CONTINUING OUR PURSUIT OF EXCELLENCE
PROCESS, QUALITY & SYSTEMS
PRIMARY CARE - CONNECTING
WITH THE COMMUNITY

Christopher Rocha and Sarah Sylvia
FROM OUR NEW PRESIDENT & CEO

Since my arrival at Martha’s Vineyard Hospital in mid-May, the Hospital staff and Island community have made me feel welcome here, and I appreciate that immensely. I’m also happy to be able to report that in my first months here I have found a remarkable level of excellence in the quality of service provided by this organization as well as an excellent relationship between the Hospital and the community it serves.

These personal impressions only confirm for me the evidence in the hard data – the patient satisfaction scores which the Hospital tracks closely, and which are among the highest in the nation.

As we pore over the patient surveys, we do find opportunities for improvement from time to time, and we will continue to pursue these energetically. Each time I get a chance to meet with patients and hear their complaints, it’s very helpful. Along the way I frequently discover, even in the context of a discussion about a specific concern, that these patients have wonderful things to say about the overall quality of care they received here. Each of these conversations reinforces for me how fortunate I am to have inherited such a high-functioning team of medical caregivers here at Martha’s Vineyard Hospital.

As all health care organizations do, we have a responsibility to keep a close eye not only on the quality of care provided by Martha’s Vineyard Hospital, but also on the financial health of the organization. And in my first months here, I’ve heard many times the story of what Martha’s Vineyard Hospital went through nearly two decades ago – a frightening brush with bankruptcy that challenged Hospital leaders and the broader community to face bedrock questions of what the Island needs from its hospital.

It’s clear to me that this difficult experience – although I would not wish it on nobody – has strengthened not only this Hospital but also its bond with the people of Martha’s Vineyard. What I see is something hard-won and quite precious: a strong relationship in which each partner – Hospital and community – realizes it cannot take the other for granted.

This relationship positions us perfectly to continue our pursuit of both excellence in service and enduring financial health for this vital Island organization. It’s important that we understand how critical continued investment is to the health of Martha’s Vineyard Hospital – our new building is beautiful, yet we still have the 1929 and 1972 buildings to maintain. We have parking issues around our campus that must be addressed as our service to the Island continues to expand. We must continue to be active in the recruitment of primary care doctors, who are the foundation of timely access to health care here, as they are at hospitals across the nation. And we need to look at all our equipment not only from the standpoint of useful life and replacement schedules, but also with an eye to bringing superior technologies to the Island as they emerge.

We’re constantly mindful of one of the Hospital’s trickiest challenges: to expand, where possible, the range of services that can be offered right here, without the stress and expense of traveling off-Island for care. This challenge is framed by our twofold mission of meeting this community’s health care needs while taking care of the institution itself so we can continue to do our vital work.

My earliest training was in engineering, but my life took a turn at age 27 when I heard a sermon that inspired me to volunteer as an overnight resident at a homeless shelter. As an industrial engineer, I was trained to focus deeply on process, quality and systems – but with an eye toward building things rather than helping people. I remember how humbling it was to climb into my car early on Tuesday mornings after my nights at the shelter, and to reflect that these residents didn’t have jobs, or homes, or cars to carry them there.

My world was reframed by that experience. And when I learned that I could train as a management engineer and bring my perspective on process and systems to a career in health care, I realized that this was the life’s work I wanted to pursue.

There’s no denying that a lot of my work each day at Martha’s Vineyard Hospital involves pushing paper. But I try never to forget that I am part of a team whose work is ultimately about caring for people. And my door is open in hopes that if I do momentarily lose that focus, you will come in and set me straight.

In the end, Martha’s Vineyard Hospital belongs to this community. If there are problems or concerns, uncomfortable things that need to be brought out and aired, I want to have those conversations. It’s important to involve people, to have everyone participate in our ongoing drive for excellence. I look forward to working with all of you to make Martha’s Vineyard Hospital the best organization it can be.

