

University Hospitals St. John Medical Center celebrated a year of continued excellence in community health care throughout 2018.

Everything from a 5-Star Ranking to advances in surgical care, the addition of surgical technologies and an ongoing commitment to the art of compassion makes 2018 a year to remember at UH St. John. Here is the UH St. John Year in Review 2018.

Five Stars for Quality

UH St. John Medical Center started 2018 by earning the highest possible quality rating in the latest scores released by the Centers for Medicare & Medicaid Services (CMS), the federal agency that administers Medicare. CMS rates hospitals from one to five stars, based on their safety, efficiency and patient experience. UH St. John Medical Center achieved a rating of five stars for 2018.

“This outstanding rating from CMS confirms that we are meeting and exceeding our patient quality and safety goals,” says Robert G. David, President of UH St. John Medical Center. “Patients have many choices for their healthcare, so we strive each and every day to provide the highest-quality care in a personalized, compassionate manner. We are extremely proud of our Five Star CMS rating, which is achieved by a very small percentage of hospitals nationwide.”



Debbie Ustar, Quality Data Abstractor, UH St. John Medical Center, demonstrates compression techniques.

Stop the Bleed: UH St. John Launches Emergency Life Saving Program

Stop the Bleed is a program initiated by a Federal Interagency Workgroup convened by the National Security Council staff, the White House.

The purpose of the campaign is to build national resilience by better preparing the public to save lives by raising awareness of basic actions to stop life threatening bleeding from everyday emergencies and man-made disasters.

UH St. John Medical Center launched the program to educate the community in basic life-saving strategies like applying a tourniquet and controlling bleeding through compression in February.



Mock Ebola Drill Readies UH St. John for Community Emergency

Readiness in the event of a community health crisis is one of the roles that keeps UH St. John at the forefront of regional healthcare.

UH St. John held an **Ebola Readiness Drill** in Feb. on best practices in the event of an infectious disease outbreak in the community.

Emergency Dept. nurse Lindsey Gillespie demonstrates protective gear safety at the Ebola Readiness Drill at UH St. John Medical Center held Jan. 31

Walk for Wellness! UH St. John Great Northern Walkers Club

The University Hospitals St. John Medical Center **Walkers Club** is a great way to get in some healthy exercise over the cold weather months.

The Club meets at Great Northern Mall the second Wednesday of each month near the commons area by the Dick's Sporting Goods entrance.

Each session includes a Health talk from 9-10 a.m. and blood pressure screenings from 9 – 10:30 a.m.

Brisk walking has been linked to many health benefits, including a reduced risk of diabetes, heart disease, stroke and some cancers, reports Paul Forthofer, Manager Community Outreach UH St. John.

Walkers Diane Szialgy and Tom Ambrose are regulars at the UH St. John Great Northern Walkers Club. Tom's wife (not pictured) walks 1-2 miles daily and is a quadruple joint replacement patient (both knees, both hips).



Minimally Invasive Spine Surgery Comes to UH St. John

Bringing state-of-the-art neurosurgical approaches to the care of spine – and brain – patients is one of the ways UH St. John is revolutionizing community medicine.

These services mean shorter hospital stays, less pain and incisions the size of a quarter. They all add up to making life easier for patients.

“This is all part of \$1.7 million in upgrades we have brought to the community,” said UH St. John President and CEO Robert G. David of the March rollout. “The goal of this hospital is to be a regional hub.”



Surgeon Richard Rhiew, MD, PhD, with the new Neuronavigation technology now in place at UH SJMC.

UH St. John Holds Emergency Readiness Exercise

UH St. John welcomed members of the Dept. of Homeland Security to a special exercise in March that focused on the hospital's readiness in the event of a terrorist emergency.

The four-hour exercise included representatives of the Westlake Police and Fire Depts., WESTCOM Dispatch, the Ohio Emergency Management Agency, the Dept. of Homeland Security, FBI and many members of the hospital staff in including administration, medical and support staff.



Robert G. David, President & CEO, UH St. John Medical Center: “This day was about vigilance, about being ready.”

The exercise focused on a mock scenario: It was a typical Saturday at UH SJMC in the busy Emergency Room waiting area when a vehicle suddenly crashes through the entrance and two individuals with weapons emerge, creating havoc.

The scenario created an opportunity for all to review responses, coordinate protocols and discuss preparations in the event the unthinkable happens.

University Hospitals St. John Medical Center Honors Volunteers

“We can't thank you enough,” enthused UH St. John President Robert G. David as he welcomed the hospital's 200 volunteers to their annual Volunteer Appreciation Luncheon at Avon Oaks Country Club the afternoon of Wed., April 18.

