OUR COMMITMENT TO QUALITY IMPROVEMENT

Olean General Hospital • 2009 Annual Report
MISSION STATEMENT  |  The mission of Olean General Hospital is to provide excellent care in response to the health care needs of the community.

In support of this mission, Olean General Hospital is committed to the following:

COMPASSION  |  Our sympathetic awareness of each person’s needs

INTEGRITY  |  Our dedication to honesty

INNOVATION  |  Our pursuit of creativity

RESPECT  |  Our commitment to treat everyone with dignity

COMMUNITY  |  Our understanding that we exist to serve those among us

EDUCATION  |  Our belief that knowledge fosters excellence

VISION STATEMENT  |  Olean General Hospital will be recognized as a progressive, innovative, community hospital acknowledged for the development of programs and services which enhance the health status of the community while exceeding the expectations of those served, maintaining standards of the highest quality, and promoting a rewarding work environment for staff and physicians.
Olean General Hospital is focused on continuously expanding our ability and capacity to deliver safe, high-quality patient care. We understand that quality does not take care of itself. Hiring good staff, credentialing excellent physicians, and providing modern equipment are all necessary, but not sufficient to produce high-quality care. Hospitals need explicit programs of quality measurement and improvement to ensure optimal levels of quality. At Olean General Hospital, the measurement of clinical and service outcomes is basic to our quality improvement efforts, as are comparisons of our performance to regional and national hospital benchmarks — a process that allows us to identify best health care practices and prompts efforts to achieve or surpass them.

This year’s Annual Report to the Community highlights several quality improvement initiatives at Olean General Hospital — from the adaptation of medication safety enhancements and evidence-based clinical protocols, to the utilization of cutting-edge technologies and the enhancement of amenities available to our patients and visitors. Because we are committed to ensuring that Olean General Hospital makes a difference in the lives of those we serve, we are in constant pursuit of new models of care delivery and collaborative arrangements that “raise the bar” for our community hospital. We are driven to be “best in class” for the simple reason that our patients and the communities we serve deserve nothing but the best from Olean General Hospital.

Our commitment to continuous improvement is ongoing. It’s a journey that never ends.

Sincerely,

Timothy J. Finan
President & CEO
• Our Commitment to Quality Improvement: HOSPITAL INTEGRATION

**INTEGRATION** While the recent development of the Upper Allegheny Health System, the new parent organization of Olean General Hospital and Bradford Regional Medical Center, will help ensure that both hospitals are better positioned to respond to the very significant challenges of today’s healthcare environment, it will also help drive enhanced quality at the two hospitals.

Like their counterparts in other industries, hospitals and health systems that grow revenues and achieve greater scale are able to realize improved variable cost efficiencies, access capital on more favorable terms, and ensure ongoing competitive performance through capital reinvestment. Growth, however, also has a direct effect on clinical excellence and the development of human capital, enabling organizations like Olean General Hospital to attract and retain the best people and to leverage clinical and operational best practices from one hospital to the other, thereby improving the quality of patient care.
Our Commitment to Quality Improvement: ADAPTATION OF ICU BEST PRACTICE

(RIGHT) JENNIFER RUGGLES, RN, AN INTENSIVE CARE UNIT NURSE, AND NICK DEBERGALIS, RRT, A RESPIRATORY THERAPIST, PROVIDE SPECIALIZED CARE FOR CRITICALLY ILL PATIENTS IN THE OLEAN GENERAL HOSPITAL ICU. THE USE OF PHYSICIAN INTENSIVISTS AND THE ADAPTATION OF EVIDENCE-BASED PRACTICE PROTOCOLS IN THE INTENSIVE CARE UNIT WILL ENSURE REDUCED ICU MORTALITY AND IMPROVED PATIENT OUTCOMES.

INTENSIVISTS | Olean General Hospital spends significant time and effort assessing care delivery for its sickest patients — those in the Intensive Care Unit (ICU). In the pursuit of achieving higher quality ICU care, a very small, but growing number of hospitals, including Olean General Hospital, are adding intensivists to their ICU healthcare teams. Intensivists are board-certified physicians who are additionally certified in the sub-specialty of critical care medicine. A growing body of scientific evidence indicates that quality of care in hospital ICUs is strongly influenced by whether intensivists are providing care. Research has shown that in ICUs where intensivists direct the management or are involved in the co-management of all ICU patients, there is a 40% reduction in ICU mortality.

It is difficult to ignore the unique issues surrounding intensive care medicine. Today’s ICU cares for more critically ill and complex patients and employs more sophisticated technical interventions than ever before. Without a consistent level of care provided by physicians who follow timely and appropriate ICU standards and protocols, care and outcomes suffer. The complexities of modern critical care require clinicians who are expert in the high-technology interventions needed to treat patients with multi-organ complexities. At Olean General Hospital, intensivists answer this call.

