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Atlantic General Hospital & Atlantic General Health System



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www.agh.care

From the President

Fall is my favorite time of year. As the air turns cooler, there is no shortage of opportunities to come together with those we care about, whether it's watching football, hosting a neighborhood bonfire, celebrating the upcoming holidays or simply having a cozy night in with friends and family.

Thanksgiving is right around the corner, and that means many of us have been focused on travel planning, coordinating a family gathering, preparing dishes or getting an early jump on holiday shopping. But, through all the hustle and bustle of the season, it's important to not lose sight of the true meaning of the holiday – gratitude.

On behalf of Atlantic General Hospital and Health System, I would like to express my heartfelt gratitude for each of our nearly 1,000 associates, our selfless group of volunteers in the AGH Auxiliary, our dedicated team of medical providers, and our many philanthropic supporters, and to the community we serve.

As we continue into winter and approach the new year, Atlantic General Hospital and Health System remains deeply committed

to providing the best possible care to all residents and visitors of the Lower Eastern Shore.

Each year, we engage in a strategic planning process to evaluate organizational priorities and align resources to ensure we meet the growing needs of the Delmarva community. Throughout the careful deliberation and consideration of the Board of Trustees, senior administrators and medical staff, the organization's ultimate goal of keeping care local has remained at the forefront.

This has been the guiding force behind our Fiscal 2024 – 2026 Strategic Plan. While Atlantic General Hospital and Health System has made great progress in advancing our mission, we recognize that there is still more to be done.

In recent months, we have made substantial investments in state-of-the-art equipment and clinical technology with the goal of increasing access to quality, local care for our patients. Among these recent investments is a brand new MRI machine for the hospital's Imaging Department, which improves comfort, provides better image quality and reduces scan time for patients. The Imaging Department and

its patients will also benefit from a new CT unit to be installed in coming months.

Significant investments are also planned for another vital part of our healthcare operations, Laboratory Services. On the horizon are two highly specialized pieces of diagnostic equipment that will increase the accuracy and efficiency of our hospital and walk-in laboratory testing.

By offering these new and improved services, we seek to continue to advance the quality of care and overall patient experience that Atlantic General Hospital and Health System is known for.

In fact, earlier this year, the Centers for Medicare and Medicaid Services (CMS) ranked Atlantic General Hospital and Health System as the top-rated healthcare system on Maryland's Eastern Shore. After analyzing care quality data and patient feedback surveys from over 4,000 Medicare-certified hospitals across the country, CMS awarded us 4-out-of-5 star ratings in both quality of care and patient experience.

We pride ourselves in being recognized as the best in our area, and will remain steadfast in achieving even greater excellence for our patients. After all – you deserve it.

As you may have heard, earlier this year Atlantic General Hospital's Board of Trustees announced the launch of a strategic partnership exploration



process. We know that we must evolve to meet the ever-growing and changing expectations and needs of the patients we serve, and this process grants us the opportunity to explore whether partnering with a like-minded healthcare organization or remaining independent is the right way to achieve that goal.

On behalf of Atlantic General Hospital and the Board of Trustees, I would like to reaffirm that throughout the entirety of this process, we will remain devoted to preserving AGH's proud legacy and ensuring an even more vibrant future providing our community access to high quality care, close to home.

The future of Atlantic General Hospital is bright, and we look forward to serving you for many more years to come!

Onward and Upward, Together

Don Owrey, MBA, FACHE
President & CEO
Atlantic General Hospital & Health System

Cold Capping During Chemo: Maintaining a Sense of Normalcy



Robin Crum receives molecular targeted therapy infusion, the last step in her treatment for breast cancer, at the Burbage Regional Cancer Care Center in mid-September. She finished chemo in late May.

When Robin Crum was diagnosed with HER2 positive breast cancer in October of 2023, she was reluctant to tell anyone outside her immediate family and close friends. Reeling from the news and already overwhelmed by the unanswered questions that began to form and chase each other around in her mind, she

just didn't have the mental bandwidth to deal with making her diagnosis "public."

"At first it was so private and painful, and it didn't seem real at times," Robin said. "I just didn't want everybody to know I was sick."

Suddenly going completely bald is a telltale sign that someone is undergoing treatment for cancer. "My sister went through cancer 10 years ago, and I noticed how people treated her differently. I didn't want to be pitied."

Luckily, a close friend who had heard about a special treatment that allows some individuals to keep their hair during chemotherapy, suggested she look into whether Atlantic General Hospital's cancer care program offered the service. So, in addition to opting for a double mastectomy and myriad other decisions she had to make, she chose to have her treatment at the Burbage Regional Cancer Care Center,

which offers the Paxman Scalp Cooling system to control hair loss.

In late May, she finished her five-month chemotherapy regimen, a cocktail of Taxotere

Robin continued p 7

Community Benefits

Highlights

Atlantic General Hospital is committed to our community's best health by promoting healthy lifestyles with preventive screenings and wellness education. We also provide free flu shot clinics in multiple locations throughout fall each year and more than \$1 million in financial assistance to patients who cannot afford the care they need.

Other noteworthy community benefit initiatives include:

Ocean City Community Health Fair

- More than 87 health care providers and community agencies provided education and outreach on all aspects of health and wellness
- Free screenings offered included blood pressure, hearing, BMI, skin cancer, carotid artery, and glucose and cholesterol among others

1,250 encounters ... \$4,878 community benefit dollars

Free Cancer Screenings

- The Burbage Regional Cancer Care Center conducted two free screening events this fiscal year: one for **prostate cancer**, in which men received PSA blood tests and digital rectal exams, and one for women who received Pap smears and mammograms to screen for **cervical and breast cancers**.
- 48 men received prostate cancer screening
- 10 women received breast and cervical cancer screening, with five requiring additional diagnostic testing and follow up care for abnormal screening results

58 encounters ... \$2,830 community benefit dollars

AGH/HS

Atlantic General Health System Locations

(Outpatient physician offices providing family medicine, internal medicine, general surgery, gynecology, gastroenterology, pediatrics, neurology, rheumatology, oncology, endocrinology and/or pulmonology)

- Berlin
- Ocean City
- Ocean Pines
- Ocean View
- Selbyville
- West Fenwick
- West Ocean City



(Providing 7-day-a-week walk-in primary care services)

- **Ocean City** (Monday-Friday in off season)

Community Impact

Supporting the Local Economy and Our Quality of Life

- **More than 950 year-round staff positions for local residents**
- **Total payroll of more than \$74 million, which is spent in the communities we serve in Delaware, Maryland and Virginia**
- **A medical staff of 278 includes specialists in:**

- Anesthesiology/pain management
- Cardiology
- Dermatology
- Emergency medicine
- Endocrinology
- Family practice
- Gastroenterology
- General surgery
- Gynecology
- Hospitalist services
- Intensivist services
- Internal medicine
- Nephrology
- Neurodevelopmental disabilities
- Neurology
- Nurse practitioner services
- Oncology/hematology
- Ophthalmology
- Orthopedics
- Pediatrics
- Physician assistant services
- Psychiatry
- Pulmonology
- Radiology
- Rheumatology
- Urology

Health Education and Services

Provided to the Community Free of Charge or at Reduced Cost

(July 2023 through June 2024)

33,767 Encounters with the Community

Community Benefit Operations

.02%

Cash & In-Kind Contributions

.18%

Health Professions Education

2.7%

Financial Assistance / Charity Care

4.4%

Community Building Activities

(Housing and Physical Improvements, Coalition Building, Community Health Improvement Advocacy, Workforce Development)

.36%

Community Health Services

(Health Fairs, Flu Shot Clinics, Speakers Bureau, Free Health Screenings, etc.)

.28%

Mission-Driven Health Services

(Physician Subsidies, Provider Recruitment, etc.)

\$25,626,116

92.1%

Fiscal Year 2024 Financials & Key Figures

We Billed	\$213,577,493
We Received	\$163,073,305
Cost of Care	\$169,587,689
Operating Margin	\$(6,514,384)
Community Support	\$2,543,009*
Total Margin	\$(1,888,523)**
(State Assessment	\$3,962,635)

* Does not include Campaign for the Future funds

**Includes investment gain due to market upturn

Admissions.....	2,760
Average Length of Stay (days).....	3.9
Patient Days of Care	11,195
Emergency Visits	32,784
Laboratory Visits (outpatient)	21,056
Radiology Visits (outpatient).....	27,882
Surgeries (inpatient/outpatient).....	6,450
Physician Visits (AGHS)	125,440
Cardiology/Pulmonary.....	2,749
EKG/EEG visits (outpatient)	

Guardian Angels

Staff Don Their Wings to Help a Colleague in Distress

In late July, registered nurse Karen Cooper, a clinical education specialist for Atlantic General Hospital and Health System, was preparing to leave for the day. As she walked through the building, which is also shared by medical records and several other support departments, she heard a concerning noise from a fellow associate's office.

