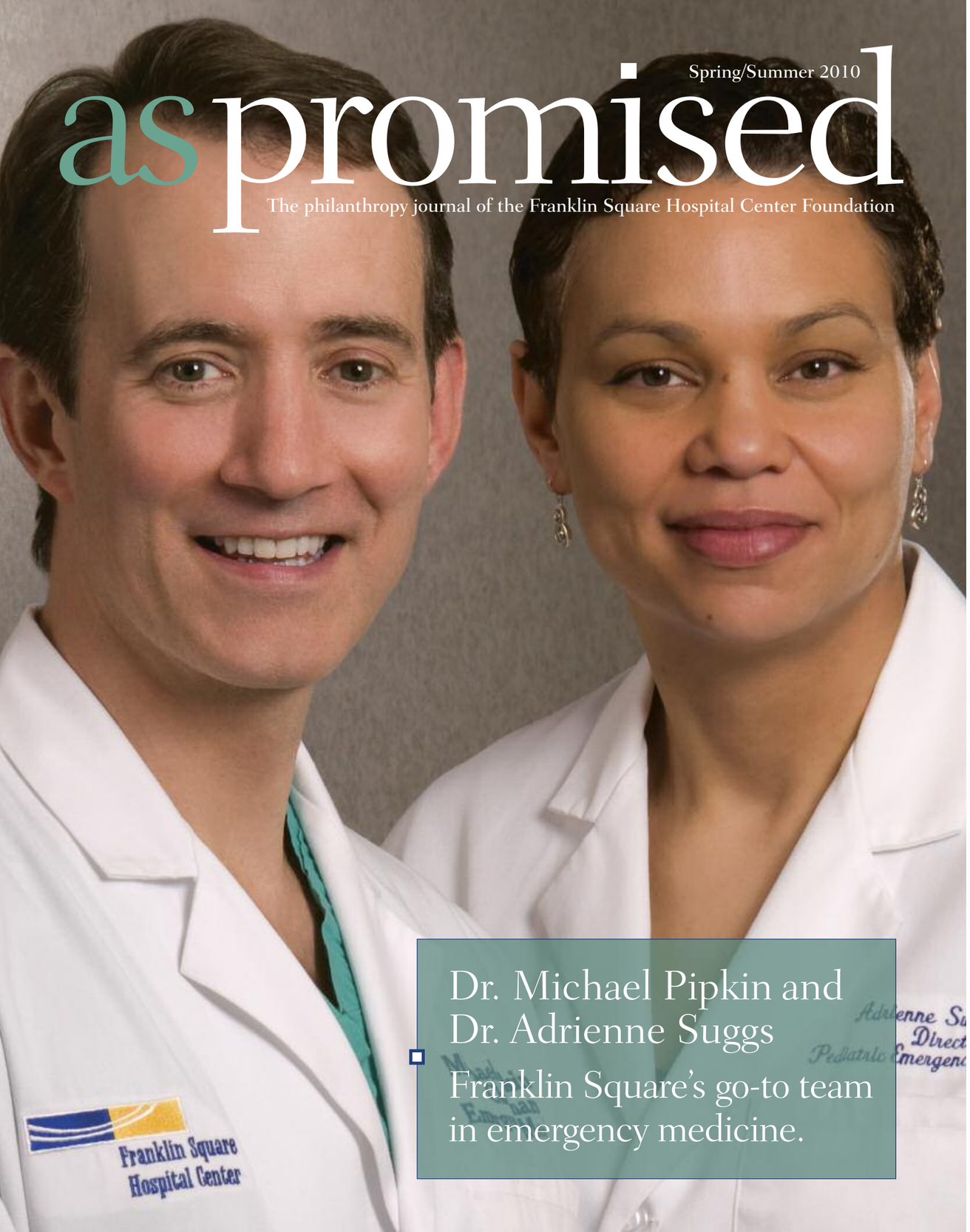
Spring/Summer 2010

as promised

The philanthropy journal of the Franklin Square Hospital Center Foundation



Dr. Michael Pipkin and Dr. Adrienne Suggs

Franklin Square's go-to team in emergency medicine.

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Many ways of giving

"In this issue, we celebrate commitment—in all its forms."

At Franklin Square Hospital Center, the determined efforts of very committed and generous people keep the promise of excellence in community healthcare every day. This is especially true in our Emergency Department, which happens to be the busiest—and perhaps most innovative—ED in Maryland.

In this issue of *as promised*, we celebrate commitment in all its forms. Meet Dr. Michael Pipkin, Chairman, Emergency Medicine, who relishes the "fast-paced nature" of the ED and has been a leader in the design of the new Patient Care Tower. And there's Dr. Adrienne Suggs, driving force behind Franklin Square's unique Pediatric Emergency Medicine and Inpatient Services. Between them, Pipkin and Suggs do some of the best and most advanced emergency care in Maryland. Soon, they'll be doing it in the State's newest ED, as well.

Also in this issue, we recognize some of the many people it takes to help us keep the promise of excellence in community-based healthcare. Every story in this issue represents yet another facet of the amazing dedication we find all around us—volunteers, associates, grateful patients, corporate partners, and more.

Finally, we bid a fond farewell to Franklin Square's President Carl Schindelar, who recently recommitted his considerable talents to MedStar Health's long-term success as Executive Vice President of Operations for the Baltimore region. We are equally excited to welcome Dr. Adrienne Kirby, most recently Chief Operating Officer, Ambulatory Services and Programs of Excellence at Virtua Health in New Jersey, as our new President.

During this beautiful time of year, everything seems possible. Please join us in thanking these dedicated people who give so much of themselves to help us keep the promise of excellence in community care at Franklin Square and MedStar Health.

