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OCTOBER 2018

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## POTTSTOWN HOSPITAL TOWER HEALTH

*A Renewed Commitment to Serving the Community*



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# OCCUPATIONAL HEALTH



*Scott G. Shimandle,  
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Hygienist, OSHA*



## *Partnering with Clients to Keep Employees Healthy and Safe on the Job*



*Kathleen Kelly O'Hara,  
Client Services Specialist,  
Occupational Health*

Under the *Occupational Safety and Health Act of 1970*, employers have the responsibility to provide a safe workplace. For certain industries, manufacturing and healthcare for example, maintaining OSHA compliance, and the larger task of providing for the health and safety of employees, can be a challenge. Fortunately for area employers, the medical professionals at **Occupational Health**, a division of **Pottstown Hospital** located at 81 Robinson Street in Pottstown, specialize in partnering with area employers to provide a comprehensive range of occupational health services, including regulatory assistance for OSHA and Department of Transportation workplace concerns. In addition to providing work-related injury care and rehabilitation as well as exams/screening/testing services, the medical professionals at Occupational Health work to prevent and address health and safety issues in the workplace through education and consulting with their client companies.





"Companies have a need for information, whether it is OSHA or DOT, or Workers Comp-related," explains Kathleen Kelly O'Hara, Client Services Coordinator at Occupational Health. "We know the regulatory requirements. That's something we don't charge a consultation fee for. Per OSHA it's the employer's responsibility to know all the regulations and bring those to us and tell us what we need to do, but we help our clients to understand the regulations and requirements. That's part of the long-term relationship we strive to build with all of the employers we work with, large and small," she said, adding,

*"We want you always to feel like we're an extension of your team, and that we're all working for a safe workplace and the best care for the employees in that work place."*

The expert medical providers at Occupational Health are led by Medical Director Joseph Albert, DO, MRO; along with James Stephenson, MD, MRO; and Monica Kwan-Consigli, PA. According to Jen Patten, Operations Manager, "Our Occupational Health providers and staff offer excellent care for our patients and the companies we serve."

Occupational health services are a necessity for a wide range and size of businesses. In addition to work-related injury care and rehabilitation, many employers need health-related services such as employment physical exams, screenings, diagnostic testing and physical capability screening for specific jobs due to regulations and company policies. Occupational Health specializes in expertly providing all of the above and many more services, both on-site with the client and at their modern facility at 81 Robinson Street.

(Continued on page 8)

## OCCUPATIONAL HEALTH

### Medical Providers



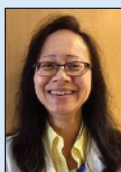
**Joseph Albert,  
DO, MRO, DOT Certified  
Medical Examiner  
Medical Director**

Dr. Albert has over 16 years of Occupational Healthcare experience. He is Pottstown Hospital's new Medical Director of Occupational Health. He most recently was Medical Director at Pottsville Hospital's Occupational Health Program. He also has experience in emergency department medicine. Dr. Albert is a certified Medical Review Officer and a DOT Certified Medical Examiner.



**James Stephenson, MD,  
MRO, DOT Certified  
Medical Examiner**

Dr. Stephenson has been a member of Occupational Health's medical team for over 18 years. A skilled Board-Certified Occupational Health medical provider and surgeon, Dr. Stephenson has over 27 years of clinical health care experience. In addition to caring for patients at CarePlex, Dr. Stephenson is a certified Medical Review Officer and a DOT Certified Medical Examiner. An avid traveler, Dr. Stephenson also oversees PMMC's Travel Medicine Clinic located at CarePlex.



**Monica Kwan-Consigli,  
PA, DOT Certified  
Medical Examiner**

Monica has been employed at Pottstown Hospital for over 18 years. During this time, she has been a dedicated medical provider for Occupational Health and Pottstown Hospital's Employee Health Department. Monica is also a DOT Certified Medical Examiner.

