

## Taking care of families from infants to young adults

### +PLUS

**THE PERT TEAM:  
VISIONARY,  
EXPERIENCED  
AND NIMBLE**

**Turn to the valley's  
only Chest Pain Center  
when minutes matter**

**WOMEN'S IMAGING:  
3-D MAMMOGRAPHY  
PROVIDES A  
CLEARER PICTURE**

Fourteen-year-old Haylee receives ongoing care and support from Lawrence General Hospital's Services for Growing Families.



# Resources for your health, today

Today, smarter consumers are learning more about their health care options. They are demanding easy to understand information about illness and services they can use on the go. Today, health care organizations are putting more emphasis on providing the tools and resources consumers can use to manage their health, supported by a strong care system when needed.

Lawrence General Hospital embraces these new expectations with a new magazine for consumers called *My Health Today*. Inside you will find:

- **information** about how Lawrence General is helping individuals take charge of their health,
- **success stories** about people taking charge in recovery after life-changing procedures,
- **modernization** efforts to offer the kind of services people want in the settings they desire,
- **programs** Lawrence General is supporting to bring a variety of health services to the residents of our region, and
- **links** to additional reliable sources of information, such as websites and phone numbers.



Our goal is to provide inspiration and information to help you make better choices about your own health, and to share news that will give you confidence to take steps when you need help with a health concern. We are changing and growing as your expectations and needs change.

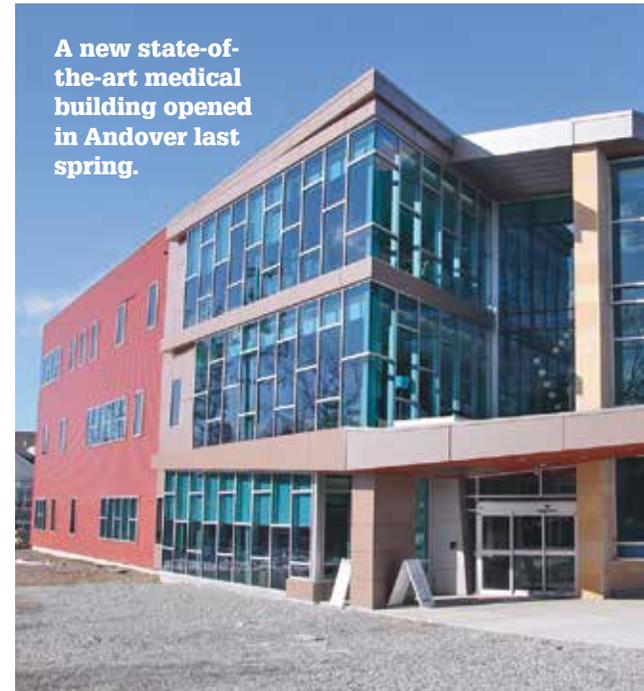
We hope you find *My Health Today* useful, that you read and use this issue, and look forward to the next! Please let us know how we're doing at [myhealthtoday@lawrencegeneral.org](https://myhealthtoday@lawrencegeneral.org) or on our Facebook page at [Facebook.com/LawrenceGeneral](https://Facebook.com/LawrenceGeneral).

A handwritten signature in blue ink that reads "Dianne".

**Dianne Anderson, RN**  
President & CEO, Lawrence General Hospital

# myn

A new state-of-the-art medical building opened in Andover last spring.



## in andover VISIT OUR NEW MEDICAL CENTER

In early spring, Lawrence General and Pentucket Medical Associates cut the ribbon on their new state-of-the-art medical building on Route

133 in Andover. The building offers a full range of primary care services. From obstetrics and gynecology provided by Andover OB/GYN,

**Physician and administrative leaders and the developer (below) prepare to cut the ribbon to open the new Andover Medical Center.**



**DID YOU KNOW?** Massachusetts ranks 6th in the nation for the number of farms with Community Supported Agriculture (CSA) programs.



## STOP BY TO REAP THE BENEFITS OF BUYING LOCAL

Lawrence General Hospital sponsors the Groundwork Lawrence Farmers' Market downtown location.

