



Wing Memorial
Hospital and Medical Centers
A Member of
UMass Memorial Health Care

COMMUNITY

WINTER 2013

caregiver



Entering Our Second Century of Caring.



Wing is Here for You
... Always!

Tips for Shoveling
This Winter

New Medical Staff
Support Groups and Programs

A STRONG COMMUNITY HEALTH CARE SYSTEM FOR ANOTHER 100 YEARS



Dear Friend,

This year, we celebrated the 100th birthday of Wing Memorial Hospital & Medical Centers. In the summer of 1912, Emeline Atwell Wing donated her family home in Palmer, along with a sum of money, to help create a local hospital. On May 22, 1913, the hospital was officially chartered and after some modification, the doors were opened to the new Wing Memorial Hospital in 1914, named in tribute of Emeline's late husband, Albert Wing.

Emeline Wing and others had a vision for a hospital to serve people and save the lives of their friends and neighbors in 1912. Since then, there have been countless other individuals who have contributed to making Wing Memorial the strong, community health system it is today. Thank you to our staff, patients, community partners, donors and friends, and congratulations on 100 successful years.

This year was also filled with a significant amount of change at Wing Memorial. The challenges facing healthcare and hospitals are significant and increasing; challenges we are meeting with a variety of responses, but primarily in redesigning how we deliver health care and how we can be more effective.

The most significant change in 2013 came in December when a letter of intent was signed to transfer of ownership of Wing Memorial from UMass Memorial Health Care to Baystate Health. We are now in a period of due diligence, but we are incredibly excited to become part of the Baystate family. For us to become a part of Baystate Health, a regional health system that is closer to home, will allow us to offer you, our patients and communities, improved access to quality and safe healthcare services.

In the fifteen years we have been a member of the UMass Memorial Health Care system, Wing Memorial has flourished. We have 25% more beds; more than a dozen new service lines to offer our patients; new inpatient units and operatories; nearly 50% more employees; and almost double the volume for most of our patient services. We have won honors and awards and improved the services experience of our patients. Our partnership with UMass Memorial Health Care has been a positive one and our affiliation has truly been a source of pride for us.

Throughout all of these changes, you, our patients and community members, have been and will continue to be our top priority. We will remain a strong community health care system for another 100 years, so we can continue to provide high-quality, safe, patient-centered care to you, your loved ones and our communities.

Have a happy, healthy 2014,

Charles E. Cavagnaro III, MD, FACP
President and CEO, Wing Memorial Hospital and Medical Centers



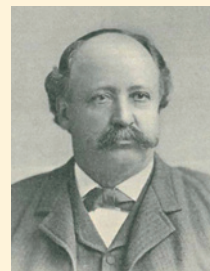
FOUNDED IN 1913, WING MEMORIAL HOSPITAL HAS BECOME ONE OF MASSACHUSETTS' MOST WELL-REGARDED HOSPITALS FOR PATIENT CARE AND SPECIALIZED SERVICES.



Ada Wing Mead



Emeline Atwell Wing



Albert Wing

WING FAMILY

On February 25, 1913, some 60 residents gathered at the Palmer Library to hear Dr. Harry Cheney read a letter from Ada Wing Mead which stated that her mother, Emeline Wing, wished to give the family home for a hospital as a memorial to her husband Albert Wing.

FOUNDING FATHERS

The idea of founding a hospital to serve the eastern part of Hampden County began on January 30, 1910, when Dr. George A. Moore, a well known Palmer physician, and David L. Bodfish, then *The Springfield Republican* correspondent in Palmer, discussed the need for a hospital.

New Medical Staff

NEW MEDICAL STAFF JOINS WING MEMORIAL HOSPITAL AND MEDICAL CENTERS

Charles Cavagnaro III, MD, FACP, President and CEO of Wing Memorial Hospital and Medical Centers, is pleased to announce the addition of several new medical staff:

Pediatrics



Talya Leopold, MD, received her medical degree from the University of Tel-Aviv in Israel and completed her residency in pediatrics at the University of Connecticut in Farmington, CT.

Dr. Leopold sees patients at Belchertown Medical Center. To schedule an appointment, call 413-323-5118.



Ramune Garniene, MD, received her medical degree from Vilnius University Medical School in Lithuania and completed her residency in pediatrics at Hurley Medical Center at Michigan State University.

