Annual Report 2011

Turning ideas into reality.
Where medicine meets innovation
Every day, Hackensack University Medical Center proves that “impossible” is just an opinion. We refuse to be constrained by traditional thinking, drawing on the full measure of our knowledge and creativity to convert ideas to a reality that produces better outcomes for our patients.
TURNING IDEAS INTO REALITY
This is an exciting time for Hackensack University Medical Center. Like all medical centers, we face the challenge of delivering high-quality care to a larger and older population at a cost we can all sustain. While we don’t wish to minimize the size and complexity of this challenge, we believe that HackensackUMC approaches it from a position of strength.

Unlike many medical centers, we have succeeded in creating a strong financial foundation, reflected in Moody’s recent upgrade of our debt rating to A3, joining an A– rating from Fitch. We have invested heavily in new facilities and new medical technology, as witnessed by the John Theurer Cancer Center and the Heart & Vascular Hospital. And we have a highly trained staff, determined not simply to adopt cutting-edge care, but to define it.

Most of all, we have a vision for our future—of what it will take not just to survive, but to thrive in the coming decades. We see HackensackUMC evolving over time into a geographically dispersed, clinically integrated network of hospitals and physicians. At the same time, we envision our standing as an academic medical center rising, as we enhance our current graduate medical education program and make a renewed commitment toward research and innovation.
A VIRTUOUS CIRCLE

These mutually reinforcing strategies serve a number of purposes. Extending our reach by aligning with other hospitals and new groups of physicians will enable us to deploy our resources more efficiently and better serve local communities. We can raise the standard of care throughout our area by sharing best practices, resources and expertise with our partners, while focusing high-tech tertiary and quaternary care at HackensackUMC.

The second advantage of this strategy is that it moves us into areas in which we do not currently have a presence, allowing us to achieve economies of scale. As hospital systems around the country consolidate, measured growth is essential to ongoing competitiveness.

Our emphasis on bolstering research and teaching at HackensackUMC complements this first strategy. We will build our network successfully only if we establish a reputation for outstanding care, and this reputation—as perceived by doctors as well as by patients—is based in large measure on the quality of the research and teaching we support.

Patients will come to HackensackUMC if they feel that they will receive care that is equal to or even better than the most advanced care they might encounter elsewhere in the region, whether in New York or Philadelphia. And the finest physicians, those who are dedicated to shaping the future of medicine, will continue to join us if they believe that HackensackUMC will encourage them to develop next-generation treatments and educate the next generation of physicians.

The synergy between these two strategies works both ways. Growth, for instance, will allow us to increase the number of residencies we can offer, helping address the shortage of physicians in New Jersey, especially in such areas as primary care, surgery and emergency care. And new residencies will enable us to treat more patients, encouraging growth.

We are taking a flexible approach to implementing these strategies. Our physician alignment strategy, for instance, includes employment models for primary care physicians and cardiologists, joint venture opportunities for surgical specialties and the formation of an accountable care organization.

Taken together, these steps will enable HackensackUMC to continue to elevate our national presence, setting an example for other institutions seeking to deliver high-quality care in the most efficient way possible to an even greater numbers of patients.

JAMES R. NAPOLITANO
Chairman
Hackensack University Health Network, Inc.

JOSEPH M. SANZARI
Chairman
Hackensack University Medical Center
Board of Governors
BUILDING OUR NETWORK

In 2011, we took a number of steps to realize this vision by building out our network. In January, we signed an affiliation agreement with Hackettstown Regional Medical Center, a 111-bed hospital, establishing our presence in Warren County. We committed to expanding the availability of physicians and to supporting additional specialty care programs, beginning with obstetrics and oncology.

We continued to strengthen our partnership with Saint Clare’s Health System, providing higher levels of cancer diagnostics, treatment, clinical trials, and cancer management to their patients through our John Theurer Cancer Center. Saint Clare’s has locations in Morris and Sussex counties.

Finally, we engaged in a number of joint ventures with the LHP Hospital Partnership, a for-profit organization, to expand our footprint, both within Bergen County and into Essex County. This year, we took a number of steps that bring us very close to re-opening Pascack Valley Hospital, a 128-bed acute care facility in Bergen County. If all goes well, we anticipate the hospital will open in early 2013. In early 2012, we also filed a certificate of need to take over Mountainside Hospital, a 365-bed community hospital in Montclair that is home to several residency programs as well as a nursing school.

To emphasize our greater scope and focus on network development, we changed the name of our holding company from Hillcrest Services System, Inc., to the Hackensack University Health Network, Inc., and created a new brand identity that highlights the remarkable care we offer to people throughout our region.

BOLSTERING OUR PROGRAMS OF EDUCATION AND RESEARCH

This year, we also saw the expansion of our undergraduate program as a result of an agreement signed in 2010 with St. George’s University School of Medicine in Grenada. Forty-eight third-year medical students came to HackensackUMC to complete their required five core rotations: internal medicine, obstetrics and gynecology, psychiatry, pediatrics and surgery. They join students training here from the University of Medicine and Dentistry of New Jersey. As part of this relationship, we awarded our first Chairman’s Scholarship to St. George’s. This scholarship is designated for HackensackUMC medical and dental staff, employees and family members.

We also expanded our research enterprise through the David and Alice Jurist Institute for Research. We have more than a dozen active research programs and can offer our patients participation in more than 500 open clinical trials. An exciting development is our new partnership with the University of Miami Diabetes Research Institute, one of the world’s leading centers for research on the disease. HackensackUMC patients with Type 1, or juvenile diabetes, will take part in a trial in which insulin-producing islet cells are transplanted to their abdomens. This trial has the promise of being an important step on the way to a cure for this disease.

STRENGTHENING OUR CORE PROGRAMS

Our success in expanding our network and strengthening research and education depends on the excellence of our core programs and our ability to deliver tertiary and quaternary care efficiently. During the last decade, we have re-examined the way we deliver care in such key areas as heart, brain and cancer and created dedicated facilities that incorporate the most advanced technology to do so.