VENTILATOR-ASSOCIATED PNEUMONIA REDUCTION | With a mortality rate approaching 50%, ventilator-associated pneumonia (VAP) is the leading cause of death in the nation among hospital-acquired infections. VAP is an airway’s infection that develops more than 48 hours after a patient is intubated. In addition to its high mortality rate, VAP prolongs the time patients spend on ventilators and increases Intensive Care Unit (ICU) stays and the length of hospital stays after discharge from the ICU.

Reducing mortality, due to ventilator-associated pneumonia, requires an organized process that guarantees early recognition of pneumonia and the consistent application of the best evidence-based clinical practices. Toward this end, Olean General Hospital adopted the Institute for Healthcare Improvement’s (IHI) ventilator bundle, a series of interventions related to ventilator care that, when implemented together, result in significantly better outcomes than when implemented individually.

The key components of the ventilator bundle are:
- Elevation of the head of the patient bed
- Daily “sedation vacations” and assessment of readiness to extubate
- Peptic ulcer disease prophylaxis
- Deep venous thrombosis prophylaxis

As a result of adoption of the IHI ventilator bundle, Olean General Hospital has had no ventilator-associated pneumonia’s for the period 2006 to the present, despite an annual increase in the number of ICU patient ventilator days at the hospital.

In light of its success, Olean General Hospital has been selected by IHI to serve as a mentor hospital to provide advice and support to hospitals wishing to implement IHI’s ventilator bundle.
Our Commitment to Quality Improvement: CHEST PAIN CENTER DEVELOPMENT

Worldwide, ischemic heart disease remains the leading cause of death. In the United States, acute myocardial infarction, or heart attack, has remained the leading cause of death for over 100 years, currently resulting in more than 500,000 deaths annually. Unfortunately, medical intervention in acute coronary syndromes is frequently ineffective because treatment, for various reasons, is delayed. In response to these realities, Olean General Hospital developed its Chest Pain Center as a means to triage patients presenting to the Emergency Department with chest pain. The Chest Pain Center’s development was based on the premise that the earlier potential cardiac events are detected, the greater the likelihood of successful intervention.

Olean General Hospital’s Chest Pain Center provides accelerated standardized protocols for quicker, more precise evaluation of patients with chest pain. Patients undergo a series of protocol-driven tests that quickly provide sufficient evidence to definitively rule out a heart attack. Additionally, serial testing of patients for bio-chemical markers of cardiac damage allows risk stratification of these patients, facilitating appropriate treatment.

Olean General Hospital’s Chest Pain Center is improving diagnoses and promoting earlier interventions for chest pain patients. As a consequence, the Center has helped to reduce unnecessary hospital admissions by quickly providing sufficient evidence to definitively rule out myocardial infarction and other serious cardiac problems.
Our Commitment to Quality Improvement: BRINGING ROSWELL PARK CANCER INSTITUTE TO OLEAN

(RIGHT) GREGORY HARE, M.D., BOARD-CERTIFIED RADIATION ONCOLOGIST, ROSWELL PARK CANCER INSTITUTE PHYSICIAN, AND MEDICAL DIRECTOR OF THE MILDRED MILLIMAN RADIATION MEDICINE CENTER, CONSULTS WITH JUBEI LIU, PH.D., MEDICAL PHYSICIST, ABOUT TEST RESULTS FOR A RADIATION ONCOLOGY PATIENT. DR. HARE LEADS THE CANCER CARE TEAM AT THE MILDRED MILLIMAN CENTER, BRINGING THE QUALITY OF ROSWELL PARK CANCER INSTITUTE TO PATIENTS IN THE OLEAN AREA.

RADIATION THERAPY | Cancer patients in southwestern New York State now have significantly easier access to enhanced radiation therapy services with the opening of the Olean General Hospital’s Mildred Milliman Radiation Medicine Center, a collaborative program between Olean General Hospital and Roswell Park Cancer Institute. The Mildred Milliman Radiation Medicine Center specializes in the treatment of all cancers that respond to radiation therapy, including prostate, breast, head and neck, lung, colorectal, and brain tumors. The Center is staffed by full-time Roswell Park radiation oncologists and Ph.D. medical physicists. The collaboration of Olean General Hospital with Roswell Park Cancer Institute, the only National Cancer Institute designated comprehensive cancer center in Upstate New York, ensures optimal cancer care and quality for Olean area residents.

Radiation therapy treatment at The Mildred Milliman Radiation Medicine Center is delivered via a Varian Linear Accelerator that has the capability to minimize treatment side effects. A CT simulator is used to take images of the patient in the position in which they will be treated. These images are then transferred electronically into the Eclipse Planning System, a specialized software package that allows the physician and physicist to develop a comprehensive treatment plan.

