stroke: QUICK ACTION is critical

improving ACCESS to health care

PEDIATRIC emergency bringing a baby back to life
DEAR FRIENDS,

You may have seen the sun recently set on our Summit Health name and signage. But, really, the sun is rising on a new opportunity to offer increased patient access to health care.

WellSpan Summit Health, and WellSpan Health in its entirety, is committed to providing increased access to the high-quality medical services our neighbors need most. So, while our signs and name are different, our mission and commitment to our patients remain the same.

That commitment is evidenced by the opening of our WellSpan Greencastle Health Center and expansion of services in the Shippensburg community, which you can read about in this issue.

This special affiliation issue takes a look at the “why” behind our choice to affiliate, features a timeline from over the years, and ends with a message from WellSpan Health President and CEO Roxanna Gapstur on her vision for our future.

In addition, you’ll read articles that depict some ways Summit Health and WellSpan Health partnered before our affiliation, as well as a heartwarming story that’s just one example of the high level of care we provide to our communities.

In closing, I assure you that with the strength of our blended organization and a true commitment to providing our patients the most skilled care possible—where they live—we will continue to work in the best interests of your good health.

Warm Regards,

Patrick O’Donnell
CEO and President
WellSpan Summit Health

NEW NAME
SAME MISSION

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WELLSPAN SUMMIT HEALTH Classes & Events
Learn more about living a healthy life and feeling your best by attending one of our community programs: SummitHealth.org/Events.
Witness our evolution from Chambersburg Hospital to WellSpan Summit Health as we celebrate our continuing commitment to community health and wellness across central Pennsylvania.
A GROWING COMMITMENT TO HEALTH

1895
Chambersburg Hospital opens on South Main Street with 9 beds—3 private rooms, a 3-bed ward for women, and a 3-bed ward for men.

1922
Waynesboro Hospital is established with 35 beds by a group of volunteers in response to the Spanish Influenza.

1950
A new Chambersburg Hospital building opens with 101 adult beds, a 30-bed pediatric department, and a 32-bed maternity unit.

1985
Chambersburg Hospital opens satellite services, including lab, imaging, and physical therapy.

1993
A medical physician group forms, which later evolves to become Summit Physician Services.

1994
Chambersburg Hospital announces plans to affiliate with Waynesboro Hospital. The parent organization is named Summit Health.
1895-2019

1995
Waynesboro Hospital becomes part of Summit Health.

2012
In December, construction of the new King Street addition at Chambersburg Hospital is complete. The addition provided for 171 more fully private patient rooms and a new Cardiology Catheterization lab.

2015
Chambersburg Hospital adds a Level II Neonatal Intensive Care Unit (NICU), bringing the hospital to a total of 285 beds.

2015
Waynesboro Medical Office Building opens beside Waynesboro Hospital.

2017
Following a renovation project, Waynesboro Hospital has 57 beds.

2018
Summit Health affiliates with WellSpan Health to improve access to medical care throughout the south-central Pennsylvania region.

2019
Services continue to expand to additional locations, such as the Progress Boulevard Professional Center in Shippensburg and the new WellSpan Greencastle Health Center. (See page 13.)
Stroke: QUICK ACTION IS CRITICAL

Stroke is trending younger. Read one man’s story and learn the symptoms — fast reactions to this medical emergency save lives.
When young people experience strokes, they’re often of luck or genius. But another type of stroke, the “brain attack” that occurs when an artery is blocked or ruptures, is on the rise among the young, with rates escalating for both men and women younger than 45.

The increase is likely connected to rising obesity rates. According to WellSpan Summit Health’s 2018–2019 Community Health Needs Assessment, nearly three-quarters of adults in Franklin County are “overweight” or “obese” by Body Mass Index standards. Obesity increases risk for high blood pressure, diabetes, and high cholesterol, and those conditions increase risk for stroke. Smoking—a habit that’s most common among Americans ages 25 to 64—is another risk factor for stroke.

Still, most people associate stroke with people older than 65: Younger patients are less likely to have screening tests when they visit a doctor and may not realize they’re at risk for stroke.

Yet as survivor Bill Chau discovered, anyone can have a stroke at any age, even without clear risk factors. At 58, his cholesterol was slightly elevated, but that was being controlled with medication.

Bill has no trouble remembering the date of his stroke: April 4, 2016—his 35th wedding anniversary.