**WEDNESDAYS,**  
10 a.m.–3 p.m.  
372 Essex Street,  
Lawrence  
(Food Truck Park)  
THROUGH October  
21, 2015

Other times and  
locations are:

**FRIDAYS,**  
10 a.m.–3 p.m.  
70 East Street,  
Methuen  
(Located by the  
lobby entrance)  
THROUGH October  
23, 2015

**SATURDAYS,**  
10 a.m.–3 p.m.  
Sullivan Park  
(Route 114),  
Lawrence  
(Intersection of  
Winthrop Street  
and North Parish  
Road, near Memo-  
rial Stadium)  
THROUGH October  
24, 2015

## healthy eating CHOOSE A RAINBOW OF FOODS AT LOCAL FARMERS' MARKETS

At the Groundwork Lawrence farmers' market, you will find produce from a variety of local farms including Farmer Dave's CSA and Groundwork Lawrence's Green Team, which grows produce at the

agency's urban farm. Farmers' markets are not only great for providing locally grown produce; they also are a fun way to help you "eat a rainbow of foods." Including a spectrum of colorful fruits and

vegetables in your meals helps ensure your plate is healthy. Fruits and vegetables are full of great nutrients, including antioxidants and phytonutrients. The more color variety, the better.



Patrons examine produce at the Groundwork Lawrence Farmers' Market.

SABRINA BOGGIO, GROUNDWORK LAWRENCE



## SUPPORT YOUR LOCAL MARKETS

To learn more about Groundwork Lawrence and find additional information about its farmers' markets, please visit [GroundworkLawrence.org](http://GroundworkLawrence.org).

to Pentucket Medical's pediatric and adult primary care and Express Care, to Lawrence General's Women's Health Imaging, everything a healthy family needs for primary medicine is now available in one location.

This fall, Lawrence General will open a second Andover site, located within the new Merrimack Valley YMCA building.



**UPGRADED FACILITIES IN PROGRESS FOR INPATIENT CARE AREAS**

As one group of contractors works to erect our new surgical center, another group is inside the hospital making sweeping changes to our inpatient care areas. They are increasing the number of private rooms, modernizing the accommodations, upgrading technology, and building more efficient, modern spaces in which nurses and other direct care providers can look after patients. We extend our heartfelt thanks to those patients who demonstrate the other meaning of the word “patient” during this period of renovation. Times of improvement can be difficult for hospital patients, so we offer Comfort Care packs to enhance their ability to rest.



In total, the Master Facility Plan, which includes both the surgical center (left) and the inpatient renovations, represents a \$73 million investment in the future of hospital care at Lawrence General.

**new surgical center TECH-SAVVY OPERATING ROOMS ARE ON THE WAY**

Lawrence General has reached new clinical heights in recent years. On May 28, 2015, we marked the pathway

to yet another. After several weeks of demolition on a parcel of land next to our Emergency Center on Prospect Street, we broke ground on a project that will construct the most modern

operating room facilities in the Merrimack Valley by the winter of 2017. The project represents the largest single, private capital investment in the City of Lawrence, ever. It will replace the current operating rooms and change the way

we do surgery at Lawrence General.

Equipped with new information technology, power capability and space upgrades, the new suites will support today’s more specialized, computer assisted and minimally invasive techniques.

Our surgeons are already planning for the day when they will perform more complex surgeries in the valley’s most modern surgical suites at Lawrence General.



**slimming down WEIGHT LOSS SURGERY PROGRAM RECEIVES NATIONAL RECOGNITION**

Under the direction of surgeons Abraham Frech, MD, and Victor Villarreal, MD, Lawrence General Hospital’s Weight Management and Bariatric Surgery Program achieved full accreditation from the American College of Surgeons and the American Society for Metabolic and Bariatric Surgery in just two short years.

“We are so gratified to receive full accreditation so soon,” says Lisa Luz, RN, program coordinator of Lawrence General’s Weight Management and Bariatric

Surgery Center, with a smile. “After an exhaustive examination of our program, the bariatric surgeon surveyor was very complimentary of the breadth of our program, the quality of our work and our results.”