Joseph L. Woodin
President & CEO
ACCESSIONING MEDICAL RECORDS ACROSS THE SYSTEM TO ENSURE CONTINUITY OF CARE
FROM OUR CHIEF OF MEDICAL STAFF

Dear Hospital Supporters,

This past year, our long serving CEO Tim Walsh retired and Joseph Woodin was chosen to guide Martha’s Vineyard Hospital forward. I have worked closely with Joe since he joined us in May and have no doubt that he will help us build on our legacy of excellence in patient care. Tim Walsh was chosen to lead our organization at the same time that I joined the Hospital as a general surgeon. That was exactly 14 years ago and we sure have come a long way. No longer are we writing orders and notes on paper; no longer is the hospital mistaken for a shoe factory or a military barracks; no longer do patients need to travel off-Island for chemotherapy treatments. I could go on and on. Pausing to reflect on Tim’s tenure and the changes that have occurred I cannot help but notice the one constant: our dedicated staff.

As a surgeon, I work closely with a team of nurses, technicians, and other support staff. I would not be able to do my job without the dedicated employees who are available to help me day and night, 365 days a year, no matter the weather. The same is true for other staff members who work behind the scenes to help us care for our patients. We are privileged to have such an incredible team at our hospital. I would like to give a shout out to Donna Beckman, Helen Anderson, and Hazel Teagan – team members with a combined century of service who all retired in the past year.

We are currently hard at work laying the groundwork for the introduction of EPIC at the hospital. EPIC is the all-encompassing information technology solution chosen by our parent organization, Partners Healthcare, to integrate and streamline the flow of healthcare information throughout the Partners system. Using EPIC will allow us to have all of a patient’s medical information in a single place. Patients will see improvements in accessing their medical record as well as the ability to share that information with other healthcare systems that use EPIC. In fact, more than half of all Americans already have an EPIC chart which should make it easier for visitors and seasonal residents to transfer medical information to and from our hospital.

Finally, I want to let you know that my thoughts are with all those affected by the current opioid crisis. This epidemic has had a devastating effect here. It has cut short promising lives and caused untold anguish to Island families. As stewards of the health of our residents and visitors, we are working hard to better understand this crisis and to become involved in efforts to curtail its damage.

In closing, I would like to thank you for your unwavering support of our vision and our mission. Together we can continue to provide world class care in our rural, Island setting.

In gratitude,

Pieter M. Pil, MD, PhD
THE “MAGIC HOUR” - SKIN TO SKIN CONTACT
from top left to right: 1. Helen Green, R.N. tends to Cortlandt Cammann; 2. Fallon Aiello, baby yoga teacher; 3. Deb Dolliver, R.N. listens to Priscilla Trifault; 4. Shanica Campbell, C.N.A. caring for John Chigwin; 5. Sydney LaBell and daughter
NEW LEADERSHIP: WELCOMING JOE WOODIN

As a Critical Access Hospital (CAH) serving an Island whose population expands five-fold each summer, Martha’s Vineyard Hospital presents an array of management challenges both daunting and unique. So there was an understandable anxiety among Hospital trustees and staff last fall when Timothy J. Walsh, who has served so ably first as CFO and then as CEO since 2002, announced his plans to retire this May.

But after an extensive national search process, the trustees were able to find and hire a hospital leader whose experience is an uncannily good fit for the top spot at Martha’s Vineyard Hospital.

Joseph L. “Joe” Woodin, an administrator with more than 25 years of experience in the healthcare field, is coming to Martha’s Vineyard Hospital from Gifford Medical Center in Randolph, Vt., where he has served as president and CEO since 2000. Prior to his work at Gifford, he spent seven years at Central Vermont Medical Center as a senior executive and five years in the Management Services Department at what is now the University of Vermont Medical Center in Burlington.

At Gifford Medical Center, Mr. Woodin is credited with stabilizing the hospital’s finances, much as Mr. Walsh has done during his tenure at Martha’s Vineyard Hospital.

“The similarities between the Vineyard and Gifford are pretty striking,” Mr. Woodin told the Vineyard Gazette in a February interview. “We went through a very dark time that culminated in 1999 with a negative 16 per cent operating margin. [Since then] we have worked very hard to take this financial piece and manage it well.”