RECOGNIZING SYMPTOMS
He recalls when he realized what was happening: “Not long after I went to bed, my right arm became numb. At first, I thought it was how I was sleeping, and I readjusted my position. But then the numbness extended into my leg and the right side of my face. I knew these were stroke symptoms. I went to the bathroom to see whether my face was drooping.”

To his dismay, it was. Bill woke his wife and told her to call 911. He knew that time is critical in stroke treatment. “I told her I thought I was having a stroke, and to make sure to tell EMS the time, 11:40 p.m., in case I was unable to speak.”

This was a lucky move; it was his last clear memory until he found himself in the bay of the Emergency Department of WellSpan Chambersburg Hospital, where he worked as Assistant Director of the Radiology Department. On arrival, a group of physicians and nurses surrounded Bill and rapidly began to assess his condition.

RAPID RESPONSE IMPROVES RECOVERY
“After I received a CAT scan,” says Bill, “Dr. Brian Kipe, the ER doctor, told me that I was a candidate for tPA.” Tissue plasminogen activator, or tPA, is a clot-busting drug that can minimize the long-term effects of ischemic stroke if given soon after the attack.

Bill was lucky. Within 30 minutes of treatment with tPA he began to feel his legs and arms again. Although his speech remained slow, by the next day, he had nearly recovered.

He was prescribed a blood thinner and aspirin and went back to work the following week.

Bill says, “I received excellent care at Chambersburg. My treatment was rapid and smooth.”

Living proof of the importance of both recognition and action in stroke survival, Bill says: “Don’t be a hero. It’s better to call 911 and possibly overreact than to ignore symptoms and end up with irreversible damage.”

Take F.A.S.T. Action
Keep these tips handy at home or work to help recognize signs of stroke. Act right away if you experience any of these symptoms, or see someone else with them. Remember to make note of when your symptoms began, as precisely as possible, because that will influence decisions about your treatment.

F
ACE Drooping. One side of the face droops or is numb; a smile is uneven or lopsided.

A
RM Weakness. One arm is weak or numb; if both arms are raised, one drifts downward.

S
PEECH Changes. The person is unable to speak or speech is slurred and hard to understand.

T
IME to Call 911. If the person shows any of these symptoms, even if the symptoms go away, get them to the hospital immediately.

TO LEARN MORE ABOUT WELLSPLAN SUMMIT HEALTH’S AWARD-Winning STROKE CARE, VISIT WWW.SUMMITHEALTH.ORG/STROKE.
Thanks to the Angel Eye Camera System, parents of sick infants can see their babies while they’re being cared for in the neonatal intensive care unit.
or nine anxious months, Sara Shank’s body stretched to accommodate the growth of her first child, a son. Like many women before her, she watched her stomach shift and bounce when her baby boy changed positions or hiccupped in utero. And, with each prenatal visit and each doppler scan showing a strong heart rhythm, the love and anticipation she and her husband, Nick, felt for their unborn son grew.

But when their little boy became distressed during labor and his heart rate plummeted to just 50 beats per minute, Sara, a paramedic with Waynesboro Advanced Life Support—Medic 2, understood the severity of the situation as she was prepped for an emergency C-section at WellSpan Chambersburg Hospital.

“I went into the C-section thinking I wasn’t coming home with a baby,” she recalls.

Baby Daniel survived, but had an Apgar 1 score at birth and needed to be resuscitated, intubated, and taken to WellSpan York Hospital for a week in its neonatal intensive care unit (NICU).

To increase the mental trauma felt by parents Sara and Nick, they were unable to hold Daniel for four days because he was going through hypothermia therapy to cool his body in hopes of eliminating the chance of severe brain damage.

The Angel Eye Camera System used by the hospital’s NICU helped provide them comfort.

“If I woke up in the middle of the night, I could see him,” explains Sara, who noted the technology, available on web and mobile platforms, also was used by extended family members living in New York, Connecticut, and Florida.

When the couple took Daniel home after his week in the NICU, Sara knew she wanted to help others faced with similar circumstances by bringing the technology to WellSpan Chambersburg Hospital’s Level II NICU.

“He was in the NICU at Chambersburg Hospital for just a couple of hours, but I still appreciate everything that was done for him.”

