



Annual Report



ROBERT WOOD JOHNSON UNIVERSITY HOSPITAL RAHWAY

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Rose

2009



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Our Mission

To deliver safe, quality, cost-effective healthcare services providing access and value to the community through a unified effort that meets individual needs with dignity and respect.

Our Vision

Robert Wood Johnson University Hospital Rahway is a combination of dynamic, strategic partnerships dedicated to the delivery of a safe continuum designed to meet community needs for preventive services, acute care, and chronic care. The continuum shall provide accessibility, quality, and value to its customers.

Our Values

ACCESS. We assure access to care or appropriate referral for all, regardless of ability to pay.

COMMUNITY. We strive to meet the healthcare needs of the patients, families, businesses, industries, and community members who reside or work within our service area.

DIGNITY AND RESPECT. We affirm the unique and intrinsic worth of each individual and treat all those we serve with compassion, kindness, dignity, and respect, recognizing confidentiality and patient rights in our daily practice.

DYNAMIC SERVICES. We continually strive to identify community need and to implement services which meet the ever-changing environment.

PARTNERSHIPS. We forge strong partnerships with those who share our values and service to our community.

QUALITY. We are committed to excellence, which is characterized by high performance, innovation, stewardship of resources, teamwork, and regular evaluation of the outcome of service.

TEAMWORK. We trust our colleagues and physicians as valuable members of our healthcare team and pledge to treat one another with loyalty, dignity, and respect.

VALUE. We believe that value is a balance of access, quality, and cost, and we strive to meet the patients' perception of value.

SAFETY. We are committed to delivering our services in a safe environment that protects patients, staff, and visitors.

To Our Community,

Thank you for your support of Robert Wood Johnson University Hospital Rahway, a dynamic community hospital. In 2009, we added two new services to meet our community's needs, while keeping our eyes focused on quality, safety, and innovation.

Earlier in the year we launched the *Joint Replacement Center* for knee and hip replacement. This center emphasizes early mobility and a short hospital stay, with most patients leaving after only three days. Patients praise the center for its superior care.

We opened the *RWJ Rahway CareCenter in Garwood*, a walk-in medical care center that is open seven days a week. *The CareCenter*, located in the Kings shopping center, has been welcomed by the community for its immediate, quality care and treatment.

Our hospital was selected to participate in the *Transforming Care at the Bedside* (TCAB) project, which encourages frontline nursing staff to come up with ways to improve bedside care and patient satisfaction. We are one of 25 hospitals in the state to participate in this program.

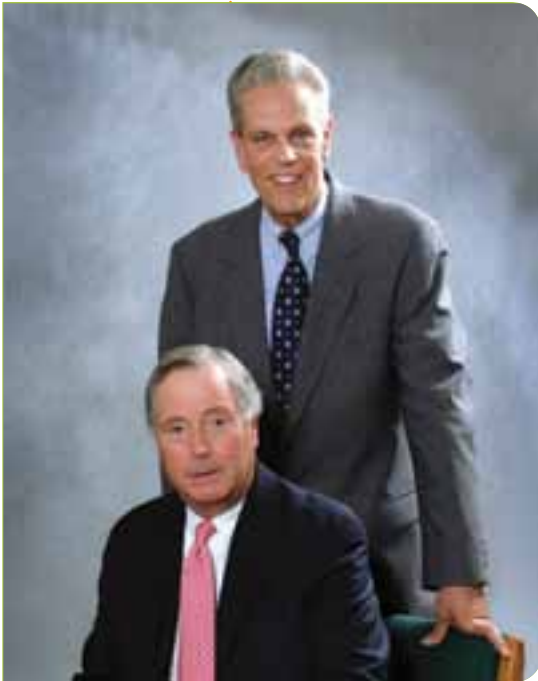
The hospital made the first step toward a complete *electronic medical record*. Our system includes computerized orders and results, allowing healthcare professionals to share the most current medical information. We also have *digital radiology*, meaning your doctor can see the results of X-ray, magnetic resonance imaging, computed tomography, ultrasound, and nuclear images instantly from office or home. Among its many advantages, digital radiology eliminates the possibility of lost or misplaced films.