The similarities go far beyond the recent history of financial struggle and newfound stability. Both hospitals are CAH facilities — a special federal designation that acknowledges the unique challenges faced by small rural hospitals. Gifford is a 25-bed hospital with a 30-bed skilled nursing facility; Martha’s Vineyard Hospital has 25 acute-care beds and 61 skilled nursing beds in its nursing home, Windemere. Both hospitals have recently created a hospitalist program that allows them to provide local care for patients with more serious illnesses. Gifford’s main medical center is home to a 24-hour emergency department, inpatient and rehabilitation units, birthing center, accredited cancer program, advanced diagnostic imaging, a Sports Medicine Center and an active surgery program. And much of this is true also for Martha’s Vineyard Hospital.

In a posting on the Gifford Medical Center website, Mr. Woodin spoke to the considerations which shaped his decision to seek this position at Martha’s Vineyard Hospital. “In the last three years I lost my wife, and then my mother, and it has been a time of personal reflection for me,” he wrote. “It’s the right time for me to move forward in life and pursue another opportunity.”

“We feel incredibly fortunate to have found someone of Joe’s caliber and long experience to take over the helm of our hospital,” says Tim Sweet, chairman of the Hospital’s search committee and board of trustees.

Mr. Walsh says he is pleased that a leader has been found who will advance the progress he has overseen during his 16 years at Martha’s Vineyard Hospital. “I am really happy because I want to see the Hospital continue to improve, and I think Joe is the guy,” he told the Martha’s Vineyard Times. “He turned Gifford around, and I think he can take Martha’s Vineyard Hospital to the next level. There’s always work to do, and I think he is the kind of guy who knows that, and understands that and can make it all work.”

Mr. Woodin holds a Master of Science degree in Administration from Saint Michael’s College in Washington, D.C., and a Bachelor of Science in Industrial Engineering/Operations Research from UMass/Amherst.

Taking the helm on May 16, Joe met with department managers and staff throughout the day, encouraging questions. Among them, why had he decided to come here? A native of Framingham, Massachusetts, Mr. Woodin said, “I feel as though I was guided back here and I’m looking forward to understanding how our hospital works and working together with all of you.”

Concludes Mr. Sweet: “Based on Joe’s success in a startlingly similar hospital environment, and after meeting with him, we unanimously agreed that Joe is custom-made for the challenges ahead at MVH. We look forward to working with him to take Martha’s Vineyard Hospital, as Tim Walsh said, to the next level.”
In her work as recreation therapy director at Windemere Nursing & Rehabilitation Center, says Betsy Burmeister, “We try to bring the community into Windemere, and we try to get our residents out, to keep them a part of the community.”

Betsy came to the Vineyard in 1995 after hearing of job opportunities at the Island’s new nursing home, and was hired to work upstairs in Windemere’s long term care unit. She was promoted to her current job a year later, which means she’s been making life richer for the residents of Windemere now for two decades.

Betsy’s starting point is an understanding of the things that bring happiness to the residents in Windemere’s care. She can rattle off her list: “Music, animals and children, I think, are the favorite things.” She pauses and adds, “And bingo, and ice cream.”

With this in mind, Betsy and her colleague Mary Holmes have cultivated a roster of nearly 90 Island volunteers who help them fill the days with activities that do more than simply entertain their residents — they foster meaningful social connections.

A day almost never goes by without a tour through Windemere by a therapy dog and its owner. Betsy says her residents, most of whom had pets of their own in their earlier years, enjoy these visits and the one-on-one social time they entail.

Musicians are also among Windemere’s favorite visitors, and Betsy says the Island is fortunate to have so many who are willing to come in and play. “Phil Dietterich has been coming here forever. Sara Piazza visits us every Sunday and goes to every room upstairs, playing her violin. Mark Lovewell plays and sings for us downstairs every Sunday afternoon. The residents love it.”

In fact, says Betsy, she and Mary Holmes have found that music has a power to reach out even into minds clouded by dementia, soothing and connecting with places deep in memory.

The challenges of enriching the lives of people with dementia are unique, she admits. “That is difficult. But you know, they love music. When we play music for players up, and then they can listen to it. Even if someone is agitated or upset, the music can be very calming. It’s been a great program here.”

If Betsy Burmeister is proudest of any one program, it might be the intergenerational program — launched in the fall of 2005 and still going strong — that connects young students at the Chilmark School with the residents of Windemere. Children buddy up, two of them with each resident — and visit Windemere once a month in a program that uses photography to get the conversations and connections started.