Technology at the Center also includes state-of-the-art audio/visual teleconferencing to allow Olean staff members the ability to confer directly with Roswell Park clinicians in real-time regarding technical planning and delivery aspects of treatments. This ensures that treatment in Olean is identical to that delivered at Roswell Park Cancer Institute in Buffalo.
Our Commitment to Quality Improvement: SPECIALIZED TREATMENT FOR CHRONIC NON-HEALING WOUNDS

THE CARE OF CHRONIC NON-HEALING WOUNDS CAN BE CHALLENGING. OLEAN GENERAL HOSPITAL’S CENTER FOR WOUND HEALING AND HYPERBARIC MEDICINE ENSURES STATE-OF-THE-ART CARE AND TREATMENT. (ABOVE) A HYPERBARIC CHAMBER UTILIZED AT THE CENTER FOR WOUND HEALING AND HYPERBARIC MEDICINE.

WOUND HEALING AND HYPERBARIC MEDICINE

The Center for Wound Healing and Hyperbaric Medicine at Olean General Hospital provides specialized treatment for chronic non-healing wounds, which are defined as sores or wounds that have not significantly improved during the course of conventional treatment. Many chronic wounds are associated with complications from diabetes and vascular disorders. These wounds can cause severe health risks and may result in life-threatening infections, possible amputation and debilitating health problems.

After initial evaluation, each patient at the Center for Wound Healing and Hyperbaric Medicine receives a comprehensive individualized care plan. Physicians and nurses providing care at the Center have specialized training and certification in wound care and utilize evidence-based treatment protocols.

Hyperbaric oxygen therapy (HBOT) is utilized at Olean General Hospital to treat certain chronic non-healing wounds. Originally developed to help deep sea divers overcome decompression sickness, also called the “bends,” hyperbaric oxygen therapy is used today to accelerate the healing of wounds that are slow to close on their own. HBOT refers to the intermittent treatment of wounds with 100 percent oxygen at greater than normal atmospheric pressures. HBOT greatly increases oxygen concentration in all body tissues and stimulates the growth of new blood vessels to locations with reduced circulation. Hyperbaric therapy is painless and our patients are able to watch TV or listen to music during their treatments. Certified Hyperbaric Technologists monitor treatments at all times and physicians are always on-site during HBOT treatments. Olean General Hospital is the only wound care program in southwestern New York State that provides hyperbaric oxygen therapy for wound care patients.
MULTI-DISCIPLINARY ROUNDING is an active participant in the work of the Institute of Healthcare Improvement (IHI), an independent non-profit organization helping to lead improvements in health care throughout the world. One of IHI’s primary goals is the identification and distribution of “best practices,” like multi-disciplinary rounding, as a means to dramatically improve the quality of health care delivered in hospitals throughout the nation.

Multi-disciplinary rounding is a patient-centered model of care that brings together, in real time, the multiple members of patients’ care teams to focus as a group on the safety and effectiveness of care provided to hospitalized patients. This model ensures a high level of communication and collaboration among doctors, nurses, and other members of the care team and greatly enhances the patient experience and the reliability of care.

While multi-disciplinary rounding is now quite common in critical care units in many hospitals, Olean General Hospital has been recognized for its implementation of multi-disciplinary rounding throughout the hospital’s medical/surgical units. The hospital established a goal of multi-disciplinary team visits with every medical/surgical patient by the second day after admission and has achieved a compliance rate with this goal in excess of 95%. Benefits of multi-disciplinary rounding include reduced lengths of stay for hospitalized patients and enhanced levels of patient satisfaction because of improved levels of communication and the more active involvement of patients in their care.

In recognition of its efforts, Olean General Hospital has been requested by IHI to apply for mentor hospital status to provide support, advice, and expertise to other hospitals working to implement multi-disciplinary rounding.

**Our Commitment to Quality Improvement:**

MULTI-DISCIPLINARY ROUNDING ON HOSPITAL PATIENTS

MULTI-DISCIPLINARY ROUNDING BRINGS TOGETHER DIFFERENT MEMBERS OF PATIENTS’ HEALTHCARE TEAMS. *(RIGHT)* PICTURED DURING DAILY PATIENT ROUNDS ARE *(L TO R)* DONABETH DAHAR, PHYSICAL THERAPIST ASSISTANT; THAYAPARAN MATHANAKARAN, M.D., HOSPITALIST; WAI YOUNG, PHARMACIST; ROBERT MATASICH, CARDIOPULMONARY SUPERVISOR; AND JANEY MOHR, RN.
Our Commitment to Quality Improvement: 
IMPROVING MEDICATION SAFETY

(RIGHT) LEROY HANCHETT PH.D., PHARM.D., DIRECTOR OF PHARMACY SERVICES AT OLEAN GENERAL HOSPITAL, STANDS INSIDE THE ROBOTIC PHARMACY DISPENSING UNIT BEFORE IT BEGINS PREPARING DAILY MEDICATION DOSES FOR PATIENTS. USE OF THE PHARMACY ROBOT HAS ALL BUT ELIMINATED MEDICATION “PICKING” ERRORS. THE USE OF BARCODING THROUGHOUT THE ENTIRE MEDICATION ADMINISTRATION PROCESS AT OLEAN GENERAL HOSPITAL PROVIDES A SIGNIFICANT PATIENT SAFETY ENHANCEMENT.

