



The Healthy Life

News About Health and Giving from
North Shore Medical Center

FALL 2019

EMERGENCY



NORTH SHORE
MEDICAL CENTER

NEW ERA AT NSMC

NSMC and Partners HealthCare Transform Care
on the North Shore

From NSMC President David J. Roberts, M.D.

Transforming Care on the North Shore



On behalf of North Shore Medical Center and Partners HealthCare, I am incredibly proud and excited to be celebrating our campus revitalization plan and taking such a significant step toward improving care here on the North Shore.

This plan began more than 10 years ago, with the realization that we had to significantly change our facilities to meet the current and future needs of our community. With fewer patients requiring an overnight stay in the hospital, yet those remaining facing more complex health challenges, we focused on creating a single, state-of-the-art facility that could provide the advanced technology and deep sub-specialization that hospitalized patients require. We also focused on expanding our community-based outpatient facilities, so that patients could access efficient, high-quality care and find support for managing their health care more easily over the long term.

This fall, we celebrate that vision with a revitalized acute care hospital in Salem and plans for expanding more accessible, efficient care sites in the communities where our patients live and work. In this issue of NSMC's *The Healthy Life*, we detail the exciting changes coming to our Salem and Lynn campuses. You'll read about our new, expanded Emergency Department, additional private patient rooms and the impressive Epstein Center for Behavioral Health, which represents our deep commitment to addressing mental health conditions that impact so many families we know. You'll also read about our new outpatient facility in Lynn, designed to make it easy for residents in that community to access the care they use most, including urgent care, primary care, imaging and other services. This is a story about us, the dedicated caregivers at NSMC, but it's primarily about you—our patients on the North Shore.

We are honored to care for the patients and families who turn to us each year and excited to open these magnificent new facilities, where we can provide the outstanding care our community deserves. From our team at NSMC to you and your families, thank you for your support.

A handwritten signature in black ink that reads "David J. Roberts". The signature is fluid and cursive, with a stylized flourish at the end.

David J. Roberts, M.D.

The Healthy Life is a publication of the North Shore Medical Center Marketing and Development departments. We welcome your input. Send questions, comments and suggestions to:

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North Shore Medical Center is a multi-site health system located north of Boston that includes NSMC Salem Hospital, NSMC Union Hospital and North Shore Physicians Group. Together with Massachusetts General Hospital, we opened the Mass General/North Shore Center for Outpatient Care in Danvers in 2009. NSMC is a member of Partners HealthCare.

ON THE COVER

Left to right: Chair of Emergency Medicine Phillip Rice, Jr., M.D., Chief of Hospital Medicine Mona Hinrichsen, M.D., and Chair of Psychiatry Mark Schechter, M.D., are leading exciting advancements in emergency, medical and behavioral health care at NSMC.



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Bringing You the Best in Emergency Care



New Emergency Department

Opening: November 3, 2019

Left to right: Sabrina Federico, R.N., M.S.N., Brian Sanders, M.D., and Phillip Rice, Jr., M.D.

Expanded, state-of-the-art facility:

- 65 private patient bays
- Three trauma rooms
- Exclusive pediatric care space
- Designated treatment areas for behavioral health, adults and children
- Advanced imaging and diagnostic technology

The wide hallway running through NSMC's expansive new Emergency Department (ED) already has a name. "We call it 'Main Street,'" says Sabrina Federico, R.N., M.S.N., Executive Director of Emergency Services. "It helps orient us within a new space that is significantly larger."

Opening November 3, 2019, at 6 a.m., the new ED at NSMC Salem Hospital is bigger, brighter and equipped with the most advanced technology to care for patients on the North Shore. "This is a state-of-the-art emergency department," says Phillip Rice, Jr., M.D., Chair of Emergency Medicine at NSMC. "You're not going to get better care anywhere else."

The new ED consolidates the Union and Salem emergency departments and features dedicated areas for treating adult, pediatric and behavioral health patients, all accessible off "Main Street." "Bringing all of our adult and pediatric emergency medicine physicians and nurses together in the new Salem facility will create collaboration across disciplines that will benefit our patients and staff," Dr. Rice says.