Dr. Garniene sees patients at Palmer Medical Center (located at Wing Memorial Hospital). To schedule an appointment, call 413-284-5400.

Rheumatology



Munir Ahmad, MD, received his medical degree from Allama Iqbal Medical College in Pakistan and completed his fellowship in rheumatology at the University of Connecticut in Farmington, CT.

Dr. Ahmad sees patients at Palmer Medical Center (located at Wing Memorial Hospital).

To schedule an appointment, call 413-284-5400.

Vascular Medicine



Mohammed Akhter, MD, received his medical degree from the University of Punjab, King Edward Medical School in Pakistan. He completed a fellowship in cardiovascular medicine at the University of Southern California/Keck School of Medicine, a fellowship in interventional cardiology at Mt. Sinai, and a fellowship in vascular medicine/endovascular interventions at St. Elizabeth's Medical Center/Tufts University.

Dr. Akhter sees patients at Palmer Medical Center (located at Wing Memorial Hospital). To schedule an appointment, call 413-284-5400.

Two new physician assistants were recently appointed:

Internal Medicine



Lindsey Marchand, PA-C, received her master's degree from the Massachusetts College of Pharmacy and Health Sciences in Worcester.

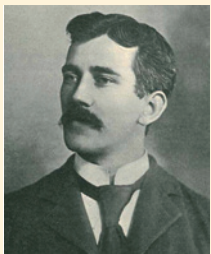
Lindsey sees patients at Monson Medical Center. To schedule an appointment, call 413-267-9101.

Orthopedics



Karl Haywood, PA-C, received his master's degree from Cornell University in New York, NY.

Karl sees patients at Palmer Medical Center. To schedule an appointment, call 413-284-5400.



George A. Moore, MD



David L. Bodfish

Then and Now

Gallon of Milk	\$.32	\$3.43
Loaf of Bread	\$.06	\$1.41
Dozen Eggs	\$.30	\$1.93
Average Wage	\$1,296	\$43,000
House	\$3,395	\$152,000
Car	\$490	\$30,000
Gallon of Gas	\$.12	\$3.85
Postage Stamp	\$.02	\$.46



Circa 1963 Robert Bodfish, Elbridge Rathbone, E. Russell Sprague and Robert L. Robertson pose with the hospital's original operating table.



2013 Operating Room



1913 Hospital Building

Our Emergency Department

WING IS HERE FOR YOU ... ALWAYS!

When you or your loved ones are in an emergency situation and need to seek medical attention, everyone involved is likely to be worried and afraid. That's why it's important to know how to handle a medical emergency and what to expect when you go to the Emergency Department (ED).



Is it an Emergency?

Here are some examples of emergencies that require quick care:

- Difficulty breathing
- Severe chest pain
- Choking
- Severe bleeding
- Blacking out (fainting)
- Deep cuts or severe burns
- Broken bones, or sudden severe pain and swelling in a joint
- Signs and symptoms of a stroke

What Do I Do Now?

If you have an emergency, follow these steps:

1. Go to the nearest ED.
 - If you can, go to the hospital ED closest to you right away.
 - If you cannot get there right away, call 911 or your police emergency number.
2. Call your primary care doctor.
 - Tell your doctor about the emergency. Call within 24 hours of going to the ED.
 - If you can't call, have someone call for you.
 - Go to your primary care physician (not the ED) for any follow-up care.



FIRST BABY IS BORN AT WING MEMORIAL HOSPITAL IN SEPTEMBER 1914.



Circa 1930 Patient Room

ORIGINAL BUILDING

The Commonwealth of Massachusetts issued the charter for the hospital on May 22, 1913. By September 6, 1914, the former private residence was remodeled to serve as a hospital for 17 patients.



2013 Patient Room

AMY DANIELS

In October 1923, Amy Daniels was the youngest nurse graduate to apply for the position of administrator at Wing Memorial Hospital. She was appointed as such on November 1, 1923 and remained in the position until 1938.



Amy Daniels

"I will always recall the help and kindness of some of the dedicated nurses who helped me. No administrator can operate without such help."



What happens in the ED?

At the ED, a team of doctors and nurses trained in emergency medicine will care for you. You may have tests done like x-rays and blood work. You will need to wait for the results of any tests you have. You also may wait to see a doctor who specializes in treating your problem. In the meantime, you will be made as comfortable as possible.