The RWJ Rahway Fitness & Wellness Center distinguishes itself from gyms in the area with its challenging fitness classes and engaging community wellness and cooking programs. This year, there were nearly 60 community education programs led by medical professionals and more than 20 cooking and dietitian-led nutrition programs, including a new series on celiac disease. In 2009, we held the *Diabetes SMACKDOWN*, a special disease-specific program that involved physicians, dietitians, diabetes educators, a chef, and an exercise physiologist to help people with diabetes stay in control.

During these difficult times, we are extremely grateful for the generosity from our community. *The RWJ Rahway Foundation* received a generous donation from retired medical staff member *Dean Gray, MD, and his wife, Jessica*. Nearly \$30,000 was received for nursing scholarships from the *Edward & Stella Van Houten Memorial Fund, the Walter & Louise Sutcliffe Foundation* and *Verizon* for continuing nursing education. Seventy-five thousand dollars was received from *Merek & Co.* for the *Fund for Technology Advancements* and the hospital's telemetry and cardiac renovation project. And our neighbor *Northfield Bank* sponsored a charity golf outing to benefit our *Emergency Center*. We thank these and the many other donors who helped us throughout the year.

Sadly, we note the passing in 2009 of Vice President of Patient Services and Chief Nursing Officer *Arlene Tomchik*, who ably served the hospital for more than 40 years.

These tough economic times pose enormous challenges for health care, yet we feel we can weather the storm because of the *dedication of our staff and the support we receive from our community*.



Kirk C. Tice
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CONTINUED ON PAGE 6

1 Radiologist Abhishek Shrivastava, MD, reviews a case with the picture archiving and communication system (PACS). Among its many advantages, PACS allows images to be viewed by physicians in their offices and homes.

2 At the ceremonial ribbon cutting and open house for the RWJ Rahway CareCenter in Garwood are (left to right): Robert Wood Johnson University Hospital Rahway President and CEO Kirk Tice; Garwood Mayor Dennis McCarthy; RWJ Rahway Chairman Brian Leddy; RWJ Rahway Vice Chairman G. Allen Geyer; and RWJ Rahway Foundation Chairman Joseph Gibilisco.

3 Physical therapist Nora Roberti (center) works with knee replacement patient.

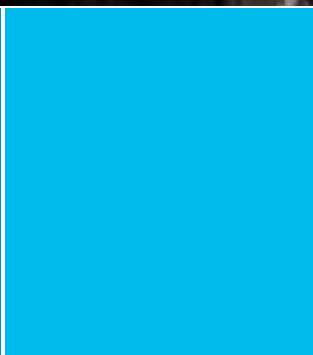
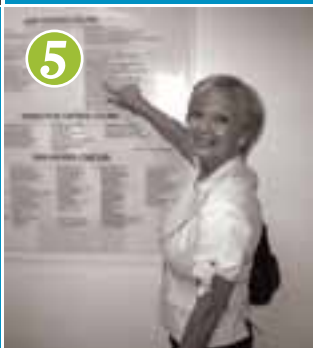
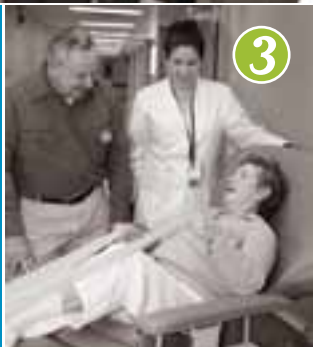
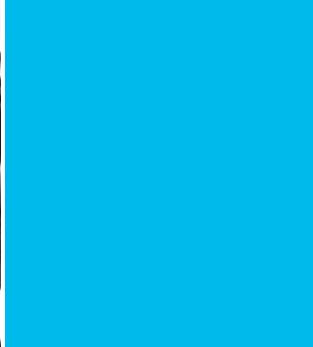
4 Jim Heimall, a 65-year-old retired chemical reactor operator, shows off photographs of his fishing triumphs. Following surgery to remove a cancerous portion of his left lung, Mr. Heimall turned to pulmonary rehabilitation at Robert Wood Johnson University Hospital Rahway to help build strength and stamina.