MEDICATION SAFETY | Because medication errors are one of the most common types of adverse events reported in hospitals throughout the nation, Olean General Hospital has implemented various technologies to reduce the potential for these errors to occur. An efficient medication delivery process aided by available technology can systematically contribute to an improvement in the quality of patient care and can also impact the quality of the working experience of nursing and pharmacy staff members.

A medication dispensing robot was recently installed at Olean General Hospital that eliminates most of the error-prone, manual medication picking tasks that are a major component of the medication delivery process. Medication picking errors at OGH have now been reduced to zero. Approximately 2,600 doses of medication are dispensed daily at the hospital. The pharmacy robot is the foundation for a barcode-driven medication distribution process that utilizes barcode readers to confirm each and every step in the medication delivery and distribution process from the pharmacy to the patient’s bedside.

To facilitate delivery of medications to the patient and provide for point-of-care accessibility of medications for nurses, the hospital has deployed 31 computerized medication “Smart Carts” which are opened by scanning both a patient’s wrist bracelet and then scanning each medication to confirm and document the administration of the right medication to the right patient. In addition to the comprehensive barcode medication distribution system, Olean General has also installed a state-of-the-art sterile pharmacy compounding facility “clean room” with a constantly monitored, HEPA-filtered, clean air environment for the compounding of sterile IV products.

Both of these initiatives represent significant quality and patient safety enhancements. Investments in these types of quality programs underscore Olean General Hospital’s leadership role in the delivery of pharmaceutical care services.
OUR COMMITMENT TO QUALITY IMPROVEMENT: COLLABORATION WITH ST. BONAVENTURE UNIVERSITY

ST. BONAVENTURE UNIVERSITY PRE-MEDICAL STUDENTS PARTICIPATING IN THE HOSPITAL’S EXPERIENCE IN THE CLINICAL MEDICINE PROGRAM ROTATE THROUGH MULTIPLE HOSPITAL DEPARTMENTS. THEY INTERACT WITH ATTENDING PHYSICIANS IN THE HOSPITAL TO GET AN IN-DEPTH EXPERIENCE IN HANDS-ON PATIENT CARE. THE UNDERGRADUATE PROGRAM IS ONE OF THE FEW PROGRAMS OF ITS KIND IN THE COUNTRY.

EDUCATION | Olean General Hospital believes knowledge fosters excellence. Toward this end, the hospital’s “Experience in Clinical Medicine” provides pre-medical students at St. Bonaventure University an opportunity to experience, first-hand, a clinical environment and to explore issues surrounding the practice of medicine that are not covered in traditional pre-medical courses. Participation in this program allows students to better understand the different specialties in medicine and to interact with both practicing physicians and physicians in training. Students are also oriented to various diagnostic modalities in a community hospital setting and are introduced to medical case presentation. The program consists of 14 weekly sessions. The experience is an important component of the pre-med program for St. Bonaventure University students as it provides an in-depth exposure to many of the realities of a career in medicine and provides medical schools with a clear indication that these students have exercised initiative in order to gain first-hand experience in a medical setting.

Olean General Hospital’s commitment to the education and training of future physicians is also evidenced by the hospital’s affiliation with the State University of New York at Buffalo and the sponsorship of the only rural track family medicine residency program in New York State. Additionally, through an affiliation agreement with the Lake Erie College of Osteopathic Medicine in Erie, Pennsylvania, the hospital provides various clinical rotations for the program’s medical students.
• Our Commitment to Quality Improvement:
ENHANCED PATIENT AND VISITOR AMENITIES

OLEAN GENERAL HOSPITAL PATIENTS AND VISITORS ARE PROVIDED FREE VALET PARKING AND ARE GREETED BY A CONCIERGE INSIDE THE HOSPITAL’S ENTRANCE TO MAKE THEIR STAYS AND VISITS MORE CONVENIENT. (UPPER LEFT) VALET ATTENDANT, PATRICK DOLCH, ASSISTS A VISITOR WITH COMPLIMENTARY PARKING. FOR PATIENTS REQUIRING RIDES TO OLEAN GENERAL, FREE RIDES ARE AVAILABLE THROUGH THE HOSPITAL’S VANGOGH TRANSPORTATION SERVICE (ABOVE). (BOTTOM LEFT) NINA PARKER, HOSPITAL CONCIERGE, GREETED AN OUTPATIENT AND PROVIDED DIRECTIONS.