Can I go home?

You may be admitted to the hospital if you are very ill or need further evaluation. But you often can be treated right in the ED and return home. Before a friend or family member takes you home, you'll be given written instructions about how to care for yourself and prescriptions for any medications you will need. Be sure to ask your doctor or nurse if you have any questions.

Patient-Centered Emergency Care at Wing Memorial Hospital

Wing Memorial Hospital offers you comprehensive emergency services around the clock. Our ED team includes physicians, surgeons, other medical specialists and registered nurses, along with the latest diagnostic equipment.

We will provide you the same level of care as you would find in larger hospitals, with more focus on you. Like other hospitals, our wait times can vary, but it is our goal is to make your next visit to our ED as fast and efficient as possible.

We Offer Advanced Services

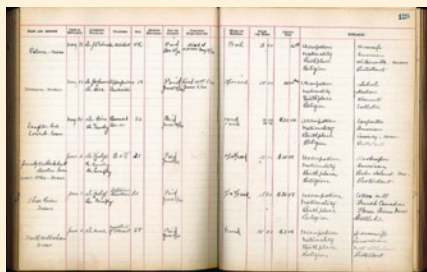
We also have access to Life Flight. The Life Flight service operates round-the-clock and quickly transports patients who need the advanced services of a trauma center. It takes only 16 minutes to fly from Wing Memorial to Worcester! A flight nurse, emergency medicine physician and pilot comprise the team on each Life Flight mission.

We are also a state designated primary stroke service center, which means we are able to rapidly diagnose and treat stroke patients around the clock. In addition, using an advanced telemedicine videoconferencing system, our physicians are in direct contact with the experienced stroke neurologists at UMass Memorial Medical Center, enabling them to diagnosis you and initiate care promptly.

For more information on our Emergency Department, visit winghealth.org or call 413-284-5308. Remember, if you or a loved one are experiencing a medical emergency, dial 9-1-1 immediately.



1936 June Nadeau Russo
First Graduating Class
of Nursing Attendants



1913 Hospital Ledger



1929 Rachel Chambers
Visiting Nurse Association



1935 Nurses Quarters

IN 1932 WING MEMORIAL HOSPITAL WAS THE SMALLEST HOSPITAL EVER APPROVED BY AMERICAN COLLEGE OF SURGEONS AS A FIRST CLASS INSTITUTION.

TIPS FOR SHOVELING THIS WINTER



While shoveling snow can be good exercise, it can also be dangerous for those who take on more than they can handle. The National Safety Council offers the following tips to help you get a handle on safe shoveling:

- Individuals over the age of 40, or those who are relatively inactive, should be especially careful.
 - If you have a history of heart trouble, do not shovel without a doctor's permission.
 - Do not shovel after eating or while smoking.
 - Take it slow! Shoveling (like lifting weights) can raise your heart rate and blood pressure dramatically; so pace yourself. Be sure to stretch out and warm up before taking on the task.
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- Shovel only fresh snow. Freshly fallen, powdery snow is easier to shovel than the wet, packed-down variety.
 - Push the snow as you shovel. It's easier on your back than lifting the snow out of the way.
 - Don't pick up too much at once. Use a small shovel, or fill only one-fourth or one-half of a large one.
 - Lift with your legs bent, not your back. Keep your back straight. By bending and "sitting" into the movement, you'll keep your spine upright and less stressed. Your shoulders, torso and thighs can do the work for you.
 - Do not work to the point of exhaustion. If you run out of breath, take a break. If you feel tightness in your chest, stop immediately.
 - Dress warmly. Remember that extremities, such as the nose, ears, hands and feet, need extra attention during winter's cold. Wear a turtleneck sweater, cap, scarf, face protection, mittens, wool socks and waterproof boots.



1978 Marguerite Bonnayer and Annette Cournotes pose with the "Winnie Wing" doll.

AUXILIARY

The Wing Memorial Hospital Auxiliary was established in 1952 as a group that would help support Wing Memorial Hospital and the community, both financially and with volunteer hours. Over the years, the Auxiliary has held countless events, such as the Winnie Wing Doll fundraiser, which have raised money for the hospital's programs.

