Fall 2019

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Over the past nearly 10 years, BID–Needham has invested $112 million in world-class services and facilities, and has evolved into a thriving community hospital. Our momentum has not slowed after another exciting year at the hospital. Our new Outpatient Clinical Center is now open to patients who are receiving quality care just minutes away in the new state-of-the-art facility. We have also joined Beth Israel Lahey Health system, extending our geographic reach regionally and providing added benefits and capabilities to support our patients with great care and resources.

As we opened our doors to serve our patients in the new Outpatient Clinical Center, we celebrated 18 families and organizations who made a major philanthropic gift to support this project. Their generosity, along with hundreds of other gifts, raised $6.2 million, providing outpatient care a new home at BID–Needham. Community enthusiasm for this project was unwavering and critical to our ability to complete the project. It reflects the alignment and desire among all of us to care for our family and friends in the best way possible.

I continue to be so impressed by the generosity we see from the local community in support of BID–Needham. I want to thank each and every one of you who contributes your time and resources to help support our mission to provide quality care to the Needham community and beyond.

Samantha Sherman
Chief Development & External Relations Officer

New Outpatient Clinical Center

BID–Needham’s new Outpatient Clinical Center will serve future generations by integrating critical services like orthopaedics, gastroenterology, cardiology and neurology all under one roof. The Outpatient Clinical Center opening was met with great enthusiasm from the community. Patients are already receiving exceptional care from our providers in the new building. Many thanks to our generous donors for their support.

Are you interested in sharing your story? We’d love to hear from you!
Please contact marketing@bidneedham.org.

Number Of:

- 1,000 Donors who supported the building project
- 1,700 Gifts to the building project
- 650+ People at the Grand Opening celebration
- 160,000 Outpatient visits

Total dollars raised for the Outpatient Clinical Center: $6.2 Million

37,000 Square feet

To sign up for the electronic version of this newsletter and receive e-communications from the hospital, visit www.bidneedham.org/sign-up or email marketing@bidneedham.org.
“Over the past nearly 10 years, BID–Needham has more than doubled our clinical size and our workforce, and is now a world-class community hospital. We have grown our presence regionally—providing excellent care and services throughout eastern Massachusetts.”

What sets Beth Israel Lahey Health System (BILH) apart from other systems in the health care marketplace?

There are two things that strike me as unique about the formation of BILH. The first is the clear statements of purpose—delivering care close to home through its suburban provider network, commitment to innovation and research through its academic centers and embedding behavioral health providers in primary care practices. The second is the geographic scope of both hospitals and physicians BILH will offer. Seventy-five percent of eastern Massachusetts residents will be within five miles of an affiliated provider. That’s a powerful foundation for change.

What part do you see community hospitals like BID–Needham playing in the BILH system?

Needham will continue to play an integral role in keeping care in the community. For so many reasons—patient convenience, cost, decompRESSing crowded urban hospitals—this will be a key to the success of the new system.

What do you see as the greatest opportunity from combining 13 hospitals across five health systems, bringing together a variety of specialties in a wide range of geographic locations?

Collaboration on best practices. Every hospital brings to the table something they excel at. If we share and populate those ideas system-wide, it will be a win for the entire system and everyone we serve.

You’ve seen growth in so many ways at BID–Needham since you became president in 2011. What are you most proud of?

I feel we’ve come such a long way that it’s hard to point to one particular item. I guess what I find most inspiring is to have an employee or member of the community say, “We are so lucky to have a revitalized hospital like this in our midst. It makes the quality of life for me, my family and neighbors so much better.” Fortunately, I get to hear that often!

What is your main focus today for the hospital?

In the near term, settling in as a new member of BILH. Though we don’t expect this to bring drastic changes to BID–Needham, it’s important to keep everyone on track with where we’re going. Secondly, working through the growth and logistics of our expanded campus, bringing in new services and physicians are the things that come to mind.

Patient care remains a priority for the hospital. What steps do you take to ensure high-quality patient care?

There are many “mechanics” involved in achieving optimal quality, but to me it’s always come down to three things: full transparency in monitoring successes and failures, keeping the quality journey a central topic at the board and highest levels of the organization, and lastly, making sure front-line employees know they have a principal role in how good we actually are. That last one is the most important. Also the hardest, but I think we’re doing pretty well on all three.