Sincerely,

Janet Rafky
Vice President, Development and Community Relations
Franklin Square Hospital Center Foundation

Dr. Michael Pipkin: Excellence in any emergency

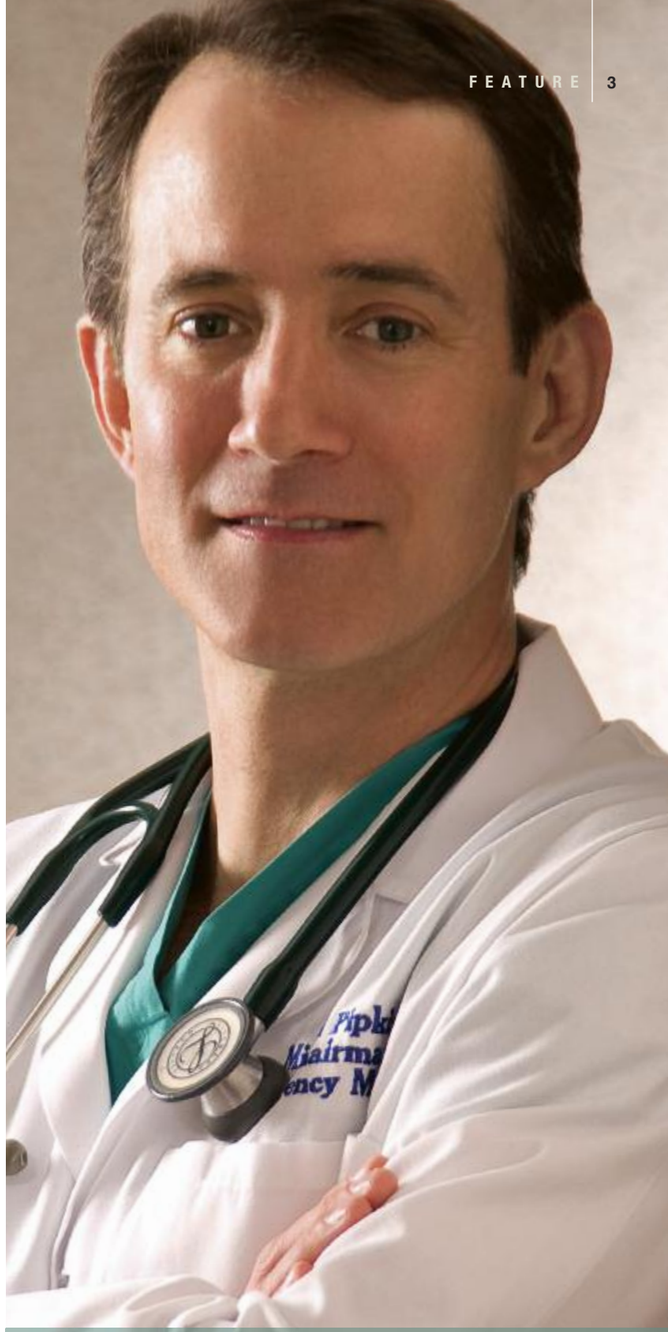
As the new Emergency Department readies to open, Franklin Square prepares for "the next step in patient care."

ER—the phrase itself can conjure up any number of prime-time TV dramas. But in the real world, it has an entirely different meaning for Dr. Michael Pipkin. "The Emergency Department is just a great environment in which to practice medicine," he says. "There's a certain fast-paced nature, and I like that I have to stay up to date in a broad range of topics and specialties constantly in order to do my job—from pediatrics to geriatrics and everything in between. I see something new every day."

Dr. Pipkin should know. As Chairman of Franklin Square's Emergency Department, he oversees what is currently the busiest ED in Maryland. What's more, his department is about to undergo a dramatic transformation as it moves into an expanded state-of-the-art space in Franklin Square's new Patient Care Tower later this year. "There's no question that everyone on staff is very excited to be in this new cutting-edge environment," he says. "It will provide all of us with the necessary space to provide excellent emergency care. Without a doubt, the Patient Care Tower represents a significant piece of the puzzle needed for high-quality healthcare in Eastern Baltimore County."

A real opportunity

For Michael Pipkin, emergency medicine was his passion from the start of his career. After graduating from George Washington University Medical School, he did his residency at the University of Cincinnati in Ohio, where he trained in emergency medicine. "I had been working in emergency departments during most of my undergraduate and graduate career, so emergency medicine was already a big part of my life," he notes.



"When you have a strong hospital in your community, it's just good for everyone."

> "We pride ourselves in the ability to think outside the box in order to serve our patients in the most effective and efficient way."

Returning to the Washington DC area in 1997, he joined the Mid Atlantic Healthcare Group. When MedStar merged with Helix Health to become MedStar Health, Dr. Pipkin had the chance to join Franklin Square's Emergency Department in 1999. "I saw it as a wonderful opportunity," he recalls. Starting as a staff physician, Dr. Pipkin was named the Associate Chair of the department in 2002. In 2004, he became Chairman.

Space race

As Chair, Dr. Pipkin is quick to point out the major successes of the hospital's Emergency Department. Number one is of course the fact that Franklin Square manages the highest volume of patients of any ED in the state. "Why are we so successful?" asks Dr. Pipkin. "We were in the right place at the right time with the right model to provide safe, efficient, and compassionate emergency care. Franklin Square has become recognized in the community as a place where people can come and receive this standard of care."

But with this achievement have come challenges. Like many emergency departments across the country, Franklin Square's ED is faced with the dilemma of treating a growing number of patients within a physical space designed to accommodate far fewer numbers. The situation, says Pipkin, can make any ED grind to a crawl.

"Our staff is not willing to accept this as our reality," he says. "We pride ourselves in the ability to think outside the box in order to serve our patients in the most effective and efficient way."

