

# care.together

Atlantic General Hospital & Atlantic General Health System



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# From the President



Welcome to the Spring edition of care.together. This time of year is one of my favorites as the season, in and of itself, represents transition; a transition from darkness to light, cold to warmth, dormant to active. It shows us that we are strong, durable and, most valuable of all, it provides us with hope for the future.

As I near my one-year anniversary as President & CEO of Atlantic General Hospital and Health System, I would like to take time to reflect and share our vision for the future.

Over the past year, I have had the pleasure of building wonderful relationships with those in our community. Whether it be through events hosted by Atlantic General, patients visiting the hospital, or simply out in public – I am grateful for all the new friends I have made along the way. I quickly discovered the

immense level of pride that is held in being a member of the Eastern Shore community, and rightfully so. This truly is a special place.

This is why it's such an honor to represent Atlantic General. The responsibility bestowed upon us to provide accessible, high-quality health care is one that we do not take for granted. We recognize that our community, composed of friends, neighbors, family, and visitors alike, relies on us to keep them in good health, and we are dedicated to upholding that promise. Your health is our top priority.

This publication provides insight into how Atlantic General has and continues to innovate and adapt to the ever-changing healthcare landscape. It highlights the advancements and achievements we have made, and the new health services now being offered.

With the generous

support of our community, Atlantic General has had the opportunity to strengthen and broaden the different aspects of care provided. Last September, for example, we invested in new robotic surgery technology and patient recovery tracking tools for our Joint Surgery Center to improve patient experience and outcomes of orthopedic surgery. Utilizing this state-of-the-art technology, our surgical experts have since performed dozens of knee and hip replacements, restoring patients' mobility and quality of life.

One of Atlantic General's key ongoing health initiatives is increasing access to and utilization of preventative care. Identifying a health issue before it develops into a more serious concern allows us to provide advanced and more robust options of treatment, especially for many types of cancers. Two of the five most common cancer diagnoses worldwide,

skin and breast, disproportionately affect our area, and because of this, Atlantic General has invested in providing our community with increased access to screening. As you will read on page eleven in this edition of care.together, AGH has established a new Skin Cancer Clinic and launched a new program to help screen and identify women who are high risk of breast and other cancers. With these preventative resources now available, we hope to reduce the magnitude and severity of these cancers on the Eastern Shore.

In recent years, hospitals nationwide have experienced staffing shortages caused by

*Continued p.4*

# Atlantic General's Joint Surgery Center Offers Leading Edge Technology and Care Coordination for Improved Patient Outcomes

In September of 2022, the first joint replacement aided by Stryker's Mako SmartRobotics™ was completed in Atlantic General's Joint Surgery Center. David Koontz's right knee had deteriorated to the point where he was bound to a wheelchair. Walking even a few steps to the bathroom was just too painful. Two weeks after surgery, he was walking again, even climbing on the riding lawn mower to cut his grass.



Orthopedic surgeon M. Sean Hooker, MD, performing the first Mako-assisted joint replacement at Atlantic General Hospital. Since September, he has replaced 24 hips and 48 knees, using the Mako technology.

Mako SmartRobotics is an innovative solution for many suffering from painful arthritis of the knee or hip. Mako uses 3D CT-based planning software so your surgeon can know more about your anatomy to create a personalized joint replacement surgical plan. This 3D model is used to preplan and assist the surgeon in performing a joint replacement procedure.

In the operating room, the surgeon follows the personalized plan, guiding Mako's robotic arm

within the predefined area. Mako's AccuStop™ technology helps the surgeon stay within the planned boundaries that were defined when he created the personalized preoperative plan. By guiding the doctor during surgery, Mako's AccuStop technology allows him

to cut less by cutting precisely what's planned to help protect healthy bone.\*

Since September, Dr. Sean Hooker, medical director of orthopedics at Atlantic General and one of four surgeons who perform procedures at the Joint Surgery Center, has replaced 24 hips and 48

knees, using the Mako technology.