Located in a brand-new building on the Dove Avenue side of NSMC's Salem campus (see illustration), the facility has 65 spacious patient bays enclosed by sliding glass doors that enhance privacy for important patient-caregiver conversations. "It will be a wonderful environment for patients," Federico says.

The new ED also includes new space for pediatric emergency care. "We're excited to be in a larger, more modern space," says Brian Sanders, M.D., Chair of Pediatrics. "In addition, we'll continue to provide compassionate care, including an 'ouchless' experience for kids, using non-invasive pain relief techniques to reduce anxiety and discomfort for children and their families."

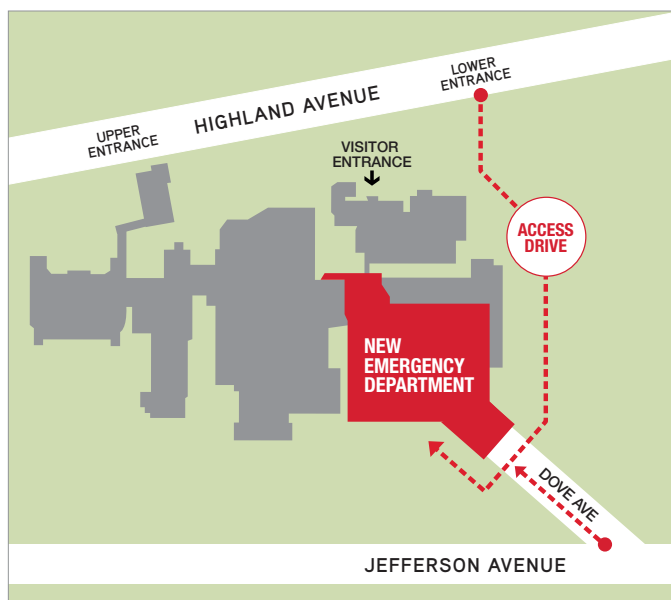
Efficient and Coordinated

The expanded facility will improve the flow of patients in and out of the ED and reduce wait times. "The number of beds in the ED will enable us to see more patients in a time-appropriate fashion," Dr. Rice says. "We'll also have the 120-bed Epstein Center for Behavioral Health and the new Pingree Floor with an additional 24 private rooms for medical patients to expedite admissions and alleviate overcrowding."

The new ED also offers on-site imaging technology, including CT scanning, ultrasound and X-ray, to provide patients quick, seamless access to these services. "We can't wait to care for our patients in this beautiful new space," Federico says. "It's going to be great for the community."

Emergency Department Location

3 Dove Avenue, NSMC Salem Hospital



The entrance to the new NSMC Emergency Department, accessible from Jefferson Ave., will be on the Dove Ave. (rear) side of the Salem Campus. A new access driveway and prominent signage will make it easy for patients to find.



“ When the ambulance arrived at the Emergency Room, there must have been 25 to 30 people in scrubs waiting for me. Everybody knew what they were doing, everybody had a purpose and they saved my life. The new facility is amazing and reflects the incredible doctors and nurses who work there.”

Keith Martin of Danvers

received life-saving emergency and surgical care at NSMC.



“ My job is to work one-on-one with our patients to learn about challenges they're facing and help connect them to resources they need. Our new Emergency Department provides more space, privacy and comfort to facilitate these critical interactions.”

Yovanny Fana

NSMC Emergency Department Navigator

Vital Care

for Local Families

Opening this October, the 120-bed Epstein Center for Behavioral Health will expand much-needed access to psychiatric care for North Shore patients and enable NSMC to deliver care more efficiently and compassionately. “With the Epstein Center, our patients will have the services they need and deserve,” says Mark Schechter, M.D., Chair of Psychiatry at North Shore Medical Center.