As proof of such creative thinking, Dr. Pipkin points out the presence of the hospital's state-of-the-art laboratory within the ED. While 80 percent of patients seen at Franklin Square's ED are discharged to home, most need some sort of laboratory testing while there. Recognizing that the transport and processing of specimens outside the ED can add unnecessary delays to a patient visit, the hospital laboratory was added there to hasten the turnaround of patient tests."By and large it takes most hospital labs an hour to get samples to the lab and results back to an ED," says Dr. Pipkin. "But I can take a tube of blood and walk to the lab in our Emergency Department and get an answer in 60 seconds. That's incredible—and to the hospital's credit to provide the ED and our patients with that kind of support."

In addition, the Emergency Department staff has begun to look at new ways to admit and process patients as they arrive in order to provide more efficient treatment. One model involves the placement of providers closer to the ED's entrance. "The last person you want to see when you go to the ED is a security guard or a registration person," says Dr. Pipkin. "You want to see a nurse, a physician's assistant or a doctor who can help you immediately."

As a result of these efforts and others, patient waits at Franklin Square's ED are shorter than at many hospitals. Still, says Dr. Pipkin, "Part of the solution to overcrowding, in the short term, is an appropriately sized facility to care for the patients in our community. The new Emergency Department in the Patient Care Tower will provide that solution."

The next step

Since 2006, Dr. Pipkin has been part of the hospital's leadership team involved in the planning of the new Patient Care Tower. In meeting the needs of the new Emergency Department there, he cites three key elements—planning for greater volume, designing for patient comfort (such as private rooms) and maximizing space efficiency. For example, the new ED will have 10 intake rooms that can expand to an additional 15 if necessary. "The hope is that when patients enter the new ED, they won't have to wait in the lobby but can be seen right away," says Dr. Pipkin.

To promote the importance of the new Patient Care Tower and the expanded ED it will house, Dr. Pipkin regularly hosts fundraising presentations to local business and neighborhood groups. "I certainly want to get our message out to raise awareness and help people understand how the new building benefits the entire community. When you have a strong hospital in your community, that's just a good thing for everyone," he says.

Top left: Dr. Pipkin (right) and ED associates. *Above:* Having a lab in the ED means test results "in 60 seconds." *Bottom right*: Dr. Pipkin in his office (left). New Patient Care Tower (right)

AT A GLANCE

ED: Growth and Success

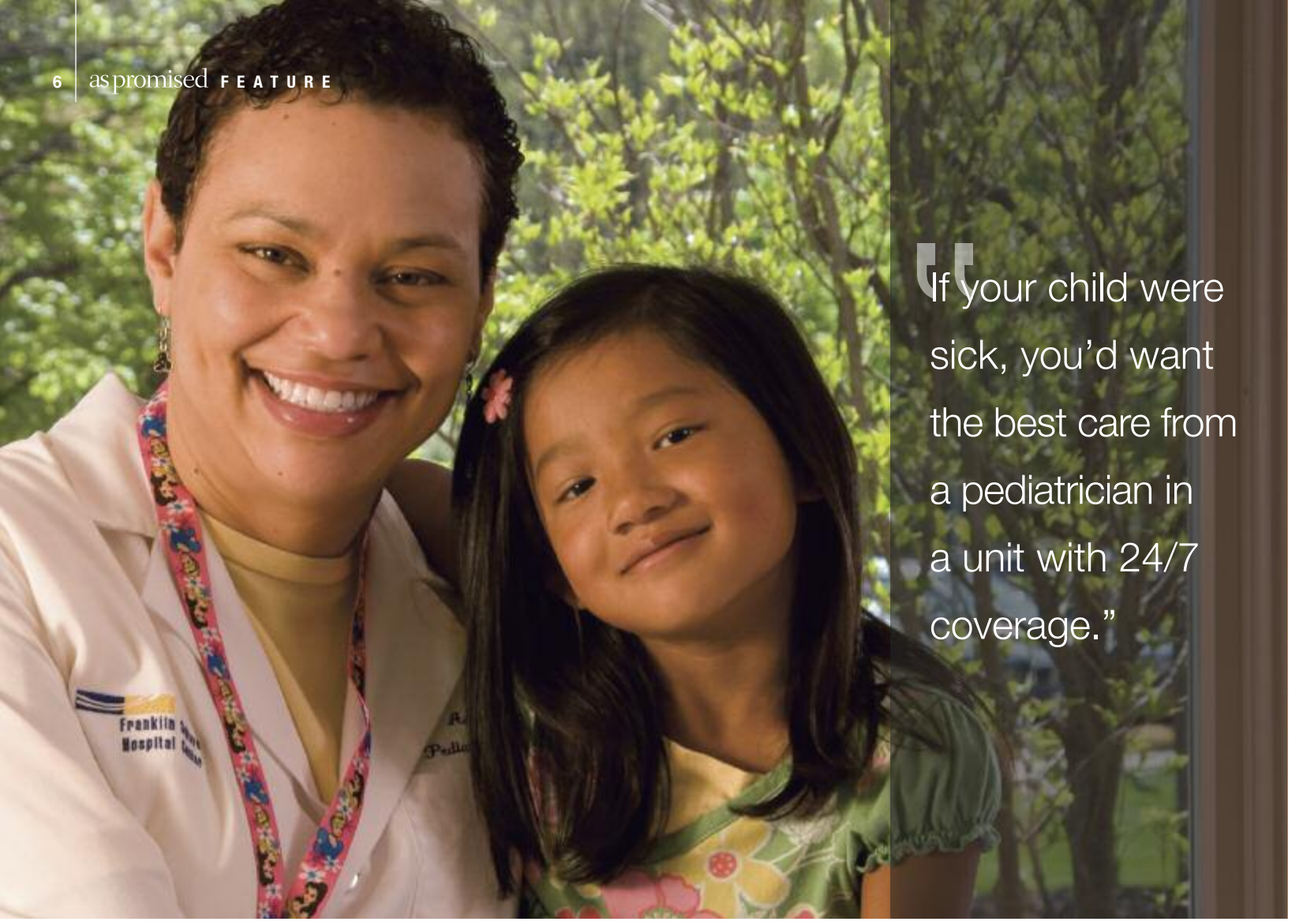
From 2006 to 2009, Franklin Square's Emergency Department has seen steady growth due to its recognized quality of care throughout the surrounding community. Today, the department has the highest volume of patients of any emergency department in the State of Maryland. Highlights include:

Total volume of patients: 4.4% growth (102,010 to 106,447)

Total admissions: 12% growth (19,989 to 22,331)

Ambulance admissions: 21% growth (15,056 to 18,267)

Pediatric ED admissions: 20% growth (832 to 998)



Dr. Adrienne Suggs: Caring from the start

New Franklin Square Pediatric Emergency and Inpatient Department to feature innovative haven for its youngest patients

When Adrienne Suggs was a young resident completing her training at the University of Chicago in the 1990s, she had a running joke with her colleagues that always began with, "When I get my own hospital, I'll…" Now, almost two decades later, Dr. Suggs says with a smile, "Well, I'm pretty close."

Her title could explain why. Dr. Suggs is the Director of Pediatric Emergency and Inpatient Services at Franklin Square Hospital Center, a position she has held since 2003. But what really matters much more to her is the fact of what her unit provides—an entirely new and unique approach to the practice of emergency pediatric care.

Kids are different

Traditionally, hospital emergency departments have been set up to treat all patients alike, whether they are adults or children. Today, most academic medical settings do provide a separate pediatric ED, but these units are still not common in community hospitals. Instead, says Dr. Suggs, a pediatrician would be on the floor at certain times of the day and on call in the interim. It may seem a reasonable model, but in fact it falls terribly short, according to Dr. Suggs.

"In a non-pediatric emergency department, you're not getting focused pediatric care by dedicated pediatricians and pediatric nurses who love to take care of kids," she says. "It's just not the same level of specialization."

Within a non-dedicated pediatric ED, Dr. Suggs notes, you instead may find physicians from other disciplines taking care of pediatric patients. "But if your child were sick, you know what you'd want," she says, "The best care from a pediatrician in a unit that that has dedicated 24/7 coverage."

A new paradigm

It was this perspective that brought Dr. Suggs to Franklin Square in October 2003, after being hired by Dr. Scott Krugman, Chair of Franklin Square's Pediatrics Department. Dr. Suggs previously had worked for five years at the University of Maryland Medical Center's pediatric ER as an attending physician. At the same time, she was the Child Abuse Pediatrician for the Howard County Health Department's Child Advocacy Center, examining children who were victims of physical or sexual abuse. "Scott knew my work at University, which got him interested in me," she recalls. "When the concept for the new Pediatrics ED was approved, he recruited me to run it."

When the Pediatric Emergency Department and Inpatient Unit opened in January 2004, it was the first of its kind in Maryland and only the second of its kind in the country. What made it unique was a simple act of addition. Instead of maintaining separate pediatric ED and inpatient units, the two were integrated into a single child-friendly environment that was physically removed from the hubbub of the main Emergency Department. By combining units, the Pediatric ED is able to give pediatric patients the same level of care from the same provider in a single location. Nurses can be retained within the Department while pediatricians can see all of their patients in one location. "We deliver better care through our combined units, because that gives us better staffing," says Dr. Suggs.

Soon after opening, the Department became known as an innovative model for pediatric ED care. Today, it still receives a steady stream of visitors to observe the staff at work. "We've become a leader, and now other hospitals are setting up their units in a similar way," says Suggs. However, she is quick to credit Dr. Krugman for the Department's innovative structure. "It was his vision that made this a reality," she says.

Delivering peace of mind

Looking ahead, Dr. Suggs is enthusiastic about the move into the new Patient Care Tower this fall. "It will give us more in the way of physical resources to enhance the great care we already deliver," she says. Overall, she believes that the Pediatric ED will continue to gain momentum from the surrounding community. "While we're the hospital of convenience to residents of this area, we've become the hospital of choice," says Dr. Suggs. "People no longer have to leave this community to find superior pediatric care—and peace of mind."

THE HUMAN SIDE OF HEALTHY

New Year's emergency

It was New Year's Eve 2009, and Keith and Carrie Wilson were worried. Their two year-old daughter Cayden developed a hacking cough and fever that grew steadily worse. "I was hesitant about taking my child to an emergency room on a holiday, when you think no one wants to be there or wants to help," recalls Carrie. But when the family arrived at Franklin Square's Pediatric ED at 9:30 PM, a pediatric nurse met with them right away. By 1 AM, Cayden was treated and the Wilsons were home. "Everyone was wonderful there," says Carrie. "One of the nurses even gave Cayden a little stuffed mouse. She still has it."

Top left: Dr. Adrienne Suggs believes the best pediatric care is provided by "dedicated pediatricians who love to take care of kids." *Bottom right*: Carrie Wilson (left to right) and daughter Cayden (front).

DONOR PROFILE

Virginia Gallik
A gift over time

For Virginia Gallik and her family, donating to Franklin Square is a lifelong affair

Don't accuse Virginia Gallik of standing still. The 85 year-old Dundalk resident is a literal whirlwind of activity and good cheer, volunteering as a greeter at the local library, participating in service groups, and even adopting a fourth-grade class at a nearby school. And thanks to her then-seven year old daughter, she's been an unfailing supporter of Franklin Square Hospital Center for the past 41 years.

Originally from Pennsylvania, Virginia moved to Baltimore in 1947 with her late husband. Over her 36-year teaching career, Virginia taught students from kindergarten to 12th grade as well as Gifted & Talented and Special Education classes. When she retired in 1983, she became a public school volunteer for the next 12 years, reading to elementary school students. "I'm a teacher who's not out of the school but the school's out of her," she laughs.