“The work you do is incredible,” added David as he read from the program that listed volunteers who have literally lodged tens of thousands of hours at the hospital, from transporting patients, answering phones to assisting families whose loved ones are in for care.



Anthony Iezzi, PhD, 19,000 hours, with his daughter Mary Feinkle

Community Champions! UH St. John Auxiliary Presents Uniforms for Hospital PCA's

The University Hospitals St. John Medical Center Auxiliary presented eligible Patient Care Nurse Assistants and Division Secretaries with the gift of a new uniform in April.

The project was one of many the Auxiliary conducts year-round in efforts to support the good works of UH St. John Medical Center. In fact, Auxiliary projects amounted to over \$38,000 in 2017!

Margaret Shiels, Claire Ruic, Shelly Loop, Jodi Burdon – Uniform Selection Team



Patient Experience Week Honors UH St. John Champions

UH St. John pauses each year to assess and honor contributions made by staff for the work they do that goes the extra mile in serving patients and families at the Westlake Hospital.

“At UH St. John, our entire team – no matter what department they work in or what their role at the hospital – puts the patients and their families first. It takes superb teamwork and care for each other on the team to be able to provide the 5-Star care that we give our patients,” said Cindy Stec, MBA, RN, BSN, Patient Experience Manager UH St. John.



36 UH SJMC staffers were nominated for Patient Experience Awards this year! Here are some of the honored nominees.

UH St. John Celebrates Diversity

UH St. John annually celebrates cultural delights with a **Diversity Lunch** comprised of a delicious pot luck of international entrees, salads and desserts prepared and shared by hospital staff.



Valentina Dinu, Marybeth Dugus, Gwen Jones and Sr. Kendra Bottoms, Diversity Lunch Committee.

UH St. John Welcomes Ear, Nose & Throat Specialists

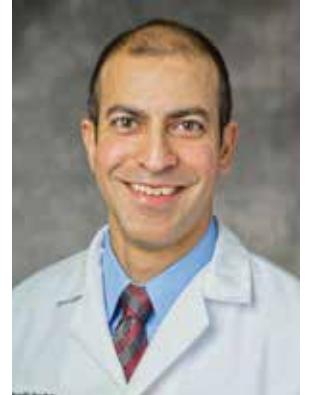
With the coming of spring and allergy season, folks were eager to learn about the Otolaryngology Services at UH St. John.

Otolaryngology is the specialty of highly-skilled ear, nose and throat physicians at the Institute, as well as physicians who treat complex conditions related to the skull base.

This skillful and inventive department diagnoses, treats and extensively researches diseases of the ear, nose and throat.



“Our goal is to offer the same excellent care across the entire spectrum of University Hospitals for our patients that now have to come downtown,” reports Chad Zender, MD, Board Certified Otolaryngologist.



“We now have state of the art surgical equipment that makes available here at UH St. John minimally invasive procedures previously unheard of at the community hospital level,” reports Nipun Chhabra, MD, Board Certified Otolaryngologist.

UH St. John Honors Nurses with Awards Ceremony

UH St. John hosted its annual **Dept. of Nursing Awards Ceremony** on May 11, honoring nurses in several categories. “Nurses Week gives Nurses the opportunity to celebrate the profession of Nursing. This week helps us reflect on why we chose this profession and be proud we did,” said Cathy Knorz, Chief Nursing Officer.



Nursing Award nominees share in the spotlight.

\$1 Million Cardiac Cath Lab Enhances Close-to-Home Care at UH St. John

A million-dollar cardiac catheterization lab was the newest addition to state-of-the-art services available to west side residents at UH St. John Medical in Aug.

A cardiac catheterization lab is a specialized hospital room where physicians perform minimally invasive tests and procedures to diagnose and treat cardiovascular disease.

These procedures utilize tiny, flexible tubes – called catheters – instead of surgery to access the heart and blood vessels.

Artis one is the name of the system that marks this new approach and upgrade to interventional imaging at UH St. John Medical Center.

“Critical life-and limb-saving procedures are being performed here at UH St. John Medical Center,” said Nadim Al-Mubarak, MD, cardiologist. “Everything that can be done anywhere in the world is now done here. University Hospitals continues to bring state-of-the-art services and equipment to the communities it serves. This allows us to deliver patient care with the highest quality efficacy and enhanced safety.”