The Epstein Center consolidates existing Union and Salem Hospital behavioral health units into the former Spaulding Hospital building on the Salem campus and adds another 54 new behavioral health beds to NSMC and the North Shore. The completely renovated facility includes two 30-bed units for adults, as well as separate 30-bed units for seniors and children/adolescents. Named in honor of long-time NSMC supporter Arthur Epstein and his family, the center will be a key feature of NSMC’s psychiatry and mental health program, integrate inpatient care with outpatient psychiatry and addiction treatment, and enable further development of community-based programs.

The Epstein Center will also be closely affiliated with the Department of Psychiatry at Massachusetts General Hospital (MGH), which has collaborated with NSMC in a wide range of specialties for decades. This relationship will give NSMC patients access to MGH specialists in substance abuse and other complex mental health disorders, and provides opportunities for innovative treatment approaches and research advances. “The Epstein Center will offer top-notch care in our community that is linked to and supported by MGH,” Dr. Schechter says. “There is no better scenario for our patients.”



Left to right: Leonard D. Gebhard, R.N., B.S.N., Maria Stacy, L.I.C.S.W., Mark Schechter, M.D., and Robert Caggiano, Ed.D.

Unique Model

Because the Epstein Center is embedded within NSMC Salem Hospital—a full-service medical and surgical facility—care for patients throughout the hospital can be provided more holistically. Patients who have both medical and psychiatric conditions can have access to the full range of specialists they need, whether they happen to be patients on a cardiac unit who also suffer from mental health conditions such as depression or patients admitted for mental health disorders who may also need the services of non-psychiatry experts such as cardiologists or surgeons.

“Providing all of these services under one roof offers better care to our patients and will also help break down the stigma associated with psychiatric conditions,” Dr. Schechter says. “This is a major advance for the North Shore community.”



Epstein Center for Behavioral Health

Address: 1 Dove Avenue
Opening: October 2019

State-of-the-art facility at NSMC Salem Hospital:

- 120 beds: 60 adult, 30 pediatric, 30 geriatric
- Adds 54 new behavioral health beds to region
- Largest inpatient psychiatric service embedded in an acute care hospital in Massachusetts
- Affiliated with Massachusetts General Hospital
- Includes rooftop garden and children's outdoor play area

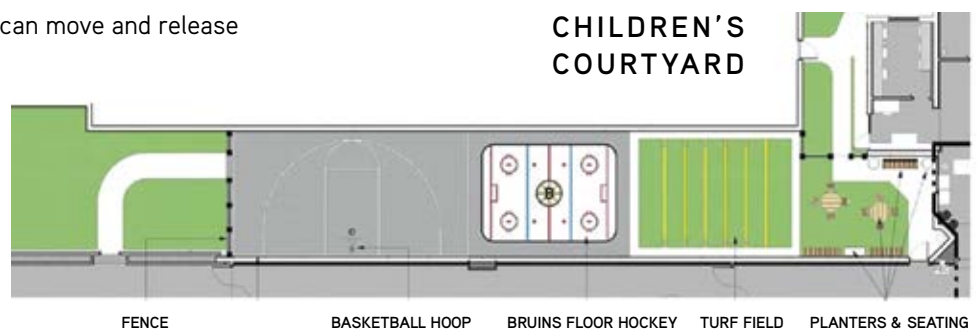
A Legacy of Family Support

The Epstein Center is named in honor of the Epstein family, which donated \$5 million, the largest gift in NSMC's history, in support of the new behavioral health center. A long-time friend and supporter, Arthur Epstein has served on the NSMC Board of Trustees since 2006. Now a resident of Brookline, Epstein previously lived with his family in Marblehead for more than 50 years. "Arthur's generosity will make a difference in the lives of behavioral health patients for many years to come," says NSMC President David Roberts, M.D. "He's a very kind and humble person who saw a need in our community and responded in a deeply profound and impactful way."



Letting in the Light

In addition to a rooftop garden for adults, the Epstein Center includes a children's courtyard with areas for basketball and floor hockey and other activities funded with support of the Merry Mixers, a local organization that has supported pediatric programs at NSMC for many years. "Kids need space," says Maria Stacy, L.I.C.S.W., Director of Acute Care Mental Health Services for children and adolescents. "When children have an emotional crisis, they do better when they can move and release some energy." The center also offers restorative spaces where children and adolescents can develop tools to manage anxiety, such as yoga and meditation. "The new facility is beautiful and bright," Stacy says. "There is so much light streaming in."