Pennies for Children

Virginia's long association with Franklin Square began back in the 1960s. Virginia's daughter, Charlee Moriarity, then seven years old, began collecting pennies for hospitalized children at Franklin Square. In terms of percentage of dollars raised, Charlee ended up being one of the largest donors to Franklin Square's Baltimore County building drive. At the celebration of the new building's dedication in 1969, she was given an honorary key. Charlee also was invited back as an honored guest at Franklin Square's 10th Anniversary celebration.

Giving of Herself

Charlee's amazing fundraising efforts inspired others, including her mother. As a result, Virginia has been an active supporter to benefit various departments of Franklin Square since 1969. In addition, she's been one of the hospital's most consistent donors. Since 2008, Franklin Square's Pediatrics Department has been the main recipient of her philanthropy. "It's a wonderful and natural fit," says Kristi Rasmussen, Director of Annual Fund Programs at Franklin Square's Foundation Office. "As a former school teacher, Virginia's passion has always been children. Her spirit and commitment are inspiring."

> "In order to receive anything, you must give of yourself."

Virginia's giving activities on behalf of the Pediatrics Department are wide-ranging. She has encouraged a host of local friends to make handmade children's pillows and baby hats, which Virginia periodically delivers to the Department, along with school supplies and coloring books that she's collected. Since September 2009, Virginia's senior social group, The Young at Heart, has donated over $1000 from their weekly bingo games. What's more, Virginia herself recently made a significant personal pledge to support the Pediatric Emergency and Inpatient Center in the new Patient Care Tower at Franklin Square.

"I like Franklin Square—it's a family hospital," says Virginia. "Whenever I visit there, I feel like I am a part of their group. I've never felt like an outsider." To acknowledge her outstanding support over the decades, Virginia was invited in 2009 to share her personal story at Franklin Square's Crawford Giving Society donor recognition event. "It was wonderful," she smiles. "I felt like I was there for Oscar Night."

In terms of her active fundraising and volunteerism, Virginia Gallik shows no signs of slowing down. When asked why, she simply says this: "My parents always told my brothers and me, 'In order to receive anything, you must give of yourself.'" ■

ASSOCIATE PROFILE

Ann Heil: Award-winning commitment to service

In an era when most people will work for several different employers before they retire, Franklin Square's Director of Volunteer Services Ann Heil bucks the trend. She has been working in the MedStar Health System for 20 years, first at Harbor Hospital for 9 years and now for 11 years at Franklin Square.

Her commitment to Franklin Square and its mission goes well beyond her work as Director of Volunteer Services. She also makes a personal commitment, volunteering as a peer-to-peer solicitor who talks to her fellow employees about making a contribution to the Patient Tower Campaign and donating to the hospital's fundraising efforts every year. She has also been recognized for her leadership at Franklin Square, receiving the Leader of the Quarter award.

Ann, who grew up in Perry Hall, started her career as a high school science teacher and helped build the volunteer program at the Maryland Science Center. She uses the skills she developed in both positions in her current job of recruiting and overseeing 400 volunteers at Franklin Square.

"Much of what I do is educate people about Franklin Square and the services we provide to the community," she explains. "Once they learn how we help people, they get excited and want to be part of that."

Building a thriving volunteer program calls for more than simply recruiting volunteers and placing them into available positions. Ann talks with each potential volunteer to explain the hospital's needs, then listens carefully to assess their talents and interests and find a volunteer opportunity that matches those as closely as possible. "When you hone that match, you have something great to build on," she says.

The approach has been a successful one with many volunteers who've been with Franklin Square for decades. She has even seen people who volunteered in their teens return to the hospital as healthcare providers. Volunteers fall into all age groups, from 15 to 90 and one who, at the age of 100, still knits hats for the hospital's newborns. "We have a wonderful mix of people sharing friendships and wisdom, enhancing each others' lives," she notes.

Ann and Kathy Stewart, the department's office administrator, are currently recruiting volunteers for the new Patient Care Tower with the goal of quadrupling the number of Emergency Department volunteers to help with patient transportation, greeting and providing directions.

"Franklin Square represents stability in this community. People know they can always look to this organization to care for them in their toughest moments. It's a beacon of hope and for me and our volunteers there is an intrinsic reward in being involved in what the hospital does," Ann believes. "You go home and know you made a difference in someone's life today."

"For me and our volunteers there is an intrinsic reward in being involved in what the hospital does." ■

> "For me and for our volunteers there is an intrinsic reward in being involved in what the hospital does."

Director of Volunteer Services Ann Heil (right) with volunteers Shirley Porter and Anna May Betkey (left to right). "We have the most wonderful mix of volunteers at Franklin Square," says Ann.

VOLUNTEER PROFILE

Helping hands for two decades

Lois and Loren Baker

When Loren and Lois Baker find something they care about, they stick with it. Married for 58 years, the Perry Hall residents have been volunteers at Franklin Square for more than 20 years. Lois first began working in the hospital gift shop in 1987 and soon encouraged her husband, an accountant who had been lending an unofficial hand helping her with the shop's bookkeeping, to get involved.

> "Volunteering here is a way of life."

Loren served as the Gift Shop Treasurer for 15 years, computerizing the recordkeeping. Both he and his wife are members of the hospital Auxiliary and each has served a term as President. Lois is currently the Gift Shop Treasurer and responsible for the shop's thriving candy business. "All the doctors know her and ask her to order their favorite treats," says Loren with a smile. Loren is also the Chair for the Franklin Square Auxiliary's annual Circle of Light, Circle of Love holiday tree lighting fundraiser.

For the last four years, Loren has been an Emergency Department volunteer. "Franklin Square has the busiest ED in the area and I'm glad to lend a hand," he says. "I help comfort patients, provide blankets and assist the nurses. I like being able to help people when they're facing a difficult time."

The Bakers' commitment to volunteering at Franklin Square stems from their personal experiences at the hospital where one of their children was treated for a serious illness. "Franklin Square is our family hospital," explains Loren. "The care is wonderful and the nurses and staff are friendly and supportive. Volunteering here is a way of life for me now and I look forward to it. My wife and I still have a lot of energy and think this is a great way to put it to work.