“With a grant from the Permanent Endowment Fund,” Betsy says, “we bought the children inexpensive cameras, and they take pictures of their lives up Island. They bring their books of photographs to share with the residents — pictures of going ice-skating, or playing with their dogs — and a dialogue begins about what the residents remember doing when they were children.”

The friendships fostered by this program have been so meaningful that children have come back to Windemere with their families, years after taking part, to attend memorial services for their buddies who have passed away.

Windemere’s recreational programs are supported by an annual auction — this year’s was held June 3 at the Grange Hall — and by the generous gifts of time from its volunteers. Betsy says it’s important for anyone thinking about volunteering at Windemere to know one thing: “It’s not a sad place. A lot of our volunteers have said that to me — they might have been nervous coming here at first because they thought this was going to be depressing. They find that it’s not, and they get attached to the people here and enjoy their company.

“Windemere isn’t your typical nursing home. It’s alive — there’s a lot going on here. It’s not just someplace where you go to sit and wait.”
Each December, a tree at the Hospital is lit with hundreds of lights, each one donated by an individual in honor or in memory of a loved one. We are deeply grateful to all those who helped to light the tree in 2015 when it was dedicated in honor of retiring President and CEO of Martha’s Vineyard Hospital, Timothy J. Walsh.

IN MEMORY

Ian C. Araujo
Benjamin A. Araujo
Dorothy Bangs
Stuart and Dorothy Bangs
Diana Bardwell
Fritz Bardwell
Maxine Bardwell
Thomas Bardwell Sr.
Dorothy W. Barker
Linda Ben David
Paul Bergeron
June A. Bosworth
Bob Bows Sr.
James Broast
Robert Buchanan
Jack Cameron
Al Carpenter
Dorothy and George Cassell
Sheila Chisholm
Chopper, Fritz and Chipper
Albert Ciampa
Ann Ciampa
Carol C. Clark
Neil Collins
Russell Combra
Nancy A. Corwin
Patricia Costa
- My dear sister
Deceased Members
- MV Antiques Club
Arthur B. Dickson
Priscilla M. Dickson
Charles Drake
Nicholas Drake
Sally W. Dunkley
Michael Fallon
Lorna Flanders
Pat Flanders
Barbara Flynn
William Flynn
Robert Gelotte
Edward F. Grant
Pat Gregory
Alice Hafner
William “Bill” Hanna
Judy Hutt
Joanna Horgan
Ray and Myra Hoyle
Sam Jackson
Amalie and Jack Kane
Dorothy E. Kelley
Robert W. Kelley
Frederick W. Kingsley
Joyce and Walter Kistler
Nancy Luedeman
Jean Marc Levesque
Connie Lima
Richie Madeiras
Charles Mahoney
Julienne Marshall - My dear sister
Kathy Manning Maseda
Sam and Virginia McCormick
Danny Meader
Dr. Kaye Moody
David Munn
Agatha Nagy
Joe Nunes
Raymond E. Olendzenski Sgt
Darla Patriacca
Emma Pizzella
Nicholas Pizzella
Virginia Pizzella
Robert “Edgar” Plante
Nickolene Larsen Porter
Joan Porter
Joyce Porter
Anthony Rebbello
Chris Rebbello
Marilyn Rebbello
Frank Rocha
Mary Rocha
Lorraine Russell
Matthew Shea
Olga Larsen Simmerman
Procter Smith Jr.
Jack Sternbach
Bud Stickles
Dick and Ethné Thrush
Mr. and Mrs. Ernest Tillman
Stacy Viera
Mannie Viera
Sarah Viera
Mary D. Viera
Miriam Walker
Jolanne Warman
John S. Wilbur, Jr.
Rose Williams

IN HONOR

Pat and Kerry Alley
Joseph Butynski
Mary Butynski
Dr. Malcolm Dunkley
Norma Gaudreau
Pat Gregory
Eiba Hierta
Carol and Rick Humphrey
Dr. John Lamb
Dr. Lewis Lipsey
Christopher S. Look, Jr.
David R. Look
William L. Look
Betsy Marshall
Bob Murphy
MVH Volunteers
My Family
David Rhoderick, Jr.
Jonathan Rhoderick
Lara Romeo
Windemere Volunteers
Katy Yolton