This year, HackensackUMC opened the first phase of its Heart & Vascular Hospital, its latest “hospital within a hospital.” By treating cardiac, vascular and neurovascular patients in a single centralized location, we are able to provide the highly coordinated care required for better clinical outcomes.
The Heart & Vascular Hospital also boasts the latest technology. This equipment includes the Biplane Angiographic Unit to pinpoint clots in stroke patients and the Stereotaxis Remote Magnetic Navigation System to locate and ablate sources of abnormal heart rhythms. When the second phase of the project is complete, the hospital will include a cardiac rehabilitation and wellness center, a neurology and stroke recovery floor, and a floor dedicated to kidney transplants.

HackensackUMC is already well known for the quality of its cardiac care. This year, we were named one of the nation’s 50 Top Cardiovascular Hospitals by Thomson Reuters. This is the eighth time HackensackUMC has been recognized with this honor. We were also named to Becker’s Hospital Review list of 70 Hospitals with Great Cardiology Programs.

The opening of the Heart & Vascular Hospital follows closely on the heels of the unveiling of a new home for the John Theurer Cancer Center. This $130 million, 155,000-square-foot, state-of-the-art facility for the first time brings together the center’s 14 specialized divisions along with research and auxiliary oncology services. Designed as an oasis for patients and caregivers, it reflects the latest thinking about patient- and family-centered care. The John Theurer Cancer Center is New Jersey’s largest and most comprehensive cancer center as well as one of the 10 largest cancer centers by volume in the United States.

The John Theurer Cancer Center welcomed its first patients a few days before New Year’s 2011. During the year, the center allowed us to treat significantly more patients than in previous years—more than 50,000 patients were treated at the center in 2011. HackensackUMC continues to deliver the highest quality of care while offering an unparalleled patient experience.

The human face of this effort was on view at our third annual Celebrating Life and Liberty event at Liberty State Park. More than 2,200 cancer survivors treated at the John Theurer Cancer Center, Tomorrow’s Children’s Institute and HackensackUMC affiliates as well as their caregivers and dedicated healthcare staff shared their stories, inspiring others to take action for their own well-being.

Thanks to our commitment to continually strengthen our programs, the Joint Commission, the organization that accredits the nation’s hospital, has issued HackensackUMC disease-specific care certifications in 17 different areas. This is the most of any hospital in the nation.
NEXT STEPS

In 2012, we will strengthen our core by focusing on the Centers of Excellence such as the Neurosciences Institute and the Orthopaedics Institute. Additional capacity in these two areas is essential as the population ages and the incidence of conditions like Parkinson’s disease and arthritis increases. At the end of 2011, we became the first hospital on the East Coast to use the ClearPoint® Neuro Intervention System to treat symptoms associated with Parkinson’s disease. It allows neurological procedures to be performed within a magnetic resonance imaging (MRI) scanner, providing surgeons with a real-time view of the brain as they operate. In early 2012, we plan to open a Gamma Knife Center. The Gamma Knife is used to ablate tumors by focusing radiation with extreme precision on the targeted area of the brain.

Emergency care is another area in which we will build capacity. This year, we received approval to almost double the size of our Emergency Services. The new facility will include fixed private rooms and feature pods, separate areas within the center devoted to specialties such as geriatrics, cardiology and oncology.

We are also taking a number of steps to raise our presence in surrounding areas. We will reinforce our partnerships with smaller hospitals in the region by instituting medical air transport services. Our new helicopter will enable us to bring patients to HackensackUMC to receive more sophisticated treatment than they could receive elsewhere.

In addition, we will be expanding our services into the community through our new $22 million wellness center, scheduled to open in early 2013 in Maywood. The 100,000-square-foot space will offer everything from a full-service gym to mammograms. It will feature an indoor pool, therapy and rehabilitation equipment, and a kitchen for demonstrating healthy eating options. It will be the largest facility of its kind in New Jersey.

HONORED FOR EXCELLENCE

Our efforts to provide superior care—the kind that patients will seek out—have been widely recognized. This year, HackensackUMC was ranked among the top 50 hospitals nationally by U.S. News & World Report in four specialties—cancer, cardiology and heart surgery, geriatrics, and pediatric neurology and neurosurgery. We were also ranked eighth in the magazine’s first listing of New York Metro Area facilities and singled out for having a Best Children’s Hospital.

GREGORY SIMONIAN, M.D.
Chairman
Hackensack University Medical Center Medical Executive Committee

PATRICK TOTH, M.D.
President
Hackensack University Medical Center Medical and Dental Staff
In addition, we continue to be named to the prestigious Leapfrog Group of top hospitals for our outstanding efforts in patient safety. We were the only hospital in New Jersey to receive this honor for two years in a row. Only 65 hospitals from a field of 1,200 are included in this elite group.

Other rankings consistently place us among the best, not just in New Jersey but also in the nation. We were named to HealthGrades® America’s 50 Best Hospitals for the sixth year in a row, placing us in the top one percent of hospitals nationally. HealthGrades also ranked HackensackUMC best in New Jersey in nine clinical areas and awarded us a 5-star rating in more than 30 procedures and diagnoses. We were also named to the top 50 by Becker’s Hospital Review.

**TAKING NOTHING FOR GRANTED**

In 2011, the HackensackUMC Foundation raised $32 million which brings its fundraising total to more than $296 million during the past 14 years. The funds have been allocated to support various programs throughout HackensackUMC with a focus on children, cancer and cardiac care. Most importantly, the funding has been able to provide construction of state-of-the-art buildings and facilities, such as the Audrey Hepburn Children’s House, the David Jurist Research Center for Tomorrow’s Children, Joseph M. Sanzari Children’s Hospital, Donna A. Sanzari Women’s Hospital, John Theurer Cancer Center and the Heart & Vascular Hospital. HackensackUMC is incredibly grateful to have so many people believe in our mission. Although we are fortunate to have this support, we cannot forget that the challenges facing hospitals like ours used to be much simpler.