Left to right:
Rob Fisher, R.N., M.S.N.,
Mona Hinrichsen, M.D.,
and Patrick Lee, M.D.

A Perfect Place to Recover

Modern, quiet and comfortable, the new Pingree Floor at NSMC Salem Hospital will provide the highest quality experience for patients and their families. “We put the patient’s perspective at the forefront of our planning for the space,” says Mona Hinrichsen, M.D., Chief of Hospital Medicine who played a lead role in the floor’s design. “Our focus was creating the ideal environment for patients to relax and recover.” Featuring 24 private patient rooms, the new floor is located above the new Emergency Department at NSMC Salem Hospital. It is named after generous, long-time supporters of the medical center (see opposite page).

NSMC will care for general medical patients on the floor, along with cardiac patients recovering from life-saving procedures. “It’s a gorgeous, brand-new unit with the most advanced clinical technology to care for patients after a big

life event,” says Nursing Director Rob Fisher, R.N., M.S.N. The floor also has an area dedicated to the care of oncology patients, funded through the generous donors and participants of the NSMC Cancer WALK.

Each room on the floor has a large window to the outside, a private bathroom with shower and a comfortable seating area for friends and family. “We’re thrilled to offer amenities that will enhance the experience for our patients and families,” says Chair of Medicine Patrick Lee, M.D., “and complement the exceptional care NSMC provides.”

Pingree Floor Opening: October 28, 2019

A new patient floor:

- 24 private rooms with bathroom and shower
- Dedicated space for medical, cardiac and oncology patients

Pingree Family

Making a Difference on the North Shore

Supporting NSMC Salem Hospital has always been a priority for the Pingree family.

“Our mother (Ann) volunteered at the hospital when we were growing up,” says Jay Pingree. “She and my dad (Charles) also gave to the hospital as did our grandmother, Mary, through the Weld Foundation.” Now it’s the sons’ (and grandsons’) moment. Brothers Jay and Chris Pingree of Marblehead and Will Pingree of Hamilton recently pledged \$1 million in support of North Shore Medical Center’s new floor of 24 private patient rooms at NSMC Salem Hospital. The floor will be named in honor of the Pingree family.

The Pingrees have been making a difference on the North Shore for generations. The brothers’ grandparents, Sumner and Mary, used their property in South Hamilton to establish the Pingree School. The family also has provided vital support to many local organizations. “We grew up in Marblehead and all still live in the area and we wanted to ensure that our community will continue to benefit from a state-of-the-art hospital that’s just down the road,” Chris Pingree says.



Left to right: Jay and Chris Pingree of Marblehead and Will Pingree of Hamilton.

The family’s commitment to the medical center is deeply appreciated. “The Pingree family has been enormously generous to NSMC over the years,” says NSMC President David Roberts, M.D. “Gifts like this help ensure that we will be providing phenomenal care to North Shore families for generations.”



Medical Director Sheaumei Tsai, M.D., leads NSMC’s robotic surgery program.

THE NEXT GENERATION OF INNOVATION

The new buildings opening at NSMC this fall are complemented by exciting advancements that are already benefiting North Shore patients. With support provided by the Davenport Fund, Norman Read Trust and Mastronardi Foundation, NSMC launched its robotic surgery program in early 2019. Led by Medical Director Sheaumei Tsai, M.D., the program is the only one of its kind on the North Shore, giving local patients access to cutting-edge technology for a range of minimally invasive procedures.

In addition, NSMC opened a new hybrid vascular operating room in 2018, with state-of-the-art imaging technology that captures real-time, three-dimensional images that enable surgeons to perform complex life-saving procedures. The medical center also recently opened a new MRI suite, providing patients the best in technology and comfort. “Everything you need to receive the highest level of care is right here,” says NSMC President David Roberts, M.D.