**FIND OUT MORE!**

For more information about the Weight Management and Bariatric Center at Lawrence General, call 978-946-8450, or email [weightmanagement@lawrencegeneral.org](mailto:weightmanagement@lawrencegeneral.org).

Weight loss surgery is appropriate for certain people with weight problems, for whom diet and exercise have not worked. If your weight is affecting your health, and you want to learn if you are a candidate for bariatric surgery, try our online Weight Loss Self-Assessment at [lawrencegeneral.org/weightloss](http://lawrencegeneral.org/weightloss) and then talk to your doctor. The Weight Loss and Bariatric Surgery team is accepting new patients at 25 Marston Street in Lawrence, just a few yards off I-495.



## IN THE LAB

# 600

APPROXIMATE  
NUMBER OF  
diagnostic  
cardiac  
catheterizations  
Lawrence General  
performs  
per year.

# 200

APPROXIMATE  
NUMBER OF  
interventional  
catheterizations  
to open  
blocked arteries  
performed  
per year.

## Lawrence General was among the first centers

in Massachusetts to adopt a “radial first” approach, which means we prefer to put the cardiac catheter into the wrist, only using the groin area when clinically necessary. Wrist access catheterizations produce equally good outcomes, with an easier, more comfortable recovery.

**Lawrence General is the only hospital** in the Merrimack Valley with the capability to implant an Impella device (left ventricular device) that is lifesaving in a cardiac emergency.

# Ready to respond

Lawrence General’s experienced Pulmonary Embolism Response Team is prepared to rapidly administer clot-busting medicine and game-changing treatments

**A 61-year-old woman** arrives in the Lawrence General Emergency Center with severe shortness of breath and discomfort in her chest. She has a history of high blood pressure and high cholesterol. The fact that she recently has had a hip replacement is a red flag for her care providers, because such a surgery predisposes patients to developing pulmonary embolism, which is a blood clot that can travel from the surgical site to the lungs. For as many as half of all patients who develop a significant pulmonary embolism, the condition is fatal.

Fortunately for this patient, Lawrence General has a Pulmonary Embolism Response Team. Her emergency room team sends her immediately to the Cardiac Catheterization Lab, where the cardiologist threads a special ultrasound device into her femoral vein. The procedure delivers a low dose of clot-busting medicine directly to the site of the embolism and applies ultrasound to

**Members of the Lawrence General Catheterization Lab team discuss a blocked coronary artery (above).**

## THE PERT TEAM

For more information on our Cardiovascular Center, please call **978-683-4000, ext. 2760**. Or, visit [lawrencegeneral.org](http://lawrencegeneral.org).

help the medication penetrate the clot. Within hours, the patient’s symptoms have subsided; within 24 hours, evidence of embolism is reduced to “residual,” and within a couple of days, she is home again.

Many larger centers are just beginning to launch pulmonary embolism response programs like this one, but Lawrence General’s team has been in place for more than a year. To date, they have responded 15 times, with excellent outcomes.

“We have an excellent team,” says Seth Bilazarian, MD, director of the Cardiac Catheterization Laboratory at Lawrence General. “Because we are relatively small, we have the ability to be nimble, to implement beneficial new programming quickly and offer some game-changing treatments before they are widely available at larger centers, which tend to move more slowly to adopt change.”

## SERVICES FOR GROWING FAMILIES AT LAWRENCE GENERAL HOSPITAL

While any hospital can offer services for expectant and new mothers, their babies, and children, the effort to pull them together into a seamless experience for patients and their families is something special.

Lawrence General offers a continuum of Services for Growing Families. Local physicians and staff collaborate closely with specialists from Floating Hospital for Children at Tufts Medical Center to provide:

- Maternal/Fetal Medicine
- Birthing Care
- Mother-Baby Care
- Special Care Nursery
- Pediatric Emergency Care
- Inpatient Pediatric Care
- Pediatric Specialty Center

# CONTINUUM

**Haylee Obando has had sickle cell anemia since birth. Now at age 14, she is an avid basketball player and thinks about her future rather than her chronic health condition.**





# OF CARE

Lawrence General's Services for Growing Families provide ongoing support for the entire household

**When Haylee Obando**, who has lived with sickle cell anemia her entire life, needs emergency care, her mother looks no further than the Services for Growing Families at Lawrence General Hospital.