She entered the office, and to her alarm, found insurance verifier Janice Beckham unconscious. Karen immediately called for help, asking a colleague to dial 911, and started CPR.

Karen, one of her co-workers, and a group of nearby associates from IT took turns performing CPR until help arrived.

Due to this group's quick thinking and immediate action, Janice received much-needed medical attention before being transported for emergency treatment.

Karen, along with Laura Foskey, the clinical analyst supervisor; clinical analysts Jill Rolleston and Lori Atkins; and education assistant Amanda Brown, saved Janice's life.

• • •

After several days in the hospital and five more weeks recovering at home, Janice is now back at work.

Her cardiac arrest brought attention to the fact that many of Atlantic General's off-campus locations that do not provide patient care were not equipped with automated external defibrillators, or AEDs.

In the following weeks, additional AEDs were ordered and installed in these support departments and multiple training sessions for CPR for non-clinical staff were scheduled. Dozens of non-clinical associates have since received training and are now capable of providing lifesaving aid in case of emergency.

A sincere thank you to Karen, Laura, Jill, Lori and Amanda for their service to a fellow associate – and to

all our staff who provide life-saving care every day.

During a recent celebration honoring this group's amazing work, they were all presented with the Dedication to Compassion award, and Karen was also awarded the DAISY Nurse Educator award. ●

► To find out where you can sign up for life-saving CPR training near you, visit the American Heart Association's website at [cpr.heart.org](https://www.heart.org/cpr).



AGH Insurance Verifier Janice Beckham, center, with the women who saved her life. From left: Jill Rolleston, Clinical Analyst; Karen Cooper, Clinical Education Specialist; Laura Foskey, Clinical Analyst Supervisor; Amanda Brown, Education Assistant; Lori Atkins, Clinical Analyst

Robin continued from p 3

and Carboplatin that usually causes complete hair loss by the second treatment. With the scalp cooling system, also known as cold capping, she didn't begin to shed hair until her second treatment, and she estimates that she may have lost 40 percent of her hair in the long term.

“Mentally, it really, really helped” her maintain a sense of normalcy – and feel more in control of the situation. Robin noticed some widening in the part in her hair, so she would style it differently or wear a ball cap or floppy hat. But, she didn't have to resort to wearing the wig she had picked out. And, the hair she did lose is growing back more quickly than it would have without the scalp cooling.

Robin is currently undergoing molecularly targeted therapy and has come to terms with her cancer. She is more comfortable sharing her experience and is volunteering at the Burbage Regional Cancer Care Center to help women and men interested in the scalp cooling system navigate the process.

“Everyone has been so wonderful to me here. I want to give back,” she said.

Robin finishes her cancer treatment in January 2025. ●

What is Scalp Cooling (aka Cold Capping)?



Scalp cooling is a treatment that can help reduce hair loss during chemotherapy and provides cancer patients with the only real alternative to this devastating side effect. It is widely recognized that chemotherapy-induced hair loss is one of the most traumatic side effects associated with cancer treatment and can have a significant emotional impact on many patients. It can be an unwanted reminder of their disease, can compromise their self-image, and many people would simply like to maintain their hair.

Chemotherapy works by targeting all rapidly dividing cells in the body. Hair is the second fastest dividing cell, and this is the reason why many chemotherapy drugs cause alopecia. The hair follicles in the growth phase are attacked, resulting in hair loss approximately two weeks after the commencement

Cold Cap continued p 8

- ▶ More information, including success rates by treatment regimen, educational videos and how-to guides, can be found at www.agh.care/RCCC.

Our Journey to Pathway to Excellence

Elevating Patient Care and Culture at Atlantic General Hospital and Health System



Cold Cap continued from p 7

of the chemotherapy treatment. The damage that chemotherapy causes to the hair follicle can be alleviated by using the scalp cooling treatment, also known as the 'cold cap.' It works by reducing the temperature of the scalp by a few degrees immediately before, during and after the administration of chemotherapy.

Developed by a British family that understands first-hand what it is like to lose hair due to cancer treatment, the Paxman Scalp Cooling System helps reduce hair loss throughout chemotherapy.

Scalp cooling treatment empowers patients to feel a greater sense of control during a very overwhelming time.

A \$100,000 gift from local businessman and philanthropist Jack Burbage brought the technology and other services to the cancer treatment facility named in his honor.

Atlantic General Hospital and Health System kicked off our Pathway to Excellence journey in May, during National Nurses Week.

Bestowed by the American Nurses Credentialing Center, Pathway to Excellence designation recognizes a healthcare organization's commitment to creating a positive practice environment that empowers and engages nurses and other direct care staff.

Fostering such a work culture creates opportunities for greater continuous quality improvement efforts in patient care – a never-ending process for any hospital or health system – and supports staff resilience.

This is achieved through a multi-pronged approach that:

- Creates additional professional development opportunities for nurses and direct care staff at every level
- Provides education and resources as needed to support staff wellbeing
- Offers shared decision-making opportunities to ensure all staff have a voice in quality improvement and safety efforts

The goal is to achieve designation by next fall.

Of Note

Medicare.gov

Overall star rating:



Patient survey rating:



Atlantic General Hospital has received a double 4-star rating on **Care Compare**, a federal website developed by the Centers for Medicare and Medicaid services to help healthcare consumers make educated decisions about where they seek care. The overall star rating is based on how well we perform across different areas of quality, such as treating heart attacks and pneumonia, readmission rates, and safety of care. The patient survey rating measures our patients' experiences of their hospital care. Recently discharged patients were asked about important topics like how well nurses and doctors communicated, how responsive staff were to their needs, and the cleanliness and quietness of the hospital environment.

Not Sure Which Medicare Part D Plan is Right for You?

by Jeff Kukel, PharmD
AGHRx RediScripts Pharmacy

If you are 65 or older, make sure the Medicare open enrollment period, which runs from October 15 to December 7, 2024, is on your calendar. It is an important time of year to review your current medical coverage and healthcare needs — and select the most appropriate Medicare plan for the new year.

Even if you are already enrolled in Medicare, it is still a good idea to review your plan, since coverage — and your health needs — may change from year to year. The LA Times found that only five percent of Medicare Part D patients were enrolled in the lowest-cost plan and those who switched plans saved almost \$700. Many patients are unaware that they will automatically be re-enrolled in their current plan if they take no action, which could expose them to changes in benefits and premiums.

As we approach 2025, Medicare Part D beneficiaries will experience some significant changes designed to improve access to medications and reduce out-of-pocket costs. It is crucial for individuals on Medicare to stay informed about these updates and

ensure they have the best plan for their needs. Here is what you need to know about the upcoming changes and why an annual review of your Medicare prescription drug plan is essential.

Key Changes to Medicare Part D in 2025

1. Lower Out-of-Pocket Costs:

Starting in 2025, Medicare Part D will introduce a new out-of-pocket spending cap. This means once you reach this cap, your medication costs will be significantly reduced, providing substantial financial relief.

2. Enhanced Coverage for High-Cost Drugs:

There will be improved coverage for high-cost medications. This includes more extensive support for specialty drugs, which can help ease the financial burden on those requiring expensive treatments.

3. Expanded Preventive Drug Coverage:

Medicare Part D will expand coverage for certain preventive medications, making it easier for beneficiaries to access drugs that can help prevent chronic conditions and maintain health.

Why Annual Plan Reviews Are Crucial • • •

Plan Variability – Medicare Part D plans can change from year to year, including drug formularies, premiums, and copayments. An annual review ensures you are enrolled in a plan that continues to meet your needs and is cost-effective.

New Drug Options – The list of covered drugs (formulary) and the costs associated with them may shift. Reviewing your plan annually helps you take advantage of new or better-covered medications and avoid surprises at the pharmacy counter.

Personalized Needs – Your health needs can change, and so can the plans available. By reviewing your plan each year, you ensure that you are getting the best coverage for your current prescriptions and medical conditions.

Part D continued on p 10



Part D continued from p 9

How to Prepare for Open Enrollment

Gather Your Prescription Information:

Make a list of all your medications, including dosages and frequencies. This will help you compare plans accurately.

Review Current Coverage:

Examine your current plan's benefits and costs to understand what's working and what isn't.

