PostNorth

Colleague Publication: Beverly & Addison Gilbert Hospitals

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Phil-osophy: An Update from the CEO

Dear Colleagues,

Monday was the last official day of winter and Tuesday, the first day of spring. But as I write this, it is snowing and it feels anything but spring-like. Beyond our winter fatigue (four nor'easters in three weeks!), this inclement weather has had a negative effect on volume, as patients cancel office visits and appointments for ancillary services such as x-ray and lab work, wellness and even colonoscopies. Some of these appointments are able to be rescheduled, but many are skipped and we expect our financial results to reflect this shortfall. Some appointments though, simply cannot be missed, no matter what the weather. Just ask the Resendiz family, who welcomed their "blizzard baby," Gabriella, at Beverly Hospital last week.

This week also showed signs of a waning flu season. Influenza, like snow, has an impact on volume as more patients visit our emergency departments and urgent care centers. In fact, our ED volume is up 8 percent for the year, which presents an additional burden on ED staff; and our CCU volume is also up as patients with respiratory complications fill the beds. As always, though, our staff has risen to the challenge and has been ready and available to care for these additional patients, as evidenced by the compliment (below) that I recently received. Thanks to all of you for your flexibility and your dedication to caring for our patients during less-than-optimal weather and volume conditions.

Now to look forward.

Next Friday (March 30) is Doctors' Day. If you have the chance, please say "thanks" or "Happy Doctors' Day" to our physicians; they deserve our thanks and appreciation.

Also, next week (April 1) represents the halfway point in our fiscal year, which runs Oct. 1 — Sept. 30. I will provide a perspective on our accomplishments and challenges during these first six months in my next column.

So even though spring is "officially here," until the weather says the same, stay warm and healthy!

Thanks you for doing your part to CREATE the best place to give and receive care.

-Phil

ED Staff Compliment:

I just want to thank you for being a part of such a wonderful community hospital. A week ago my three year old daughter was having trouble with a cough and appeared to us to be coming down with the flu. Her breathing became labored, so we took her to your ED. Her oxygen level was in the 80s. We received great care from the staff and **Dr. Weir** and **Dr. Ansari**.