"Mako allows me to make sure that the implant is perfectly balanced," Dr. Hooker said. "It optimizes outcomes and makes for a safer surgery."

This spring, the Joint Surgery Center has made yet another new service available to all patients undergoing either a partial or total hip or knee replacement at

Atlantic General Joint Surgery Center's orthopedists provide several options for knee, hip and shoulder replacement. Visit [www.agh.care/joint](http://www.agh.care/joint) or call 410-641-0730 to find the surgeon and procedure that are right for you!

- Mako SmartRobotics for partial knee replacement and total knee replacement, with the Triathlon Total Knee implant
- Mako SmartRobotics for partial and total hip replacement
- Anterior hip replacement
- Birmingham Hip Resurfacing
- Visionaire Patient Matched Technology for knee replacement with the durable VERILAST knee implant
- Journey II XR Active Knee system for knee replacement that preserves both the anterior and posterior cruciate ligaments
- Conformis Knee, a customized joint replacement for optimal fit with your anatomy

*Joint, continued p.10*

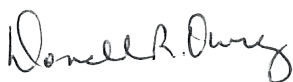
# From the President

Continued from p.2

other external forces, and Atlantic General is not immune. But, when faced with a challenge, we strive to innovate and adapt. To further develop our community workforce, Atlantic General has launched a certified nursing assistant training program and paid summer nurse intern and collegiate nurse positions. These programs will help us to meet the growing demand for health care services in our community. We are excited to have the opportunity to train and mentor the future generation of caregivers. After all, when it comes to health care, it's important to have the right people on your team.

The days are getting warmer, traffic is getting heavier and the seasonal crowd is returning to enjoy all that our community has to offer. With the winter behind us and summer at our doorstep, I hope you will join me in welcoming a sense of optimism during this time of transition. Together, let's make health care better.

Onward and upward,



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

## New Faces and Places



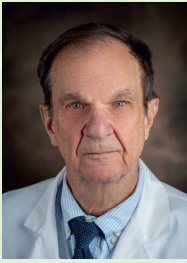
**Allison Pusey, FNP**, has joined Atlantic General Health System to provide primary care to the Ocean Pines community. Allison was born and raised in Worcester County. She has been providing patient care since 2014, when she joined Atlantic General Hospital as a nurse technician and began working on her nursing education. Allison is a recipient of Atlantic General's James G. and Nancy W. Barrett Nursing Scholarship and earned her associate's in nursing from Wor-Wic Community College and her Bachelor of Science in Nursing from Wilmington University while working at the hospital. She has been active in the Showell Volunteer Fire Department since 2010, most recently serving as vice president of their Auxiliary. In May of 2022, she completed her Master of Science in family nurse practitioner studies at Wilmington University. Allison is certified by the American Academy of Nurse Practitioners. She lives in Bishopville, MD, with her husband and daughter. Allison is currently providing care at Atlantic General Primary Care in Ocean Pines and will transition her practice to the Gudelsky Family Medical Center when construction is complete. To schedule an appointment, please call 410-208-9761.



**Heather Snyder, MSN-E, RN, LSSBB**, has been promoted to the role of **Director of Quality and Infection Prevention/Employee Health**.

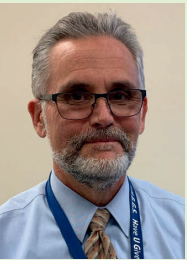
Heather joined Atlantic General Hospital and Health System as Manager of Employee Health and Infection Control in September of 2021 with 25 years of nursing experience. Previously, she held various education, infection prevention, leadership and population health roles at Lancaster General Hospital/Penn Medicine. Heather holds a Bachelor of Science in Nursing from Towson University and recently completed her Master of Science in Nursing Education from the Pennsylvania College of Health Sciences. Among other accomplishments, she is Lean Management Systems Certified and holds a Lean Black Belt.