Committed to care

Over the past decade, the Knott Foundation has supported Franklin Square Hospital Center and MedStar Health with more than $117,000 in grants, including a $30,000 gift in support of the Franklin Square Pediatric Emergency Department.

FOUNDATION PROFILE

Marion I. and Henry J. Knott Foundation

History of commitment, future of innovation

For over three decades, the Marion I. and Henry J. Knott Foundation has supported the community within the Baltimore Archdiocese with grants covering a range of activities, social services and healthcare among them.

With deep roots in Baltimore, the Knott family takes a decidedly personal stake in determining how best to give back to the community that has given so much to them. According to Foundation President and grandson of the founders Martin Porter, the Foundation "provides us with an important way to understand each other, to stay in touch and to serve."

Leadership training is an essential part of the Foundation's mission. Every direct descendent in the Knott line is given an opportunity to sit on the board, so each aspiring board member is asked to complete a year of leadership training. The Foundation is equally committed to leadership training for area nonprofits.

Looking back

Henry Knott developed his first home on East Federal Street in 1946. A highly successful career led to a significant stake in the Arundel Corporation where he was asked to join the Board of Directors, eventually named Chairman and ultimately elected President.

Knott was always an active philanthropist, and the Foundation was established in 1977. He passed away in 1995, and today, the Foundation oversees a portfolio worth in excess of $43 million. In addition to human services and healthcare, they fund projects in education, arts & humanities and Catholic activities.

Looking forward

"Innovative, sustainable projects that serve the working poor or homeless and that support leadership development have been really successful with us," says Executive Director Greg Cantori, noting the impact of the economy on small organizations.

"Sustainable building, wellness, good health, technology upgrades," he says. "These are the things we increasingly support."

The Foundation helped establish the Baltimore Nonprofit Leaders Circle to bring together leaders from various organizations to share and learn from one another. Another program, the Cash Flow Loan Program, "provides small loans up to $30,000 for six months with no interest," he says. "We've turned small loans around in five days," he says. "We've even wired up to $30,000 in urgent situations."

"As members of the Knott family and of this community, we're all very committed to helping solve the problems of poverty and homelessness," explains Martin Porter. The work of the Foundation "does that on the ground, every day with innovation and life-changing leadership. It's a legacy my grandparents would be proud of."

Knott Foundation Executive Director Greg Cantori and President Martin Porter (left to right) in the Knott Foundation board room. *Inset photo:* 1948 Knott family portrait showing founders Marion I. and Henry J. Knott with 11 of their 13 children.

Finding the good

Shrimp Feast and Bull Roast event raises $20,000 for Melanoma Center

For Kelly Ware, a 41-year-old Kingsville wife and mother of two, it's all about finding the good in whatever life throws at you. Diagnosed with melanoma almost 20 years ago, she was treated and in remission until the disease recurred two years ago. She underwent surgery at Franklin Square and continues to receive treatment as part of a clinical trial overseen by Dr. E. George Elias, Director of the hospital's Maryland Melanoma Center. The biotherapy focuses on two medications designed to boost the immune system so it can better combat the cancer.

"I'm fighting the fight and I felt there has to be good coming from this, so I decided to create an organization called *Kelly's Dream…To Cure Melanoma* to raise money to support the Maryland Melanoma Center," Kelly says. She hosted the organization's first annual Shrimp Feast and Bull Roast at Columbus Gardens on April 9. The 500 tickets for the event sold out in one week and the event raised $20,000 for the center. Other events to support the Maryland Melanoma Center are in the planning stage.

Her efforts to support the hospital have inspired others in her life to follow in her footsteps. Her husband is working to plan a golf tournament, and friends are planning a motorcycle ride fundraiser. Her 16-year-old daughter Haley has started a group called *SPF Infinity* to help educate teens and young people about the dangers of tanning. She and her mother are planning to give talks about sun safety and cancer risks at local high schools, and her Facebook group for the organization has more than 1,100 members, giving the Ware family another way to spread the word about preventing skin cancers.

"Hosting this fundraiser has been very healing for me," Kelly explains. "When I first came to Franklin Square, I was scared and nervous about what I was facing, but the staff of the Maryland Melanoma Center treated me like family the minute I walked in, and I knew that I was in the right place. The care and support I've received have inspired me to give back."

The Ware family: son Jake, husband Steve, Kelly, and daughter Haley (left to right).

Top two photos: the evening's festivities featured dancing, a silent auction, and great food. *Third photo:* Maryland Melanoma Center Director Dr. E. George Elias addresses the crowd. *Bottom photo:* Kelly Ware (second from left) with her care team, Dr. Ed McCarron, nurse Sandy Beam, and husband Steve Ware.

Franklin Square reaches out to young professionals

Franklin Square has the future in mind. To ensure that the hospital will have the support and leadership it needs in the years to come, the Foundation is working hard to educate young professionals in the area about the essential role played by the Hospital in the community and to engage them as active supporters of Franklin Square.

One way the Foundation is reaching out is through networking events. Board members Abby Ross Spilker, an attorney at Whiteford, Taylor, Preston, and Aaron Piccirilli, owner of the Piccirilli Group, an ad agency based in Bel Air, are working together to lead the effort to interest young professionals in supporting Franklin Square.

"Our goal is to educate young professionals about all the wonderful things that are going on at Franklin Square," says Abby. "Many people don't know about all that the hospital has to offer in terms of cutting-edge care and facilities and what it's doing for the community. Once they get informed, they get excited and want to be involved."

Adds Aaron, "I'm very excited about the new Patient Care Tower and what the future holds for Franklin Square. I've been to every hospital in the area in a business capacity, and this is just a great institution with people who make a difference."

"We're excited and energized to build awareness of all the great things that are happening at Franklin Square as we reach out to people who will be so important to the future of the hospital," explains Foundation Director of Annual Fund Programs Kristi Rasmussen.