SUPPORTERS

Carol and Tom Bardwell
Barbara Baskin
Eddie, Sheila and Parker Ben David
Debra Bosworth
and Cheryl Beaudoin
Carolyn R. Brown
Marianne Cerniglia Broast
Ernie Chaves & Family
Kenneth Chisholm
Shirley Cioffi
Herbert and Hilde Combra

Jody Drake
Karen Flynn
Helen V. Gelotte
Dorothy Gregory
Virginia Hall
Jean Hay
Island Theatre Workshop
Diane Jackson
Carol and John T. Kane
Nancy M. Kingsley
Kathleen and Robert Lavieri
Debra S. Levesque
Sonya Lima
Marjorie Look
and Butynski Family
Judy LuTender
and Karen Duffy
Susan Madeiras
Prudence Magee
Kay and Rick Manning
Maria Moody
MV Antiques Club
The Nieces and Nephews:
Kendall, Emily, Samantha, Mitchell, Ryan, and Brenda
Atheline Wilbur Nixon
Tim and Lorraine Nolan & Family
Frances Pizzella, Bri
and Meg Buchanan
Frank and Celeste Polagruto
Thomas L. Porter
Marcella and Glenn Provost
Malcolm and Deborah Reed
Angela Rhoderick
David and Angela Rhoderick
Mrs. Leigh Smith
Donna Stickles
Wendy Tillman and Ruth Rocha
Deborah Tsitso
Penny Uhlendorf
and Scott Stephens
Linda and Henry Uncezur
Jeff and Kathleen Verner & Family
Jo-Ann Walker
Jeanie B. Wright
OUR VOLUNTEERS AT MVH & WINDEMERE

Martha’s Vineyard Hospital and Windemere Nursing & Rehabilitation Center celebrated their volunteers with a luncheon on April 20th. Our volunteers step up every day to do whatever is needed to ensure our residents and patients have the best day they could possibly have – performing acts of kindness and service through over 10,800 hours of support.

This year, Jack Rollins was presented with the Volunteer of the Year award. Jack joined the volunteer department in 2012 and has served in many capacities; greeting patients in the lab, as a welcoming face in the front lobby, and selling daffodils for the American Cancer Society in the spring.

Jack also volunteers at Havenside, an independent living complex for Martha’s Vineyard seniors, where he is always ready to help anyone and everyone and is known to all as “Jack of all trades.”

Volunteers received pins for their hours of service.

### 100 HOURS
- Walter Burke
- Pamela Butterick
- Amber Cappelli
- Antonie Chute
- Breanna Davis
- Yolani Doddy
- Joan Eville
- Caroline Gazaille
- Olivia Green-Lingren
- Charlotte Hammond
- Elinor Hanjian
- Jessica Haynes
- Molly Houghton
- Sierra Johnson
- Brigida Larsen
- Gavin Leuenberger
- Joshua Lucas
- Jacqueline Menton
- Grace Oslyn
- Sara Poggi
- Arlene Prisco
- Samantha Robinson
- Brendan Rome
- Brianna Sosa
- Fred Thornbrugh

### 500 HOURS
- Chelsey Victor
- Ross Weintraub

### 1000 HOURS
- Karen Bressler
- Shirley Searle

### 1500 HOURS
- Carroll Buress
- Nancy Cabot
- Phil Diettrich
- Suzanne Hammond
- Armen Hanjian
- Mildred Mac Donald
- Eleaine Russell

### 2000 HOURS
- Mark Baird
- Alice Franklin
- Angela Rhoderick

SOME OF OUR TEAM AT MVH & WINDEMERE
Contributors of $200,000 to $499,999
Eugene A. Hoffman Irrevocable Trust
Shelley and Allan Holt

Contributions of $100,000 to $199,999
Stephen C. Luce Charitable Foundation

Contributions of $50,000 to $99,999
Anonymous (1)
Louise, Sven & Anna Betty Carlson Fund
James B. Corcoran Trust
Fidelity Charitable Gift Fund
J.M. Huber Corporation
Marjorie Rogers Irrevocable Trust

Contributions of $25,000 to $49,999
Agnes R. Butler Trust
Hoch 2009 Charitable Lead Trust
Merle and Stanley Goldstein
Mr. and Mrs. J. Q. Bonanno
Mr. and Mrs. Frank J. Biondi, Jr.
Deborah and Robert Bennett
Ms. Helen Benham
Barbara and Harold Bell
Ms. Susan Benenson