In the past, if you created a facility, patients would come. Reimbursement was dependable, and there was abundant funding for research. Today, we take none of this for granted. In this more competitive, cost-conscious world where information about quality of care is just a mouse click away, we continue to be more disciplined, more strategic, more innovative and more open to new partnerships and relationships.

We are very proud of the contributions that everyone associated with this medical center makes every day. The talent and dedication of our physicians, staff, volunteers and donors, elevate us as leaders in providing the highest quality of care. HackensackUMC is honored to be known as the beacon for healthcare—our medical center is truly a place “where medicine meets innovation.”

Sincerely,

ROBERT C. GARRETT, President and Chief Executive Officer, Hackensack University Medical Center
JAMES R. NAPOLITANO, Chairman, Hackensack University Health Network, Inc.
JOSEPH M. SANZARI, Chairman, Hackensack University Medical Center—Board of Governors
JOSEPH SIMUNOVICH, Chairman, Hackensack University Medical Center—Foundation Board of Trustees
EDWARD J. LUDWIG, Chairman, Hackensack University Medical Center—Advisory Board of Directors
GREGORY SIMONIAN, M.D., Chairman, Hackensack University Medical Center—Medical Executive Committee
PATRICK J. TOTH, M.D., President, Hackensack University Medical Center—Medical and Dental Staff
WE PROVE EVERY DAY THAT “IMPOSSIBLE” IS JUST AN OPINION

WHO WE ARE

Medical care is not just about treating people when they are sick; it is about giving them the tools to stay well. At HackensackUMC, we are committed to staying ahead of the curve and providing a complete spectrum of care for our patients—from community outreach to the most advanced procedures at our campus of care.
Everyone has things they love to do. The little girl who enjoys running so much she makes her dad drop her off at the track after school. The senior who likes nothing more than to cook delicious meals for her grandchildren. The young father whose greatest delight is watching his daughters grow up.

At HackensackUMC, we work tirelessly each day to make these moments possible for our patients. Thanks to an entire campus devoted to state-of-the-art quality care, the medical center can offer the most advanced treatments available. We support our physicians and our healthcare team by creating an environment that promotes creativity and scientific research.

Because we have the largest number of inpatient and outpatient admissions in the state, people turn to HackensackUMC as a trusted member of the community. Our cancer, cardiac, women’s and children’s hospitals ensure that every aspect of their health will be addressed.

We know that choosing where to receive medical care can be scary. By continuing to prove every day that “impossible” is just an opinion, we make that decision a little easier.
After treating hundreds of seniors over the years, Lisa Tank, M.D., F.A.C.P., HackensackUMC’s chief of Geriatrics, has a unique perspective on this growing segment of the population. “Even though they may be retired, my patients are not retired from life,” she says. “They are people with goals they want to accomplish and do things they love to do.”

This observation shapes Dr. Tank’s approach to care at HackensackUMC’s Center for Healthy Senior Living. “My job,” she says simply, “is to do what I can to make sure my patients are able to follow their dreams and to live successfully in their homes for as long as possible.”

Her work with her patient Josephine Reid is an excellent example of what she hopes to accomplish through her practice. Josephine is a buoyant, affectionate woman who loves nothing more than to cook for her grandchildren. “When I was raising my own kids,” she explains, “cooking was a chore. Now it’s a real pleasure.” From Dr. Tank’s point of view, this means doing what she can so that Josephine is mentally and physically ready to cook up a storm.

This kind of care includes performing a comprehensive evaluation on her patients and managing their often-complicated medical issues. Josephine has had her share of medical difficulties—gout, kidney disease, blood clots, and more—and Dr. Tank combines patient education with the resources of HackensackUMC to make sure Josephine’s health is as good as it can be.

But fundamentally, the approach that Dr. Tank and her colleagues follow means taking the time to build a real relationship with their patients. “We try very hard to get to know our patients and earn their trust,” she says.

You can see the results of this approach by watching Josephine and Dr. Tank together. Over the six years that they have known each other, they have become very close. For Josephine, it’s a great source of pride and some comfort that Dr. Tank refers to her affectionately as her grandmother. And for Dr. Tank, it’s hard to imagine anything more enriching and fulfilling than being part of Josephine’s life and helping her follow her dreams.
You would never know from talking to Victoria Vega that this bright, self-assured third-grader had ever been sick, but as a toddler, she was wracked by as many as 28 epileptic seizures a day. “We tried different medications, but none of them seemed to work,” recalls her mother, Laura Vega. “We finally realized that surgery was our only hope.”

Laura couldn’t have found a more capable or more sympathetic surgeon. Arno Fried, M.D., chairman of the Department of Neurosurgery, heads the Neuroscience Institute at HackensackUMC. He is one of just a handful of neurosurgeons in the country to be board-certified in both general neurosurgery as well as pediatric neurosurgery.

Dr. Fried planned a two-part operation. During the first procedure, he would plant electrodes in Victoria’s brain that would be used to track the source of her convulsions. During the second, he would remove the misfiring tissue.

When Dr. Fried and his colleagues mapped the seizures, they found to their dismay that it emanated from a point on the motor strip, the part of the brain that controls bodily movements. “If we took too much tissue, we ran the risk that Victoria could be paralyzed,” he says.

Laura Vega and her husband, Alex, were naturally apprehensive. “I was crying when he told us,” Laura recalls. “But he assured us that he would treat my daughter the way he would treat his own child. That made a difference.”

From Dr. Fried’s point of view, comforting Victoria’s parents is an essential part of being a pediatric neurosurgeon. “Because we’re dealing with children, we’re really treating the whole family.”

The operation went extremely well; Victoria’s seizures are gone. As anticipated, she had some initial weakness on her left side, but recovered her strength in just a few months. Now she likes nothing more than to play lacrosse with her big brother and ride her boogie board at the Jersey shore.
Regardless of what the statisticians tell him about surviving with multiple myeloma, John Hodgkinson is intent on realizing his own personal prognosis—he is determined to live as long as it takes to see his daughters, Megan and Amanda, grow up. With the assistance of David Siegel, M.D., Ph.D., chief of the Division of Multiple Myeloma at the John Theurer Cancer Center, he’s doing just that.