"Haylee is strong and has done really well, but when she needs help, it's bad. The staff at Lawrence General has been great," says her mother, Sheila Cintron.

Sickle cell anemia is a condition in which the red blood cells are misshapen, and as a result they collect and clot, often in the joints, causing pain. Sometimes it can be managed at home, but other times the pain requires the kinds of medical support only hospitals can provide.

"Lawrence General is my hospital. All three of my kids were born there," says Sheila. "Lawrence General did the testing that revealed both of my daughters had sickle cell before they were born. So when they arrived, my care team had prepared us. We knew what to expect and what our resources were."

The pediatric staff at Lawrence General is familiar with the Obando girls, ages 11 and 14. "They take good care of Haylee and her sister, and the rest of the family," Sheila says. "They've given us the education and tools to keep the girls as healthy as we can, to know what kinds of conditions may cause the sickle cell to flare up, how to care for them at home, and when to bring them in to the hospital."

The team approach seems to be working well for Haylee. She is an avid basketball player; does well in school; and has the confident, engaging smile of someone who spends her time thinking about her future and not her chronic health

condition. She already knows she wants to work in fashion design.

"I've used most of the services offered through the Services for Growing Families at Lawrence General Hospital. It's reassuring to know they are there for Haylee, and

for all of us, when we need them," Sheila says. "It's one less thing to worry about."

#### **TIES THAT BIND**

To learn more about the Services for Growing Families at Lawrence General Hospital, please visit [lawrencegeneral.org/growingfamilies](http://lawrencegeneral.org/growingfamilies).

# The Beat Goes On

Andover resident finds quick, lifesaving care at Lawrence General's Chest Pain Center

## SIGNS AND SYMPTOMS OF A HEART ATTACK

If you have these symptoms, don't brush them off! Time to treatment is very important. Call 911 for assistance and have a friend or family member drive you to the hospital.

**Chest pain or discomfort** can include pressure, a squeezing sensation, or fullness lasting more than a few minutes. It may come and go.



**Other discomfort or pain** may occur in your shoulders, arms, back, neck, jaw or teeth, with or without chest discomfort.



## IN A HEARTBEAT

To learn more about our Cardiovascular Center care and services, visit [lawrencegeneral.org/heart](http://lawrencegeneral.org/heart).

**On November 15, 2014**, Charlie Duerr came into his Andover home feeling unwell after a day spent raking leaves. It didn't take long for him to realize that his condition was quickly getting worse.

"I knew it was serious," recalls Charlie, a father of three. "I told [my wife] Lauren that we needed to go to the hospital right away."

Lauren made the wise decision to call 911. Paramedics brought a now unconscious Charlie to the Emergency Center at Lawrence General Hospital. Lawrence General wasn't Charlie's first choice, he admits now. "I was misinformed about [the hospital], as I think a lot of people are. I know better now."

Lawrence General's Cardiovascular Center is a certified Chest Pain Center, the only one in the Merrimack Valley. It is also the only hospital in New England certified by Accreditation for Cardiovascular Excellence for cardiac catheterization and coronary intervention—the procedure that provided life-saving relief for Charlie. The gold standard for intervention during a heart attack is less than 90 minutes from arrival. Lawrence General's average "door to open artery" time is 65 minutes, and in Charlie's case it was 59 minutes.

Lawrence General Cardiac Catheterization Laboratory director Seth Bilazarian, MD, says the hospital has adopted a very progressive approach to heart care in the last few years. "We consistently exceed national standards for cardiac quality markers," he says. "That means more lives saved. This is the kind of performance that patients need when they have chest pain."

Charlie expresses amazement at the coordination of the response, down to the very moment his blood flow was restored. "Dr. [Sunit] Mukherjee was calm, reassuring, and he got the job done," remembers Charlie. "I can recall the exact moment in the catheterization lab when I went from feeling like I was not going to see Lauren and the boys again, to understanding I was going to pull through."

