As Bucks County’s very first hospital, Grand View has served our surrounding communities faithfully for more than a century. Last year, we launched our second century of service to the community, and in doing so, we recommitted ourselves to the fundamental principles of excellence and compassion in serving our patients, physicians, nurses, staff and especially our neighbors.

Since our humble beginnings in 1913, our organization has grown. Today, we are more than Grand View Hospital, although that remains a key element. Our full range of services includes over 25 physician offices and outpatient centers, post-acute care services and more. In recognition of our growth we are pleased to officially announce we are Grand View Health. Our reach is extensive and we continue to grow.

There are many challenges and opportunities facing us as we seek to enhance the state of healthcare. With the participation of our physician leaders, members of our management and staff, and with the unanimous support of our trustees, we have begun implementing a plan designed to overcome those challenges and take advantage of many exciting new opportunities. We realize that healthcare must be accessible for it to be effective. As part of our plan, we will be even more focused on bringing health and healing close to home for everyone we serve. We want to ensure that Grand View continues to be your hospital of choice.

We welcome you all to join us as we embark on this exciting recommitment to serving our community’s healthcare needs and thank you for your unwavering support and generosity.

Sincerely,
Jean M. Keeler, JD
President and
Chief Executive Officer
Mary Anne Poatsy
Chair, Board of Trustees
Michael Chmielewski, MD
President of the Medical Staff
Service Fuels His Passion

Walter Cressman, chairman of the Finance Committee, is stepping down after serving as a trustee of Grand View Hospital since 1980, when he was first invited to join the board by then President Lester Void.

“When I joined the Grand View board, the hospital’s investments totaled less than $5 million,” noted Walter. Michael Keen, senior vice president and chief financial officer, provides some perspective on the difference Walter’s guidance has meant to the hospital over the years. “During Walter’s 34-year tenure on the board and 33 years as chairman of the Finance Committee, he has led the growth of our investment portfolio to an amount that today exceeds $220 million, and this has positioned Grand View with an exceptionally strong balance sheet and an excellent credit rating.”

Of course, many people know Walter as the face of Cress Gas, the company started by his father in 1939, the very year that Walter was born. “He would jokingly tell me that he got one look at me and knew he had to start the propane business in order to afford to raise me!” Walter joked. In reality, the hard-working Howard Cressman started the company to serve his customers who purchased gas stoves and heaters in the family’s appliance store. By the time Walter took over the business in 1961, his father had grown the operation to include 750 customers and five employees. In late 2013, Walter sold Cress Gas after nearly 75 years as a family-owned business. “My father would have been amazed by the 26 staff members and state-of-the-art technology that we employed to serve our 10,000 customers,” said Walter.

Walter’s affiliation with Grand View wasn’t entirely the result of his business acumen. While still in his 20s, Shriners International, the organization that operates the Shriners Hospitals for Children, installed Walter as the youngest potentate in the history of the Rajah Temple in Reading. The potentate is the head of the temple and the ambassador for the region. It was at a Shriners Hospital that Walter witnessed his first surgery. “It was a moving experience to see a young girl with scoliosis have a metal rod placed in her back; that made it easy for me to accept a role with Grand View when the opportunity arose,” Walter recalled.

With the sale of his company complete and his family provided for, it is time for Walter and Sandy, his high school sweetheart and wife of 53 years, to further enjoy one of their great loves, travelling.

Following Walter’s decision to step down as treasurer and chairman of the Finance Committee, the Board of Trustees has decided to transition that position to Mark Cummins, the recently retired executive vice president and chief investment officer at Harleysville Insurance. “Mark is an excellent choice to move into this role. My decision to retire is made easier knowing that someone with insight and experience will be guiding Grand View’s financial future,” Walter explained.

Jean Keeler, president and CEO of Grand View Hospital, said, “Walter Cressman has generously supported the hospital and freely given his time and expertise well beyond what anyone could wish for. He has been a lynchpin in the financial foundation that has allowed Grand View to grow and prosper and become the true community resource that we are in 2014.”

Thank you, Walter, for your inspiring leadership, your devoted service and your passionate commitment.
More Than a Hospital – We Are Grand View Health

1,854 Employees
500+ Volunteers

Grand View Hospital

9,388 Inpatient Admissions
6,968 Surgeries Performed
33,117 Emergency Medicine Visits
7,705 Patients Transported by GVH’s Emergency Medical Services — Medic 151

Outpatient Centers

4 Outpatient Centers
Harleysville Outpatient Center
Health Center at Quakertown
Pennsburg Outpatient Center
Sellersville Outpatient Center

171,834 Outpatient Visits
1,703 Hours of Instructional Community-Based Health Classes
355 Physicians