**Rodney Williams, M.D., a board-certified medical oncologist,** joined the medical staff of Atlantic General Hospital in January 2023 to provide medical oncology and hematology care alongside Dr. Rabindra Paul and nurse practitioner Paige Wildmann at the John H. 'Jack' Burbage, Jr.

Regional Cancer Care Center. Dr. Williams earned his medical degree at University of California School of Medicine. His training and clinical experience includes a fellowship at the Dana-Farber Cancer Institute, Brigham and Women's Hospital in Boston, after a residency at the University of Colorado Affiliated Hospitals in Denver. He came to Atlantic General most recently from coastal South Carolina, where he provided cancer treatment in a rural clinic and in the hematology/oncology division at the Medical University of South Carolina, in Charleston. Dr. Williams has held medical leadership positions at several healthcare organizations, including the Greater Baltimore Medical Center. He is board certified in Internal Medicine and Medical Oncology. Appointments can be made with Dr. Williams by calling the Burbage Regional Cancer Care Center at 410-629-6888.



**Bob Yocubik, MS, BSN, RN** has been promoted to the position of **Senior Director of Quality and Performance Improvement** for Atlantic General Hospital and Health System. Most recently, Bob served as Interim Vice President of Patient Care Services/

Chief Nursing Officer for the organization. He has more than 40 years of healthcare experience and has been Director of Quality for Atlantic General since 2010. During that time, he developed and implemented a robust performance improvement plan and has provided support and leadership during numerous accreditation surveys. Bob earned an associate degree in nursing from Community College of Rhode Island before obtaining his Bachelor of Science in nursing from Wilmington University. In May 2009, he completed his master's in healthcare administration at Wilmington University. Bob has worked at Atlantic General Hospital for 29 years in various roles, as a staff nurse in the ICU, staff and charge nurse in the ED, patient care supervisor, IT clinical analyst, and risk management nurse.



**Amy Holloway, MBA, BSN, RN, CNOR, NE-BC,** recently accepted the position of Director of Surgical Services. Amy has worked at Atlantic General Hospital since 2001, most recently as Perioperative Manager. Prior to returning to the OR in 2022, she spent seven years as the supply chain contracts coordinator

for the Materials Management Department, where she helped achieve award-winning cost savings across the organization through evaluation of supply purchase and utilization practices. Amy also led multiple performance improvement projects and served as the orthopedic service line coordinator, value analysis coordinator, charge nurse and registered nurse first assist during her more than 13 years of experience in the OR. She received her Bachelor of Science in Nursing at Salisbury University and completed an MBA at University of Maryland.



**Chanelle Lake, MSN, OCN, RN,** joined Atlantic General Hospital as the **Director of the John H. 'Jack' Burbage, Jr. Regional Cancer Care Center** in March. Chanelle has more than 15 years of experience

in healthcare, with a background in oncology nursing, healthcare administration and clinical education. Most recently, she oversaw oncology nurses and support staff at the University of Maryland Shore Regional Health Cancer Center. Chanelle was also an instructor at Chesapeake College for the Certified Medical Assistant program, while continuing to work for the University of Maryland Medical Center Greenebaum Comprehensive Cancer Center. She began her healthcare career in 2008 as a nursing assistant for the University of Maryland Shore Regional Health. In 2010, she graduated from Chesapeake College with an associate degree in nursing. She went on to work as a registered nurse at the University of Maryland Medical Center Greenebaum Comprehensive Cancer Center. In 2015, Chanelle earned her BSN from Drexel University and transferred to University of Maryland Shore Regional Health Cancer Center. Chanelle earned her MSN in Healthcare Administration and Nursing Leadership from Drexel University in 2022. Chanelle is excited to join the AGH team and looks forward to working with an amazing group of individuals who are dedicated to providing high quality care. ●

# Awards & Recognition

## 4 Atlantic General Providers Garner Best Awards from *Metropolitan* Readers!



Alae Zarif, MD



Lawrence Kemp, MD



Angela Simmons, CRNP



Kieran Py, MD



The readers of Metropolitan magazine have selected five AGH medical providers as among the Best on the Eastern Shore or Best in Southern Delaware. The medical staff to receive awards are:

- **Alae Zarif, MD** (*Best In Breast Surgery*)
- **Angela Simmons, CRNP** (*Best In Bariatrics*)
- **Kieran Py, MD** (*Best In Primary Care*)
- **Lawrence Kemp, MD** (*Best In Neurology*)

Congratulations to all! ●

### Kelly Kline, CPhT-Adv, Named Maryland Pharmacy Technician of the Year

In February, the Maryland Pharmacists Association named Atlantic General Hospital's Kelly Kline, CPhT-Adv, the 2023 Maryland Pharmacy Technician of the Year. Kelly earned her Advanced Certified Pharmacy Technician (CPhT-Adv) credential in

2022, placing her among .16% of all certified pharmacy technicians in the United States with this advanced status. She joined Atlantic General in 2017 and has more than 25 years of experience in the field. In addition to her pharmacological duties throughout the hospital and health system, Kelly has maintained the role of buyer for the past two years. Kelly is board certified in several proficiencies, including supply chain and inventory management, a certification that is only held by 550 others nationwide. As a result of her career-long accomplishments, Kelly serves on the Pharmacy Technician Certification Board advisory committee. She is a member of the Maryland Pharmacists Association, Maryland Society of Health System Pharmacy, National Pharmacy Purchasing Association, National Pharmacy Technician Association, and the American Association of Pharmacy Technicians. ●



# Congratulations!

## Atlantic General Bariatric Center Achieves Renewal of MBSAQIP Accreditation

Atlantic General Bariatric Center has been re-accredited under the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP), a joint program of the American College of Surgeons (ACS) and the American Society for Metabolic and Bariatric Surgery (ASMBS). The MBSAQIP Standards ensure that bariatric surgical patients receive a multidisciplinary program, not just a surgical procedure, which improves patient outcomes and long-term success. The accredited Atlantic General Bariatric Center offers preoperative and postoperative care designed specifically for their severely obese patients.



To earn the MBSAQIP designation, Atlantic General Bariatric Center met essential criteria for staffing, training and facility infrastructure and protocols for care, ensuring its ability to support patients with severe obesity. The center also participates in a national data registry that yields semiannual reports on the quality of its processes and outcomes, identifying opportunities for continuous quality improvement. ●

## Atlantic General Achieves Its 7th Annual Most Wired Certification



In October of 2022, Atlantic General Hospital earned the College of Healthcare Information Management Executives' 2022 Digital Health Most Wired recognition as a certified Level 8 institution, receiving awards for both acute care and ambulatory

settings. This year's recognition is the seventh Atlantic General has received in eight years. Fewer than 1.2% of surveyed organizations achieved Level 8 or higher in this year's survey. Among the more than 38,000 organizations surveyed by CHIME, Atlantic General ranked above peers in categories like analytics and data management, population health, infrastructure and patient engagement. The survey assessed the adoption, integration and impact of technologies in health care organizations at all stages of development, from early development to industry leading. ●

## Atlantic General Receives Top Performer Award



In November, Atlantic General Hospital received the 2022 Performance Leadership Award from the Chartis Center for Rural Health. This award celebrates Atlantic General Hospital's top quartile performance in the areas of quality and outcomes, based on publicly reported data included in the Chartis Rural Hospital Performance INDEX of more than 750 rural and critical access hospitals. ●



# Upcoming Events

## **Walk with a Doc – educate, exercise, empower** *3rd Saturday of every month – 9 a.m.*

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 and location 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 to those with diabetes. For more information, please contact Darlene Jameson at: **410-208-9761** or **djameson@atlanticgeneral.org**.

## **Parkinson's Support Group**

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

**Atlantic General Neurology office, Berlin**

For individuals suffering from Parkinson's, as well as their caregivers. This group provides discussions and mutual support, as well as education on exercise, nutrition, coping techniques, medications, and developments in treatment. For more information, 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.