PATIENT AND VISITOR AMENITIES | Because Olean General Hospital understands that no one wants to be a hospital patient, significant effort has been expended to improve the hospital experience for patients and their visitors. Patients and visitors arriving at Olean General Hospital are able to drive directly to the hospital’s main entrance and access free valet parking without having to worry about parking their own vehicles. Once inside, the hospital’s concierge greets patients and visitors, assists with way finding and answers questions and concerns. The concierge communicates regularly with waiting families in the hospital’s surgical lounge, assists with wheelchairs, and coordinates numerous other needs of patients and visitors. Patients unable to access the hospital for scheduled tests and visits because of transportation limitations can utilize VanGOGH, a hospital transportation program that provides free rides to and from the hospital by specially trained volunteer drivers and assistants.

In response to ensuring patients’ privacy and comfort, the hospital’s registration department and waiting areas were recently renovated. Patients registering for hospital services are able to do so in comfortable private registration rooms. New surgical and outpatient waiting areas provide patients and visitors with appropriate privacy while they enjoy soothing water walls in comfortable surroundings. Additionally, patients and visitors are no longer interrupted by overhead paging. Overhead paging has been discontinued at Olean General Hospital as part of the hospital’s effort to reduce noise levels and ensure a calmer and more tranquil patient experience. Hospitalized patients are now able to enjoy the “Art Cart,” a volunteer program that provides patients with a choice of art that can be displayed in their rooms to brighten their hospital stay.

Opportunities to improve the patient experience at Olean General are identified via an ongoing patient satisfaction survey process. Utilizing the services of an outside company, hospital patients, once they return home, have the opportunity to respond to survey questions regarding their satisfaction with various aspects of their care, including doctors and nurses, the registration process, ancillary testing and the quality of patient meals and housekeeping services. The results of these patient satisfaction surveys are shared with hospital departments and become the basis for service improvement initiatives throughout the hospital.
ENVIRONMENTAL SERVICES  
At Olean General Hospital, the cleanliness and appearance of the hospital facility is a top priority. The hospital also understands that the types and quality of various hospital cleaning methods directly impact hospital-acquired infection rates. In response to these realities, the hospital recently revamped and revised its entire environmental cleaning program as a result of its partnership with Xanitos, a new and innovative hospital housekeeping company. As a replacement to traditional dusting techniques, HEPA-filtered mobile vacuum systems were introduced throughout the facility that remove dust from floors and other horizontal surfaces and prevent it from becoming airborne. Additionally, the traditional bucket and mop have been replaced with single-use microfiber mops and single-use microfiber cleaning cloths were introduced to sanitize all patient touch-point surfaces. Since its collaboration with Xanitos and its adoption of new cleaning processes, the hospital has realized reductions in hospital-acquired infections to rates that are significantly less than national benchmarks.

NUTRITION  
Because healthy food is critically important to the healing process and plays an important role in preventing chronic diseases such as heart disease and diabetes, Olean General Hospital is meeting the need for healthy foods that can aid in recovery and promote health. For most people, hospital food conjures images of bland, institutionalized, overcooked meals. Significant changes have taken place in the Olean General Hospital kitchen that have positive implications not only for the region’s public health, but for local sustainable food production as well.

Today at Olean General Hospital, all hospital meals are prepared from “scratch” and processed foods have been eliminated from the hospital’s patient and employee menus. Soups, sauces, gravies, pasta dishes and other meal items are now “homemade.” Vegetables are “fresh” versus frozen and only trans-fat-free oils are utilized at the hospital.

Olean General Hospital recently joined 250 other leading hospitals around the country in taking the “Healthy Food in Health Care Pledge.” In taking this pledge, Olean General Hospital committed to offering healthy food options to its patients and employees. Toward this end, the hospital will work with local farmers, community-based organizations and food suppliers to increase the availability of locally-sourced food and will work with vendors to supply food that is produced without synthetic pesticides, hormones or antibiotics. Additionally, the hospital is committed to educating patients, employees and the community about nutritious and ecologically sustainable healthy food practices and procedures.

Olean General Hospital also wants to ensure that patients enjoy meals that are not only nutritious and healthy but also tasty and served at the appropriate temperature. Also, employees throughout the hospital assist Food Service staff by participating in “patient tray taste tests” and grade patient meals according to appearance, taste, variety and temperature as a means to identify opportunities for continued improvement.