A former paramedic firefighter, John came to HackensackUMC after having been treated for six years at another institution. “It was rough,” he says. “I was always in the hospital for one thing or another—and finally they told me that there was nothing more they could do for me and put me on hospice care. I felt like they had written me off.” John’s quality of life had been so compromised that he, too, was ready to go home and die, but his wife, Alisa, was not so sure. An online search took her to Dr. Siegel. A week later, John was on the road back.

John is by no means cured, but Dr. Siegel has put him on a regimen of chemotherapy that he finds easy to tolerate—and that so far has given him an additional three years and kept him out of the hospital. “We can offer our patients many options here because we participate in such a large number of clinical trials,” Dr. Siegel says. “The cancer center is as active in researching treatment for multiple myeloma as any institution in the world.”

John also appreciates the care and support he gets from Dr. Siegel and the staff at the cancer center. “Our focus is always on who we are treating, rather than what,” Dr. Siegel says—and patients notice the difference. “We have a real rapport,” John says. “There’s no sugarcoating. Dr. Siegel’s a down-to-earth person who treats everyone with the respect they deserve. And best of all, he’s given me back my life.”
WE GO BEYOND TRADITIONAL THINKING

WHAT WE DO

Never in all of history have we known so much about the human body or had so much power to heal. Our challenge is to rethink the way we deliver care so that our patients always benefit from the latest in medical discovery.
When Hackensack University Medical Center was founded in 1888, medical science couldn’t cure a simple infection, no less treat patients with heart disease, cancer or stroke. One hundred and twenty-four years later, all that has changed.

Now our challenge, both as medical professionals and as an institution, is to keep abreast of an ever-increasing pace of medical innovation. This means rethinking the way we practice. Better care is often more complex care, requiring high levels of skill, sophisticated equipment and close coordination. That’s why we’ve created a series of hospitals within hospitals—for cancer, cardiac and vascular care, neuroscience, orthopaedics, children’s care and women’s health.

It also means introducing programs that preserve the humanity of our patients in the midst of this new technology. Our Take-a-Break program is just such an initiative. It gives family members in the Emergency Department a short respite, knowing our volunteers will represent their wishes and those of their loved ones in their absence.

Advances in medical treatment also change the way we think about our patients. It raises our expectations. We can imagine a childless couple overcoming their difficulties with in vitro fertilization and having a second child naturally. And we can look at a 14-year-old who has just torn the ligaments supporting his knee and envision him playing on his high school’s national championship football team.

The old traditional ways of thinking no longer work for us. At HackensackUMC, we’re inspired to learn, to experiment and to innovate.
On the road again

As a young girl from an old Savannah family, Peg Knight traveled to Europe for the first time in 1939 and returned to the continent many times during the ensuing 70 years, often in the company of her husband, Bill. Thanks to the expertise of Gregory Simonian, M.D., chief of Endovascular Surgery and acting co-chair of HackensackUMC’s Heart & Vascular Hospital, the elegant 92-year-old is looking forward to sailing the Mediterranean this summer, just as she has done so often in the past—but just last year, she had a very close call.

Last summer, a routine scan disclosed that Peg had two aortic aneurysms, including one that was in imminent danger of rupturing. She would not have been able to withstand the rigors of the traditional surgery used to correct them. Her only hope was endovascular surgery, a complex minimally invasive technique that would use stents threaded through the aorta to close off the aneurysms.

“We knew that this was not going to be easy,” Dr. Simonian says. He and his team spent weeks poring over angiograms, CAT scans and other imagery, and meticulously planning what would prove to be a nine-hour operation. “We took techniques developed in the last three years and adopted them for Peg,” Dr. Simonian says. “This was not a typical repair.”

Patients like Peg benefit from our physicians’ determination to hone their skills and push beyond the limits of standard practice. Dr. Simonian and his colleagues conduct research on endovascular surgery, lead clinical trials and publish widely. “The first time I met Dr. Simonian, I trusted him immediately,” Peg says. “I understood that I might not pull through, but I knew that if anyone could help me, he was the one who could do it.”
Martin Pellegrino thought he had solved the problem of a tumor on his right kidney. Told he had kidney cancer, he went to a top hospital in New York City where he underwent surgery to have it removed—or at least he thought so. His surgeon had missed it. Over the next two years the tumor continued to grow and his physicians gradually became more alarmed. Deciding finally that the tumor needed to go, Martin was referred to Ravi Munver, M.D., vice chairman of Urology and chief of Minimally Invasive and Robotic Urologic Surgery at HackensackUMC.

Because of scarring left by the original operation, Martin was advised that repeat surgery should be performed through a large incision, and that he would most likely lose his kidney. However, if anyone could penetrate the scar tissue, excise the tumor, and save the kidney, it would be Dr. Munver. As a pioneer in robotic surgery with the da Vinci Surgical System, Dr. Munver would challenge reason by attempting this exceedingly complex surgery through four keyhole incisions.

Placing his trust in Dr. Munver, Martin elected to proceed. This time, surgery was completely successful, with no need for follow-up chemotherapy or radiation. Pathology revealed that the tumor was indeed cancerous and the margins were clear—Martin was cured. “I went home in a day,” Martin reports, “and the recuperation went more smoothly than I would have imagined, especially after the first operation.”

As much as they value Dr. Munver for his expertise, Martin and his wife, Donna, appreciate him for his honesty and compassion. “Dr. Munver is extremely knowledgeable and confident, but there’s not a drop of arrogance about him,” Donna says. “His concern for his patients comes right through.” A perfect example was the way he greeted her after the five-hour operation. “Of course I was anxious,” she recalls. “So it was a great relief that when he came out of the operating room the first thing he did was give me a big hug.” As Dr. Munver explains simply, “When a patient turns to me with a medical problem, I consider it an honor and a privilege to help.”