If you will become eligible for Medicare coverage for the first time in 2024, now is a good time to start learning about the different types of Medicare and what this means for you.

See the FAQs on our website at www.agh.care/PartD for everything you need to know about Medicare Part D open enrollment.

Your staff at our AGHRx RediScripts Pharmacies are here to help. Simply call us at the Atlantic General Hospital location at 410-641-9240 or the new Ocean Pines location at 410-629-6240, email Rediscripts@atlanticgeneral.org, or visit us inside of either location.

Our pharmacists have been trained to review your medication list and help you make informed decisions about your Medicare Part D plan. Just provide our pharmacy staff with a copy of your medication list and we will prepare a free personalized Medicare Part D plan comparison for you.

Our pharmacists will make this available for your review and are happy to schedule a consultation with you to discuss the results right here at the pharmacy. Gather your medication lists and come see us before December 7 to start saving on your prescription medications in 2025. ●

AGHRx RediScripts Pharmacy Offers New Delivery Service

Atlantic General Hospital and AGHRx RediScripts Pharmacy are pleased to announce a new home delivery service, offering free same-day and two-hour prescription deliveries for patients who reside within 15 miles of our Berlin and Ocean Pines pharmacy locations.

The service, available Monday through Friday, offers two-hour prescription deliveries for urgent needs and same-day for less urgent requests, at no additional

cost to patients within the delivery area. The goal is to improve access to care and reduce the time and travel typically required to pick up medications.

"We're not just providing convenience," said Jeff Kukel, Pharm.D, Pharmacy Manager for AGHRx RediScripts Pharmacies. "Atlantic General Health System providers have cited lack of transportation as a significant barrier to receiving effective healthcare and identified home

delivery of medication as a high priority."

Delivery service ensures everyone has easy access to their medications, which will help improve health outcomes.

To learn more about this service and find out if you live within the delivery area, call AGHRx RediScripts today:

Berlin – 410-641-9240

Ocean Pines – 410-629-6240



Please Join Us

in Shaping the Evolving World of Healthcare

by Elizabeth Mueller
Patient and Family Relations Coordinator

Would you like to be an integral part of positive change? Would you like to use your talents, gifts and feedback to improve patient experience in health care? Well, we have the opportunity for you.

Atlantic General Hospital has a Patient and Family Advisory Committee that meets quarterly. The committee is a collaboration of patients, families and health care team members to provide guidance on improving the patient and family experience. We work together on hospital policies, provide feedback on patient communication materials, share Atlantic General Hospital events and offerings, and participate in patient satisfaction improvement efforts.

The committee is actively seeking new members who represent the diverse people of our region. We believe that diversity is the key to a thriving health care environment. It's about embracing the multitude of differences among people and creating a space where everyone's voice is heard and valued. We encourage individuals from all backgrounds and perspectives to join us in shaping the ever-changing, evolving world of health care.

If you would like more information or have any questions, don't hesitate to get in touch with the Patient and Family Relations Department at 410-641-9654.

We are here to support and guide you through the process of joining our committee. ●



The Signa Artist Evo by GE

New MRI Technology Comes to Atlantic General Hospital

It's our priority to ensure we're equipped with exceptional diagnostic tools. That's why we upgraded our MRI to the Signa Artist Evo, by GE Healthcare. Equipped with GE's AIR™ Recon DL software, the unit uses deep learning to improve image quality and shorten scan times. This means improved confidence in diagnoses and greater comfort for our patients.

In addition to consuming less helium, which is better for the environment, the new solution also allowed us to repurpose the magnet in our existing unit, eliminating the environmental impact of disposal.

The Benefits

- The bore, or opening, of the new unit is 70 cm wide. That's **10 cm (almost four inches) wider than the previous MRI**, which eases feelings of claustrophobia.
- To further help with claustrophobia, a **feet-first option** is available for many of the studies.
- The accompanying software uses deep learning to capture clearer images – and more quickly, too. **Scan times can be reduced by up to 50%**, depending on the type of study ordered.

MRIs and other imaging tests can be scheduled by calling Atlantic General Hospital at 410-641-9714. ●

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Walk-in Lab and X-ray Services

two convenient locations!

Walk-in Lab Services

Atlantic General Outpatient Center (Ocean Pines)

Gudelsky Family Medical Center
10614 Racetrack Rd., Ocean Pines, MD
6 a.m. – 3 p.m., M-F

Atlantic General Outpatient Center (Berlin)

Barrett Medical Office Building - AGH campus
10231 Old Ocean City Blvd., Berlin, MD
6 a.m. – 3 p.m., M-F
7 a.m. – 11 a.m., Sat

Walk-in X-ray Services

General x-rays only (musculoskeletal)

Atlantic General Outpatient Center (Ocean Pines)

Gudelsky Family Medical Center
10614 Racetrack Rd., Ocean Pines, MD
7 a.m. – 3 p.m., M-F

Atlantic General Hospital

9733 Healthway Dr., Berlin, MD
7 a.m. – 5 p.m., M-F
7 a.m. – noon, Sat

> www.agh.care

Seeking Volunteer Chaplains

by **Gail S. Mansell, Chaplain**
BCCC, BCPC, FAPA
Director, Supportive Care &
Pastoral Care Services

Research shows that holding positive beliefs, gaining comfort and strength from religion, and spiritual practices such as meditation and prayer can promote healing and a sense of wellbeing. At Atlantic General Hospital, healing interventions are not limited to medications and procedures. The AGH Pastoral Care Services team, a group of chaplains and volunteer clergy from a variety of religious traditions, are available to provide patients and families of all faiths with spiritual care, sacramental ministries, emotional support, and comfort during a hospital stay.

One of the most satisfying ways to serve your community is to volunteer at your local hospital.

At AGH, our volunteer chaplains are an important part of the health care team. They help provide spiritual and emotional support to our patients, families, and staff during times of crisis. Their goal is to come in with an open heart and to sit and connect with people who may be going through tough times — regardless of their religious beliefs. AGH volunteer chaplains provide compassionate listening and respect for all cultures, values and spiritual beliefs.

We want to provide this service for patients and their families 24 hours a day, 7 days a week

Volunteer chaplains must possess certain personal qualities, including:

- Open-mindedness and empathy
- Be a good listener and have a calm presence
- Emotional fortitude
- Conscientious regard for patient, family, and staff confidentiality

- Endorsement or commission from your faith community or place of worship
- Willingness to be on call from 4 pm - 8 am one day per week or one weekend per month
- Live within a 30-minute drive time of AGH

In this role, there is no need for ordination. In fact, case managers, retired clergy, social workers, spiritual or pastoral ministers, and addictions counselors are usually great volunteer chaplains. The biggest requirements are a servant's heart, being non-judgmental, interested in diversity and being a good listener.

Learn more about a day in the life of a hospital chaplain at www.agh.care/chaplain

To inquire about becoming a volunteer chaplain, please contact me: gmansell@atlanticgeneral.org
410-641-9725 ●

Your Child Has a Fever: When is it Time to See a Doctor?

It's that time of year when your kids come home with sniffles and sore throats, but when should you worry if they have a fever?

To a certain extent, fevers are the body's natural way of fighting infection.

Fever slows the spread of viruses and bacteria and helps the body make more antibodies and chemicals that fight the infection.

Fevers are usually not dangerous. That said, if your child's fever reaches 105 degrees, see your doctor to find out what is going on.

A normal body temperature for a child ranges from 97 to 100 degrees, with an average of

around 98.6. When a person's temperature reaches 100.4 or above, it's considered a fever.

But when is a fever considered a medical emergency?

Call your child's doctor right away for:

- A fever that lasts more than four to five days
- A fever (over 100.4) in a newborn younger than 2 months old
- A fever of 105 or higher in a child of any age, including teens
- A fever in an infant (under 1 year old) over 102 for more than two days

If your child has a fever and any of these following signs, call your

doctor right away or go to the emergency department:

- Widespread, red or purple rash
- Stiff neck and bad headache
- Severe pain, including bad abdominal pain
- Shortness of breath
- Extreme weakness or altered mental state

- Dehydration (diapers are dry, child is not peeing much and urine is dark)

- Seizures

Now, if your child has a fever that can be treated at home,

Fever continued on p 18

Atlantic General Pediatrics

10614 Racetrack Rd., Ste. 1 • Ocean Pines, MD

We know work and school schedules can make getting to the doctor tough. Our experienced providers at Atlantic General Pediatrics offer evening appointments on Thursdays. And same-day appointments for sick visits are available – even for new patients.