A More Welcoming NSMC

Improved Drop-Off Area, Additional Parking, Enhanced Landscaping



Entrance improvements at NSMC Salem Hospital will be complete in January 2020.

In spring 2019, construction began to transform the Highland Avenue side of the NSMC Salem Hospital campus and dramatically improve the experience of patients and visitors.

The project involves leveling-off a sloped parking lot and creating a convenient patient drop-off area outside the hospital's upper entrance (shown above). It adds 55 new parking spaces, more than 60 new trees and includes new signage that will more clearly mark the main entrances to the hospital.

The improvements won't stop at the door—NSMC also has plans for interior renovations that will create a brighter, more welcoming entrance for patients and visitors.

“We're excited to make NSMC more user-friendly and accessible to our community,” says Mary Jo Gagnon, Senior Vice President of Operations. “Together with new wayfinding signage and our greeter program, these improvements will make the hospital much easier to navigate.”

Ask a Greeter!

Can't find where you're going at NSMC Salem Hospital? NSMC's greeters are stationed at entrances and key locations throughout the hospital to help patients and visitors find their way. Look for the person wearing an “Ask Me” button.





NSMC Lynn

Opening May 2020

480 Lynnfield Street, Lynn, MA

- New home for North Shore Physicians Group's Primary and Specialty Care Practices
- Partners Urgent Care
- Outpatient behavioral health
- Imaging and access to lab services

Building a Healthcare Hub in Lynn

To complement the consolidation of emergency and inpatient care in Salem, NSMC is using a portion of its Union Hospital campus in Lynn to develop a new outpatient and urgent care center that will open in May 2020.

In addition to urgent care, NSMC Lynn will offer NSPG primary/specialty care, behavioral health care, imaging services, such as mammography and X-ray, and access to lab services such as blood testing.

"This modern, easily accessible facility will be a health-care hub within the city, providing an array of essential services," says NSMC President David Roberts, M.D.

Opening Urgent Care

When the new Emergency Department and private patient rooms open in Salem this fall, NSMC will move all inpatient and acute emergency care to the Salem facility. At that time, the former Union Emergency Department will transition to an Urgent Care Center. The center will be open seven days a week, from 9 a.m. to 9 p.m., to care for less serious conditions and injuries, from allergies and colds to sprains and scrapes. The Urgent Care Center will move into the new NSMC Lynn building—currently under construction—when it is completed next spring.

CAMPUS REDESIGN TIMELINE

Early October

Epstein Center for Behavioral Health opens at NSMC Salem Hospital.

Late October

Pingree Floor of 24 private patient rooms opens at NSMC Salem Hospital.

November 3

NSMC Salem Hospital opens new Emergency Department at 6 a.m.

Union Hospital Emergency Department and patient floor close at 11:59 p.m.

November 4

Urgent Care opens in former Union Hospital Emergency Department at 9 a.m.

May 2020

NSMC Lynn opens, with North Shore Physicians Group, Partners Urgent Care, Outpatient Behavioral Health, imaging and access to lab services.

Outpatient Vein Care, Infusion Clinic (relocated from Union), Blood Draw/Lab Services move into renovated space in former Salem ED.

Cardiac/Pulmonary Rehab and Heart/Wellness Clinic move from Union Campus to renovated space on Salem Campus (Axelrod building).



NORTH SHORE MEDICAL CENTER

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NSMC Salem Hospital
NSMC Union Hospital
MassGeneral *for* Children
at North Shore Medical Center
NSMC Heart Center
North Shore Physicians Group
Collaborating with the
Mass General/North Shore
Center for Outpatient Care