Their experience with Dr. Munver has opened the Pellegrinos’ eyes to the quality of care available at HackensackUMC. “I guess I was a bit of a New York doctor snob,” Donna admits, “but after the care and consideration we received here, I don’t see any reason to cross the river.”

Dr. Munver reflects on this experience and the comments from colleagues who felt that minimally invasive kidney-sparing surgery would not be possible. At the thought of potentially losing Martin’s kidney, he remembers thinking, “impossible is just an opinion.”
When young Kenyan Delbert Omwanda was three months old, his parents Juhudi and Beritta Omwanda realized that something was dreadfully wrong. A trip to a physician confirmed their worst fears. Delbert had sickle cell anemia, a genetic disease that causes pain, recurrent infection, organ damage, and, invariably, premature death.

“We didn’t know if there was a treatment for the disease,” Beritta says, “but we knew we weren’t going to find it in Kenya.” The Omwandas’ journey to find a cure for Delbert first took the family to the United States and then to HackensackUMC and Alfred Gillio, M.D., the section chief for the Pediatric Blood and Marrow Transplant Program at the Tomorrows Children’s Institute.

“We started 20 years ago and gradually built one of the most advanced pediatric bone marrow transplant programs in the nation,” Dr. Gillio says. Since its inception, the Pediatric Blood and Marrow Transplant Program has performed over 350 transplants. It remains the only pediatric transplant program in New Jersey.

The Omwandas couldn’t have connected with HackensackUMC at a better moment. Bone marrow transplants have long been used to treat cancer. It is only in the last ten years that physicians have used this procedure to treat sickle cell anemia.

They were also fortunate in finding a hospital with such extensive expertise in caring for children undergoing bone marrow transplant. Delbert stayed at the Joseph M. Sanzari Children’s Hospital, a state-of-the-art facility with all private rooms and sleeping accommodations for parents and caretakers.

“Even when he was in isolation after the procedure, the staff played with him and always made sure he was occupied,” Beritta says.

Thanks to Dr. Gillio and the staff at HackensackUMC, the Omwandas’ search has had a happy ending: Delbert is completely cured.

“Delbert is a new child,” Beritta says. “He’s gained weight and loves running around the house with his brother and sister, Sidney and Angela, and playing with cars. I don’t go to sleep anymore worrying what the next day will bring.”
We don’t just keep up with the state-of-the-art in technology and treatment. Thanks to the research and clinical trials that we conduct at the David and Alice Jurist Institute for Research, we push ahead, perfecting new procedures, new protocols and new devices that create better outcomes for our patients.
At HackensackUMC, we refuse to be limited by the status quo. That’s why we participate in more than 500 open clinical trials, providing patients access to promising procedures and medications before they are widely adopted. And that’s why we invest in the most powerful medical technology available. Our purpose: to give our doctors the capacity to heal patients in ways that would have been unimaginable five years ago.

This year, we became one of only four institutions in the nation—and the only one on the East Coast—using the ClearPoint® Neuro Intervention System to treat symptoms associated with Parkinson’s disease. It allows neurological procedures to be performed within a magnetic resonance imaging (MRI) scanner, providing surgeons with a real-time view of the brain as they operate.

Last year, we installed a TrueBeam™ image-guided radiation therapy system in the John Theurer Cancer Center. We are the only one in New Jersey that has two True Beam systems. We are also the only one in the United States to offer True Beam, Tomotherapy and the Gamma Knife (April 2010) in the same program. The TrueBeam system can pinpoint tumors with such extreme precision that it can safely deliver higher, more effective doses of radiation than was possible with older technology.

But we just don’t adopt the state-of-the-art. We help define it. Our physicians have pioneered bone marrow transplants for children with sickle cell anemia. They have perfected robotic procedures that enable them to remove tumors on kidneys rather than the entire kidney itself. And they have devised ways to noninvasively reconstruct the aorta of an elderly woman, who otherwise may not have survived traditional surgery.

At HackensackUMC, we push medicine to places where it has never been before.
Michael Casimos is a big guy. The 6'4", 275-pound teenager just completed his senior year as a starting offensive guard for Don Bosco Prep, the top-ranking high school football team in the nation. He has been videoed on YouTube bench-pressing 410 pounds. But no one’s invulnerable. During his second game on the freshman squad against Teaneck High School, he was running for the ball carrier when someone rolled into his knee. “I remember hearing a pop,” he says. “I tried to get up but immediately fell down.”

Michael had torn his ACL, a ligament supporting his knee. He and his parents turned to Michael Kelly, M.D., chairman of the Department of Orthopaedic Surgery and a former high school football player himself, to rebuild it. It was a good choice. Dr. Kelly has been the head team physician of the New Jersey Nets and the president of the American Knee Society. He is part of the team that designed a new knee system for replacement surgery and lectures around the world on sports medicine and knee reconstruction.

“It usually takes six months of rehabilitation to recover from surgery, and it’s especially hard for kids in Michael’s situation because they want to return to play as soon as possible,” Dr. Kelly comments. “Michael really stuck with it. I’m really proud of him.” In fact, Michael turned rehab into another form of practice. “It was tough but fun,” he says.

His discipline paid off. Michael played on the varsity team his junior year, and this year traveled with the Don Bosco varsity to Bradenton, Florida, to play another national powerhouse, the Manatee Hurricanes. Don Bosco beat the Hurricanes and went undefeated for the season, extending its winning streak to 46 games. Michael was named first team All-Bergen County as an offensive lineman and has signed a letter of intent with the University of Akron, a Division 1 football team. He would not have been able to achieve this goal if it were not for the skill of Dr. Kelly.

For his part, Michael doesn’t take his knee reconstruction for granted. “Dr. Kelly did a great job,” he says. “When I play, I use a knee brace just to be careful.”
A happy outcome for a difficult decision

The numbers make a difference. According to Abdulla Al-Khan, M.D., director of the Division of Maternal Fetal Medicine and Surgery, there were nearly 6,300 births at HackensackUMC last year, the most in New Jersey. As a result, Dr. Al-Khan and his colleagues see more surgical and medical complications in the course of treating these patients than most other physicians, and they have developed a deep and sympathetic understanding of the difficult decisions that young families face.