## **CPAP Mask Fitting – appointment necessary** *1st and 3rd Thursdays of every month*

**Atlantic General Hospital 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 ahead to set up an appointment. To schedule, contact Robin Rohlfling at **410-641-9726**.

## **T.O.P.S. of Berlin – Group #169**

*Every Monday • 5 – 6:30 p.m.*

**Atlantic General Hospital Conference Room 1**

**Take Off Pounds Sensibly** is a weekly support and educational group promoting weight loss and a healthy lifestyle. Contact Rose Campion at **410-641-0157** for more information.

## **Grief Support Group**

*Fourth Wednesday of every month • 5:30 – 7 p.m.*

**Atlantic General Hospital Conference Room 1**

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 confidentially and spend time with others who understand. Please contact Gail Mansell at **410-641-9725** or **gmansell@atlanticgeneral.org** 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**.

**Visit [www.agh.care/calendar](http://www.agh.care/calendar) for other upcoming events and dates.**





# A Beneficial Space for Nursing Students at AGH

## **Paid student nurse positions created for dual goal of training & recruitment**

by Bonita Conner, MSN, RN, CPAN, CAPA, NE-BC | AGH Nurse Leader

Atlantic General Hospital is excited to announce two new opportunities for student nurse employment. The summer nurse intern and collegiate nurse positions allow student nurses to gain experience and confidence while practicing the skills they have gained through their studies in an accredited nursing program.

Students who have chosen nursing as their career path will be given the opportunity to enhance their learning experience in either a 10-week summer nurse intern or a casual collegiate nurse position and become a member of the Atlantic General Hospital nursing team.

A summer nurse internship position is now available to student nurses who will be entering their final year of nursing school. Students are able

to apply for positions in many areas throughout the hospital including the medical/surgical units, operating room, intensive care unit, and the emergency department. These positions allow for a student nurse to be paired with a preceptor and provide nursing care to patients with oversight from an experienced nurse.

These 10-week internships will give summer nurse interns the opportunity to live the life of a full-time nurse and develop relationships with others in their field within the Atlantic General organization.

Collegiate nurse positions are also available in care areas throughout the hospital and are open to nursing students who have completed their first fundamentals of nursing course and clinical component. These positions have been created to allow nursing students to work on a casual basis and practice the skills they have been learning while gaining experience.

They will have the opportunity to shadow experienced nurses while they perform nursing skills and patient care. Collegiate nurses will be able to

extend their learning experience at Atlantic General Hospital by choosing to continue into the summer nurse internship prior to their final year of school.

Employment as a summer nurse intern or a collegiate nurse is a great opportunity for student nurses to gain experience while determining areas of interest to guide them into their career as a nurse.

These positions allow for students to build a network with professional nurses to rely on as mentors as they continue their journey through their nursing studies. Summer nurse interns and collegiate nurses will be able to build strong evidence-based practice skills sets and improve their communication skills while working with fellow staff, patients and families here at Atlantic General Hospital.

**Students nurses who are interested in joining our team as a summer nurse intern or a collegiate nurse can contact the Human Resources Department at (410) 641-9612 or apply at [www.agh.care/careers](http://www.agh.care/careers).** ●

## Meet our New Joint Surgery Center Care Navigator



**Brittany Upman, MSN, RN, ONC  
Joint Surgery Center Nurse  
Navigator**

Managing the pre- and post-operative process is the Joint Surgery Center's nurse navigator, Brittany Upman. Brittany provides guidance and support to patients, whether in-person at the pre-operative education classes or via phone or RecoveryCOACH to answer questions and make sure patients are doing the required pre-operative testing and staying on track with physical therapy after surgery. She also serves as the liaison

with the orthopedic surgeons and their offices' staff.

Additionally, the nurse navigator analyzes patient outcomes from aggregated data collected within RecoveryCOACH to continually identify opportunities for quality improvement.