Call today: 443-728-1004

SCREENING COLONOSCOPY...MADE JUST A LITTLE EASIER



WITH THE OPEN ACCESS COLONOSCOPY PROGRAM

Now individuals of average risk who are due for screening can skip the office visit with a gastroenterologist before their colonoscopy.

EXPERT CARE. EVERY DAY.

agh.care/colonoscopy

**TO GET STARTED, JUST CALL
410-641-9257**

Or, fill out our secure form online:
agh.care/colonoscopy

- > Our nurse navigator will review your medical history to make sure you qualify
- > Then you will receive a follow up phone call to schedule your colonoscopy.

That's all there is to it!



New Faces



Michael Heilman, RRT, PA-C joined Atlantic General Health System in September to provide primary care alongside Dr. Kieran Py, in Ocean View, DE. A native of Worcester County, Michael enrolled

at Wor-Wic Community College before earning a Bachelor of Science in Respiratory Therapy from Salisbury University. He was a practicing respiratory therapist at both TidalHealth Peninsula Regional Medical Center and Atlantic General Hospital for more than seven years before returning to school to pursue his Master of Science in Physician Assistant Studies at University of Maryland Eastern Shore in 2021. Michael is a member of the American Academy of Physician Assistants and the American Association of Respiratory Care and serves as the Eastern Shore Director of the Maryland Academy of Physician Assistants. He is accepting new patients at Atlantic General Primary Care, Ocean View. *To schedule an appointment, please call 302-541-4460.*



Suzin DuRosa, MD moved to the Eastern Shore to join the Hospitalist Team at Atlantic General Hospital in the fall of 2024 from South Carolina, where she provided hospitalist care with

multiple hospital systems. Dr. DuRosa earned her medical degree from Ross University School of Medicine and went on to complete an internal medicine residency at Florida State University School of Medicine/Tallahassee Memorial Hospital.



Alyce Marzola, MSN, RN has been promoted to the position of Manager of Population Health. In this role, Alyce coordinates external community health programs and projects, oversees reporting for the organization's community

benefits and community health needs assessment and assists in strategic planning of population health activities to improve community health. Alyce has played an integral role in the Population Health Department at Atlantic General Hospital since 2021. She has more than 30 years of experience in nursing, including education, wound care, and more than nine years as a nurse manager.



Mary Mason, DNP, CRNP, FNP-BC recently joined Atlantic General Health System to provide primary care to the community in Snow Hill and Berlin, MD. Mary earned her Bachelor of Science in Nursing

from the University of Memphis and spent 10 years gaining experience as a registered nurse and preceptor in various settings. Most recently, Mary worked as a charge nurse for Atlantic General Hospital's emergency department, where she implemented a successful project that was recognized at a national conference. Mary's passion for providing quality care led her to continuing her education, and in 2024, she earned a Doctorate in Nursing Practice-Family Nurse Practitioner degree from the University of Tennessee at Knoxville. Mary is board certified by the American Nurses Credentialing Center, and she is a member of the American Association of Nurse Practitioners. Mary enjoys cheering on her favorite sports teams and golfing with her husband. She is currently accepting new patients at Atlantic General Internal Medicine, in Berlin, with Snow Hill appointment availability to follow. *To schedule an appointment, call 410-629-0041.*



Gena Nance, FNP-C joined Atlantic General Health System in November to provide adult gastroenterology care at Atlantic General Gastroenterology, in Ocean Pines, MD.

Gena has strong ties to the Lower Shore and earned both her bachelor's degree and her master's in nurse practitioner studies at Salisbury University. Upon graduation, she worked in primary care in the region and transitioned to the gastroenterology specialty in 2017. She is certified by the American Academy of Nurse Practitioners and is a member of the American Association of Nurse Practitioners, the Delaware Coalition of Nurse Practitioners, and the Nurse Practitioner Association of Maryland. Gena is currently accepting new patients at Atlantic General Gastroenterology, located within the Gudelsky Family Medical Center at 10614 Racetrack Road, in Ocean Pines. *To schedule an appointment, call 410-629-1450.*



Patricia M. Ortlip, RN, BSN, CNOR

has been promoted to the role of Perioperative Nurse Manager. Trish joined Atlantic General Hospital's Surgical Services Department in 2021 and has 15 years of nursing experience. More than five of those years have been devoted to nursing

leadership, during which she has overseen the implementation of new technologies in the perioperative environment to keep pace with the latest surgical advancements and streamlined surgical scheduling processes to enhance patient experience and department operations, among other efforts. Trish earned her Bachelor of Science in Nursing from Alvernia University, in Reading, PA, and holds a Certified Perioperative Nurse certification. She is currently pursuing her Master of Science in Nursing for executive leadership at Wilmington University.



Andi West-McCabe MS, BSN, RN, NE-BC

has been promoted to Senior Director of Patient Care Services Operations for Atlantic General Hospital and Health System. In this role, she continues to oversee Emergency Services and has assumed responsibility for the

population health department, the outpatient diabetes education program, the education department, and the patient care supervisors. Andi has served as Director of Emergency Services since 1994 and brings more than 30 years of nursing and leadership experience to her new position. She holds a bachelor's in nursing as well as a Master of Science in Healthcare Administration and is certified in nurse executive practice. ●

OPERATION HOPE Medical Missions

— Comayagua, Honduras

Atlantic General Hospital Surgical Services Team Member Travels to Central America to Provide Vital Care



Melissa Lambertson, CSFA (second from left in larger photo), with fellow mission trip surgical volunteers at San Benito Medical Center.

Melissa Lambertson, a Certified Surgical First Assist at Atlantic General Hospital, recently served with Operation Hope Medical Missions in Comayagua, Honduras. Once a year, a team of healthcare volunteers from across the US finance their own travel to San Benito Medical Center to treat as many patients as possible for a variety of illnesses and injuries.

During the week-long mission trip, roughly 100 patients receive surgical care. They journey from hours away on a very limited budget and typically lack adequate housing and basic necessities like running water, food, clothing and sanitation. Paying for treatment of their medical needs is out of the question. Operation Hope is dedicated to serving those patients and families in need by offering free surgical care.

This was Melissa's second mission trip; she collects expired and unused surgical supplies in hopes of returning for another year.

Last year, Melissa volunteered alongside three of her Atlantic General Hospital colleagues, Perioperative Nurse Manager Trish Ortlip, anesthesiologist David Kaplan and orthopedic surgeon Sean Hooker. ●

Awards & Recognition



2024 Nurse Awards

During National Hospital Week in May, Atlantic General Hospital and Health System had the honor of recognizing the following individuals for going above and beyond in their daily work to ensure delivery of high quality patient care. Whether it's providing exceptional care, comforting patient family members, assisting colleagues however possible and much, MUCH, more – your contributions to the nursing profession and Atlantic General Hospital & Health System are greatly appreciated. *You make a difference!*

2024 Friend of Nursing

Richard Angelo is a maintenance mechanic in the Plant Operations Department at Atlantic General Hospital and Health System. He has worked at Atlantic General Hospital for 3 years and is hailed as "the workhorse" of AGH by the Infection Prevention Department, playing a critical role in patient safety and the organization's goal of zero harm.



From left: Kelly Fox, RN, Nursing Award Coordinator; Richard Angelo, Friend of Nursing; Mandy Bounds, Vice President of Patient Care Services; and Don Owrey, President and CEO.

Nurse of the Year

Karen Cooper, RN, is a clinical education specialist for Atlantic General Hospital and Health System, one of a small team of individuals who ensure that both clinical and non-clinical staff receive appropriate continuing education and



Nurse of the Year Karen Cooper (center) surrounded by her family as well as Mandy Bounds, Vice President of Patient Care Services; Kelly Fox, RN, Nursing Award Coordinator; and Don Owrey, President and CEO.

hands-on training to fulfill their duties. In August, Karen was also recognized with a DAISY Education Award during a ceremony to honor her and four colleagues who saved the life of another staff member by administering CPR. Karen was recruited to work at Atlantic General Hospital before its doors first opened in May of 1993.

Team DAISY Award

The **ICU** is the recipient of the Team DAISY Award, bestowed for their expertise and compassion in the delivery of patient care. The team was nominated by a patient's spouse for making an immense difference in her family's lives and playing a pivotal role in saving her husband's life.



From left: Mandy Bounds, Vice President of Patient Care Services; Scott Rose, Director of Inpatient and Cardiopulmonary Services; Timothy Hartzell, RN; Sonia McFarland, RN; Kelly Fox, RN, Nursing Award Coordinator; Samantha Akshar, RN; Nancy Holland, RN; Sindy Fletcher, RN; Alecia Jones, RN; Morgan Conte, RN; and Don Owrey, President and CEO.