Following the procedure, Charlie spent several months in Lawrence General Hospital's Cardiac Rehab program. He is now participating in a pilot program in which a selected group of cardiac rehab patients will interact via a closed, virtual support community on social media.

**Lawrence General is the only hospital in New England to be accredited for excellence in cardiac catheterization and coronary intervention.**

"These patients have more than just physical healing to do," observes Diane Carrier, RN, director of Cardiac Rehab at Lawrence General. "They must heal emotionally, mentally and socially, and oftentimes the best way to do that is in a group setting. The online community will allow them to check in according to their own schedules."

Charlie enjoyed getting back on his beloved touring bike this past summer. His message to his friends and neighbors is clear: "If you're having heart attack symptoms, don't waste precious time telling yourself it's indigestion. Trust the system in place to take care of you. Call 911."



Charlie Duerr enjoys being back on his beloved touring bike after a heart attack sent him to Lawrence General last year. He also hikes, swims and runs.

### MORE SIGNS AND SYMPTOMS OF A HEART ATTACK

**Stomach discomfort or pain** may spread downward into your abdominal area. Can be mistaken for heartburn.



**Shortness of breath** may make you feel unable to catch your breath, or unable to take a deep breath.



**Dizziness** or a feeling of being light-headed, or like you might pass out.



**Sweating or cold, clammy skin** is a common symptom.



**Nausea and vomiting** may make you feel sick to your stomach.





# 3-D imaging detects breast cancer earlier

Lawrence General welcomes an expert in breast tomosynthesis to its skilled women's health team

**In January 2015**, with the arrival of Betty Rafferty, MD, formerly the director of Breast Imaging at Massachusetts General Hospital, Lawrence General Hospital committed to a new standard of care for its Women's Health Imaging program. Today, all breast imaging patients at Lawrence General receive state-of-the-art breast tomosynthesis—a new 3-D imaging technology that finds breast lesions earlier. What's more, the physician who led the national research team that developed this new technology now treats patients at Lawrence General.

"Because tomosynthesis takes a series of layered images of the breast, instead of just the one two-dimensional image of traditional mammography, I can literally flip through layers of breast tissue in the 3-D mammogram and see any problem areas more clearly," Dr. Rafferty says. "It means better diagnoses. We are finding breast lesions even earlier, and we are able to reduce the need for repeat visits because the tomosynthesis gives us more precise information."

"Dr. Rafferty is a breath of fresh air," says Tammy Freitas, a breast imaging technologist on the Lawrence General team. "She remembers

Dr. Betty Rafferty discusses a patient's images with breast care coordinator Dottie Hudson, RN (above).

## TAKE THE 3-D CHALLENGE

Visit us online at [lawrencegeneral.org/breastimaging](http://lawrencegeneral.org/breastimaging). To schedule an appointment, call 978-475-5213.

**Breast tomosynthesis increases the detection of invasive breast cancers by 41 percent over traditional mammography, and detection of all breast cancers by 29 percent.**

patients' names and stories. She has the right words to make each patient feel at ease, even facing a cancer diagnosis. She hugs every patient."

"I do nothing but breast imaging, so my skills are tuned to this work," Dr. Rafferty says. "One reason I chose this specialty is because of the patient interaction. When a woman has a breast cancer diagnosis, she needs a highly knowledgeable and skilled team of physicians and other care providers to guide her. My colleagues in Women's Health Imaging and I are part of that team, on the front end of that diagnosis."

Lawrence General is the only provider in the Merrimack Valley offering 3-D breast tomosynthesis to all patients, with two convenient locations for routine screening and diagnostic mammography:

**1. South Pavilion** at the main Lawrence General Campus on General Street in Lawrence

**2. Third floor** of the new Andover Medical Center on Route 133 in Andover.

*The mammography units are licensed by the Massachusetts Department of Public Health—Radiation Control Program.*

# Horsing around

Community connections that make a difference

**Whether it's helping an autistic child** begin to talk and socialize, or strengthening a toddler's legs and balance so she can walk despite a disability, the "horse therapists" at Ironstone Farm in Andover regularly get results—sometimes in cases where other therapists have not.