What is happening at BID–Needham right now that you are most excited about?

There are a number of important initiatives that we’ve launched in the past year that are exciting because they are still coming to fruition. The new BILH affiliation, new practices that have joined us like the Beth Israel Deaconess HealthCare group in Wellesley, ramping up our new Outpatient Clinical Center and re-engaging in our service excellence effort here with training and classes for managers and staff. It’s too hard to pick one!

What is next for the hospital? What main impacts will patients feel and see?

Other than expanding on the items I’ve already referenced, we’d need to relook at ourselves as we enter the next decade. Over the years, we’ve changed from your local Needham hospital to more of a regional community health provider. So, our strategic plan calls for envisioning and implementing what that means. It’s still germinating, but I think the community will see a larger campus with new and more contemporary services, like wellness, fitness, nutrition and likely a stronger focus on women’s health.

What do you see for BID–Needham five years down the road?

I would hope that we can be seen as a regional health resource for MetroWest working in concert with the rest of the BILH system. Not just a place you think of when you are sick or injured, but somewhere that offers a broader array of health services and information on health topics along with our BILH partners.

What is your favorite book on management?

My favorite book on management isn’t actually a management book at all. Team of Rivals by Doris Kearns Goodwin is a Lincoln biography, but I think it’s the best management book ever written. Lincoln assembled a group of strong-willed but very talented cabinet members—many of whom initially opposed his nomination and thought him unworthy of the office—and then created a sense of urgency and purpose that won them over by his candid, modest but perseverant style to achieve success in perhaps the darkest period of US history. This is an amazing story of leadership that we can all learn from.
Tell us about the services offered in the Neurology department at BID–Needham.

Our physicians all see general neurology patients, but also have specialty training in stroke, epilepsy, movement disorders and neuromuscular disorders. In addition, we have experienced neurologists performing Electromyogram (EMG) and Nerve Conduction Study (NCS) and interpreting Electroencephalography (EEG) tests.

What is the profile of the patients you see?

Our patients are those 18 and older with either diagnosed or undiagnosed neurologic conditions, including diagnoses of Alzheimer’s disease, cervical and lumbar radiculopathy, epilepsy, essential tremor, Lewy body dementia, migraine, neuropathy, Parkinson’s disease, stroke and tension-type headaches, or symptoms of difficulty walking, dizziness, headaches, loss of consciousness, memory problems, tingling, tremor and weakness.

As the new chief of the department, what is your vision for Neurology at the hospital?

One of our priorities is to improve appointment access, particularly for new patients. We’ve already made great improvements in the patient experience with our new Outpatient Clinical Center.

Are there any new and innovative treatments in neurology?

There are a number of exciting new treatments available for certain neurologic conditions, although neurology as a branch of medicine remains behind other specialties in curative therapies. For example, three migraine-specific medications were recently approved—these are monthly injectables that were designed to specifically target migraine pathways, and are quite effective for many patients for whom other migraine treatments have failed. There are several fairly new medications used in Parkinson’s disease to help with both the motor symptoms and non-motor symptoms of this disorder.

What are the benefits of having the new Outpatient Clinical Center on the BID–Needham campus?

The new Outpatient Clinical Center provides a beautiful new space for our clinic, expanding our waiting room, shortening wait times and improving patient experience in the neurology clinic.

What are the benefits of having a community hospital so close to home?

Patients love coming to see us in Needham—it’s the same care as in a tertiary care center in Boston, in a more convenient setting.

What are the trends around neurology going forward?

There is a lot of interest at this time in research to diagnose neurodegenerative diseases—such as Alzheimer’s disease or Parkinson’s disease—earlier, and then to stop or slow down the disease process to prevent the full clinical syndrome from developing, or at least delay symptom onset. There is interest in stem cells and vaccines. There have also been occasional successes in gene therapy or designer drugs, such as the novel migraine medications designed specifically to target the pathways of certain diseases.

If you look five years down the road, what do you think you’ll see in neurology?

I’m hopeful that we’ll be closer towards prevention or reversal of neurodegenerative disease. I do expect that we will have more treatment options for our most common neurologic conditions.

For more on the Neurology department, visit www.bidneedham.org/departments/neurology or call 781-453-7730.
ASA Get With the Guidelines Achievement Recognition

Gold represents that BID–Needham maintained 86% benchmark of these Stroke Care Measures for 24 consecutive months.