5 Foundation Board member Joanne Kreisberg points out her name and that of her husband, Irwin, on the Donor Wall.

6 Randi Kraynak, Designer's Gallery, Clark, admires donated basket entries in the Fifth Annual RWJ Rahway Family Basket Contest. The Fashion Show Boutique Auction was held on Saturday, October 24, 2009, at The Bridgewater Marriott.

7 RWJ Rahway Foundation Chairman Joseph D. Gibilisco (second from left), RWJ Rahway Foundation President & Golf Classic Co-Chairman Marlene H. Lubinger (center left), and Golf Classic Co-Chairman Kevin Headd, (second from right) present a check in the amount of \$109,000 to RWJ Rahway President and CEO Kirk C. Tice (right), Brian Leddy, Chairman, RWJ Rahway Board of Governors (left), and Annette Catino (center right) President and CEO of QualCare, Inc. and this year's Honorary Golf Chairman, at the 26th Annual Golf Classic held at Echo Lake Country Club, September 21. The proceeds benefitted the Fund for Technology Advancements to assist RWJ Rahway in upgrading its technology, purchasing new equipment, and improving facilities.

8 The Diabetes SMACKDOWN featured a panel of medical experts, including a cardiologist, podiatrist, wound care specialist, and internist, plus time with Certified Diabetes Educators, an exercise physiologist and a Reiki instructor. The focus was on keeping control through diet, exercise, nutrition, and relaxation. Dietitian Lauren Bernstein helps a participant pick a break-out session.



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“I am very happy
with my progress
to date. I want you
to know that you
have a great staff.
I cannot express
enough to you how
pleased I am and
how good I feel
about my stay.”

—letter from a former patient

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Marge Gray

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Year in Pictures

1 Celebrating 40 years of service are Nursing Assistant Cislyn Smikle, Operating Room Scheduler Gladys Person, and Employee Health and Medical Clinic Nurse Paula Benko.



2 Robert Wood Johnson University Hospital Rahway Foundation Chairman Joseph Gibilisco and his wife, Mary Ann Williams, examine the Donor Wall.



3 Physical Therapist Claudine Gimblette and Physical Therapy attendant Brandon Polhamus work with a patient in the therapy pool at the RWJ Rahway Fitness & Wellness Center, Scotch Plains.



4 The staff of the Wound Care Center® at Robert Wood Johnson University Hospital Rahway celebrates three years of healing.

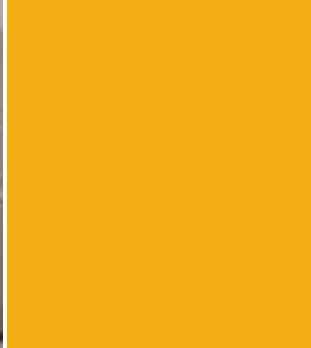


5 Eric Karp, MD, Rahway Regional Cancer Center, accepts the Guardians of the Rose award at RWJ Rahway Foundation's 20th Annual Rose Ball. Joining the honorees are (from left to right) Marlene H. Lubinger, RWJ Rahway Foundation President; Christine Kline, Rose Ball Chairman; Debra Karp; Dr. Eric Karp; Laura Kern; Dave Kern, Administrator, Rahway Regional Cancer Center; Brian Leddy, Chairman, RWJ Rahway Board of Governors; Kirk C. Tice, President and CEO, RWJ Rahway; and Joseph D. Gibilisco, Chairman, RWJ Rahway Foundation.



6 We thank Rahway residents Joseph Rotondo, Anne Nelson, and Art Shmukler for their many hours of volunteer service. Their combined volunteer hours totaled 39,900 hours of assistance in 2009. They can be found doing countless jobs such as helping patients find their way, helping in the Emergency Department, delivering newspapers to patients and Mr. Shmukler's favorite activity, giving out coloring books to children.