DAISY Award

Juliana Jaeger, RN, works in the Emergency Department at Atlantic General Hospital. She was nominated by a patient she cared for in the ER, who was very frightened. In addition to providing excellent care to the patient, Juliana was able to comfort him in a time of crisis.



DAISY Award recipient Juliana Jaeger, RN, with her family as well as Kelly Fox, Nursing Award Coordinator; Don Owrey, President and CEO; and Mandy Bounds, Vice President of Patient Care Services.

Congratulations!

to our Coastal Style readers choice award winners

Leadership DAISY Award

Ann Bergey, RN, MSOL, CPCO, is the Vice President of Associate and Medical Staff Services for Atlantic General Hospital and



From left: Kelly Fox, RN, Nursing Award Coordinator; Ann Bergey, Leadership DAISY Award recipient; Mandy Bounds, Vice President of Patient Care Services; and Don Owrey, President and CEO.

Health System, and oversees medical staff services, human resources and a number of other support departments for the organization. In May, she was recognized for her caring and compassionate leadership style with the Leadership DAISY

Award. Ann was among the first nurses to be hired before the brand new Atlantic General Hospital opened its doors in May 1993.

AGHRx RediScripts Pharmacy Celebrates 10 Years of Service



AGHRx RediScripts, Atlantic General Hospital
From left: Tom Crum, Pharmacist; Tynisha Brittingham, Pharmacy Tech; Jeff Kukel, AGHRx RediScripts Manager; Ada Steininger, Pharmacy Tech; Michelle Briddell, Pharmacy Tech; Melissa Dancy, Pharmacy Tech; and James McGinnis, Pharmacy Director



AGHRx RediScript, Gudelsky Family Medical Center
From left: James McGinnis, Pharmacy Director; Jordan Hines, Pharmacist; Michelle Baker, Pharmacist; Kyria Blake, Pharmacy Tech; Meghan Hudson, Pharmacy Tech; Karan Bealla, AGHRx RediScripts Manager; and Jeff Kukel, AGHRx RediScripts Manager

In July, AGHRx RediScripts Pharmacy celebrated its tenth year of providing comprehensive pharmacy services to patients and staff of Atlantic General Hospital and Health System. Well-known for their patient-friendly medication guidance and pharmacy financial counseling, the pharmacy opened a second location within the Gudelsky Family Medical Center to better serve the communities of Ocean Pines and the surrounding area in May. The pharmacy has continued to expand services over the last 10 years, now offering birth control prescribing, pet medications, medication administration services, and at the Ocean Pines location only, flavoring options for difficult-to-swallow pediatric medications as well as testing for flu, COVID and strep. For more information, visit www.agh.care/rediscripts.



Melissa Braniff, CRNP
Atlantic General Women's Health
West Ocean City, MD



Nicole Morris, RN
Atlantic General Hospital
Berlin, MD



Oswaldo Nicastro, MD
Atlantic General Primary Care
Ocean Pines, MD



Anita Pascucci, DO
Atlantic General Pediatrics
Ocean Pines, MD



Allison Pusey, CRNP
Atlantic General Primary Care
Ocean Pines, MD



Preeti Yonker, MD
Atlantic General Neurology
Berlin, MD



Alae Zarif, MD
Atlantic General Surgical Associates
Berlin, MD



Upcoming Events

Walk with a Doc – educate, exercise, empower

3rd Saturday of every month – 9 a.m.

Southgate Pond, Ocean Pines

Join us for our monthly Walk with a Doc! An Atlantic General medical expert will hold a brief discussion about an important health topic, then lead the group for a morning walk. The first 10 participants to arrive will receive Wal-Mart gift cards. *For guest information, visit us on Facebook @AtlanticGeneralHospital.*

Diabetes Support Group

First Wednesday of the month

Ocean Pines Library • 1:30 - 2:30 p.m., odd months

Berlin Library • 5 - 6 p.m., even months

The group provides discussion, education, and a speaker on various topics of interest. For more information, please contact Patti Yocubik at 410-641-4217 or pyocubik@atlanticgeneral.org.

Parkinson's Support Group

Second Tuesday of every month • 3:15 – 4 p.m

Atlantic General Neurology office (within Atlantic Health Center)

9714 Healthway Drive, Berlin

For individuals suffering from Parkinson's, as well as their caregivers. Group provides discussions and mutual support, as well as education on exercise, nutrition, medications, and developments in treatment. For more, contact Kay Kinnikin at 410-641-4765 or kkinnikin@atlanticgeneral.org.

Breast Cancer Support Group

Third Wednesday of every month • 1 p.m. – 2 p.m.

Burbage Regional Cancer Care Center

For survivors and current patients battling breast cancer. Please call Women Supporting Women at 410-548-7880 for more information.

Stroke Support Group

Third Wednesday of every month • 3 – 4 p.m.

Atlantic General Neurology office, Berlin

For stroke survivors, family and friends. For more information, contact Betty at 410-641-4765 or bglime@atlanticgeneral.org.

Caregiver Support Group

First Wednesday of every month • 3 – 4 p.m.

Burbage Regional Cancer Care Center

For caregivers of those with serious or chronic illness. For more information, contact Nicole Fry at 410-641-2626.

Grief Support Group

Fourth Wednesday of every month • 3 – 4:30 p.m.

Conference Room 1, Atlantic General Hospital

Our goal is to instill hope for the future and give you skills to help you find your way, by providing a supportive place where members can share stories and spend time with others who understand. Please contact Gail Mansell at gmansell@atlanticgeneral.org or 410-641-9725 for more information.

CPAP Mask Fitting – appointment necessary

1st and 3rd Thursdays of every month

AGH Sleep Disorders Diagnostic Center, Berlin

Atlantic General Hospital's Sleep Disorders Diagnostic Center hosts a mask-fitting clinic for patients who are having trouble adjusting to their CPAP equipment. This is a FREE service, but you must call for an appointment. To schedule, contact Robin Rohlfing at 410-641-9726.

Visit www.agh.care/calendar for other upcoming events and dates.

Fever continued from p 13

how can you best make your child comfortable while they recover?

Focus on how your child is acting, not just the temperature. If the fever is really low but there is a headache or earache, give a pain reliever. But, if the temperature is higher but they

don't feel too bad, just give them fluids and keep them comfortable.

Too many layers of clothing and heavy blankets will raise the fever higher, so lightweight pajamas and light blankets are fine.

Give plenty of fluids. Fever can cause dehydration.

How to know when your child

might be dehydrated? If your child's urine is dark, or your child is not peeing as often as normal, give more fluids. Give them whatever they will drink, including water, clear soups, electrolyte solution or popsicles.

Even if your child is miserable and you want them to feel better as quickly as possible, be careful not to overdose

on the cold meds. Follow the directions on the label carefully.

The best medicines for fever are acetaminophen (Tylenol) or ibuprofen (Advil). Never give aspirin.

Most importantly, don't panic. One of the benefits of fever is it slows you down and makes you take a break. ●

It's Time to *Get Ready*

for the 31st Annual Penguin Swim to benefit the Atlantic General Hospital Foundation!

The Penguin Swim is a fun annual event that supports our not-for-profit community hospital while welcoming a fresh new year. Each fall, hundreds of "Penguins" begin their fundraising efforts for the hospital, ultimately gathering on New Year's Day in a memory-making celebratory run into the Atlantic Ocean.

Individual and team fundraising efforts by Penguin Swim participants enable Atlantic General Hospital and Health System to continue to provide the quality care our community has come to rely upon – but they can't do it alone! Corporate sponsors help make the event a great success.

Event day check-in and registration runs from 9 am to 11:45 am at the Princess Royale Oceanfront Hotel at 91st Street in Ocean City. Fun and games will take place in the Atrium on the second floor. The swim will take place at noon on the beach. **ALL swimmers MUST register either online or in-person AND check in to receive a wristband to gain access to the Swim Area!**

We offer a special invitation to all participants to come to the advance check-in and registration at the Princess Royale in the Premier Lobby from 2 to 4 pm on New Year's Eve. Those who do will be eligible to receive pre-registration prizes!

The registration fee is \$30 per swimmer (\$35 after December 30). Those who register before December 10 will be guaranteed an official 2025 AGH penguin Swim short-sleeve t-shirt. Additional prizes will be provided based on the level of fundraising.

You can register online at aghpenguinswim.org. If you are a returning Penguin from last year's Penguin Swim, please LOGIN first before signing up for this year's event.

Become a Penguin Swim Sponsor!