### *Joint continued from p.3*

Atlantic General. RecoveryCOACH is a secure web-based service, accessible via desktop computer and mobile app, that helps joint patients stay connected with their care team and guides them through the surgical journey with education information and activities.

This includes instructions, exercise videos and direct access to their care team. Patients can register for their pre-operative education classes and communicate directly with the center's care navigator about any questions or concerns – before and after surgery.

Just as important are the milestone surveys that patients receive throughout the joint replacement journey. Depending upon a

particular survey response, the care navigator will call any patient who is in need of additional help and support, better ensuring they stay on the path to recovery in the weeks following surgery. For more support, patients can also designate a friend or family member to share access to their account.

This is the first time that RecoveryCOACH has been made available to joint replacement patients on the Eastern Shore.

**To learn more about the Joint Surgery Center, our orthopedic surgeons, Mako Smartrobotics and other specialized joint replacement solutions, visit [www.agh.care/joint](http://www.agh.care/joint) or call 410-641-0730. ●**

The surgeons of Atlantic General Orthopedic Surgery and Atlantic Orthopaedics perform knee, hip and shoulder surgeries at Atlantic General Hospital.

## About the Surgeons

### Atlantic General Orthopedic Surgery

- Christopher Farrell, MD
- M. Sean Hooker, MD

314 Franklin Avenue  
Suite 201  
Berlin, MD 21811  
410-629-0366

### Atlantic Orthopaedics

- Thomas Beck, DO
- Philip Spinuzza, DO

314 Franklin Avenue  
Suite 105-B  
Berlin, MD 21811  
410-641-1900

*\*It's important to understand that the surgery is performed by an orthopedic surgeon, who guides Mako's robotic arm during the surgery to position the implant in the knee and hip joints. Mako SmartRobotics does not perform surgery, make decisions on its own or move without the surgeon guiding it. Mako SmartRobotics also allows the surgeon to make adjustments to your plan during surgery as needed.*





## AGH Launches New Screening Program for Women at **High Risk** of Cancer

The AGH now offers a Cancer Prevention Program, providing cancer risk assessment for all patients receiving a mammogram. By evaluating personal and family history of cancer, this screening program helps determine if women are at increased risk for certain cancers that can run in families. This can be caused by a genetic mutation being passed down from one generation to the next. Learning about your risk through genetic testing can be life-saving; the more you know, the better prepared you are to take actions that can help reduce your cancer risk!

It starts with a short set of questions that each patient who receives a mammogram at the

### Screening Considerations

- Personal history of breast, ovarian or pancreatic cancer
- Close family history of breast cancer at a young age, ovarian cancer, breast cancer in both breasts, three breast cancers on one side of the family, male breast cancer, or pancreatic cancer
- Jewish ancestry, with a close relative with breast cancer

Eunice Q. Sorin Women's Diagnostic Center or at our Atlantic General Women's Imaging Center in West Ocean City will be asked. Depending upon the response to questions about personal and family histories of certain cancers as well as ethnic background, those patients who are determined to be at high risk will be offered a telehealth consultation with a Certified Genetic Counselor, free of charge.

During this consultation, the genetic counselor will provide education on the different types of cancer and the role genetics plays in cancer occurrence. If appropriate, patients will be offered hereditary cancer testing. This amounts to collection of a saliva sample, which is then sent off for analysis. The saliva test itself is well

covered by most insurances, with low cost to patients, and includes analysis for a multitude of cancers, including breast, skin and colorectal.

A follow-up consultation will be scheduled with the genetic counselor to discuss results and recommended next steps, also free of charge. The screening process is coordinated by the Atlantic General Women's Imaging Nurse Navigator, who will assist with any needed referrals and appointments with the appropriate specialists for additional care. ●

## New Skin Clinic Offered



When found and treated early, most non-melanoma skin cancers can be cured. And, survival rates for melanoma are steadily improving with recent advances in treatment. In January, Atlantic General Surgical Associates launched a new skin cancer clinic in conjunction with the John H. 'Jack' Burbage, Jr. Regional Cancer Care Center to catch cancer at its earliest stages.