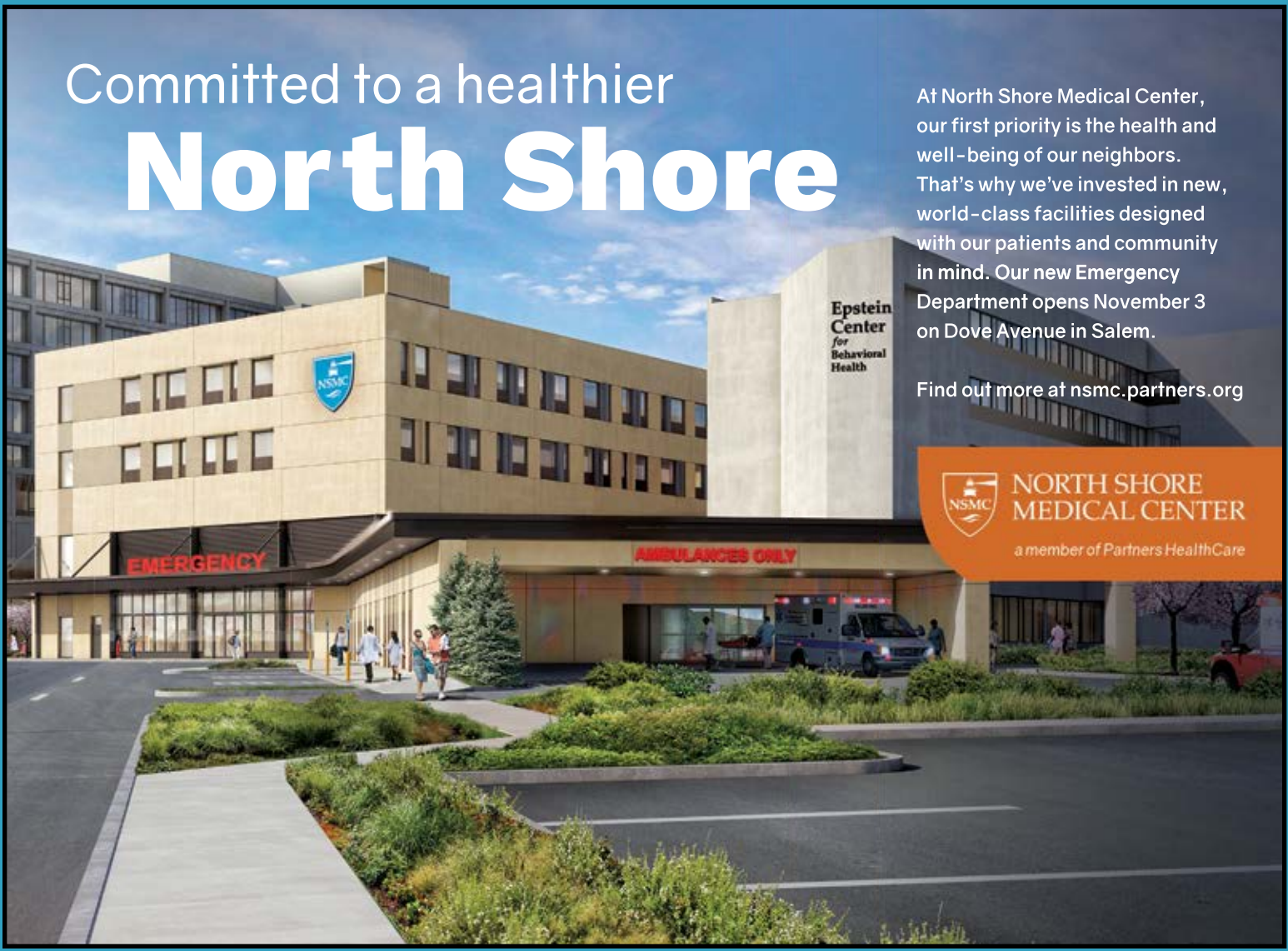
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HEALTH CARE | FOUNDED BY BRIGHAM AND WOMEN'S HOSPITAL
AND MASSACHUSETTS GENERAL HOSPITAL

Committed to a healthier **North Shore**

At North Shore Medical Center, our first priority is the health and well-being of our neighbors. That's why we've invested in new, world-class facilities designed with our patients and community in mind. Our new Emergency Department opens November 3 on Dove Avenue in Salem.

Find out more at nsmc.partners.org



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