The Penguin Swim has grown exponentially, with 1,000+ participants, and has tremendous reach via social media.

Sponsorship benefits are many! All sponsors are recognized on our event website, AGH's Facebook pages, on a sponsor banner at the event, in all press and social media up to and following the event, and in the annual donor recognition edition of our *care.together* magazine.

To learn more about becoming a sponsor, contact Laura Powell at **410-641-9858** or **lsowell@atlanticgeneral.org**, or visit **www.aghpenguinswim.org**. All proceeds benefit Atlantic General Hospital Foundation. AGH is a 501(c)(3) nonprofit organization and contributions to the Penguin Swim are tax-deductible to the fullest extent of the law.

The upcoming Penguin Swim promises to be filled with fun and excitement! We truly appreciate the generosity of all of our sponsors. With your support, this year's Penguin Swim will be the most successful one yet!



Event Schedule

New Year's Eve at the Princess Royale Oceanfront Hotel

2 - 4 pm – Pre-Registration and Advance Check-in

Avoid long lines at the event! Wristbands, prizes, and shirts can be picked up early!

New Year's Day at the Princess Royale Oceanfront Hotel

9 am – Registration and Check-in BEGINS

11:45 am – Registration and Check-in ENDS

11:45 am – The *Bull on the Beach* team will parade down the beach!

12 noon – The Swim!

12:15 - 12:45 pm – Awards Ceremony

Use **#OCPenguinSwim** when posting about the Penguin Swim on social media (and make sure your post is PUBLIC so everyone can see it!). Find us on Facebook and Instagram.

What Does Your Legacy of Giving Look Like?

by Jessica Jersey
Donor Relations Officer



This time of year finds me often reflecting on where I am in line with the goals I set for myself and anything that I feel like I need to accomplish before the year ends. This year in particular, I realize it is no coincidence that I accepted this new position with the AGH Foundation. I was led to the type of work I do now by my parents. I didn't know it then, but very early on, they planted a seed in me that reminds me of the impact and importance of service to others. Now that they have both passed on, I am constantly looking for ways to keep their legacy of giving and service alive.

As far back as I can remember, my folks had us volunteer at various places such as soup kitchens, donate items to the less fortunate, carry our UNICEF boxes with us on Halloween and we each even had our own set of envelopes for giving to church each week. I was the youngest of three, so Mom often had me with her when she would be helping out with a school fundraiser for my siblings. She would always let me count and roll the pennies. Now maybe she was just trying to keep me quiet by giving me a task (I know she needed the break from my incessant chatter.) However, it instilled in me that helping out, even in what may seem like the smallest of ways, is so important. As far as we were concerned, helping others was just like making our bed or brushing our teeth. It was just always something that we did.

Fast forward a few years to when I realized Santa's handwriting looked an awful lot like my mom and dad's, so our family started a new tradition. We were now allowed to open one

present on Christmas Eve. I would open mine and then immediately race to my room to make a new spot for whatever it was. Then, before I knew it, I had gone through and cleaned my entire room! I made piles of clothing that I had grown out of, books I no longer read and toys I no longer played with. Mom would at some point make her way

Legacy continued p 33



Thinking of Volunteering?

WE NEED YOU!

Areas in Need:
Emergency Department | Surgical Services | AGH Auxiliary
Thrift Shop | Burbage Regional Cancer Care Center
Volunteer Chaplains

To apply, visit
www.agh.care/volunteer

For more info: (410) 629-6859

ATLANTIC
GENERAL HOSPITAL
AUXILIARY
care.givers

Available to See You Now!

As a medically underserved region, the national physician shortage is felt even more profoundly here on the Shore. Atlantic General Hospital and Health System continues to recruit for additional providers for primary and specialty care and to streamline processes to create greater access to the care you need.

The primary care providers listed here are currently accepting new patients, with readily available appointments.

► For more information about these providers or to schedule an appointment, visit **agh.care/PCPnow**. Or, call our Physician Referral Line at **410-629-1500**.

Edwin Castañeda, MD – Berlin
 Sally Dowling, MD – Selbyville
 Margo Gill, MD – West Ocean City
 Sandra Mancilla, MD – Selbyville
 Oswaldo Nicastro, MD – Ocean Pines
 Anita Pascucci, DO – Ocean Pines (pediatrics)
 Kieran Py, MD – Ocean View
 Ellen Rowe, MD – West Fenwick
 Cristian Salgado, MD – Ocean Pines (pediatrics)
 Laura Stokes, DO – Ocean Pines (pediatrics)
 Amy Sood Barshinger, CRNP – Ocean City
 Wendy Corkran, CRNP – West Fenwick
 Alison Diesel, PA-C – Berlin
 Michael Heilman, PA-C – Ocean View
 Mary Mason, DNP, CRNP – Berlin & Snow Hill
 Katie Morris, DNP – Ocean Pines & Selbyville
 Allison Pusey, FNP – Ocean Pines
 G.W. Smith, PA-C – Ocean City

Care Choice at Atlantic General Hospital & Health System



PRIMARY CARE



Can you wait 24 hours to see your **OWN** provider?

- Allergic Reactions
- Bug or insect bites
- Ear or sinus infections
- Minor cuts, burns or wounds
- Nausea, vomiting or diarrhea
- Skin conditions
- High blood pressure or cholesterol
- Diabetes
- Regular health screenings
- Mental health

An Atlantic General Health System Provider is AVAILABLE 24/7 for any URGENT questions.



WALK-IN CARE



Can you wait a few hours for medical care when your **OWN** provider is **NOT** available (*after office hours*)?

- Allergic Reactions
- Bug or insect bites
- Cough, cold or flu
- Ear or sinus infections
- Minor cuts, burns or wounds
- Nausea, vomiting or diarrhea
- Cuts that need stitches

NOTE: Please make sure to follow up immediately with your OWN provider if your medical condition does NOT improve.

Atlantic ImmediCare

Townsend Medical Center
 10th Street, Ocean City, MD • (410) 289-0065
 Memorial – Labor Day, daily | Off-Season, M – F



EMERGENCY ROOM



Do you need medical care **NOW**?

SERIOUS life- or limb-threatening conditions **REQUIRE EMERGENCY CARE**. Call **911** or proceed **IMMEDIATELY** to the **EMERGENCY DEPARTMENT**

- Chest pain, palpitations
- Shortness of breath
- Signs of **STROKE**: difficulty speaking, numbness or weakness of limbs
- **SUDDEN** confusion OR **LOSS** of consciousness
- **SEVERE** burns
- Broken bones or **SEVERE** traumatic injuries
- Mental health emergencies

Our Donors

On behalf of the Foundation, the Board and all AGH associates, thank you for your generosity, from the bottom of our hearts. Your investment in Atlantic General Hospital is an investment in our community. This generosity allows Atlantic General Hospital and Health System to continue to make a positive difference in the lives of our friends, family and neighbors.

— Emily Tunis
Chair, Atlantic General Hospital Foundation

Thank You

Major Gifts

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John H. "Jack" Burbage, Jr. Regional Cancer Care Center

Cork Bar and Grill
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Jersey Family Foundation
Ocean Pines Ladies Golf Association
Sunset Grille's 2023 Pink Party in Honor of Hope Palmer

Eunice Q. Sorin Women's Diagnostic Center
Ocean Pines Ladies Golf Association

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Integrated Health Literacy Program

United Way of the Lower Eastern Shore Community Impact Funds

James G. and Nancy W. Barrett Scholarship Program

AARP Chapter 1917
Nancy W. Barrett

John H. "Jack" Burbage, Jr. Regional Cancer Care Center

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By The River Campground

Thank You

2023 - 2024 *Associates* Campaign

Annual Appeal Pledge Drive

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Thank you to all of the AGH Associates who participated in fundraising efforts which raised more than \$27,500 in support of AGH's programs and services!

John H. "Jack" Burbage, Jr. Regional Cancer Care Center (cont.)

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Annual Appeal

GRANTS *Et Funds*

Rural Maryland Council – \$206,160 to support expansion of and improved access to pediatric care.

MD General Assembly Capital Projects – \$250,000 to help purchase endoscopy towers for the OR.

Home Depot Cares – more than \$3,500 in materials plus volunteer labor to renovate the hospital's community garden as part of a Depot Cares project.

FEMA's Nonprofit Security Grant Program (2022) – \$98,598 to support the purchase of new ID badges and badge readers and implementation of additional security measures throughout the main hospital campus and the health system to keep staff, patients and visitors safe.

Health Resources and Services Administration – \$4,405 for organization-wide emergency telephone and text alert system to provide time-sensitive notifications quickly to all staff.