CORPORATE DONOR PROFILE

Cole Roofing Company

Gimme Shelter

For Cole Roofing Company Vice President William "Bill" Cole, coming to Franklin Square Hospital Center as roofing contractor for the new Patient Care Tower was something like coming home.

"I remember when I was 16 years old and working in the shop, which, at the time, was near Franklin Square," Bill recalls. "This burly roofer got sick and I took him to the ED. They've always had excellent service."

Bill Cole represents the fourth generation of a venerable 90-year-old Baltimore business with deep roots in Franklin Square's service area and an abiding commitment to its future success. "My dad serves as President of the company," he explains.

A 90-year tradition

Founded in 1919 and still family owned and operated, Cole Roofing Company today employees some 100 field and 20 office personnel who carry on a tradition of tackling the region's most demanding commercial roofing projects.

"We are a full-service contractor," Bill explains. "We take on everything from a $300 repair to a $4 million new construction project. We like really challenging work. Our model lends itself to projects such as this one."

For the new Patient Care Tower, "we did a hot applied modified bitumen roof system," he explains. Choosing this high quality roof system "showed tremendous foresight. From a roofer's perspective, Franklin Square's choice represents a commitment to the long-term success of the roof and the building."

Positive energy

The specifications also called for a white coating on the roof that qualifies it for Energy Star rating. The coating helps "reduce the 'heat island effect,'" he explains. "Heat islands" are buildings, large campuses, even cities where acres of rooftops and concrete can trap heat and exacerbate global warming. "Reducing the heat island effect through reflective coatings or membranes can have a considerable effect on improving energy efficiency and the overall health of the planet," he says.

Impressed as he is with the Patient Care Tower construction team's commitment to quality roofing, Bill is equally taken with Franklin Square's commitment to excellent, community-based healthcare.

"One thing I learned from my father and grandfather is to be thankful for the opportunity to do business," says Bill. "Reinvesting in things like Franklin Square that provide essential services is an expression of that gratitude."

Giving back

Cole Roofing Company's reinvestment goes beyond handling a challenging roofing contract with grace and skill. They also made a generous $11,000 gift to support the project. An additional $5,000 gift was made during the 2009 Golf Open. "We are thankful to be part of the construction team," he says.

"Giving back," he explains, "is just the right thing to do."

Vice President Bill Cole is proud of dual roles Cole Roofing Company has played — contractor *and* supporter — in making the new Patient Care Tower possible.

Patient Care Tower Update

New Patient Care Tower: An inside story

In spite of a tough winter, work on Franklin Square's new Patient Care Tower is still on track for the facility to begin being occupied this summer with the grand opening in the fall. Construction crews are currently working on the building's interior, installing flooring, lighting, plumbing and other essentials.

Tours and training drills for employees start this summer. "The goal is to have every member of the staff completely oriented and comfortable long before the tower opens," says Franklin Square Vice President of Development and Community Affairs Janet Rafky. "They will be simulating every scenario to ensure that the flow of patient care is smooth and efficient on opening day."

The $175 million, seven story tower will feature a new state-of-the-art Emergency Department, Pediatric Emergency Department and Inpatient Services, spacious private patient rooms and expanded intensive care facility.

Leading up to the Patient Care Tower's official opening, Franklin Square will be hosting a number of events that will allow members of the community to get a closer look at the new facility.

"Everyone is getting more and more excited as we come down the home stretch," says Janet. "We are most grateful to all people who have made donations to support the hospital as we build this new facility that will help us keep our promise to provide the very best care for our community."

The $175 million, seven story tower will feature a new state-of-the-art Emergency Department, Pediatric Emergency Department and Inpatient Services, spacious private patient rooms and expanded intensive care facility.

Photo credits: Greg Cannizzaro and Bovis Lend Lease

Moving up, moving in

Franklin Square President Carl Schindelar moves up

Carl Schindelar, outgoing President of Franklin Square Hospital Center, knows healthcare in the Baltimore/Washington region. After all, he's devoted his entire career to it. "One thing about having my career and raising my children in this market is that I can't help but want to see it succeed," he says.

So when he was named in July 2009 as Executive Vice President of Hospital Operations for the Baltimore Region of MedStar Health, it didn't feel so much like leaving Franklin Square as it did a chance to "continue doing what I have been doing on a regional basis," he says.

> "One thing about having my career and raising my children in this market is that I can't help but want to see it succeed."

Carl's decade-long run as President of Franklin Square was a homecoming of sorts for the New York native. He received a Bachelor of Science Degree from the University of Maryland, College Park and a Master's Degree in Healthcare Administration from the George Washington University.

He began his career at Franklin Square as an Administrative Resident some 30 years ago. Prior to his return as President, Carl was Executive Vice President and Chief Operating Officer at Anne Arundel Medical Center in Annapolis, Maryland. More than half of his three decades in healthcare have been at Franklin Square; he held senior management positions at the hospital during the mid-1980s and early 1990s, including Executive Vice President and Chief Operating Officer.

In his new position with MedStar Health, he oversees the Baltimore hospitals including Union Memorial, Harbor, Good Samaritan, and Franklin Square as well as other system ancillary services.

"I have had a wonderful team of people to work with at Franklin Square," he explains. "And it was extremely important that our new President be someone with the ability to work with them collaboratively to help advance our goals." ■

Adrienne Kirby, New Franklin Square President, moves in

That someone arrived at Franklin Square in the person of Dr. Adrienne Kirby, who began her tenure as President this May. Kirby holds a bachelor's degree in nursing from Rutgers University, a master's degree in nursing from the University of Pennsylvania and a PhD from the University of Pennsylvania. She has served in numerous leadership roles, most recently as Chief Operating Officer of Ambulatory Services and Programs of Excellence for the Virtua Health System in New Jersey.

Among Kirby's many achievements, "none is more important than her proven success working with physicians, nurses, and associates and with community members," says Schindelar.