John Coletta, MD, Chairman, Department of Cardiology, St John Medical Center. The new UH SJMC Cath Lab integrates cardiovascular and interventional radiology services targeting vascular as well as cardiac patient needs.

Westlake Teams with UH St. John for 3rd Annual Safety Fair

The City of Westlake and UH St. John teamed to host the third annual **Community Safety and Wellness Fair** at the Westlake Recreation Center in May. The event was free and open to the public, and visitors packed the place out!

“This is an opportunity for people of all ages to come together and learn ways to live a safer and healthier lifestyle,” said Mayor Dennis M. Clough, “Safety doesn’t happen by accident.”

“UH St. John Medical Center cares deeply about the health of our community,” said Rob David, President of UH St. John. “Our health and safety day is an example of the great partnership we have with the community we are privileged to serve.”



Westlake firefighter Glenn Netkowicz welcomes young Ayden to the Westlake Safety Fair Saturday. It was a great day for all!

University Hospitals St. John Receives Stroke Recognition

UH St. John received the American Heart Association/American Stroke Association’s **Get With The Guidelines®-Stroke Silver Plus Quality Achievement** award with Target: StrokeSM Elite in June. The award recognizes the hospital’s commitment to ensuring that stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.



Khouri Family Gifts \$3 Million to UH St. John Emergency Care

Mary and Dr. Rustom Khouri, longtime supporters of UH St. John, have committed \$3 million to support renovations at the hospital’s emergency department which, in recognition of their gift, will be renamed the **Khouri Center for Emergency Medicine**.

This is the largest gift to the hospital in its nearly 40-year history.

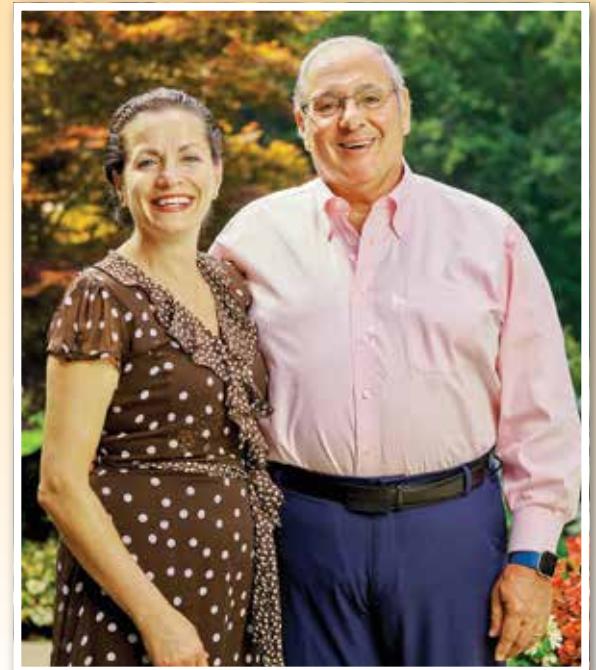


A rendering of the signage for the Khouri Center for Emergency Medicine.

“The Khouris’ gift is truly transformative,” said Thomas F. Zenty, III, UH Chief Executive Officer. “It will help us advance UH’s strategy for delivering highly specialized emergency care on Cleveland’s Westside for the more than 35,000 annual visitors to the UH St. John emergency department.”

Renovations to the Khouri Center for Emergency Medicine will include state-of-the-art technology and diagnostic equipment, a modern and open layout, and standardized exam and treatment rooms to reduce the possibility of an error during the care process.

“Providing the highest-quality care, close to the homes of the patients we are privileged to serve, is a hallmark of University Hospitals,” said Rob David, President, UH St. John. “We are grateful to Mary and Rustom Khouri for their generous gift, which enhances our ability to deliver that care to the people of Westlake and surrounding communities.”



Mary and Dr. Rustom Khouri

UH St. John & Project DAWN Team for Opiate Response & Prevention



The DAWN team of Cynthia Morrow, Jude Wisniewski, Catherin Gallagher and UH SJMC Social Worker Rachel Kelch.

Project DAWN and UH St. John teamed to help combat the opioid crisis with a free Narcan training seminar on Tuesday, June 19.

Several dozen community members, health care workers and safety personnel both clinical and non-clinical were trained to recognize overdose symptoms, how to respond to an overdose and how to reverse an opioid overdose.

Westlake EMS Earns Prestigious American Heart Association Award



Westlake EMS was presented with a prestigious American Heart Association Award at the Sept. 6 meeting of City Council.

The department was also honored by UH St. John Medical Center with a special plaque for excellence in care of cardiovascular patients.