Grand View Health Foundation

$2.6 Million Raised in 2014
3,874 Total Gifts Received
1,120 Total Donors

Grand View Medical Practices

106 GVMP Providers
25 Office Locations
102,658 GVMP Office Visits

Family Medicine Practice Locations
Chalfont, Lederach, Quakertown and Souderton

OB/GYN Practice Locations
Chalfont, Pennsburg & Quakertown
Maternal Fetal Medicine-Sellersville
Healthy beginnings-Sellersville

Specialty Practices
Cardiology, Infectious Diseases, Sleep Medicine and Wound Care

Post Acute Care Services

Grand View Home Care
Grand View Hospice
Grand View Palliative Care
Grand View Medical Company

43,277 Home Care Visits
+18% Increase in Home Care Visits Between 2013 and 2014

Affiliations

- The Children’s Hospital of Philadelphia (Neonatology and Pediatrics)
- Fox Chase Cancer Center Partner
- Lehigh Valley Health Network (Cardiology, Health Center at Quakertown, Maternal Fetal Medicine)
In the new era of healthcare, there has been increased pressure on hospitals to improve outcomes, reduce costs and better manage the health of patients. Medicare’s expanding fee-for-performance system—also known as value-based purchasing—is just one of the ways hospitals are measured as they continually strive to improve patient care.

Our physicians have led our efforts to continuously improve the quality of care we provide in order to promote better clinical outcomes for our patients. The highest total performance scores under Medicare’s fiscal year 2014 value-based purchasing program, according to Hospital Compare data, rank Grand View Hospital as 16th in the nation among all hospitals.

This is an incredible achievement that demonstrates the commitment of our physicians, nurses and every single member of our team to a unified vision of improved care and increased patient satisfaction, while at the same time focusing on efficiencies in the delivery of care. These are the outstanding results that will keep us strong and allow us to continue to provide the excellent healthcare our community members deserve.
Gastrointestinal

Five-Star Recipient for Colorectal Surgeries by Healthgrades
4 Years in a Row
2011-2014

Orthopaedic

Five-Star Recipient for Total Knee Replacement by Healthgrades
2 Years in a Row
2013-2014

GYN Surgery

Five-Star Recipient for Gynecologic Surgery by Healthgrades
2014

Five-Star Recipient for Total Hip Replacement by Healthgrades
3 Years in a Row
2012-2014

Oncology

The Commission on Cancer Accreditation by the American College of Radiology
2014

The Breast Imaging Center of Excellence Designation by the American College of Radiology
2014

Pulmonary

Five-Star Recipient for Treatment of Pneumonia by Healthgrades
2014

Women’s Health

Women’s Health Excellence Award™ by Healthgrades
2014

Ranked Among the Top 10% in the Nation for Women’s Health by Healthgrades
2014

Orthopaedic

Gold Seal of Approval™ for Total Joint Replacement – Hip by The Joint Commission
2012 and 2014

Gold Seal of Approval™ for Total Joint Replacement – Knee by The Joint Commission
2012 and 2014
Conquering Cancer

Joan Calafati discovered a lump while performing one of her regular breast self-examinations. She had developed cysts in the past but she realized it was something different this time. A cancer diagnosis was made and Edwin W. Shearburn III, MD, a general surgeon at Grand View Surgical Associates performed a lumpectomy.

Alliance Cancer Specialists’ Thomas Siesholtz, MD, examined and referred her to Martin Hightower, MD, chairman of Grand View’s Radiation Oncology Department. Dr. Hightower coordinated her radiation treatment and Joan elected to be the first patient to benefit from Grand View’s new linear accelerator.

“This cutting edge technology conforms precisely to a target’s size, shape and volume, allowing us to administer higher dose rates while protecting critical tissue,” explained Hightower.

Due to her awareness, the physicians at Grand View were able to catch her cancer early. Working together, they contributed their expertise to achieve an outcome that offers Joan a future filled with optimism and possibilities.

Enjoying a Fuller Life

Peter Fuller, a 27-year resident of Bedminster, proudly served his country in the armed forces. But he has also battled another tough enemy for years—Multiple Sclerosis. As an avid skier and ski instructor, Peter was active for much of his life. Unfortunately, time took its toll and, after his retirement from Boeing in 2012, he found himself living with crippling pain that forced him to use a scooter for mobility.

Peter’s wife Donna encouraged him to see Paul L. Weidner, MD, medical director of Grand View’s Joint Replacement Center. Peter initially thought he was suffering from sciatica and then subsequently thought his knee was causing some of his problems. Dr. Weidner quickly diagnosed the situation. After hearing his hip was beyond rehabilitation, Peter had a total hip replacement.