Silver represents that BID–Needham maintained 86% benchmark of these Stroke Care Measures for 12 consecutive months.

ASA Quality Achievement Recognition

Plus represents that BID–Needham maintained 76% benchmark in at least five of eight additional Patient Quality Measures for the previous 12 months.

ASA Target Stroke Honor Roll Recognition

2019, 2014
For making Door to Needle Times in less than 60 minutes in 50% of our annual tPA cases.

Laurie Gordon, MD, is the Chief of Neurology at BID–Needham. She received her undergraduate degree at Harvard University and her medical degree from the Johns Hopkins University School of Medicine. Dr. Gordon has been with the system since 2006. She completed her internship, residency and fellowship at BIDMC. She sees patients at BIDMC in Boston and BID–Needham. A native of Massachusetts, she now resides in the suburbs of Boston. In her spare time, she enjoys spending time with her family, reading and visiting local museums.
The community joined BID–Needham to celebrate the opening of the hospital’s new Outpatient Clinical Center. Donors, supporters and patients gathered for a ribbon cutting event and celebration, food trucks, music, kids activities and more.
“Beth Israel Lahey Health was founded on a commitment to expanding access to extraordinary health care close to home, and Beth Israel Deaconess Hospital–Needham’s new Outpatient Clinical Center embodies all that we are working to achieve together as part of our new system. Right here in Needham, our patients, their families and our communities can get great care from great caregivers in great facilities.”

–KEVIN TABB, MD, President and Chief Executive Officer of Beth Israel Lahey Health (BILH)
Create a Legacy
Through a Planned Gift

Charitable gifts help you meet your current philanthropic goals and extend your generosity well into the future. But did you know that a planned gift can also protect your assets, provide for your family and guarantee you income for life? You can even make a significant impact through a gift that costs nothing in your lifetime (through a charitable bequest).

Learn more at the new planned giving website at: www.bidneedham.giftplans.org, call (781) 453-3007 or email plannedgiving@bidneedham.org.
The Antin family has relied on the services of BID–Needham for many years, starting in the 1980s when they first moved to Needham. According to Frank Antin, the hospital has always been there to support him and his wife, Deb, as well as their children, extended family members, and now grandchildren. In the past year, they have utilized the hospital for stitches due to a baseball injury, an X-ray for a football knee injury, routine procedures too numerous to mention and months of successful cancer treatments.

Frank, along with other members of his family, have been patients of Dr. Steve Cohen, Chief of Gastroenterology at BID–Needham. “During the years as a patient of Dr. Cohen, I have been the beneficiary of his competency, thoughtfulness, responsiveness and sensitivity,” said Antin. “These are qualities that seem to permeate the entire department as a testament to Steve’s leadership.”

When it was determined that Dr. Cohen and his team would be moving to the new outpatient facility, after many years in a much smaller location, Frank and Deb felt that a donation would be a nice way of saying “thank you” and “best of luck” moving forward.

The Antins said that they are impressed with the new Outpatient Clinical Center — a building they feel represents an increased commitment to those that Dedham Savings gives back in many ways to the communities that support the bank. One of those ways is through philanthropy, which includes providing grants through their charitable foundation to charitable organizations that meet important needs in the communities they serve. Their gift to BID–Needham is one of the largest that the foundation has made since its founding in 2000. According to Mark Ingalls, Executive Vice President & CFO/COO at Dedham Savings, the Foundation’s Board members understand that hospitals like BID–Needham are critical to the quality of life in the communities they bank also serves.

“We are proud supporters of BID–Needham,” said Ingalls. “Nearly everyone at some point in time will benefit from having quality medical care in close proximity to where they live or work. As a community bank, we share similar values with BID–Needham. We both understand the importance of providing local support and services to our customers. This is one of the many reasons we wanted to be a meaningful contributor to the new Outpatient Clinical Center building project.”

Ingalls said that the banking industry and the health care industry have many parallels. Both, he said, need to stay on top of a fast-changing landscape while always keeping the community members they serve at the heart of every decision.