The goal of this clinic is to expedite evaluation of patients whose health care providers have noted suspicious skin lesions. "We want to provide a route for people with suspicious lesions to get a biopsy and fast track them through the diagnostic process," said Mary Mullins, RN, Surgical Clinical Coordinator. The clinic is available to patients by referral only. If you have a spot of concern, speak with your provider. **For more information about the Skin Cancer Clinic, contact Atlantic General Surgical Associates at 410-641-9568.** ●



## The Power and Ease of **Walking**

Starting a walking routine is simple because it requires so little: comfortable, supportive walking shoes and your own two feet.

Unlike gym workouts, the initial expense is small and the schedule is flexible.

The benefits abound, too.

Even a single bout of walking at a moderate-to-vigorous intensity can improve sleep, memory, ability to think and anxiety, according to the U.S. Centers for Disease Control and Prevention.

Harvard Health noted some surprising benefits, including that walking can reduce sugar cravings, ease joint pain, boost immunity, counteract obesity genetics and reduce breast cancer risk.

More well-known benefits include lowering high blood pressure and the risk for type 2 diabetes, helping someone maintain a healthy body weight and strengthening the musculoskeletal system.

*Power, continued p.14*

# 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 or weekends*)?

- 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.**



**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

## Atlantic ImmediCare

Townsend Medical Center

10<sup>th</sup> Street, Ocean City, MD • (410) 289-0065  
Memorial – Labor Day, daily | Off-Season, M – F



**Who should be your go-to for health care?  
(HINT: IT DOESN'T HAVE TO BE AN MD)**

Understanding the roles of  
Nurse Practitioners & Physician Assistants



Both nurse practitioners and physician assistants are highly qualified medical professionals who can provide many of the same services as physicians such as:

- Physical exams
- Diagnosing and treating common, routine, and acute illnesses
- Ordering and interpreting lab tests and X-rays
- Prescribing medication
- Treating injuries



# Health 101: The Benefits of Having a Primary Care Provider

Selecting a primary care provider – whether this is a physician, nurse practitioner or physician assistant in family medicine, pediatrics, internal medicine or geriatrics – gives you access to regular health exams and other important preventive care.

***But, did you know that doing so also helps ensure you have quick access to a provider when you are ill?***

That's right. All primary care providers within Atlantic General Health System reserve a portion of their office visits for same-day sick visits to give their patients timely care for sudden illnesses and other immediate health concerns.

Additionally, if something happens in the evening or over the weekend, there's always an AGHS provider on call to answer questions and provide guidance. You just call the office as you normally would and leave a message with the answering service. A provider will promptly call you back.

Our primary care providers take turns on call so you may not be able to speak with your regular provider, but you will speak with a knowledgeable healthcare professional who also has access to your medical history, medications and allergies through Atlantic General's electronic medical record system. The on call provider will also communicate any issues or health concerns to your regular provider, so you can rest assured that your entire health team knows what is going on with your care.

This team approach helps head off problems before they turn into serious health concerns. It can also save you a costly trip to the ER.

## Available to See You Now!

The following primary care providers are currently accepting new patients, with readily available appointments:

Edwin Castaneda, MD – Berlin	Wendy Corkran, CRNP – West Fenwick
Margo Gill, MD – West Ocean City	Carrie Dawes, CPNP – West Ocean City
Sandra Mancilla, MD – Selbyville	Alison Diesel, PA-C – Berlin
Oswaldo Nicastro, MD – Ocean Pines	Katie Morris, DNP – Ocean Pines & Selbyville
Kieran Py, MD – Ocean View	Allison Pusey, FNP – Ocean Pines
Ellen Rowe, MD – West Fenwick	G.W. Smith, PA-C – Ocean City
Amy S. Barshinger, CRNP – Ocean City	

For more information about these providers and to schedule an appointment, visit [www.agh.care/PCPnow](http://www.agh.care/PCPnow). Or, call our Physician Referral Line at 410-629-1500. ●

Regular health exams and tests can help find problems before they start. They also can help find problems early, when your chances for treatment and cure are better. Which exams and screenings you need depends on your age, health and family history, and lifestyle choices such as what you eat, how active you are, and whether you smoke.