After undergoing in vitro fertilization, Yumi Kang had become pregnant with triplets. For another woman, this might have been good news, but for Yumi it was alarming. Because she is a small woman in her mid-thirties, she ran the risk of preterm labor and delivery. She and her husband, Justin, decided to consult Dr. Al-Khan. After much difficult discussion they decided that fetal reduction would be her best course. The Kangs wanted twins, but because two of the fetuses shared a placenta, the best course was to choose to have a single child.

“This was a very emotional time for both of them,” says Dr. Al-Khan. “Because it is so powerful, the impact of modern medicine goes far beyond the physiological. It touches on a host of very sensitive social, ethical and religious issues.”

“This was the most difficult decision we have ever had to make, and we had endless questions,” Yumi says. “It was agonizing, but Dr. Al-Khan was always available to talk with us. His knowledge and compassion put us at ease.”

“There is a direct correlation between the quality of the care he provided and the lack of regret that we feel now,” her husband Justin adds. They are the proud parents of a little boy, Jayden, and are expecting a second child, conceived naturally.

“I chose women’s health because it is all about the next generation,” Dr. Al-Khan says. “It is only by providing good healthcare for mothers that we can hope for a better future.”
Looking back, the Take-a-Break program now seems like an obvious idea. The family members who accompany their loved ones to emergency rooms can almost always benefit from a short break—whether to pick kids up at school, make a few phone calls or just grab a cup of coffee. But when Sandra Kissler and Joseph Feldman, M.D., chairman of the Department of Emergency Medicine, first proposed setting up a network of volunteers who could support family members in the emergency room and represent them in their absence, there was nothing like it anywhere in the country.

“Before my husband died, we spent a lot of time in the hospital, much of it in the emergency room,” says Sandra Kissler, secretary of the HackensackUMC Foundation Board of Trustees and former member of the medical center’s Board of Governors. “We saw that there was more we could do to care for the caregivers.” In his honor, she established the Gerald Kissler Institute for Family-Centered Care. One of their first initiatives was the Take-a-Break program, now in its second year.

Sandy and Dr. Feldman recruited a social work intern, Caryn Loffman, to serve as program coordinator. Caryn worked closely with Dr. Feldman to design the program and develop a screening and training process. She organizes the 50 volunteers to cover each of the Emergency Trauma Department’s three shifts, seven days a week.

The program received national recognition almost immediately. In 2010, it was given a “Best Practice Program Award” in the friends and family support category from Planetree, an alliance of hospitals and other healthcare organizations that promotes more personal care in hospitals. Dr. Feldman received the “Physician Champion Award” and Sandy Kissler the “Caregiver Award” for their leadership in establishing the program.

Thanks to these honors, other hospitals from around the country have expressed interest in adopting the program, and the institute hopes to introduce it to other areas of HackensackUMC over the next few years. “By helping family members feel less anxious and more comfortable, we can make it easier for them to be more involved in their loved one’s care, which often means better outcomes,” says Dr. Feldman.
We're proud of the rankings we've achieved and the reputation we've earned, but we are never going to be satisfied. We strive every day to provide even better care in more ways to more people.
RESULTS
The expertise, ingenuity and determination we’ve applied to overcoming the constraints that limit medical care and the substantial investments we’ve made in people and technology have, when taken together, created a new reality for our patients: When they are really sick, their chances of regaining their health and their quality of life are better at HackensackUMC than at most hospitals in the country.

This is not just our opinion. HealthGrades® named HackensackUMC one of America’s 50 Best Hospitals for the sixth consecutive year. No other hospital in New Jersey, New York, or New England can match that achievement. Becker’s Hospital Review also placed us in its list of the 50 Best Hospitals in America. And we were one of only 65 hospitals in the nation included in the prestigious Leapfrog Group of top hospitals.

We also have an excellent reputation for specialty care. To cite a few examples, in 2011, we were named one of the nation’s 50 Top Cardiovascular Hospitals by Thomson Reuters for the eighth year. Additionally, we were ranked in geriatrics, heart and heart surgery, and cancer in U.S. News & World Report’s 2011-12 Best Hospitals. The U.S. News Media Group also named the Joseph M. Sanzari Children’s Hospital to its “2011-12 Best Children’s Hospitals” list—ranking as one of the top 50 in the specialty of neurology and neurosurgery—the first hospital in the State of New Jersey ever to be ranked in a Best Children’s Hospitals specialty. And HealthGrades ranks us first in New Jersey in 10 specialties. Additionally, HealthGrades ranked us among the 100 best hospitals in America in nine specialty areas.

We have been also honored for the quality of our nursing, a fundamental factor in the care we provide. We were the second hospital in the nation to attain the coveted Magnet® designation for nursing excellence from the American Nurses Credentialing Center. We have been recertified four times.

The challenge we face now is not simply to sustain or improve on this standard of excellence. It is to make it possible for more people to benefit from the caliber of care we offer here. The steps we are making to develop closer relationships with hospitals and physicians throughout our region are designed to accomplish just that.
Local Health Agency Partnership
The Health Awareness Regional Program of HackensackUMC (HARP) has been committed to providing the highest quality of health promotion and illness prevention services in Bergen County since 1977. We are proud of the strong collaborative relationships with community organizations and local health agency partners to provide high quality, professional health education and public health services to twenty-nine (29) Bergen County municipalities.

Towns Served

Community Partnerships
Health Officers, Schools, the American Cancer Society, Bergen County Office On Aging, Community Health Improvement Partnership, Access to Care Task Force, Nutrition and Physical Fitness Task Force, Bergen County Department of Health Services, Bergen County Cancer Coalition, Bergen County Municipal Nurses Association and New Jersey State School Nurses Association, Maternal and Child Health Consortium, Passaic-Bergen Lead Coalition, New Jersey Public Health Administrators Association, New Jersey Office of Cancer Control and Prevention: Melanoma Cancer Taskforce Work Group, New Jersey Immunization Network.