Since 1983, when the nonprofit Challenge Unlimited was first established on the site, Ironstone Farm has used its horses and farm to help people with physical, emotional and cognitive disabilities; chronic illnesses; and other conditions. Lawrence General is a proud sponsor of this decades-old, private, nonprofit program. From children as young as nine months old to veterans suffering from combat stress disorders, the list of those who can benefit is long and varied.

"The motion of horseback riding stimulates many of the same muscle groups that walking does, strengthening the core trunk muscles, normalizing muscle tone and improving balance," says Deedee O'Brien, executive director of Ironstone Farm. "In addition to gross motor skills, riding can improve respiration and overall fitness, communication, visual and auditory attention, self-esteem and self-confidence, and social skills. And the interactions with the horses turn therapy into 'want to' fun events rather than 'have to' clinical sessions."

**Like Lawrence General, Ironstone Farm has a mission to serve people and is committed to the proposition that all are welcome regardless of their ability to pay.**

The farm, located on 19 acres on Route 133, is home to around 35 horses, about two-thirds of which are specially selected Haflingers, a breed that is smaller in stature with a broad back that makes them more suited for riders with disabilities. They are mild tempered and intelligent—a perfect fit for the riders they carry. The rest of the team includes a variety of breeds chosen to suit the needs of the clientele. In addition, three donkeys roam the property cropping grass, lending an oversized ear and providing comic relief.

**For therapeutic riding, children are placed with a licensed riding instructor to work on their unique goals that may include physical development and self-confidence.**



## IN YOUR COMMUNITY

Visit Lawrence General's Facebook page at [Facebook.com/LawrenceGeneral](https://www.facebook.com/LawrenceGeneral) to learn more about what the hospital is doing in the community—and don't forget to "like" us!

**Dianne J. Anderson, RN**  
President and Chief Executive Officer  
**Jill McDonald Halsey**  
Chief Marketing and Communication Officer  
**Kristen Deveau**  
Marketing and Communications Specialist

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## MARK YOUR CALENDAR

The Legacy of Caring Gala is Lawrence General Hospital's annual fundraising event, this year supporting the hospital's largest expansion ever. The black tie optional celebration features dancing to the music and vocal stylings of the renowned Tom LaMark



Orchestra. The event is being held at the Boston Marriott Burlington on September 26, 2015.

This year, we will recognize two very special and inspiring *Santagati Award for Visionary Leadership* honorees. For their significant contributions to the Merrimack Valley region, we will honor Eduardo Haddad, MD, and the Associates of Market Basket.

Proceeds from the gala will support the construction of our new surgical center, renovations of multiple inpatient units, the addition of private inpatient rooms, and new 3-D mammography services at both Lawrence General Hospital and Andover Medical Center.

### COME JOIN US

To learn more about the Legacy of Caring Gala, visit [lawrencegeneral.org/gala](http://lawrencegeneral.org/gala).

## May we park your car?

We know that parking can be challenging under the best of circumstances. We also understand that Lawrence General Hospital's hilltop location presents a daunting walk from the parking lot to the front door. That's why we offer free valet

parking for the convenience of our patients and visitors. Simply drive your vehicle up to our front door, and we will park your car for you and bring it back to the front door when you are ready to go home. After hours, our security personnel will

drive you to your car in our valet lot. For those who prefer to park their own vehicle, we also offer free shuttle service from our patient parking areas, and between our two Lawrence locations at One General Street and 25 Marston Street.



**Reynaldo Rosario works as a valet at Lawrence General Hospital, which offers free valet parking for all patients and visitors.**

### ONLINE RESOURCES

**Physician Finder**  
[lawrencegeneral.org/physicians/choose-a-doctor.aspx](http://lawrencegeneral.org/physicians/choose-a-doctor.aspx)

**MyLGHCare Patient Portal**  
[mylghcare.org](http://mylghcare.org)

### WE'RE SOCIAL

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