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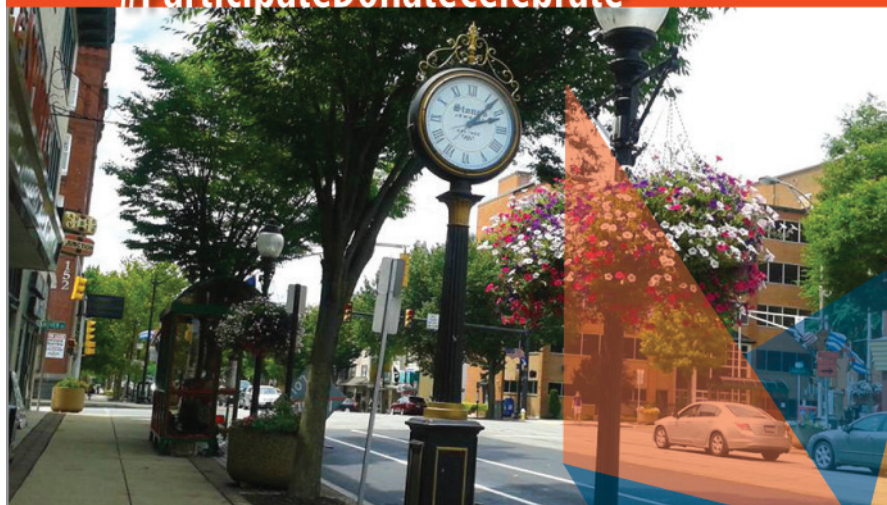
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# POTTSTOWN HOSPITAL TOWER HEALTH

## A Renewed Commitment to Serving the Community

***An interview with Pottstown Hospital CEO Rich Newell***

When West Reading-based Tower Health acquired Pottstown Hospital (formerly Pottstown Memorial Medical Center) in October 2017, it wasted little time in demonstrating its commitment to investing in the facility and the Pottstown community. Within the first six weeks, the parking lots were re-paved. That was the beginning of nearly \$6.5 million in infrastructure investments over the next 12 months, including new back-up generators, and upgrades to the hospital's HVAC and IT systems. But the improvements go far beyond infrastructure investments. As a not-for-profit institution serving communities throughout the Route 422 Corridor and beyond, Tower Health has embedded its culture of focusing on community service, and they are engaged in an ambitious effort to determine and address the specific health care needs of each of the communities served by its facilities, including Pottstown Hospital, Reading Hospital, Phoenixville Hospital, Brandywine Hospital, Chestnut Hill Hospital, and Jennersville Hospital.

"Tower Health has been very supportive in looking to connect and build bridges with this community," explains Pottstown Hospital President and CEO Rich Newell. "We've gotten tremendous support from Tower Health leadership to make an impact and expand our role in the community. And that's what Tower Health and Clint Matthews (Tower Health President and CEO) has been about from the day he arrived in Reading — how do we serve our



**Rich Newell**

communities? They've been incredibly successful in Reading, in terms of having a positive impact on the community, and we're looking to do the same thing here."

One significant component of that effort is a comprehensive Community Health Needs Assessment, mandated by the organizations not-for-profit status, but initiated well-ahead of the required time period for completion. The Community Health Needs Assessment process will identify and prioritize the health needs of the Pottstown community and lay the groundwork for the development of an implementation plan to begin addressing those needs.

## COVER STORY

*(Continued from page 7)*

In addition to services, the Occupational Health team provides a wide array of resources to help client companies keep their employees healthy and safe, in addition to regulatory assistance for OSHA and DOT workplace concerns. Those resources include: Onsite Training (American Red Cross Training, Supervisor Drug & Alcohol-Free Workplace Training); Onsite Health Fairs & Biometric Screening; Random Drug & Alcohol Testing Program Management; and Company referrals to consultants and specialists as needed for employment issues regarding HR sensitive concerns and policy development, Workplace Safety, Regulatory Compliance, Employee Mental Health Concerns and Substance Abuse.

Occupational Health also hosts quarterly "Safety Net" meetings at the 81 Robinson Street facility. This quarterly meeting is for client company HR Managers, Safety Managers, Operations Managers, Business Owners, Office Managers, and Safety Committee Members, and is free of charge. Expert speakers are selected to present on HR and safety-related topics suggested by client companies. The most recent (September) meeting featured OSHA Compliance Assistance Specialist — Industrial Hygienist Scott G. Shimandle, who gave an interesting and entertaining presentation on OSHA requirements and procedures utilizing a Q&A format modeled after the Jeopardy! quiz show format, awarding prizes (mini blue-tooth speakers) for correct answers. Everyone learned something about work place health and safety during this engaging, interactive session.

Occupational Health has been successfully addressing employer health and wellness concerns throughout the region for more than two decades, providing specialization in each of the myriad of health care issues any employer could face, and offers all of the services that employers in many industries require.

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Occupational Health is the ideal health and wellness partner for businesses of all sizes. For additional information about Pottstown Hospital's Occupational Health Services, please call 610-326-2300 and visit: [www.pottstown.towerhealth.org/occupationalhealth](http://www.pottstown.towerhealth.org/occupationalhealth).

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"I've been very encouraged by the resources that Tower Health has put forth to make sure that we understand the needs of our community. This information will be helpful as we build our strategic plans for years to come," Newell said.