Community-Based Programs
Through these community partnerships HARP helps to support initiatives towards promoting a healthier community by creating these coordinated programs.

Melanoma Awareness Prevention Campaign
Skin cancer is the most common form of cancer in the United States. Through collaborative efforts between the John Theurer Cancer Center, the Promise Foundation of Ridgewood, New Jersey, physicians and the Health Awareness Regional Program (HARP) of HackensackUMC, a skin cancer screening was provided to the community serving more than 100 participants. HARP worked with the middle school teachers and staff in Ridgewood, to present a three-day skin cancer awareness program that educated 1,400 students on sun safe behaviors.
Have F.U.N. in Garfield
Through our partnership with the City of Garfield, HARP was able to collaborate on the initiative to combat childhood obesity in the City of Garfield school district. This program has been directed at children in order to form a foundation of healthful habits, combat the rising epidemic of child obesity and ensure that future New Jersey residents will be a more vital and energetic population. (www.garfieldfun.org)

Take Control of Your Health, Chronic Disease Self Management Workshop
Through a partnership agreement with the New Jersey Department of Health and Senior Services (DHSS), Stanford University, Patient Education Research Center and the City of Hackensack, HARP partnered with the City of Hackensack’s Health Department to deliver a six-week program designed to give people with chronic conditions and/or their caregivers the knowledge and skills needed to take a more active role in their healthcare. There were three workshops provided in 2011 with additional programs planned for 2012.

Health Promotion Program
In 2011, HARP presented 112 health promotion programs to 2,538 participants throughout Bergen County. HARP also provided 311 adult health screening programs with 1,786 visits that included education on blood pressure, stroke risk assessment, cholesterol, prostate specific antigen (PSA), diabetes risk assessment, osteoporosis, sun safety, and body fat/BMI assessment. HARP administered 70 childhood immunization clinics that provided free immunizations through the Vaccine for Children Program.

Flu Immunization Programs
As part of the public health response to the influenza virus in the community, HARP partnered with municipalities to provide education and vaccinations. Educational materials were distributed to at-risk populations. HARP worked with health officers, public health nurses, health departments, municipalities, child care centers, day care, communities and local corporations. Through this partnership, HARP assisted in vaccinating more than 3,000 individuals and continues to work to achieve maximum immunization rates.

Corporations
HARP has provided disease prevention and health promotion services on-site to corporations for over 30 years. Presentations include lectures, screenings, and health promotion programs for corporations to assist them in their efforts to provide their employees with information on healthy lifestyle choices. Other services included health fairs, educational presentations, flu immunization, American Heart Association’s CPR and First Aid classes, Bloodborne Pathogen Training, Hepatitis B and Tdap immunizations, Tuberculosis health education and testing.

Other Community Benefits include
Free screenings with HackensackUMC’s Air Express Mobile Asthma Care Unit for uninsured and under-insured families in Hackensack—screenings held at schools and churches.
Free prostate cancer screenings every year for a week throughout Northern New Jersey, Harlem and Manhattan—partnership with the Daily News—2,443 tests were administered this year.
Free community health education is provided through HackensackUMC’s Speakers Bureau.
AWARDS & RECOGNITION

Consumer’s Choice Award for the 16th Consecutive Year
HackensackUMC received the 2011/2012 National Research Corporation (NRC) Consumer Choice Award, as chosen by the people it serves in its community, for providing the highest quality of service and having the best image. This is the sixteenth consecutive year HackensackUMC has won—every year since the award’s inception.

17 Gold Seals of Approval for Healthcare Quality
The Joint Commission, an independent, not-for-profit organization that accredits and certifies more than 19,000 healthcare organizations and programs in the U.S., awarded HackensackUMC with 17 Gold Seals of Approval™. The seals recognize HackensackUMC’s performance in: Acute Myocardial Infarction, Asthma, Bone Marrow Transplantation, Chronic Obstructive Pulmonary Disease, Coronary Artery Disease, Depression Program, End-Stage Renal Disease, Heart Failure, Hip Replacement, Inpatient Diabetes Program, Knee Replacement, Pediatric Asthma, Pneumonia Disease, Primary Stroke Center, Trauma, Breast Cancer, and Geriatric Delirium.

Becker’s Hospital Review Recognizes HackensackUMC in Multiple Areas
Becker’s Hospital Review, a leading industry magazine featuring up-to-date business and legal news and analysis relating to hospitals and health systems, placed HackensackUMC on its “50 Best Hospitals in America” and “100 Best Places to Work in Healthcare” lists. It also recognized HackensackUMC on its “70 Hospitals with Great Cardiology Programs” list and its list of “70 Hospitals with Great Oncology Programs.”

Thomson Reuters Names HackensackUMC Top Cardiovascular Hospital for Eighth Year
HackensackUMC has been named one of the nation’s 50 Top Cardiovascular Hospitals by Thomson Reuters for the eighth time. The study examined the performance of more than 1,000 hospitals by analyzing outcomes for patients with heart failure and heart attacks and for those who received coronary bypass surgery and percutaneous coronary interventions.
U.S. News & World Report Gives HackensackUMC High Marks

*U.S. News & World Report*, one of the leading consumer-based ranking and rating system of U.S. hospitals and medical centers, scours through nearly 5,000 hospitals. HackensackUMC is the only hospital in New Jersey to receive three rankings for the 2011-12 Best Hospitals List, and is ranked nationally in three adult specialties: Cancer, Cardiology and Heart Surgery, and Geriatrics. It was also high-performing in eight adult specialties: Ear, Nose & Throat, Gastroenterology, Gynecology, Nephrology, Neurology & Neurosurgery, Orthopedics, Pulmonology and Urology.