Dan Ellenberger, Dir., EMS Institute University Hospitals, and Linda Owen, Manager Cardiovascular Services UH St. John made the presentation.

UH St. John Welcomes Top Surgical Team

Live on the west side? You do not need to travel far to have access to cutting edge surgical professionals.

At University Hospitals St. John Medical Center, Amani Munshi, M.D., Roshni Venugopal, M.D., and Y. Victoria Wu, M.D., have emerged as a team of unique leaders on the west shore surgical scene.

The surgical team of Drs. Munshi, Wu and Venugopal cover multiple specialties within general surgery. And they do so with a deep commitment to patient care.

“The message I want to get out to the community is that these brilliant young physicians and surgeons are joining our team, bringing these specialties close to home for all our patients and community,” says UH St. John President Rob David.

All three surgeons are specialty fellowship trained and board certified. Their wide ranging experience channels to each patient through each surgeon individually and also due to their openness to collaborate on complicated patient needs.



Amani G. Munshi, M.D., Y. Victoria Wu, M.D. and Roshni Venugopal, M.D.

UH St. John Golf Outing Benefits Renovations

The annual University Hospitals St. John Medical Center Golf Outing was hosted at Red Tail Golf Course the afternoon of Aug. 20. Funds raised through the generosity of the participants will support important renovations to the Third Floor at UH St. John.

“These spaces are the ‘beating heart’ of the medical center with a total of 77 rooms and more than 7,000 patient visits last year,” reports UH St. John President Rob David of the medical/surgical wings on the third floor – 3 North and 3 South.



Rustom Khouri, III, Dr. Rustom Khouri, Carnegie Management and Development Corp., Will Dalman, Huntington Bank and Rob David, President & CEO UH St. John.

UH St. John Takes Part in Mass Disaster Training Drill

What would happen if a mass disaster like a commercial plane crash occurred in the area?



Assessing area abilities to respond to such a tragedy was the objective of the **2018 CLE Mass Casualty Exercise** held in Sept.

UH St. John took part in the scenario – sponsored by Cleveland Hopkins International Airport – that played out as if a 737-800 commercial aircraft with 158 souls on board on approach to Cleveland Hopkins International Airport, lost all instrument readings in foggy conditions, landed short of the runway, and resulted in a crash with full engulfment of fire.

The objective was to assess the ability to establish and maintain multi-agency and multi-jurisdictional communications to support response to a mass casualty incident (MCI) throughout operational period.

“This exercise tests UH St. John’s ability to respond to an incident where the hospital may receive a large amount of patients on a very short notice,” said Matt Sheehan, EMS Coordinator, UH St. John.

University Hospitals St. John Medical Center Welcomes Advanced Robotic Surgery

University Hospitals St. John Medical Center welcomed one of the most advanced forms of minimally invasive robotic surgery to its operating facilities, the revolutionary **da Vinci Surgical System**, in Nov.

The da Vinci Surgical System, or robot, enables surgeons to perform delicate and complex operations through a few tiny incisions with increased vision, precision, dexterity and control.

The announcement of the system came at a Urology Seminar hosted at the Westlake Recreation Center the evening of Nov. 1.



Adam Klein, MD, and Jason Jankowski, MD, with the new da Vinci Robotic Surgical System going online at UH St. John this month.

Tree of Life Honors Loved Ones at UH St. John

In recognition of loved ones of the University Hospitals St. John Medical Center family who have been lost, UH St. John honors the memories of those cherished individuals with a **Tree of Life** ceremony.

The Tree of Life event takes place twice a year and offers a moment to pause in reflection and honor employees or members of employee families who have passed.

The most recent Tree of Life ceremony took place on Oct. 31. Participants were able to see the memory of their loved honored and also place a tribute medallion in memoriam of the cherished individual.



The UH St. John Tree of Life – “Always Remembered”

Blessing of the Pet Pals Service Dogs



Pet Pal Service Dogs are an important part of the UH St. John healing family. The crew got together on Nov. 16 for a **Blessing of the Pet Pals**. Fr. Damian presided as these faithful partners in the mission of healing at UH St. John were rightfully anointed in their service to all.

Pet Pals is a pet therapy program that uses trained volunteers and their adult dogs to make short, in-room visits to adults and children who would enjoy the company of a furry friend. Pet therapy has been found to have several benefits for children and adults.



Rob David, President, UH St. John with leading Urology specialists, Adam Klein, MD, Jason Jankowski, MD, Juan Jimenez, MD, and Kalish Kedia, MD.