“Our hope is for BID–Needham to continue doing what it has done well to date, which is to keep up with these changes, remain relevant and operate in a financially sound manner so they can continue to serve well those who will someday follow us as residents and workers in and around the great town of Needham,” said Ingalls.
The “M” in EMC, a Fan of BID–Needham
Roger Marino

“I am very grateful to have a high-quality hospital in close proximity to me. I love everything about BID–Needham—the clean and modern facility, the ease of parking, and especially the people. Everyone from the strong leadership team to the highly skilled doctors and nurses gives me the utmost confidence in the level of care and expertise at BID–Needham.”

–ROGER MARINO, co-founder and former President, EMC Corporation; former owner of the Pittsburgh Penguins NHL team; film producer and founder of Revere Pictures; longtime BID–Needham grateful patient

Patient-centric Care

“The new Outpatient Clinical Center was built in a way that puts the patient first. Its openness, brightness and patient-centric design is felt when you first walk through the doors. As a patient myself, the new addition to the hospital makes me feel that it was built for me—not the doctors, engineers, lawyers or administrators. It was built in a way that makes patients feel comfortable. I truly believe that BID–Needham is one of the finest institutions in the world. The quality of care is top notch and the doctors take the time to provide thoughtful and thorough diagnoses and treatment care options. At Dedham Health, our physical therapy clinic sees more than 37,000 patients annually and we are proud to support a hospital that takes such great care in putting patients first.”

–LLOYD GAINSBORO, Co-Owner of Dedham Health & Athletic Complex, longtime BID–Needham supporter and patient (pictured center)

“I have been a Needham resident since 1968. I have seen amazing changes to the hospital over the years. The expansion has provided services to residents of Needham and surrounding towns. BID–Needham is an important part of the Needham community.”

–LOUISE CONDON, Founder of Louise Condon Realty, Inc.
1 Women’s Networking Event
2 Women’s Networking Event
3 July 4th Parade Float
4 Volunteer Appreciation Luncheon
5 Volunteer Appreciation Luncheon
6 Nurses Week Dinner
7 Nurses Week Bake-Off
8 Former Board Chair Luncheon
9 Staff BBQ
10 Robin Colgrove, MD, in the Boston Marathon
11 Cocktails & Conversation at the Home of Kevin & Liz Grimes
New Technology at BreastCare Center Enhances Patient Experience

The BreastCare Center at BID–Needham is the first in the BILH system to implement a new wire-free radar localization system to improve breast treatment for our patients. The technology uses radar for a wire-free solution designed to aid surgeons in locating target tissue with greater accuracy during a lumpectomy.

“Traditional lumpectomy procedures involve wire localization, which is less optimal as it can be more uncomfortable for the patient and potentially lead to more re-excisions,” said Ted James, MD, breast surgeon at BID–Needham and Chief, Breast Surgical Oncology and Co-Director of the BIDMC BreastCare Center. “This new equipment allows us to provide a more accurate and comfortable experience for our patients.”

Instead of wires, a small reflector the size of a grain of rice is placed into the breast prior to the day of surgery. The system detects the reflector using an infra-red signal. This allows surgeons to precisely target the affected tissue to pinpoint its location within one millimeter, which can translate to more successful surgeries, optimized breast conservation strategies and enhanced outcomes for women.

For more on the BreastCare Center, visit www.bidneedham.org/breastcare or call 781-453-3800 to make an appointment.

New Minimally Invasive Surgery (Ankle and Foot)

Christopher Miller, MD, Orthopaedic Surgeon at BID–Needham, has recently introduced the use of Minimally Invasive Surgery (MIS) for foot and ankle repairs performed at BID–Needham. Specializing in surgeries from the knee down, such as Achilles tendon repairs and bunion corrections, Dr. Miller says the MIS approach often results in a more rapid recovery and faster return to full activity, due to a decrease in the healing time required after a repair.

Dr. Miller is one of just a handful of doctors in the Boston area qualified to utilize the primary medical instrument needed for these foot and ankle procedures. Dr. Miller recently developed a new technique for repairing the Achilles tendon through the use of minimal incisions, which commonly results in less intraoperative anesthesia being required. Dr. Miller is currently training individuals nationally and locally, including his own colleagues and mentors at Beth Israel Lahey Health, in the use of MIS for foot and ankle repairs.

For more information, visit www.bidneedham.org/ortho or call 617-667-3940 to make an appointment.