Our Commitment to Quality Improvement: ENHANCED NUTRITION AND A FOCUS ON A CLEANER ENVIRONMENT

(LEFT) CHEF JOE DRAKE PREPARES FRESHLY CUT PORTABELLA MUSHROOMS. FRESH INGREDIENTS ARE NOW STANDARD FOR ALL PATIENT MEALS. LOCALLY GROWN FRUITS AND VEGETABLES ARE USED WHENEVER POSSIBLE. (ABOVE) LYNN DAVIS, A MEMBER OF THE ENVIRONMENTAL SERVICES DEPARTMENT, USES A HEPA-FILTERED MOBILE VACUUM THAT PREVENTS DUST FROM BECOMING AIRBORNE.
Our Commitment to Quality Improvement: RENOVATIONS FOR OUR NEWEST PATIENTS

(LEFT) ROGER KLEIN, M.D., PARENTS DENISE AND TODD SAMPSON AND THEIR NEWBORN TRIPPLETS, ISSAC, MADISON & COLE. DR. KLEIN DELIVERED THE BABIES IN THE NEWLY RENOVATED LABOR AND DELIVERY UNIT AT OLEAN GENERAL HOSPITAL. RENOVATIONS TO THE 20-YEAR-OLD DEPARTMENT WERE MADE POSSIBLE AS A RESULT OF A COMMUNITY FUNDRAISING EFFORT.

OBSTETRICAL UNIT AND NURSERY

For many families, their first experience at Olean General Hospital involves the Obstetrical Unit and Nursery. To make mothers and newborn babies more comfortable, and allow staff to perform their clinical duties more efficiently, Olean General Hospital has significantly renovated its Obstetrical Unit and Nursery, an area that was last renovated 20 years ago. Since then, nearly 15,000 babies have been born at Olean General.

The $800,000 renovation project significantly expanded the nursery to accommodate higher numbers of babies born annually and to offer additional space for special procedures and testing. The renovation also provides comfortable waiting areas, a modern nursing station and dedicated space for patient education sessions. Additionally, the OB Unit features new patient beds, furniture and dark, oak-trimmed bassinets.

The OB/Nursery renovation was the last component of an overall program to renovate all of the hospital’s patient care areas. The hospital’s medical/surgical units and patient rooms were completely renovated last year.

Although patient satisfaction scores in OB are consistently in the 99th percentile, the hospital continues to seek new ways to improve the experience of all our patients.
2009 Donor Listings

The following is a listing of gifts by category received during calendar year 2009. We again extend our deepest appreciation to you.
W. Bartholomew  In memory of Raymond Bartholomew
Steven R. Beck & Shannon L. Nameth
Mary Ellen Barton  Mary J. Barlow
Richard A. Barton  Travis A. Bourne
Andrea Batesky  H. K. Basset
Andrew Baxt  Sabrina Baxter
Kimbry Baxter  The Family of Marguerite Jordan
Jean & George Bell  Steward B. Irvin
A gift for the future In honor of our 50th Anniversary
Joan Bell  In honor of Mary Ballard
Mr. & Mrs. Donald Bergreen
Catherine Biggs  In memory of Keith Biggs
In memory of Ethel & Bill Hehir
Deborah Blaise  In memory of my 50th Anniversary
In memory of Stephen J. Carr (dec. 12/7/90)
In memory of Michele "Foss" Bartholomew
In memory of Jacob M. Zegers
In memory of Donna Kolkowski & Anna Kolkowski
Sue Koniak  In memory of Elizabeth Kottwitz
Anthony Koslak  Kim Kottwitz
Barbara Kottwitz  Audrey B. Krause
Jodi Kottwitz  Pamela Krenz
Dra. Kottwitz  William Krenz
Pamela Krenz  Alissa Kubiak
Susan Kunkel  Frances Kubiak
In honor of my parents
Charles & Rose Kwiatkowski  The Family of Marguerite Jordan
David & Jenny Kwiatkowski & boys
Angie Harkay  In honor of Ted Gundlach
Brandi Lananger  Mr. & Mrs. Jerry & Marianne Morgan
Angela Langdon  In honor of William Jaremko, M.D.
Karen Lewberg  William Chak, M.D.
Dale Light  Richard Scott, M.D.
Lori Lum  Zafar Mirza, M.D.
SPECIAL FOUNDERS
Gifts of $25,000 to $49,999
Adelphia Corporation
Anonymous
Drs. Jack & Jody Ascher
Rick & Kathy Balkman
Laurie A. Branch
Paul M. Branch
Estate of Virginia D. Bronold
Estate of Richard Danforth Brown
Mr. & Mrs. Kay Buffamante
Butchello Memorial Golf Tournament
Nancy L. Campbell
In memory of my parents,
Dr. and Mrs. Henry F. Ulrich
Robert A. Catalano, M.D. & Madeline F. Catalano
In honor of Anthony and Ida Catalano
Cal & Virginia Caldarola
Clark Patterson Associates
Mr. & Mrs. Kirk S. Davis
Mr. & Mrs. Robert D. Davis, Jr.
In loving memory of our parents,
Robert D. Davis, M.D.
Chief of Surgery 1961-1977
and Joan G. Davis, R.N.
The Defoe Family and Maza Mechanical Services, Inc.
In memory of Joseph A. DeRose
Dexter Corporation Foundation
Robert “Mac” Diets
Mel J. Duggan – Duggan & Duggan
General Contracting, Inc.
Carole B. John Duvall-Bebe
Roger Faulring - Advest, Inc.
Franciscan Sisters of Allegheny
Franklinville Aristocrats, T.O.O.B Club
In memory of our departed Brothers & Sisters
Frank T. Froel, M.D.
In memory of Charlotte Frost
Global Research & Consulting Corp.
& Psychiatric Network, PC
Jack & Dea Hart
In honor of John, Michael and Louis Hart
Henkel Loctite
In honor of our employees
Dr. Ahmad & Dr. Naheed Hilal
Arthur & Doreen Horgenburg
In honor of our sons, David and Steven
Dr. & Mrs. Ben M. Hwang
Dr. Ashok and Dr. Yogini Kothari
Agnes Kuo & daughters Anna, Donna & Nina Kuo
Mr. & Mrs. Arnold McNrke, Sr.
In celebration of our children & grandchildren
Francis & Roberta Mahar –
Service Store Park & Shop
In memory of Francis and Margaret Mahar
Margaret Norton
In memory of William N. Norton
Physicians of the Olean Medical Group, LLP
Jim & Jill Olson - DSM Corp.
In memory of Thomas & Catherine Olson /
Henry & Nilda Greke
The Pepsi Bottling Group
Mr. & Mrs. Louis J. Proto
In Honor of Rose and Oreste Proto
Regional Cancer Care Olean – Bradford
Dr. Lyle F. Benidin Foundation
Affiliated with the Franciscan
Sisters of Allegheny
The Estate of Donald Roon
Rotary Club of Olean
In memory of Marie Lorenzo
and in honor of the significant
contributions made to our community by
Bob and Marie Lorenzo
Diane McCarthy Scutari
In memory of Dr. Frank M. and Joan
Quinn McCarthy
Dr. & Mrs. Richard D. Scott
Jim & Paula Snyder
In recognition of all the wonderful
hardworking and caring nurses
Dr. & Mrs. Steven Storch
Mrs. Ralph Stranburg, Jr.
In memory of my beloved husband,
Ralph Stranburg, Jr.
Wayne Paving & Contracting/Wayne Concrete
Dr. Cathleen R. Wright