Pottstown Hospital's Community Health Needs Assessment will be done every three years and involves surveys, one-on-one interviews, and interaction with community leaders and community groups.

"The efforts have been significant to make sure we have true representation from a cross section of the community," Newell said. "We've been in this community for over 100 years, so we know some of the needs. However, we want to hear from the community, because the needs can change. Even our demographic changes a bit every year, so we want to make sure we're getting the most up to date accurate information on which to base future planning decisions."

The data analysis will also be part of the Tower Health strategic plan to serve communities throughout the region. "They'll take our individual reports and assessments and look at them collectively to see where Tower Health needs to invest resources to make a positive and meaningful impact in the communities they serve."

The survey results will be publicly reported data that can be shared with other organizations and serve as a community resource.

"It is truly exciting," Newell said. "This past year has been very rewarding because Tower Health recognizes the mission for this community. They have a vision in terms of providing a high level, very safe, and high quality care. And it is having a real impact in real time. It's very refreshing to see how Tower Health is investing back in the community."

The Community Health Needs Assessment is just one part of Tower Health's community-based focus. "Tower Health supports this hospital's investment in the community," says Newell. "For example, we have an expectation for members of our Pottstown Hospital management team to get involved in the community with a local not-for profit of their choice. We ask them to serve on a local board of directors, a committee, or volunteer their time. We want to make an impact and be a resource for our community in terms of healthcare questions, concerns, or needs that they have. It is working well to serve our community."

*(Continued on page 10)*

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## COVER STORY

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We have hospital management members serving various community organizations including Tri County Community Network; Pottstown Works; the TriCounty Area Chamber of Commerce; Pottstown Foundation for Education; Boyertown Foundation for Education; and the Pottstown Rotary Club, among others.

"We have resources here, individuals with a skill set that can benefit this community," Newell said. The tie-in is natural, because what we do here on a daily basis makes a difference. We impact people's lives each and every day. We have the opportunity to improve their quality of life. We have the opportunity to make a difference in their health and well-being. Our leadership team has grown exponentially, in terms of their own professional development, by reaching out to the community and getting engaged, and really seeing the needs that are currently here in the community.

Newell serves on the board of directors of the TriCounty Area Chamber of Commerce, and he is a strong supporter of the Chamber's Leadership Tri-County program, which requires participants to serve on the boards of area non-profits. "It's valuable to

support the up-and-coming leaders within the community who will be the decision makers in the not-so-distant future, and who will shape and impact our community. What I've always liked so much about the Leadership Tri-County program is each of those participants is responsible for being part of a not-for-profit and helping on a project to improve their sustainability or outreach or impact on the community. The program takes new leaders and ties them directly into our community."

Yet another example of positive impact Tower Health is having on the health of the communities it serves is through its #TowerGimmeFive initiative which will run through the end of October. "The premise behind it is you eat five fruits and vegetables for five days, and then you post a video on social media using the hashtag #TowerGimmeFive," Newell explains. "Tower Health will donate \$1 for every person who does that to local food banks of Chester, Montgomery and Berks counties. You can do it every five days. Each individual can do it 12 times and as a result up to \$30,000 will be donated to local food banks in our communities who have hunger and food insecurities. It's another example of





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how Tower Health takes its resources and puts them directly back into the communities that they serve," he said. "The interesting thing behind it is, you are healthier by participating. It's actually doing good for the individual, which does well for the organization. The healthier we are individually, the healthier our organization is."

Another great benefit of the acquisition by Tower Health is that strategic and policy decisions are now made on the local level. "Our health system is truly local and regional," Newell said. "Tower Health is

having an impact on lives along the entire Route 422 corridor, and will be expanding service lines and sharing expertise. Tower Health's focus is on quality and safety. Everything they've done to put Reading Hospital in the limelight on a national basis, they are using those same techniques here to help us meet those same standards of quality," he said. "It goes back to local ownership, which serves us well."

The end result of all this is the perception that Pottstown Hospital has been changing for the better. "Reading Hospital's reputation has already had an impact," Newell said. "The nine or ten months I was here under our previous ownership, most of what I was dealing with was perceptions from prior situations," he said. "Everything is different now even the building. It's having that positive connection with the community. Tower Health has addressed our needs right away and continues to reinvest. When you come into the hospital, it's a different vibe than it was a year and a half ago. It's the attention to detail that really separates Tower Health from anywhere else I've ever worked. It's a sense of pride in the hospital and it's showing. I've seen improvement in that in the past 18 months and it's very refreshing to work in this environment," he said.

For additional information, please visit [www.pottstown.towerhealth.org](http://www.pottstown.towerhealth.org).

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