Joseph M. Sanzari Children’s Hospital First NJ Hospital Ranks as a Best Children’s Hospital

*U.S. News & World Report* ranked HackensackUMC’s Joseph M. Sanzari Children’s Hospital as one of the top 50 hospitals in the specialty of Neurology and Neurosurgery. It is the first hospital in New Jersey to ever receive such a designation.

HackensackUMC is a Leapfrog Top Hospital for the Second Year in a Row

The Leapfrog Group, a group of public and private purchasers of employee health coverage dedicated to improvements in healthcare safety, quality and affordability, named HackensackUMC as one of its Top Hospitals for 2011. HackensackUMC is one of 65 hospitals from a field of nearly 1,200, and is the only New Jersey hospital to receive this honor two years in a row.

HackensackUMC Receives CEO Cancer Gold Standard™ Accreditation

HackensackUMC was recognized for the organization’s extraordinary commitment to the health of its employees and their families by receiving CEO Cancer Gold Standard™ accreditation. This Gold Standard calls for companies to evaluate their health benefits and corporate culture and take extensive, concrete actions in five key areas of health and wellness to fight cancer in the workplace.

*Imaging Economics* Names HackensackUMC’s Department of Radiology One of the Best

HackensackUMC’s Department of Radiology was named one of *Imaging Economics*’ Best Radiology Facilities for 2011. This recognition applauds inclusion in *Imaging Economics*’ national directory of imaging centers and radiology practices committed to excellence.
One of the 50 Best Hospitals for Six Consecutive Years by HealthGrades®: 2007–2012
HackensackUMC is the only hospital in New Jersey, New York and New England to be named one of America’s 50 Best Hospitals for six consecutive years. To be recognized with this distinction, hospitals must have had risk-adjusted mortality and complication rates that were in the top five percent in the nation for the most consecutive years.

HackensackUMC Named a Distinguished Hospital for Clinical Excellence™ by HealthGrades® for the Tenth Year in a Row (2003–2012)
HealthGrades® has named HackensackUMC a Distinguished Hospital for Clinical Excellence™ for the tenth consecutive year. This prestigious distinction places HackensackUMC among the top five percent of hospitals nationwide for clinical performance. HackensackUMC is the only hospital in New Jersey, New York and New England to receive this distinction 10 years in a row.

In HealthGrades® 2012 assessment of hospital quality, HackensackUMC ranks number one in New Jersey for:
- Overall Orthopedic Services, which includes hip fracture treatment, joint and spine surgery
- Joint Replacement Surgery such as knee and hip replacements
- Neurosurgery, including operations such as craniotomies and aneurysm repairs
- Neurosciences, which includes the care of stroke patients
- Pulmonary Care, which includes the care of pneumonia and COPD patients
- Critical Care which includes treating high acuity patients with diagnoses such as sepsis (infection of the blood) and respiratory failure
- Overall Gastrointestinal Care
- Medical Treatment of Gastrointestinal Issues such as bowel obstruction
- Prostatectomy
- Bariatric Surgery

HealthGrades® HackensackUMC ranked among the 100 Best Hospitals in America in nine specialty areas, the only hospital in America to achieve such a distinction:
- One of HealthGrades America’s 100 Best Hospitals for Cardiac Care™ in 2012
- One of HealthGrades America’s 100 Best Hospitals for Coronary Intervention™ in 2012
- One of HealthGrades America’s 100 Best Hospitals for Pulmonary Care™ in 2012
- One of HealthGrades America’s 100 Best Hospitals for Orthopedic Surgery™ in 2012
- One of HealthGrades America’s 100 Best Hospitals for Joint Replacement™ in 2012
- One of HealthGrades America’s 100 Best Hospitals for Stroke Care™ in 2012
- One of HealthGrades America’s 100 Best Hospitals for Prostatectomy™ in 2012
- One of HealthGrades America’s 100 Best Hospitals for Gastrointestinal Care™ in 2012
- One of HealthGrades America’s 100 Best Hospitals for General Surgery™ in 2012
Also according to HealthGrades® HackensackUMC is five-star rated (out of a possible five-stars) in the following areas:

- Overall Cardiac Services for 2 Years in a Row (2011–2012)
- Cardiology Services for 4 Years in a Row (2009–2012)
- Coronary Bypass Surgery for 2 Years in a Row (2011–2012)
- Coronary Interventional Procedures for 4 Years in a Row (2009–2012)
- Treatment of Heart Attack for 10 Years in a Row (2003–2012)
- Treatment of Heart Failure for 10 Years in a Row (2003–2012)
- Overall Orthopedic Services in 2012
- Joint Replacement for 4 Years in a Row (2009–2012)
- Total Knee Replacement for 4 Years in a Row (2009–2012)
- Total Hip Replacement for 7 Years in a Row (2006–2012)
- Hip Fracture Treatment in 2012
- Back and Neck Surgery (Spinal Fusion) for 2 Years in a Row (2011–2012)
- Neurosciences in 2012
- Neurosurgery in 2012
- Treatment of Stroke for 10 Years in a Row (2003–2012)
- Overall Pulmonary Services for 3 Years in a Row (2010–2012)
- Treatment of Chronic Obstructive Pulmonary Disease for 2 Years in a Row (2011–2012)
- Treatment of Pneumonia for 7 Years in a Row (2006–2012)
- Prostatectomy for 7 Years in a Row (2006–2012)
- Overall GI Services for 4 Years in a Row (2009–2012)
- General Surgery for 7 Years in a Row (2006–2012)
- GI Medical Treatment for 2 Years in a Row (2011–2012)
- GI Procedures and Surgeries for 3 Years in a Row (2010–2012)
- Treatment of GI Bleed for 7 Years in a Row (2006–2012)
- Treatment of Bowel Obstruction for 8 Years in a Row (2005–2012)
- Overall Critical Care for 2 Years in a Row (2011–2012)
- Treatment of Sepsis for 4 Years in a Row (2009–2012)
- Treatment of Respiratory Failure for 5 Years in a Row (2008–2012)
- Women’s Health for 8 Years in a Row (2004–2011)
- Emergency Medicine for 2 Years in a Row (2011–2012)
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