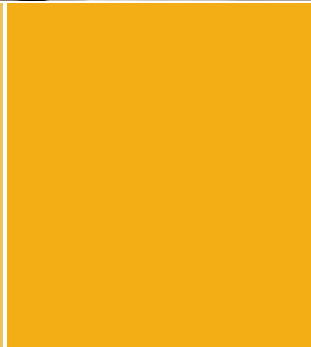


Year in Pictures

1 Hip replacement surgery patient Patricia Mastrogiacomo came to the Joint Replacement Center at Robert Wood Johnson University Hospital Rahway at the recommendation of her daughter Nina (right), a physical therapist at RWJ Rahway.



2 Marla Lind, Fashion Show Boutique Auction Chairman (at right) with donated basket entries in the 5th Annual RWJ Rahway Family Basket Contest and contest judge Danielle Damion, Food Services Manager, Sodexo. The Fashion Show fundraiser was held on Saturday, October 24, 2009, at The Bridgewater Marriott.



3 Robert Wood Johnson University Hospital Rahway honors employees of long-standing. Pictured are some employees of 25, 30, 35, and 40 years.



4 RWJ Rahway Foundation's updated Donor Recognition Wall was unveiled at a special celebration on June 4, 2009, in the RWJ Rahway main lobby. Viewing the wall are (from left to right): Joseph D. Gibilisco, Foundation Chairman, Marlene H. Lubinger, Foundation President; Brian Leddy, Chairman of RWJ Rahway's Board of Governors; and Kirk C. Tice, President and CEO, RWJ Rahway.



5 Liz Palmatier of L'Oréal USA in Clark led a group of about 60 company volunteers to help paint a seascape mural in the group lounge in the hospital's Care Connection subacute unit, which is a long-term-care unit that eases the patient's transition from acute care to home.



6 Nurse Educator Linda Quinto-Wicker and Emergency Room Nursing Director Eric Bermudez demonstrate special cooling blankets used for therapeutic hypothermia, which was introduced in 2009 for patients suffering cardiac arrest.

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“These people took top-notch care of me while I was a patient at the Joint Replacement Center. Very attentive and caring and encouraging. Nora [Roberti] and Phil [Colombrita] did all they could to help and keep me encouraged and relaxed.”

—letter from a former patient

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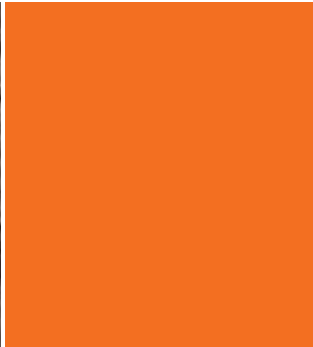
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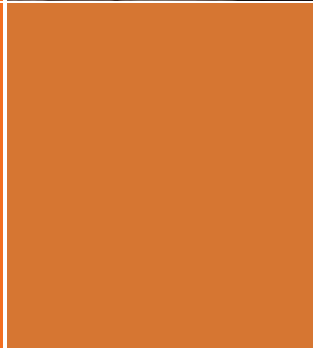
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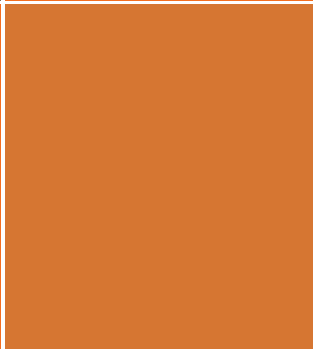
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- 1 Robert Wood Johnson University Hospital Rahway held a nutrition program for students at the Jewish Educational Center of Elizabeth.
- 2 Now walking easily and enjoying the benefits of regular exercise, Barbara Spiegel recommends the Joint Replacement Center at Robert Wood Johnson University Hospital Rahway for those considering knee replacement.
- 3 Patricia Mastrogiacommo returned to her spin class and other favorite activities after her successful hip replacement surgery at the Joint Replacement Center at Robert Wood Johnson University Hospital Rahway.
- 4 Irvinder Bhatia, MD, shares findings with a patient after an X-ray was taken at the RWJ Rahway CareCenter in Garwood.
- 5 Pamela Ferreira, occupational therapist, works with Joint Center patient.
- 6 The Diabetes SMACKDOWN luncheon was prepared by Chef and Registered Dietitian Diane Weeks (right) and Muscle Maker Grill restaurant.
- 7 First graders from the Jewish Educational Center of Elizabeth presented the hospital with a “get well” quilt they made for patients in Care Connection, the subacute

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The Board of Trustees of RWJ Rahway Foundation gratefully acknowledges the generosity of those who have supported the hospital through their 2009 Giving Packages.