"I am so thrilled to be joining the Franklin Square team," Kirby says. "The opportunity to work with both the Franklin Square and MedStar leadership teams will provide an excellent opportunity to continue to implement compassionate and high quality community-based care and service. Carl Schindelar and the Franklin Square Board of Directors have really laid the groundwork with a clear vision and hard work. I look forward to expanding upon the excellent work that has already been done." ■

Committed vision "This board is about as engaged as you can get," says Carl Schindelar.

Standing: Bob Lally, Leslie Kaminski, Judy Brewster, Mike Dietrich, Con Regester, Joe Bartenfelder, Scott Barhight, Janet Rafky, Marlene Cochran (left to right) *Sitting:* Dick Single, Debbie Turner, Aaron Piccirilli, Karen Carter, Dan McLaughlin, Abby Spilker (left to Right) *Not Pictured:* Dr. Michael Suter, Adrienne Kirby PhD, Dr. Donovan Dietrick, Fred Hallahan, Dr. George Jabaji, Dennis Rasmussen, Kenneth Samet FACHE, Ray Naimoli

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Meet the Foundation Staff

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Thanks to you, we're keeping the promise.

Support for Franklin Square comes from across the spectrum: corporations, foundations, individuals, and leaders in our hospital community and in the neighborhoods we serve. Each donor represents a unique story. And every gift—no matter how small—helps us achieve our mission: to provide the highest quality healthcare and education to our communities.

Donors listed below, have supported us at a pivotal moment in our history as new facilities and programs come online at Franklin Square. From the bottom of our heart: thank you. Thanks also to all who have pledged or given so generously over the years to the promise of Franklin Square Hospital Center.

Every attempt has been made to ensure the accuracy and completeness of the information published. If, however, you find an error, please accept our sincere apologies and contact the Foundation Office at 443-777-7980 so that we may correct our records.

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From all of us at Franklin Square, thank you for helping us keep the promise of excellence in community care, an abiding commitment that joins us all together.

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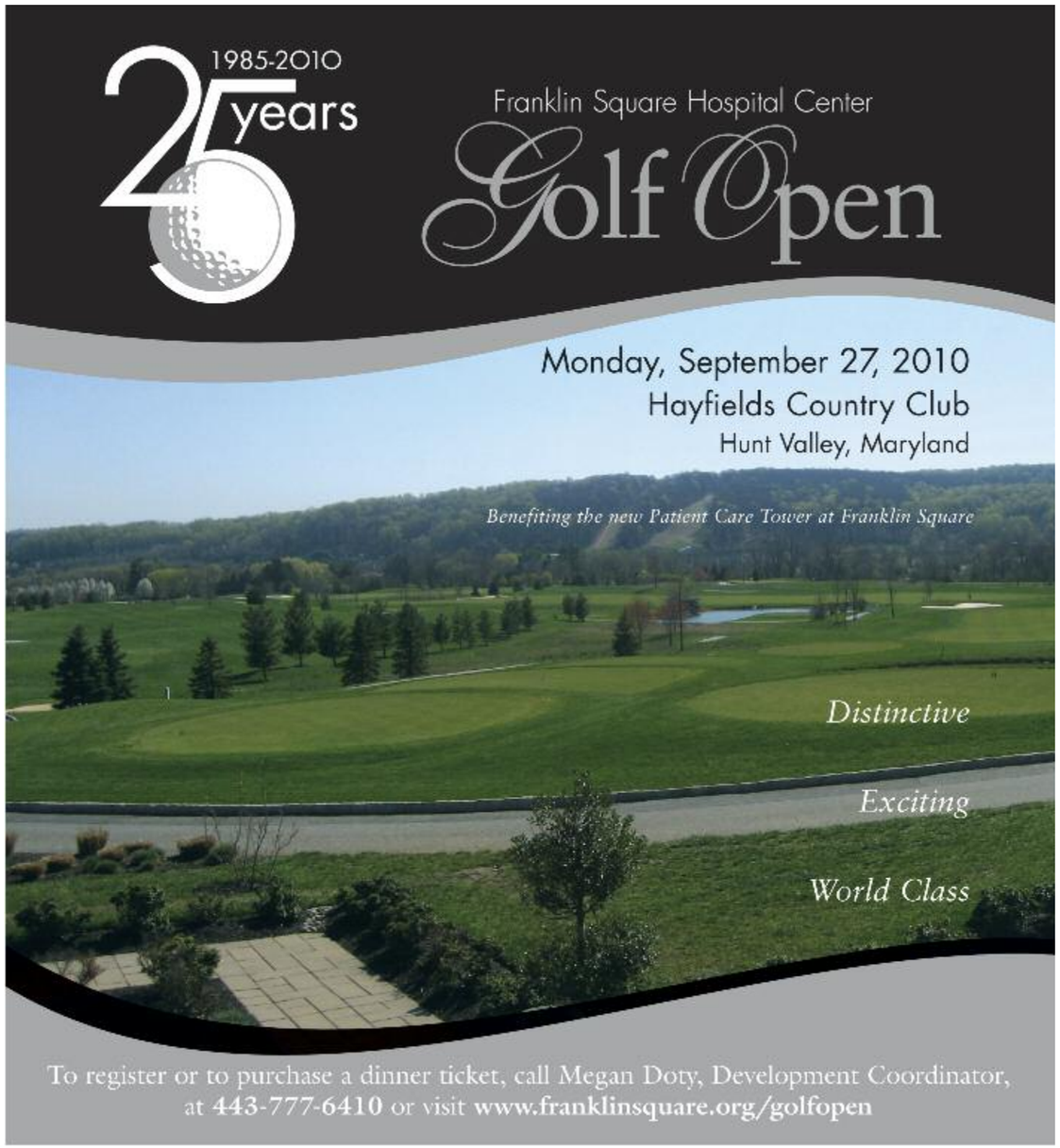
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