FOUNDERS
Gifts of $10,000 to $24,999
Anonymous
Dr. & Mrs. Adil Al-Humadi
In memory of father, Husain AlHumadi
Dr. & Mrs. Calvin Anderson
AVX Kyocera Foundation
Lucy & Don Benson
The Robert Benson Family
R. Sean Buckley, M.D.
In memory of Dr. Richard Joseph and
Mary Elizabeth Buckley
Cattaraugus County Industrial Development
Agency
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Margaret A. Davey Trust
Brent DiScilo & family
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Anne Dusbensky
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First Tier Bank & Trust
Fleet Bank
Mr. & Mrs. Timothy J. Finan
Karen & Rick Fohl
Dr. & Mrs. Sanjay Gupta
Jean Fitzpatrick Herzl
In memory of E. Boyd Fitzpatrick
Cecily and Joseph Higgins
Mr. & Mrs. Brian J. Hinckley
M. Javed, M.D.
Stephen & Jenny Kaye
Dr. & Mrs. Harry Lichtie
Lumsden & McCormick, LLC
Jack & Louise Murphy and the Murphy Family
In memory of Ellen Murphy Forness
Niagara Mohawk Foundation
Olean Association for the Blind & Visually
Handicapped Foundation
Olean D & S Grocery Cooperative, Inc.
In honor of our employees and members
Dr. & Mrs. Anthony F. Oliver
Kirk Celebration of Gabriel
John & Mimi (Rove) Peacock
Mr. & Mrs. Robert Potter-Potter Lumber Co
Mr. and Mrs. Leslie Quick III
Mr. & Mrs. Robert Rowe
St. Bonaventure University
St. Lawrence Radiology
Dr. & Mrs. G. Michael Maresca
Dr. & Mrs. Arooj Shalih
In memory of Thomas J. Sonbornen
Florance E. Stone
Fred & Linda Conklin Taft
Susanne & John Watson
John & Karen Whelpley
In celebration of Erick and Ryan
The Wildly Family
Ward & Mary, Ward (Skip) & Greta

2009 HEARTBEAT SOCIETY
Below is a listing of the Founding Members of our Heartbeat Society. These individuals have committed to an annual gift of
$1,000 per year. We are extremely grateful to these individuals who are committed to excellence of the past,
the progress of the present and the promise of tomorrow.