Contributions of $10,000 to $24,999
The Ajaana Foundation
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Marcia Mulford Cini and William Lee Cindi
The Families of Michael and George Eberstadt
The ELMS Foundation
Farm Neck Golf Club
Ms. Lee Morgan and Mr. James O. Fishbeck
Mr. Ralph C. Franklin
Mr. and Mrs. Eugene Goldstein
Mr. and Mrs. Larry Goldstein
Merle and Stanley Goldstein
Hoch 2009 Charitable Lead Trust
Jacobus Family Foundation
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The Greater New Orleans Foundation
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The William H. Harris Foundation
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and Ben W. Heineman, Jr.
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Mr. and Mrs. E. Burke Ross, Jr.
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The Evelyn Sharp Foundation
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& the Swartz Foundation
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The Tow Foundation
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Vanguard Charitable
Vineyard Propane
Winnetu Oceanside Resort

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Cape Cod Healthcare
Community Foundation of New Jersey
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Thea Duell and Peter Cook
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Kathleen and Frank Lauinger
Little Wooden Boat Productions
Lurie Family Foundation

Contributions of $1,000 to $2,499
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Pamela and Jack Street
Mr. Ralph E. String
Geniel and Marcus Strock
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Kathy and Bruce Stuart
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Janet and Ted Urban
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US Foodservice, Inc.
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Ms. Lorre B. Polinger and Dr. Donald L. Wertlieb
Ms. Jane W. West
The Wharf Restaurant & Pub
Lynne P. and Granville H. White
Ms. Heidi White
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Ms. Prudence M. Whiting
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Dear Friends,

I’ve just loved being an operating room nurse for the past 26 years at Martha’s Vineyard Hospital. I’ve known I wanted to help people since I was a Navy brat growing up in Newport, Rhode Island. One of my very first jobs was helping at a nursing home. I was working as a nurse in Melrose when I met my husband, John, at a church group that one of my patients suggested I attend. We were married in 1973.

John and I moved to the Vineyard in 1990 when he took a job here. I applied at Martha’s Vineyard Hospital, and before long I was a nurse on the operating room staff. You need a strong work ethic to be an OR nurse. Sometimes you’re in surgery for more than eight hours, and you have to be right on your toes the whole time, anticipating what the doctors will need. It’s hard work, but there’s a huge satisfaction in helping people, and the surgical team of doctors and nurses becomes like a family.

I’ve had a front-row seat for so many changes in 26 years. When I retired this April, I was one of the last OR nurses who’d worked in the Hospital’s 1972 building. Our new operating rooms are so much bigger and better equipped. And of course all our records are electronic now; we’ve gone from pen and paper to doing everything on the computer. In the old building we had six OR nurses on the staff. Now it’s twelve or thirteen, because we’re doing so much more for people.

When I first came here, people would travel off-Island for routine things like colonoscopies. Now we have all the best equipment right here, including the newest scopes and high-definition cameras. We do a lot more laparoscopic surgery now, where the incisions are so tiny that the recovery from surgery is much easier.

My last day at work was April 8. It’s hard to walk away – you miss all the people you’ve worked with – but for me, it was time. Now that I’m not tethered to the beeper any more, John and I are looking forward to traveling abroad.

The operating room is such an important piece of the Hospital, and I’m very proud of the way it has advanced and grown during my years here. I can’t say too strongly how much we need this Hospital on Martha’s Vineyard. When my husband had a heart attack in 1995, Martha’s Vineyard Hospital took good care of him. The Hospital was here for both my parents, too, in their final illnesses.

Your generous gift in support of Martha’s Vineyard Hospital – so this essential institution can keep on taking care of our community – would be the best retirement gift I can imagine.

Gratefully yours,

Helen Anderson

Helen Anderson, a graduate of the Melrose-Wakefield Hospital School of Nursing, received her training as a surgical nurse at Lawrence General Hospital and began her work as an OR nurse at Martha’s Vineyard Hospital in 1990. She is active in Trinity United Methodist Church, and she sings second soprano in the Island Community Chorus. Helen and her husband, John, have a daughter, Elizabeth, who is a graduate of Johnson & Wales University.