HONOR A *Caregiver / Grateful Patient*

Jack and Susan Abady

Noel Allen

Frances Andrews

Mary Boyd

Joanne Breedlove

Emma Briddell

James and Deborah Campbell

Robert Clum - dedicated to the staff at RCCC

Donna Cohen - dedicated to Mike and Whitney on 2 South

Beverly Crabill - in honor of Dr. Craig

Joan and Kenneth Dodson

Michael Fiore

Kathleen Frederick

Jacob Gatrell - in honor of Dr. Castaneda

Mary Lou Gerbes

Anne Giannelli - in honor of 2nd floor surgical and cardiac providers

Margaret Hagans - in honor of all AGH nurses

Sadie Johnson - in honor of Mary O'Neil

Lorie Johnson

Robert Jones

Frederick Kauffman

Nancy and Michael Kaweck

Alberta Keiser - in honor of Priscilla Brown and George in the ICU

Charles Keller

Deanna Lowe

Michael Lutz

Shirley Martin

John Martin

Linda McKenna

Tracey Merchant

Connie Merriman

Sandra Murphy

Michael & Virginia Palmer

Ronald Payne - in honor of Dr. Paul and his staff

Ann Pearson

David Pille

Henry Prince

Robert Riordan

Joel Rosenbloom - in honor of everyone in the Emergency Department

Ira & Norma Schnitzer - in honor of Dr. Henley

Frederick Schulte

Joe Shaw - in honor of Rebecca Foster

Clyde Stevenson

Patricia Sussman

Milton Szimanski

Albert Tankersley

Robert Watson

Dee Wells

Allen Zack - in honor of the nurses and staff of 2 South

To Honor a Caregiver . . .

You can donate online by visiting www.agh.care/donatenow and selecting Grateful Patient Program from the drop down menu, or by calling 410-641-9671.

30th Annual

January 1, 2024

Penguin Swim



Event Chairs:
Ryan Kirby & Caitlin Evans

Legacy Sponsor - "The Emperor Penguin"

Bull on the Beach and Crab Alley for 30 consecutive years as Title Sponsor

Glacier Sponsors

AGH Auxiliary
D3
Princess Royale Oceanfront Resort
WRDE Coast TV

Iceberg Sponsors

AGH Medical Staff
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Wilmington University

Icicle Sponsors

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Ocean Pines Association
The Original Greene
Red Sun Custom Apparel, Inc.
Sally Dowling M.D.
Shore Therapy Solutions
The Shrimp Boat
TPG Hotels & Resorts
Worcester Tech School

Snowflake Sponsors

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DJ Street
Fisher's Popcorn of Delaware, Inc.
The Harrison Group
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Jolly Roger Amusement Park
The Kite Loft
Kyle Satterfield
M.R. Ducks
The Mad Fairy
Mark and Kathy Drew
Max Hutsell
Nick's Mini Golf
O.C. Seacrets, Inc
Ocean 13
Ocean City Elks Lodge #2645 Ladies Auxiliary

Pancho & Lefty's
Peter Buas for Ocean City Council
Talbot Street Watersports
Town Cats, Inc

Special Thanks to...

Co-chairs Ryan Kirby and Caitlin Evans, and the many AGH Associates and Community Member Volunteers who helped with this event!

TOP FUNDRAISERS

Team – Business Category

Bull on the Beach, \$25,828
Charles Brown Glass, \$510
The Dispatch, \$190

Team – Community Groups Category

Ocean City Ravens Roost #44, \$10,007.99
License to Chill, \$2,325
Atlantic Club Beach Warriors, \$1,350

Team – Youth/Family Category

Team Believe, \$3,325
Ice Ice Kirby, \$1,705
Owrey's Owls, \$1,590

Individual – Adult 19 & Over Division

James King, \$1,275
Matthew Lynch, \$700
Ed Fratantuono, \$250

Individual – 18 & Under Division

Leila Attia, \$1,057
Delaney Whittington, \$105
Dezzy Wegrzyn, \$100

Youngest Penguin

Laura Beasley (9 months old)

Oldest Penguin

Nelya Kuvshinova (83 years young)

Traveled the Farthest

Ashley Humphreys (Boulder Creek, CA)

Costume Contest

Best Adult Costume – "Mad Hatter," Butch Lordich
Best Couple – "Ken and Barbie," Christy & Randy Nevel
Blingiest – "Frosty Friends"
Best Youth Costume – "Cow," Madison Pecover
Best Team/Group Costume – "Mali and Moana," Isaiah & Malani Williams

30TH ANNUAL FALL Golf Classic

SEPTEMBER 21, 2023

Ocean City Golf Club – Berlin



Robert E. Warfield, Sr.
May 22, 1940 - January 23, 2016

The Atlantic General Hospital Foundation held its 2023 Robert E. Warfield Memorial Tournament on Thursday, September 21st at Ocean City Golf Club in Berlin. The tournament was attended by 182 golfers on 45 teams. Participants and volunteers shared a great day of golf, food and fun. With the

help of many sponsors, the event raised more than \$87,000 for the Atlantic General Hospital Foundation. Proceeds from the tournament enable AGH to advance the health of residents and visitors to our community.

Special thanks...

to our Tournament Co-Chairs Steven Sweigert and Max Hutsell, and to Buddy Sass and Ocean City Club – and all of our volunteers who generously gave their time and talents to this event.

Legacy Sponsor

The Carousel Group
24 Consecutive Years as Title Sponsor

Signature Sponsors

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The M&T Charitable Foundation
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Lunch Sponsors

Captain's Galley Crab Cake Shack
Ocean 13

Snack Sponsors

The Nellans Family
Thrasher's French Fries

Reception Sponsors

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AGH Medical Staff
Chick-Fil-A West Ocean City
Sysco Eastern Maryland, LLC

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BRG
Ryan Homes Southern Delaware

Carts/Greens Fees Sponsors

The Warfield Family

Hole-in-one Sponsors

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i.g. Burton Automotive Group

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Coca-Cola Consolidated
George's Beverage Company
Harborside Bar and Grill
Hoop Tea

Contests and Giveaways Sponsors

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NFP
Ocean City Elks Lodge #2645

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Prize Sponsors

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 Grand Hotel & Spa

Grand Hotel & Spa - Java Beach Café
 Green Hill Country Club
 Hilton Oceanfront - 32nd Street
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 SoDel Concepts
 Splash Mountain Water Park
 Taustin Group
 Thrasher's French Fries
 West-O Bottle Shop
 Windmill Creek Vineyard and Winery

TOURNAMENT WINNERS

Winning Teams

1. OC Real Estate Management Group
2. Park Place Jewelers
3. Wilmington University

Last Place "AGH Anchor" Team

The Intermed Group

Golden Ball Challenge

Home Instead
 Atlantic Orthopaedics

Women's Longest Drive – Poppy Granite (Seaside) / Penny Olinger (Newport Bay)

Men's Longest Drive – Dan Parker (Seaside) / Chris Hagel (Newport Bay)

Women's Closest to the Pin – Mary Dale Craig (Newport Bay)

Men's Closest to the Pin – Scott Phillips (Seaside) / Billy Allen (Newport Bay)

Putting Contest

1. Shawn Hatley
2. Trevor Ricket
3. Bill Harrington

Floating Green Contest – Penny Parker, Craig Tronti, Jack Marshall, John Grimes

Tributes

in Memory of ...

In Memory of Joe Calantuoni

Gerald and Cheryl Clark
Paul and Pat Downes

In Memory of Richard L. Carer, Sr.

Terry Levins

In Memory of Cathleen Habeger

Dolores Asendorf
Denise Colaiacono
Evelyn Crabtree
Barbara and Pod Dau
Frank Florentine
Ronald Kline
Ruth Lieberman
Melanie Moulden
Wally Mowen
Cindy Ostrowski
James Pearce
Robert Riley
Rita Tewell
Karin Wiseman
Kathleen Witchey

In Memory of Christopher Hudson

Charles and Joanne Bireley
Harriet and Joseph Gudenburr
Valerie Parsons
Harry J and Peggy Swain
Michael and Nancy West

In Memory of John McCabe

Virginia Barrett
Alfred and Ruth Beattie
Nancy Donahue
Mary Eastman
Mary Failles
Julia Gardner
Tracy Hardee
Virginia Malone
James McCabe
Bob Moore
Kathryn Paranzino

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Shirley Sondej
Carol Wellinghoff

William and Mary Jane Goodwin
Kristina Marsh
Doni McDermott
Kimberly Novakowski
Tony Oliver
Saralee Parker
Marie Powell

In Memory of Ronald "Ronnie" Payne

Chris Bradley
Sherry Colona Smith
John Pulsipher
Linda Ross
Ruby Taylor
Paul Williams

In Memory of Joe Stigler

Peggy Maher

In Memory of Dorsey Samuel Truitt, Sr.