Enter The Superhero Project, a Philadelphia-based nonprofit run by Kelly Gallagher, whose twin sons were born at 32 weeks. The organization raises funds to provide assistance and resources, including Angel Eye technology, to hospital NICUs and their patients’ families.

Sara connected with The Superhero Project on social media, coordinating with that organization to provide a donation so the Angel Eye Camera System could be brought to WellSpan Chambersburg Hospital.

“This is a gift that would have been life-changing for me,” says Kelly. “So, every time I give it, it’s like the gift that keeps on giving.”

The Angel Eye system became available in WellSpan Chambersburg Hospital’s NICU on July 10.

“Having a baby in the NICU is emotionally challenging,” says Teresa Chaires, a registered nurse and hospital Director of Patient Services for Family Birthing Services. “We’re thrilled to be able to provide this technology as an additional comfort to our NICU families.”

**FOR MORE INFORMATION ABOUT THE NICU, VISIT WWW.SUMMITHEALTH.ORG/NICU.**
BRINGING A BABY BACK TO LIFE

When little Sammy Schultz was lethargic and difficult to wake one morning, his parents knew it was serious.
Christina Schultz and her husband knew something wasn’t right with their 2-month-old, Sammy, the morning of Oct. 9, 2018. He had recently been fighting a cold, which the second-time parents realized wasn’t cause for great concern. But that morning when he displayed lethargy and was difficult to wake, they knew they were dealing with something more serious.

The Warfordsburg couple headed north toward WellSpan Chambersburg Hospital. They were in Zullinger when Christina called 911. Within minutes, Waynesboro Advanced Life Support—Medic 2 and other emergency services personnel arrived.

“I’d never seen a baby that white before,” says Denver Kerns, a paramedic with Medic 2. “I was afraid that the baby was dead or was not going to survive.”

SAMMY’S HEART STOPS
The team assessed Sammy quickly and realized he would need to be flown out. But around the time LifeNet81 landed adjacent to the ambulance, Sammy went into cardiac arrest, which meant he couldn’t be flown from the scene. Emergency crew members estimate the tiny baby’s heart stopped for about two minutes.

Christina watched helplessly as crew members worked to resuscitate her son and says she felt relief when Medic 2 Technician Lisa Heaster gathered her in a hug and reassured her the team was going to help her son.

“It was a huge comfort when she grabbed me—she really calmed me down.”

“There was a lot of brain in the back of that ambulance—a lot of knowledge,” notes Heaster.

“A lot of praying, too,” adds Kerns.

The ambulance arrived at WellSpan Waynesboro Hospital’s Emergency Department within minutes.

“When he got to us, he was white. He was limp," says Nancy Bates, registered nurse and clinical coordinator in the Emergency Department. “It was a scary day.”

“He had a pulse, but he was very, very sick,” says Dr. Michael Faretta, an emergency physician at WellSpan Waynesboro Hospital.

SAVING A LIFE
Dr. Faretta recalls that through the flurry of activity, staff members remained calm as they took lifesaving measures and worked together toward their goal: stabilize Sammy so he could be taken to a pediatric facility offering the specialized care he needed. The effort took about 80 minutes. “No one left the room the whole time,” recalls Dr. Faretta. “We were fortunate we didn’t have another critically ill patient at that time.”

“Dr. Faretta did an amazing job,” says Bates. “He was calm—he was just amazing.”

Sammy was flown to Penn State Hershey Medical Center and, soon after, to Children’s Hospital of Philadelphia. After being evaluated, doctors found Sammy has an immunodeficiency and cardiac aneurysm.

SAVING 'THANK YOU'
Seven months after watching emergency services personnel and emergency department staff save her son’s life, Christina stopped by to thank them and show them the thriving baby Sammy is today.

“I couldn’t believe how well you guys coordinated with each other,” she told them. “I was amazed. To me, you did the most important work—keeping him alive.”
Moving Health Care FORWARD

In our Q&A with WellSpan Summit Health CEO and President Patrick O’Donnell, he reflects on his community roots, health care’s changing landscape, and what the future looks like for WellSpan Summit Health.

WHAT IS YOUR CONNECTION TO THE LOCAL COMMUNITY?
I moved to Franklin County when I was 3 years old and graduated from Chambersburg Area Senior High School in 1976. I started working at Chambersburg Hospital in December 1985 as the controller.