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“We want to thank you from the bottom of our hearts for your quick response and the care that you provided to all of us in our time of need.”

—letter from a former patient’s family member

- 8 unit. The JEC honored hospital President and CEO Kirk Tice at its annual dinner in June.
- 9 Nora Roberti, physical therapist, works with knee replacement patient.
- 9 The RWJ Rahway CareCenter sign lights the night in Garwood.
- 10 The panel of physicians at Diabetes SMACKDOWN featured internist Kamran Tasharofi, MD, podiatrist Lawrence Plotkin, DPM, and cardiologist Paul Schackman, MD.
- 11 Staff, visitors, and senior diners love the new look of the Robert Wood Johnson University Hospital Rahway Cafeteria following an extensive renovation.

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 Raymond J. Holmes, MD
 Mark H. Kumar, MD
 Jonathan A. Levison, MD
 Clifford M. Sales, MD

“I thought the program overall was great. I never felt left out of what was needed to know about the operation or physical therapy.”

—letter from a former Joint Center patient

Nephrology

James Agresti, DO
 Geronimo E. Banayat Jr., MD
 Lina S. Batra, MD, **CHAIR**
 Ryan P. Brown, MD
 Anu Chaudhry, MD
 Robert M. Czerwinski, MD
 Carl S. Goldstein, MD
 Michael A. Imbriano, DO
 Rajaram Kandasamy, MD
 Mehdi Khan, MD
 Stanley B. Kim, MD
 Philip Klein, MD
 James F. McAnally, MD
 Bhavani P. Rao, MD
 Arthur F. Santiago, MD
 Bikramjit Singh, MD
 Angel C. Sulse, MD
 Samir Sutaria, MD
 Alexander M. Swan, MD
 George Thalody, MD

Ophthalmology

Thomas C. Aiello, MD
 Ronald Blitzer, MD
 Joseph Calderone Jr., MD, **CHAIR**
 Anthony J. Inverno, MD
 John C. Park, MD
 Franklin H. Spirn, MD
 John D. Wilgucki, DO, **VICE CHAIR**

Orthopedics

James Aragona, MD
 Michael Bercik, MD
 Robert Bercik, MD
 Arash Emami, MD
 Morton Farber, MD
 Ki S. Hwang, MD
 John A. Kline, MD, **CHAIR**
 Richard Mackessy, MD
 Howard M. Pecker, MD
 Walter Pedowitz, MD, **VICE CHAIR**
 David E. Rojer, MD
 Kumar G. Sinha, MD

Pediatrics

Thomas Bejgrowicz, MD
 Kamal Charaipotra, MD
 Neelam Charaipotra, MD
 Leon F. Kukla, MD

Physical Medicine Rehabilitation

Paul I. Abend, DO
 Norman M. Batra, MD
 Harish K. Bhatt, MD
 Ramesh S. Ghanekar, MD, **CHAIR**
 Okja Kim, MD
 Nathaniel Sustain, MD

Plastic Surgery

Carlos D. Burnett, MD
 Edward S. Lee, MD
 Charles A. Loguda, MD
 Jerome Spivack, MD
 Howard N. Tepper, MD
 Richard E. Tepper, MD
 Jerrold R. Zeitels, MD, **CHAIR**

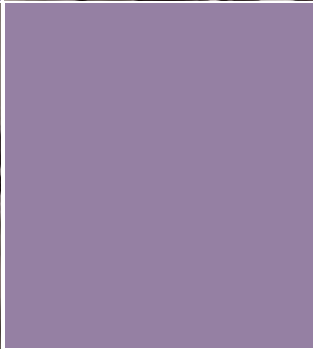


Year in Pictures

1 Our friends at L'Oréal USA in Clark donated their talents to create a mural for the hospital's Care Connection subacute unit. The mural is so appealing it became the cover for the welcome card to the unit.