**To make the most of your next check-up, here are some things to do:**

- Make lists of your concerns, any allergies and all the medicines, herbs or vitamins you take.
- Write down a description of symptoms - when they started, what makes them better, what makes them worse, etc.
- Ask a trusted friend or family member to be with you during the appointment.
- Take notes during your appointment.
- Learn how to access your medical records, so you can keep track of test results, diagnoses, treatment plans, and medicines.
- Ask for your doctor's contact information and find out the best way to communicate with him or her.

Power continued from p.11

A Texas clinical trial credited a half-hour of power walking or jogging five times weekly with better blood flow in and out of the brain, in research published in the Journal of Applied Physiology.

### Answers to top walking questions

- ▶ Both walking outside and using a treadmill offer similar benefits. The best option is the one you enjoy doing and have the easiest access to. It's the one you will stick with!
- ▶ Breaking up a longer workout into shorter “bouts” of activity can be helpful for beginners.
- ▶ Think about where you are physically, and then progressively increase your walking time from there. You might wear a step-counting device for a few days to figure out your baseline steps. Say, it's about 4,000, which is common, then add about 500 more steps per day for the next week.
- ▶ Walking at a moderate-to-vigorous intensity is more helpful for someone wanting to incorporate walking into a weight-loss plan.
- ▶ According to Livestrong, you can burn between 160 calories and 296 calories during a 40-minute walk, depending on your weight and walking speed.
- ▶ Walking more is best, the American Cancer Society suggested, citing a recent study published in the Journal of the American Medical Association. That study found more steps were linked to lower death rates from heart disease and cancer.
- ▶ A faster pace appears to be important for good health. Harvard Health noted that regular walking reduced risk of heart disease and early death, especially for those who walked at a pace of 3 miles an hour or faster.

**Atlantic General Hospital offers a great opportunity to get your walking in – and interact with a health expert! It's Walk with a Doc, and it's held the 3rd Saturday of every month at 9 a.m. Gift cards provided for the first 10 participants to arrive. For more details, visit [www.agh.care/walkwithadoc](http://www.agh.care/walkwithadoc). ●**



### VISION

To be the leader in caring for people and advancing health for the residents of and visitors to our community.

### MISSION

To provide a coordinated care system with access to quality care, personalized service and education to create a healthy community.

### VALUES

We become the leaders in caring through these values:

- C**ompassion
- A**ccountability
- R**espect
- E**rror-Free

### 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.

*Thank you for helping us carry out our vision, mission, and values.*



# 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](mailto: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.**

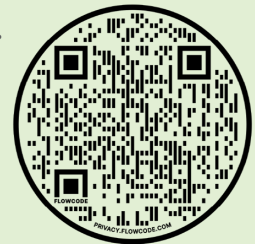
Or, call our Patient and Family Relations Representatives at **410-641-9654**.

## 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](http://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.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-410-629-1500.

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。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-410-629-1500 번으로 전화해 주십시오.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-410-629-1500.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-410-629-1500.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-410-629-1500.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-410-629-1500.

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፣ ወደ ሚከተለው ቁጥር ይደውሉ 1-410-629-1500.

Nti: O buru na asụ Ibo, asụsụ aka ọsụ n'efu, defu, aka. Call 1-410-629-1500..

AKIYESI: Bi o ba nso èdè Yorùbú ọfé ní iranlọwọ lori èdè wa fun yin o. È pe ẹ̀rọ-ìbanisọ̀rọ̀ yì 1-410-629-1500.

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