WHAT COMMUNITY ACCOMPLISHMENTS ARE YOU MOST PROUD OF?
Personally, I would say being able to work and raise my family in the same town where my wife and I grew up. It has been rewarding to give back to the community through volunteer activities, work, and other ways of support. Professionally, it was the opportunity to refocus our organization on quality and patient safety when I became CEO. We have seen our quality and safety outcomes improve every year. We have always had great employees and providers, so it was just a matter of organizational focus, using our lean improvement methodologies, and more investments in staffing and technology.

WHY DID SUMMIT HEALTH AFFILIATE WITH WELLSPAN HEALTH?
Summit and WellSpan have always focused on the future and how we could best serve our communities. We share a common vision of transforming health care by improving health outcomes and the patient experience while making it more affordable.

By working with WellSpan, Summit will have access to a best-in-class electronic medical record system to enable convenient access to clinical information; be able to recruit even more of the nation’s most talented physicians, nurses, and caregivers; and continue to grow through new programs, services, and facilities.

WHAT WILL YOUR ROLE BE NOW THAT SUMMIT IS PART OF WELLSPAN?
I continue to be the president for WellSpan Summit Health while also serving on the executive management team for WellSpan Health. A great deal of focus will be on the integration efforts over the next several years, including our implementation of the Epic Electronic Health Record system with a projected go-live date in the fall of 2020.

HOW HAS HEALTH CARE CHANGED OVER THE YEARS AND WHAT DOES THE FUTURE LOOK LIKE?
There have been many significant changes since I started my career, including medical technology, medical advances, wonder drugs, information technology, and genomics. However, I would rank value-based health care near the top of the list because it has placed more transparency and accountability on health-care delivery systems.

EARNING AN ‘A’ FOR SAFETY
WellSpan Chambersburg Hospital has been awarded its second consecutive “A” Safety Grade from the Leapfrog Group, a national nonprofit organization committed to improving health-care quality and safety. “This honor speaks to not only our staff’s abilities and commitment to patient safety, but to the culture of safety we have developed within WellSpan Chambersburg Hospital,” says Patrick O’Donnell, CEO and President of WellSpan Summit Health. “We are honored by this recognition, but even more thrilled for what this means for our community; that the services they need are available to them without the need to travel for nationally recognized care.”
or residents of Greencastle, Shippensburg, and their surrounding areas, the partnering of Summit Health and WellSpan Health already has made a wider range of medical services available in locations closer to home.

The new WellSpan Greencastle Health Center, which opened Sept. 9, is providing compassionate specialty health care to residents of Greencastle and northern Washington County. In Shippensburg, three new specialty services are being added to better serve patients in Cumberland County. “Our goal is to ensure that patients have easy access to high-quality health care,” says John Massimilla, Vice President for Administration and COO, WellSpan Chambersburg Hospital. “The new health center in Greencastle and the expanded services and new location in Shippensburg will provide more expert care than previously offered in those areas, making it more convenient for residents to receive care.”

**NEW SPECIALTY SERVICES IN GREENCASTLE**

The newly opened WellSpan Greencastle Health Center provides comprehensive services, including those listed below.

**LOCATION:**
24 Antrim Commons Drive, Greencastle (new location!)

**LEARN MORE:**

**SERVICES:**
- Urgent Care
- Orthopedics
- Podiatry
- Physical Therapy
- Behavioral Health
- Endocrinology
- Gastroenterology
- Surgery
- Urology
- OB/GYN
- Primary Care
- ENT
- Occupational Health
- Imaging and Mammography
- Lab
- Skin Care

**MORE SERVICES IN SHIPPENSBURG**

A second Shippensburg location brings expanded specialty services to area residents.

**LOCATION:**
97 Progress Blvd. (new location!)

**LEARN MORE:**

**SERVICES:**
- Imaging (MRI, ultrasound)
- OB/GYN
- Cardiology
- Pulmonology
- General Surgery

**LOCATION:**
46 Walnut Bottom Road

**SERVICES:**
- Urgent Care
- Family Medicine
- Lab
- Imaging (mammography, X-ray)
- Rehabilitation (physical, hand, and occupational therapy)
- Orthopedics (moving to 97 Progress Blvd. in early 2020)
Roxanna L. Gapstur, WellSpan Health’s new leader, embraces the recent partnership with Summit Health for the benefits it will bring patients and communities.