2 Diabetes Educator and Registered Dietitian Lauren Bernstein mixes learning with fun at the Jewish Educational Center of Elizabeth.



3 Anthony Tonzola, MD, medical director of the Wound Care Center® at Robert Wood Johnson University Hospital Rahway, checks the progress of treatment to heal a patient's foot wound.

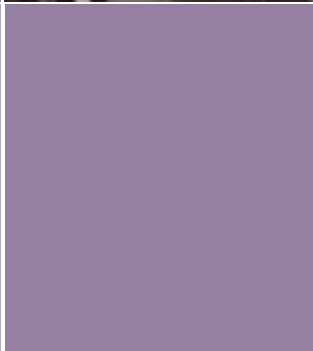
4 This panel is part of the Get Well quilt made by first graders at the Jewish Educational Center of Elizabeth.



5 Respiratory therapist Sue Szurko works with Jim Heimall, who is now able to enjoy his favorite outdoor activities with much more confidence and stamina after pulmonary rehabilitation at RWJ Rahway.



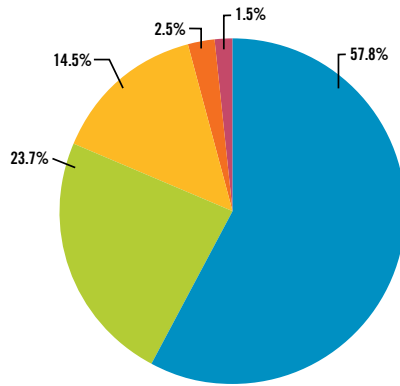
6 More than 60 people attended a special lecture and cooking demo featuring Dr. Michael Rothman and chefs Jerry Comi (left) and Casey Granieri. The program covered ways to adapt recipes to lower sugar and carbohydrates. The chefs prepared and provided samples of Steak Diane and Chateaubriand. Many participants stayed long after the two-hour program to ask questions.



Financial Overview 2009

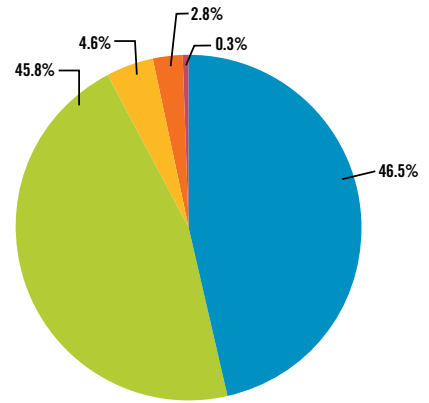
REVENUE

- 57.8% Medicare
- 23.7% Commercial/HMO
- 14.5% Self-Pay and Other
- 2.5% Charity Care
- 1.5% Medicaid



EXPENSES

- 46.5% Salaries and Wages
- 45.8% Supplies
- 4.6% Depreciation and Interest
- 2.8% Professional Fees
- 0.3% Leases



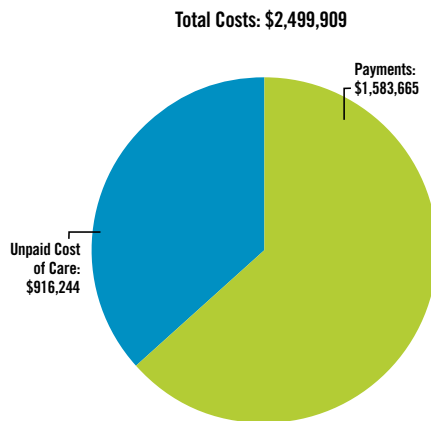
“I was very apprehensive about this hip replacement or entering the hospital. However, the whole Joint Replacement Center soon put me at ease and made me feel I could do this. Not once during my stay did I ever see a grouch face. Everyone was up and made me feel up. Thank you.”