Penny Truitt

In Memory of Ronald Pickup

Donald and Marguerite Greenman
In Memory of Wesley T. Sauble

31st

Anniversary

Celebration

May 9, 2024

... at the home of George & Emily Tunis
Old Bridge Road, West Ocean City

Event Chairs:
Sara Hambury & Emily Tunis

Thank You to Our 31st Anniversary Celebration Sponsors

Legacy Sponsor

Kelly Foods
Corporation – 20
Consecutive Years as
Title Sponsor

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Jolly Trolley
Kristen and the Noise
Lighthouse Catering
OC Wasabi
Pohanka of Salisbury
Automotive
Seagull Disposal
Southside Deli
West-O Bottle Shop

Thank you...

2024 - 2025 Annual Appeal

I/We would like to demonstrate our support of Atlantic General Hospital Foundation by helping to maintain the highest level of excellence in health care during the coming year. I/We are making a gift of:

\$1000 \$500 \$250 \$100 \$50 \$25 Other \$ _____

Indicate your name(s) as you would like to be recognized: _____

Address _____

City _____ State _____ Zip _____

Phone _____ Email Address _____

Please charge payment to my credit card:

Visa MasterCard Discover AmEx

Account No. _____

This gift is in MEMORY of: _____

Exp. Date _____ CVV _____

This gift is in HONOR of: _____

Name as it appears on the card _____

My/my spouse's company will match this gift. Name of company _____

Signature _____

I cannot make a donation at this time, but I pledge \$ _____ to be paid by June 30, 2025. Please send me a reminder.

I Would Like My Gift to Help Support: Nursing Scholarships Patient Assistance Fund SAFE Nurse Program Unrestricted Fund

Mail to: AGH Foundation, 9733 Healthway Drive, Berlin, MD 21811

If you prefer to make your donation online, you may do so at atlanticgeneral.org/give or text **AGH to 41444**.

Please contact me to discuss AGH's planned giving Legacy Society.

Your gift is tax deductible. Please make checks payable to: **Atlantic General Hospital Foundation**

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 Susan Carpenter
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 Wayne Hartman

Thank you...

Legacy continued from p 20

to my room and say something along the lines of “Well, would you look at that! Wouldn’t it be nice for someone who may not get to have a Christmas to be able to enjoy those?” Not only had she somehow managed to motivate me to clean my entire room, but to also make me take into account that not everyone got to have the same experiences that I did. This evolved into “adopting” families and the joy came from shopping for others. It became less about receiving and more about being able to be “Santa” for someone else all year long.

I am fully aware of how lucky I was as a kid and still am as an adult. I also know that my experience was not everyone’s experience. I do think that it is important to remember that there is always something that we can do to help someone else. It is essential to stay invested and to reinvest in your community. There are countless ways to do that.

They say that it only takes twenty-one days to create a new habit. So what if we all took a few minutes and decided that our new habit is going to be giving? After those twenty-one days, then it will just be part of the routine. Maybe part of that is “giving” your time to an organization that you feel led to. Maybe part of that is “giving” up your fancy coffee a time or two this week, then taking that saved money and donating it. Perhaps in lieu of going out to dinner one night, you “give” that money in groceries to the local food bank.

More importantly, take some of that time and make a long term plan with your goals for giving and speak with your loved ones about it. Speak to a financial planner or advisor about it, too. There are opportunities and benefits to giving that you may not even be aware of yet. Charitable and legacy planning may seem intimidating for many. That does not need to be the case! There are so many options for one to consider, such as Quality Charitable Distributions (QCD), Legacy IRA accounts and Donor Advised Funds, just to name a few. Whether you are wanting to make an immediate impact or a lasting difference, the important part is starting the conversation and formulating a plan.

How much “stuff” and how many “things” do we all really need? I encourage you to use this season to “clean your room” and count your blessings. What does your legacy of giving look like for you?

As always, I would love to hear from you and help any way that I can. Feel free to reach out anytime!

Jessica Jersey
Donor Relations Officer
Atlantic General Hospital Foundation
410.641.9690 | jljersey@atlanticgeneral.org

Ways to Support AGH

The difference between good and great healthcare, and often the sole reason many providers and programs exist, is community support. Here are some ways you can help:

Donate Money

Giving a monetary gift to Atlantic General Hospital and Health System allows you to designate your gift to our ongoing operations or a specific program, and to make your donation in honor or in memory of someone if you so choose. You can make a one-time gift or installments over a period of time.

Special Events Attendance or Sponsorship

The AGH Foundation holds various signature fundraising events throughout the year including the Penguin Swim, Atlantic General Hospital Anniversary Celebration, and the Robert E. Warfield Memorial Tournament Fall Golf Classic, which have various price levels for participation or sponsorship.

Planned or Deferred Gifts

Through a bequest or gift, individuals of both great wealth and modest means can help preserve, or create for the enjoyment of future generations, an institution, a way of life or an ideal that has special meaning for them.

For more information please go to www.agh.care/give. Or contact Jessica Jersey, Donor Relations Officer, at 410-641-9858 or jljersey@atlanticgeneral.org for assistance.



Scan to
donate today!

Vision. Mission. Values.

www.agh.care

Earlier this year, Atlantic General Hospital and Health System's Board of Trustees, medical staff leadership, and senior leadership revised the mission and vision statements for our organization. We did this to bring additional clarity to why we exist, which is to create a healthier community with local access to high quality care. These statements capture the essence of our work and how we align our behaviors, resources and organizational priorities for the good of those we serve.



VISION

To create a healthier community with local access to high quality care.

MISSION

To deliver high quality, compassionate care that is convenient and close to home.

VALUES

We become the leaders in caring through these values:

- C**ompassion
- A**ccountability
- R**espect
- E**xcellence

QUALITY STATEMENT

We deliver care that is accessible, safe, appropriate, coordinated, effective, and centered on the needs of individuals within a system that demonstrates continual improvement.

SAFETY

We are committed to Zero Harm for our patients, providers, care givers, and associates.

PATIENT EXPERIENCE

- W**elcoming
- O**utstanding
- W**arm

We communicate with and treat our patients as loved ones.

ETHICAL COMMITMENT

To conduct ourselves in an ethical manner that emphasizes community service and justifies the public trust.

We like feedback!



We value the opinions of our patients and their families. If you have a positive experience, we would love to share kudos with our associates, volunteers and medical staff. On the other hand, if your experience with us is less than excellent, please share it with us too, so we can improve how we provide care.

We strive every day to bring you the best care possible. There are several ways you can share your opinions with us to help us in our mission:

Fill out and return surveys you receive in the mail.

An agency conducts surveys on our behalf to collect important information about our patients' experiences. All survey responses are confidential, so please share your honest observations.

Fill out a comment card.

These are available in every hospital department and physician office of Atlantic General Health System. Just hand in the completed survey to any associate.

Send us an email.

Drop us a line at pr@atlanticgeneral.org. We'll respond to your comment or question within 72 hours.

Write or call.

Letters can be sent to: **Atlantic General Hospital, Patient and Family Relations, 9733 Healthway Drive, Berlin, MD 21811.**

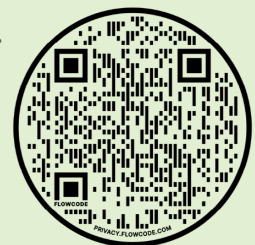
Or, call our Patient and Family Relations Representatives at **410-641-9654**.

Consider giving to our Grateful Patient Program.

If you've had a particularly positive experience at AGH, this is a wonderful way to honor a caregiver while sustaining quality healthcare for our communities. More information and details about this program can be found at www.agh.care/honoracaregiver.

Leave a review.

Scan this QR code to leave a Google review. ●



The services and facilities of Atlantic General Hospital & Health System are operated on a nondiscriminatory basis. They are subject to the provisions of Title VI of the 1964 Civil Rights Act, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Hill Burton Act, and Section 1557 of the Affordable Care Act. The acts prohibit discrimination on the basis of race, color, national origin, age, disability, gender or sexual orientation. This facility's nondiscriminatory position applies to admissions, provisions or services, granting of privileges, accommodations, and opportunity to participate in programs and activities.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-410-629-1500.

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ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-410-629-1500.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-410-629-1500。

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