great privilege and responsibility."



**FOR MORE INFORMATION, visit**  
[thecomwealthmedical.com](http://thecomwealthmedical.com) or call the  
Williamsport office at (570) 327-6080.

Community benefit report

# Investing in our community

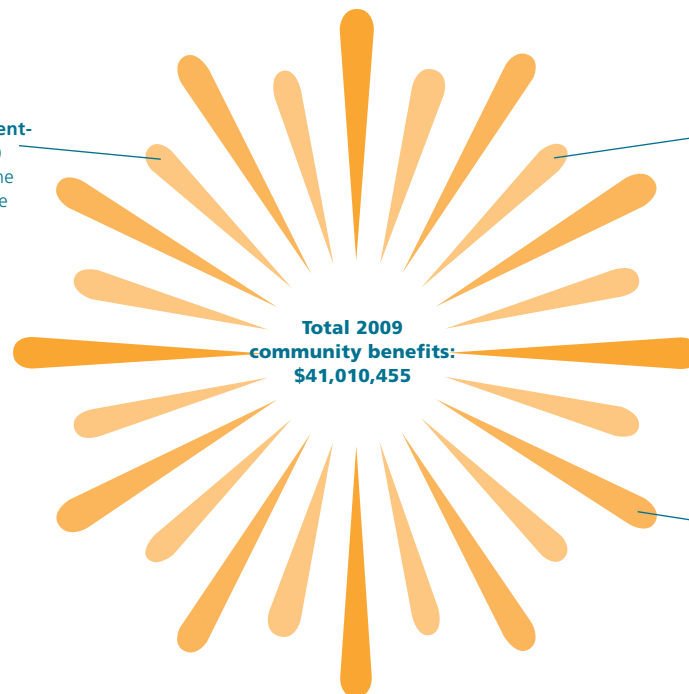
In 2009, Susquehanna Health invested more than \$41 million in community benefit programs and services. Our mission inspires us to provide a portfolio of services that goes beyond that which for-profit hospitals are required to provide.

## Other community support and payment-in-lieu-of-taxes: \$3.2 million (7.9%)

We provide special services to improve the health of our community and support the local economy.

## Charity care and bad debt \$7.5 million (18.3%)

Investing millions in charity care is an essential part of our mission. This total includes care for which no payment was received.



## Government-sponsored care \$30.3 million (73.8%)

This total represents the unreimbursed costs of Medicare and Medicaid.

## Subsidized community care

Susquehanna Health is present where and when our community needs us. In 2009 we invested in these essential programs.

### City and County Mobile Intensive Care Units/County Squad

Residents of the City of Williamsport and Lycoming County depend on paramedic and city ambulance services 24/7.

**\$1,108,091 per year**

### Community Health Center

Our mission ensures that the disadvantaged in our area receive care through our Community Health Center and Dental Center, located in Hepburn Plaza.

**\$1,700,678 per year**

### Emergency Departments

Although hospitals are not required by law to have emergency departments, we believe access to such care is essential. Greater Williamsport and Muncy Valley residents can rely on our 24/7 emergency departments. In 2009, these served 66,181 patients.

**\$2,894,002 per year**

### Inpatient Behavioral Health

The Inpatient Behavioral Health program at Divine Providence Hospital treats patients with psychiatric illnesses. In 2009, 698 patients were admitted to the 31-bed unit. Their average length of stay was 6.5 days.

**\$2,113,643 per year**

### The LifeCenter™ at Lycoming Mall

This site offers a variety of free, mall-based services, including health screenings, information dissemination, and Susquehanna Striders, a popular walking club. The LifeCenter served more than 26,000 people in 2009.

**\$53,028 per year**

### The Pregnancy Care Center

Since October 1995, Providence House has served pregnant women in critical situations by providing a safe home and a healthy start for their babies. The Pregnancy Care Center operated Providence House and provided the staffing from June 1, 2000, to March 30, 2009. Susquehanna Health provided the building, property, grounds and maintenance.

**\$14,597**

## Other services

### DUI Processing Center

Located at Williamsport Regional Medical Center, the DUI Processing Center provides nearly 400 square feet of office space for police officers to process DUI offenders.

**\$5,333 per year**

### Forensic Center

The Forensic Center on the Williamsport Regional Medical Center campus houses the offices of the Lycoming County coroner, a comfortable waiting area and a high-tech facility for medical examiners.

**\$16,844 per year**

### L.C.C.C.S. Children's Development Office

Susquehanna Health provided space at the Muncy Valley Health Specialty Clinic for approximately 10 hours per week for physicians to see children with disabilities and developmental challenges.

**\$1,554 per year**

### Senior Citizen Information Centers

Susquehanna Health provided space at Divine Providence and Muncy Valley Hospitals for trained senior volunteers to share information and assistance on topics like health insurance, tax rebates and driver safety.

**\$1,464 per year**

## Services-in-lieu-of-taxes

### Athletic training services for Muncy School District

The Sports Medicine Center provides a full-time certified athletic trainer and a fully equipped training room to help train Muncy Junior/Senior High School students and prevent athletic injuries.

**\$49,723 per year**

### Williamsport Area School District

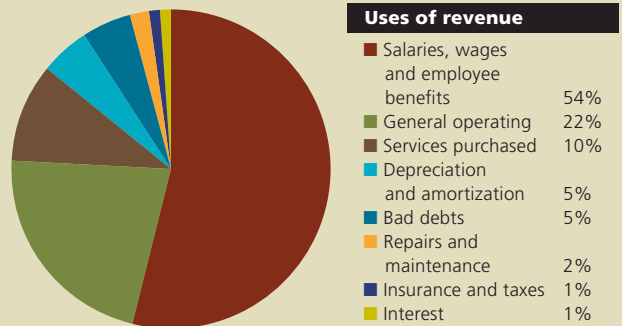
The Sports Medicine Center provides two full-time certified athletic trainers and a fully equipped training room to help train Williamsport Area High School students and prevent athletic injuries. Employee Health Services, including flu vaccines, regulatory physical exams and substance-abuse testing for mandated positions, are provided by Susquehanna Health's Occupational Health program, The WorkCenter. This total includes a \$50,000 cash payment-in-lieu-of-taxes.

**\$175,000 per year**

# Financial commitment to our community

## Statement of revenue and expense

Revenue	Fiscal year 2009
Net patient service revenue	\$332,549,209
Other revenues	(\$3,065,571)
<b>Total revenue</b>	<b>\$329,483,638</b>
Operating expenses	
Salaries, wages and employee benefits	\$181,423,802
General operating	\$72,111,014
Services purchased	\$33,396,349
Depreciation and amortization	\$15,396,494
Bad debts	\$15,223,496
Repairs and maintenance	\$10,303,162
Insurance and taxes	\$3,663,746
Interest	\$2,436,610
<b>Total expenses</b>	<b>\$333,954,673</b>
<b>Excess expenses over revenue</b>	<b>(\$4,471,035)</b>
Uses of revenue over expenses	
Patient care technology	\$9,001,850
Facility maintenance	\$11,774,033
Project 2012 expenditures	\$36,314,158



Sources of revenue	Net patient revenue	Revenue based on %
Medicare	\$118,956,450*	36%
Blue Cross Blue Shield	\$97,271,360	30%
Other payers	\$37,305,559	11%
Managed care	\$33,391,839	10%
Medicaid	\$21,698,305*	7%
Commercial	\$13,507,976	4%
Self pay	\$10,417,720	3%
Other revenues	\$(3,065,571)	-1%
	<b>\$329,483,638</b>	

\* Includes managed care