—letter from a former Joint Center patient

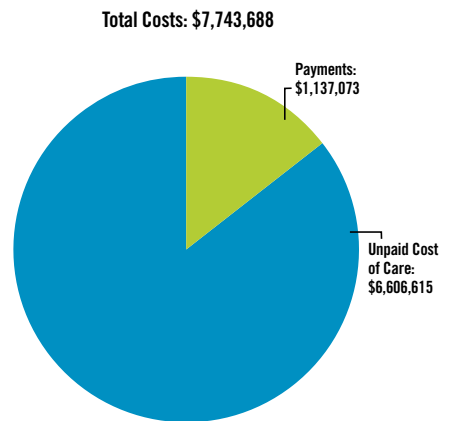
How We Benefit Our Community 2009

Robert Wood Johnson University Hospital Rahway is a vital resource for the communities it serves. In 2009 alone, the hospital provided more than \$7.5 million in medical care that was not reimbursed by the state's charity care or Medicaid programs.

COST OF CARE FOR MEDICAID PATIENTS



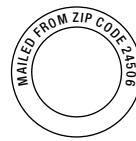
COST OF CARE FOR CHARITY CARE PATIENTS



Total Community Benefit: \$7,522,859

“Whatever you're doing keep it up! Great job.”

—note from a former patient



President and CEO Kirk C. Tice Receives Recognition

President and CEO of Robert Wood Johnson University Hospital Rahway Kirk C. Tice was honored at a testimonial dinner by the Jewish Educational Center (JEC) of Elizabeth on June 23 at the Hilton Garden Inn Staten Island.

The JEC honored Kirk C. Tice, president and CEO of RWJ Rahway, for his partnership with JEC to enhance the center's science and health programs, including science fairs and internship possibilities. The date also marked the 50th anniversary of the first graduating class of Rav Teitz Mesivta Academy.

Mr. Tice has served in his current position since 1994. Prior to his appointment, he served the hospital as Senior Vice President of Administration, Vice President of

Clinical Services, and Director of Business Development/Clinical Services.

Mr. Tice graduated with a bachelor's degree in health services administration from the New School for Social Research in New York City and a master's degree in health services administration from the New School for Social Research Graduate School of Management.

Under his leadership, RWJ Rahway has expanded services in several key areas—most recently by opening the Joint Replacement Center—and has become widely recognized for excellence in subacute care, critical care, wound care services, and most recently, joint replacement. Extensive outpatient services at RWJ Rahway include sleep care, and physical, occupational, speech, and swallowing therapy. A recent milestone was the opening in 2007 of the RWJ Rahway Fitness & Wellness Center in Scotch Plains to support the hospital's mission of promoting wellness.



At the Jewish Educational Center dinner honoring Robert Wood Johnson University Hospital Rahway President and CEO Kirk Tice are: Rabbi Elazar M. Teitz, dean; Dr. Elioth Fishkin; Kirk Tice; and Rabbi Eliyahu D. Teitz, associate dean.

S.T.A.R. of the Year

Surgical Intensive Care Unit (SICU) Nurse Elaine Picerno of Colonia is the recipient of the highest employee award at Robert Wood Johnson University Hospital Rahway for her outstanding service to patients.

Ms. Picerno was selected after the adult daughter of an SICU patient wrote the hospital to praise Ms. Picerno's "compassion and sensible guidance."

In addition to caring for her patients, Ms. Picerno helped family members understand their father's end-of-life wishes.

"Thank you for helping us realize that we were not allowing our father to chart his own course," wrote the woman. "You are a remarkable person, and I can't thank you enough for all you did for my dad and for us."

A nurse since 1977, Ms. Picerno has worked at RWJ Rahway since 1990. The mother of three adult sons, she says she cares for her patients as she would want her own family cared for.

For this, the sixth S.T.A.R. of the Year, Ms. Picerno was chosen by a committee of employees and past S.T.A.R. honorees from more than 1,000 nominations throughout 2008. (S.T.A.R. stands "Special Treatment at Rahway.") The winner receives \$1,000 and a diamond-studded star pin, among other gifts.

The hospital's recognition committee selected the Coronary Care Unit as the year's S.T.A.R. department.



The Robert Wood Johnson University Hospital Rahway S.T.A.R. of the Year award winner is Elaine Picerno, Surgical Intensive Care Unit nurse. The winning department is the Coronary Care Unit, which received the award in January 2009.