The results were beyond Peter and Donna’s expectations. Going into surgery, Peter hoped to be able to use his scooter with a reduction in the daily pain he suffered. Remarkably, after surgery he had no pain at all. Even more significantly, Peter is walking again with the aid of crutches. He is completing physical therapy at Grand View’s Physical Medicine & Rehabilitation Department with the goal of walking using only a cane.

“With the right diagnosis and a determined patient, we can help people recover substantial functionality and reduce pain,” explained Weidner. “It is incredibly gratifying when a patient is able to regain such an important part of their life and enjoy the results of a really good outcome.”

And Peter couldn’t be more pleased. “I feel like my life has been given back to me.”
A Patient’s Patience Pays Off

When Susan Branch was diagnosed with diabetes, she was unwilling to accept her doctor’s recommendation to amputate her leg below the knee so she sought additional opinions. She was encouraged to see Joseph L. Grisafi, MD.

Dr. Grisafi, a vascular surgeon at Grand View Surgical Associates, specializes in working on the tiniest blood vessels. This offers a greater chance of saving limbs that may be affected by arterial disease caused by diabetes and other conditions that increase the risk of stroke, heart attack and blood clots.

Susan’s diligence paid off. Not only are her leg and foot saved, but today, she is able to walk, is driving again and has been referred to a diabetic specialist to help manage her disease.

“Whenever medically possible, we try to save a patient’s limb or extremity. With the right procedure and technique, nature can be a wonderful ally if we just give her a chance to help with healing,” explained Grisafi.

Following her surgeries, Susan simply stated, “I love Dr. Grisafi. He inspired me and gave me hope again.”

A Very Special Delivery

Stacy Conner, a teacher, and her husband, Dave, a college administrator, were expecting their first child. As Stacy’s due date approached, complications arose. Working together, Stacy and her team of doctors and nurses put together a birth plan, and when it was time to deliver, they worked together and patiently tried to bring the baby into the world.

As Stacy heroically labored for hours, Jennifer Landes, MD, Grand View Medical Practices OB/GYN, noticed the baby’s head was trying to pass through the birth canal. She reacted quickly and told Stacy it was time to proceed with a Cesarean section. Philip A. Mandato, DO, of Grand View Anesthesia Associates, supported Stacy as Dr. Landes helped bring baby Madison into the world.

Although Stacy’s pregnancy didn’t follow the script everyone had hoped it would, it ended well. Throughout her delivery, Stacy was surrounded by Grand View’s supportive staff.

Maternity care is more than a job—it is a calling—and it demands long hours, incredible patience and the skill to make the right judgments at the right time. Thanks to a devoted labor and delivery team, Stacy and Madison are both doing well. “Stacy was a courageous and strong mother throughout her ordeal,” commented Landes. “Everyone was rooting for her.”
The Patient Experience

Calamity Jane

“Calamity Jane” isn’t usually the nickname anyone would want—especially in a hospital setting—but that’s exactly what Charlotte Walker calls herself after suffering through a string of health emergencies.

Before retiring and moving to Franconia, Charlotte was a nurse for more than sixty years. She still volunteers, bringing her therapy dog Pebbles to the Phoebe Richland Health Care Center every week.

A series of unfortunate events made Charlotte something of a regular at Grand View Hospital’s Department of Emergency Medicine. Her relationship with her TriValley Primary Care physician, Jeffrey Thatcher, MD, helped her navigate the health system. During her first visit, she was treated for a variety of symptoms and placed in the intensive coronary care unit before going into a step-down unit and eventually being released to rehabilitation. She returned to have her knee stitched up following a fall, then came in for seven fractured ribs. Her latest visit involved a storm door, leashed dogs, groceries and keys which resulted in lacerations, bruises and a visit to Grand View’s Wound Care Center.

A look back through her chart shows the wealth of specialists that worked together to help Charlotte at every turn. Charlotte has praised her primary care providers, hospital staff and those who provided home care services. While she experienced her share of misfortune, she brought a remarkable level of humor and expressed her gratitude for the expertise and compassion she received from her team of providers. In fact, the last time she visited Dr. Thatcher, she baked cookies for the entire staff!

His Heart Was in the Right Place at the Right Time

Stuart Scott was in the lobby of Grand View Hospital when he began feeling dizzy. Minutes later, the 78-year-old army veteran collapsed. Miraculously, J. Todd Alderfer, MD, a cardiologist at Alderfer & Travis Cardiology Associates, was passing by and rushed to help. Aided by Grand View’s rapid response team, he started CPR and successfully resuscitated Stuart.

With the support of his wife, Linda, Stuart is returning to good health and continuing his recovery process at Grand View’s Cardiac Rehabilitation Department. Thinking back on his ordeal and the extraordinary circumstance of his collapse causes Stuart to marvel. “I died and they brought me back again,” he said. “The care I’ve received is the very finest.”