NEW HOSPITAL

The trustees voted on June 12, 1944 to launch a financial campaign for a new building. Ten acres of land was donated by Colorado Fuel and Iron Wickwire-Spencer Division for the new hospital site. First patients were admitted to the new 47-bed facility on January 26, 1952.



1933 Ambulance donated by the VFW



1960 Ambulance



SUPPORT GROUPS AND PROGRAMS

Wing Memorial Hospital and Medical Centers is dedicated to advancing the health and wellness of our community by offering a variety of free classes, programs and support groups.

BEREAVEMENT SUPPORT GROUP

This eight-week group program offers the opportunity to share grief with others who have had a similar loss, work on the healing process, and celebrate the lives of those we love.

Day/Time: Call for information

Location: Wing Hospice Offices, Palmer Technology Center, Building 3, 4th Floor, 4 Springfield Street, Three Rivers

Contact: Domenic Ciannella, 413-668-1808

SECOND OFFENDER DRUNK DRIVING/ALCOHOL AND DRUG EDUCATION GROUP

This program has been approved for second offender DUI/OUI, and is for people who are required by probation or the RMV to complete an alcohol/drug treatment program. Assessment interview is required.

Day/Time: Tuesday evenings, 5:30 to 6:45 pm

Location: Griswold Building

Contact: Liz Zulkiewicz, LICSW, 413-283-1109

SYSTEMATIC TRAINING FOR EFFECTIVE PARENTING (STEP)

This is a seven-week group for parents who want their relationships with their children to be more satisfying. STEP encourages mutual respect between parent and child, increased cooperation, more effective communication, and a more responsible, self-reliant attitude among children.

Day/Time: Call for information

Location: Griswold Building

Contact: 413-283-1161

WEIGHT LOSS SURGERY ACCESS PROGRAM SUPPORT GROUP

Wing Memorial offers this support group for area residents who have had weight loss surgery and want to discuss issues related to their behavioral health and nutrition.

Day/Time: First Monday of every month, 6:30 to 8 pm

Location: Snow Conference Center, Wing Memorial Hospital, 2nd floor

Contact: 413-668-1381

WOMEN'S SUBSTANCE USE/ABUSE GROUP

This group is open to women who have trauma issues and who have experimented with chemical substances or are chemically dependent. The main focus of this group is relapse prevention.

Day/Time: Every Thursday, 12:30 to 2 pm

Location: Griswold Building

Contact: 413-284-5378

EARLY RECOVERY FROM ADDICTIONS SUPPORT GROUP

This group is designed for individuals who are experiencing problems that may be related to their use of alcohol or other substances. Requests for admission to the group will be considered on an ongoing basis. An assessment interview is required.

Day/Time: Thursday evenings, 6 to 7:15 pm

Location: Griswold Building

Contact: 413-284-5292

SMOKING CESSATION THROUGH HYPNOSIS

This hypnosis program is designed to help residents quit smoking. Fee and pre-registration are required.

Day/Time: Third Thursday of every month, 7 to 9 pm

Location: Snow Conference Center, Wing Memorial Hospital, second floor

Contact: Anne Grace, RN, 413-284-5251

MEDICAL CENTERS

In 1968, the vision of providing outpatient health care for the community became a reality with the opening of Wing Memorial Medical Center in Palmer. Four additional medical centers were built to reach out to our communities. Wing Memorial Medical Center in Ludlow was the last to be dedicated in 1996.

GRISWOLD CENTER

Wing Hospital was the recipient of a bequest under the will of Earle A. Griswold. The money was used to construct the Griswold Memorial Building. Today the expanded Griswold Center, made possible through a donation from the John Mullen Family, provides outpatient mental health and addiction recovery services.



1988 Griswold Center

UMASS MEMORIAL AFFILIATION

In 1999, Wing Memorial Hospital was acquired by the UMass Memorial Health Care System, recognized as one of the finest teaching hospitals in the nation. Being a part of the UMass Memorial system strengthens Wing Memorial's ability to continue to offer a high standard of care and expanded services in the community.



2008 Country Bank Pavilion

WING MEMORIAL HOSPITAL TODAY

The hospital has been rebuilt and expanded several times in the years since, most recently in 2008. This new addition provided the hospital with a new intensive care unit and new operating and inpatient rooms.