SUMMIT HEALTH IS WELLSPAN HEALTH
The partnership is one Dr. Gapstur is excited about. “Summit Health long served Franklin County and surrounding communities as a wonderful, progressive, and high-quality organization,” she remarks, citing its community roots, quality and safety record, improvement processes, and financial health. “Summit’s legacy of strong performance and best practices will be a positive addition to WellSpan and a way for the entire organization to continue improving our overall performance in many areas.”

For the two organizations, affiliating seemed like a natural next step. Prior to the partnership, Summit Health collaborated with WellSpan Health on a number of lifesaving initiatives. Specialized pediatricians from WellSpan worked inside Summit hospitals, caring for fragile newborns in the Neonatal Intensive Care Unit, while physicians from WellSpan hospitals and Summit hospitals collaborated to care for patients suffering from strokes through a shared Telestroke Program, which enables neurologists to evaluate possible stroke patients via video conference.

With the addition of Summit Health’s entities, WellSpan Health grew to have more than 1,500 physicians and advanced practice clinicians, a regional behavioral-health organization, a regional home-care organization, approximately 19,000 employees, and more than 170 patient-care locations—including eight hospitals.

For community members, the affiliation offers an expanded network of providers and service
locations, as well as improved access to a wider variety of care settings, spanning inpatient and outpatient, rehabilitation, hospice, and home-health care. The larger WellSpan organization also means more training and career growth opportunities are available to the local workforce.

DEEP UNDERSTANDING OF PATIENT CARE
Dr. Gapstur comes to WellSpan from HealthPartners, a $7.2 billion Minnesota-based integrated health plan and care-delivery organization where she was senior vice president. She also served as president of Methodist Hospital while at HealthPartners. During Dr. Gapstur’s tenure, HealthPartners saw growth in multiple areas, including specialty care, post-acute partnerships, and care management strategies for high-risk populations.

“We were one of the organizations that won a Citation of Merit from the American Hospital Association for our quality processes, and that was definitely a defining moment for our team,” says Dr. Gapstur. “I’m proud of the merger and acquisition work I did for HealthPartners—and the relationships I developed when new partners joined our organization.”

Dr. Gapstur, who holds both a master’s degree and a doctorate in nursing from the University of Minnesota, says her clinical training has given her a unique insight into the inner workings of health-care organizations, as well as a deeper understanding of what patients and families experience on their health-care journeys.

“My nursing background has been a wonderful asset in every leadership role across my career,” she affirms. “It has created a strong foundation for making organizational decisions. Specific knowledge I’ve found helpful over the years includes

AFFORDABILITY, ACCESSIBILITY, AND INNOVATION
Ensuring quality care is affordable and accessible has long been a goal of the Minnesota native. She and Patrick O’Donnell, CEO and President of WellSpan Summit Health, met with elected officials this past April to discuss obstacles to care in Franklin County.

“Community leaders are indispensable to our hospitals and health-system medical practices,” says Dr. Gapstur. “We rely on organizations within the community to help our patients, families, friends, and neighbors with many social determinants of health, including housing, transportation, social support, and the availability of nutritious, affordable food.”

While embracing her leadership responsibilities at WellSpan, Dr. Gapstur says she’s finding contentment as a Pennsylvania resident. She enjoys the contrast between the “Great Plains” of Minnesota and the rolling hills of Pennsylvania.

“I’ve always loved the outdoors, a trait many Minnesotans share,” she says. “Pennsylvania is one of those states where the beauty and breadth of outdoor activities is truly unparalleled. Minnesota is the land of 10,000 lakes and there’s not as much water here. However, I haven’t noticed at all because I’m so busy looking at all the beautiful orchards and hills.”

When asked about her finest accomplishment, Dr. Gapstur doesn’t hesitate. “I am most proud of my four daughters who are all enjoying their new careers,” she says. “It’s exciting to see them as independent adults who are developing their own road maps for success.”

On the professional side, Dr. Gapstur gives a nod to her new community. “I am very proud to work with the Summit/WellSpan teams as we create new ways of improving health care for our friends and neighbors in south-central Pennsylvania.”

FOR MORE INFORMATION ABOUT WELLSPAN HEALTH, ITS MISSION AND VALUES, VISIT WWW.WELLSPAN.ORG/ABOUT.
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