Dr. & Mrs. Adil Al-Humadi
Abdul Salam & Samera Alwain, M.D.
Anonymous
Beef 'n Barrel Inc.
Thomas & Karen Bowerson
The Ted Branch Family
Thomas & Kay Buffamante
Edward & Elizabeth Byesik
Al & Virginia Cecchi
Abdul R. Chaudhry, M.D.
Greg Chiapasso
Dr. Dominic A. & Mary Colarusso, Jr.
Marlene & Patsy Collins
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Mr. Arthur Hornburg
Dr. & Mrs. Michael Kalsman
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Mr. & Mrs. James Kirkpatrick
Dr. Robert B. Narcy Kral
Dr. Thomas & Sandra Lutz
Art & Merilyn Mang
Dr. & Mrs. Thayaparan
Mathanakaran
Call G. Olson
Dennis & Pamela Pezzimenti
Hannah D. Potter
Lynda Quick & Ronald North
Helen B. Robert Rowe
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Dr. & Mrs. Richard Scott
Drs. (Mrs.) Neeta & Surivi Soni
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Dr’s Srinivas and
Sushma Thandla
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Alexandra Wesley, M.D.
Karen & John Whelpley
Sandy & Connie Wolfinger
Zonta Club of Olean

GUARDIAN ANGEL PROGRAM
The following is a list of gifts received in honor of a nurse, doctor or
caregiver who has made a difference in their lives.

We express our appreciation to our generous donors as well as to our
Guardian Angels for the special care they have provided to our patients.
(Reflects gifts received in calendar year)

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BECAUSE OF YOU, OUR FAITHFUL SUPPORTERS...
Olean General Hospital's focus is on patient quality and satisfaction.
Because of your sacrifical gifts, patients receive better care in a
comfortable, patient-centered environment. You have provided funding
for critical equipment and you have inspired our employees
and physicians—because they know you care.

Mostly, you have helped to make our hospital a source of
great pride for our community. Words cannot fully express our
deep appreciation to each and every one of you.

On behalf of our Administration, Medical Staff, Employees and each and
every patient we serve, we extend our heartfelt gratitude.

Sincerely,

Dennis B. Pezzimenti
Chairman, Board of Directors
Olean General Hospital Foundation
GIFTS IN TRIBUTE PROGRAM

This listing reflects gifts received during 2009. Memorial gifts received from our Annual Campaign are included in that listing.

GIFTS MADE IN LOVING MEMORY OF:

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Helen & Herb McCauley
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Physicians of the Olean Medical Group
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VIRGIL LORENZINI
Enzo & Gail Bagazzoli

STANLEY LUCYJZYN
Fred & Linda Conklin Taft

VIRGINIA LUTZ
Physicians of the Olean Medical Group

MEL KAPLAN
Linda Manross

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Hannah D. Potter
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GERTRUDE WOJCICK
Helen McLaughlin
Carm Milakajczyk
Physicians of Olean Medical Group
Southern Tier Anesthesiologists, P.C.

GIFTS RECEIVED IN HONOR OF:

ADIL ALHUMADI, M.D.
Mr. & Mrs. Francis Mahar, Jr.

JUDY BALLAK
In celebration of her birthday
Rita DelRose

JEAN & GEORGE BELL
In honor of their 50th Wedding Anniversary
Robert & Suzanne Pichota

J. F. & MARIE CHRISTINE CHEVRIER
Arnold & Wannie McKone

FRANK FROST, M.D.
P. Cauvel’s Sunday School Class

STEVE & JENNIE KANE
In celebration of their 25th Wedding Anniversary
Mr. & Mrs. Arnold McKone

PETER SMITH
In celebration of his birthday
Mr. & Mrs. Arnold McKone

In spite of our diligent efforts to be accurate in listing, we confess to the possibility of human error. If your name has been misspelled or omitted, please accept our apologies & notify the Olean General Hospital Foundation at 375-7445.

Thank you!
2009 PROFILE

Beds ........................................................................................................... 186
Admissions/year .................................................................................... 8,928
Births ........................................................................................................... 782
Days of Care ........................................................................................... 42,954
Emergency Room Visits/year ................................................................. 35,765
Total Employees ..................................................................................... 971 (845.3 FTEs)

2009 STATEMENT OF OPERATIONS

For the years ended December 31, 2009 2008

Revenue
Total net patient service revenue $91,877,416 $84,221,335
Other operating revenue 3,926,771 3,971,790
Total operating revenue $95,804,187 $88,193,125

Expenses
Salary and benefits 49,309,791 44,066,908
Purchased Services 10,050,752 9,127,850
Supplies and other expenses 22,798,848 22,511,614
Interest 1,035,724 902,312
Depreciation and amortization 6,116,878 5,019,155
Bad debt expense, net of recoveries 3,840,042 3,524,638
Total expenses $93,153,035 $85,152,477

Income from operations $2,651,152 $3,040,648

Uncompensated and charity care

For the years ended December 31, 2009 2008

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Uncompensated and charity care $5,041,042 $4,735,638