“If you’re going to have a heart attack, a hospital is probably just about the best place to have it,” said Alderfer. “Stuart has made great progress with his rehabilitation and we are all incredibly pleased with the hard work he puts in to his recovery.”
Defining Community Leadership

John J. Pagan, MD, was an eagle scout as a teenager and minored in philosophy while getting his chemistry degree in college. So perhaps it should come as no surprise that, in addition to his role as a prominent surgeon, he has been elected by his peers to be the chair of the Pennsylvania Medical Society’s board of trustees. Dr. Pagan was also one of the founders of Volunteer Doctors Care, a free clinic for uninsured patients in association with the Bucks County Health Improvement Partnership (BCHIP).

Dr. Pagan’s leadership across these two widely divergent initiatives is linked by his passion for helping patients. As the PA Medical Society Board chair, he helps lead an organization of 20,000 Pennsylvania physicians and medical students in their efforts to affect legislation, advance public health, public policy, medical science, education, ethics and advocate for patients. At the same time, as the administrative director of Volunteer Doctors Care he is actively helping to meet the unmet needs in our healthcare system one patient at a time. Both his efforts attack the same set of issues—helping patients get the care they need while empowering physicians to deliver that care effectively.

Today, he is an active voice in our Commonwealth’s capital, helping educate legislators, the governor and the public about the changes that healthcare is undergoing. As Dr. Pagan explains, “My own personal mission at the Medical Society is to help my fellow physicians help their patients and give them the tools they need to deliver the best care.” He was recently elected to serve another term as chair of the Board of Trustees for the PA Medical Society. Grand View congratulates Dr. Pagan for his distinguished service on this prestigious board.

According to Dr. Pagan, “Right here, right now, across the Commonwealth or in Bucks County our neighbors need a hand. The least we can do is pay it forward.”
Using Technology to Improve Patient Care

“Information technology (IT) in hospitals is not simply used to accelerate or simplify processes, it can literally save lives in a medical setting,” explains Jane Loveless, Grand View Hospital, chief information officer.

Information Technology Upgrade

In 2014, Grand View made a huge commitment to bolster our IT infrastructure. This includes a $5 million contract to upgrade our Electronic Medical Records (EMR) platform. Scheduled to be completed in 2015, this project will fully integrate electronic medical records for all inpatient, outpatient and community physician practices. The implementation will improve workflow along with patient safety and quality. These best practices enhance both patient and staff satisfaction.

IT will never replace the good judgment of a superbly trained physician or nurse, but it can put essential information at their fingertips at precisely the moment when their need to understand is critical. At its best, IT can inform the healthcare practitioner with a wealth of accurate, complete information that is timely and helpful.

Patient Information in One Convenient Place: MyGVH.org

This year Grand View launched MyGVH.org, an online tool to help our patients view their medical records in a convenient and secure portal. The portal ensures patients have access to the most accurate, up-to-date information possible. Patients can connect with their providers and keep authorized family members informed at the same time.

Health information such as appointment requests, lab results, visit history, discharge information, health summaries and medication instructions are easily accessed. The portal is available 24/7 from any computer with an internet connection, smartphone or tablet. Patients can enroll at most GVH locations. Patient portals are an important trend in healthcare today and Grand View is proud to offer this state-of-the-art service.

“Most Wired” Award from the 2014 HealthCare’s Most Wired Survey

For the fourth consecutive year, Grand View Hospital received the “Most Wired” award, as voted on by participants of the 2014 HealthCare’s Most Wired Survey. The survey is designed to measure the level of IT adoption in U.S. hospitals and health systems, and is a useful tool for hospital and health system leadership to map their IT strategic plans. Grand View is wired for success because we know that knowledge and access to knowledge leads to improved patient outcomes.
Financial Assistance Policy:

Grand View Hospital is committed to treating patients of our community who lack financial resources with the same dignity and consideration that is extended to all of our patients. We provide financial assistance to those who are unable to pay.

We are happy to answer any questions related to financial assistance or payment-related matters. Call the Patient Accounting Office at 215-453-4613.
THE VISIONARY SOCIETY
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Gifts were received from the estates of these farsighted individuals between July 1, 2013, and June 30, 2014.


THE CHARLES J. MANDERFIELD SOCIETY
Recognizing Donors for a Lifetime of Giving

Charles J. Manderfield was a quiet man whose simple lifestyle gave little hint of his true means or his generosity to Grand View Hospital. This society, named in his honor, recognizes those donors whose lifetime of giving reflects Mr. Manderfield’s commitment to charity.

Outright gifts to Grand View Hospital and the Grand View Health Foundation or payments on pledges received through June 30, 2014, and totaling $25,000 or more are honored and recognized here.

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