

Beverly, AGH Mount Extraordinary COVID-19 Response, Prepare for Recovery

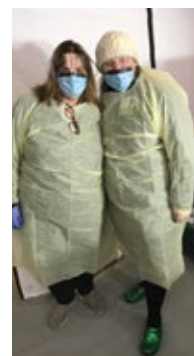
A crisis calls for a heroic response, and that's what the staff at Beverly and Addison Gilbert hospitals delivered this spring during the COVID-19 pandemic. Postponing or canceling all routine and elective procedures in March to ensure adequate space and resources were available for coronavirus patients, the hospital activated its emergency plans and increased its critical care capacity.

Early in the pandemic, hospital leaders decided to treat both hospitals' COVID-19 patients at Beverly, where cases peaked on April 28, with 62 confirmed and 39 suspected cases of the coronavirus. As of June 1, the medical staff had treated 456 patients with confirmed cases of COVID-19.

"Our caregivers rallied to take care of these patients under extremely challenging circumstances," said Phil Cormier, president of Beverly and Addison Gilbert hospitals. "We are now carefully plotting a path to a new normal with extra safety precautions so that patients can feel comfortable coming back for routine and elective care."

Being part of the Beth Israel Lahey Health system was an enormous benefit, as system leaders monitored critical care capacity at each of the hospitals several times a day. They made adjustments to patient loads and vital equipment as needed, and shared best practices and lessons learned as the pandemic unfolded.

The outpouring of community support buoyed the frontline teams during long days of caretaking. Generous donors throughout the North Shore and



Cape Ann stepped up to aid the hospitals, contributing a total of more than \$360,000 to the two Healthcare Heroes Funds and donating urgently needed protective gear and technology, along with meals and snacks for frontline staff.

Now that the number of COVID-19 patients has declined, hospital staff have begun a careful return to normal operations while taking extra measures to protect and reassure patients. All BILH hospitals have implemented a Safe Care program that involves extra cleaning and disinfection, masks for staff, patients and visitors and a three-point symptom check for patients before any medical appointment.

"Our hospitals, and every hospital throughout the Beth Israel Lahey Health system, are doing everything we can to ensure that patients are safe when they come for cancer screenings, surgery or routine appointments," said Mr. Cormier. "We are here for you."

[Read more at bilh.org/safecare](https://www.bilh.org/safecare)

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Hospitals Take a Stand for Equality

By Philip M. Cormier

President

Beverly and Addison Gilbert hospitals

The events of recent weeks have shown that our country has a long way to go in our quest to ensure equality for the black community and all people of color. As the leader of our hospitals, I want to assure our patients, donors and staff that our institutions — and the health system to which we belong — are committed to doing our part to eliminate racism and hate.

This is particularly important for those of us in healthcare, because racial discrimination has

had a very real and documented effect on the health of minorities — most recently apparent in this awful pandemic. In the coming months, our staff will be gathering to examine how our living out our core values of community, respect, excellence, accountability, teamwork and empathy (CREATE) can effect true change in our hospitals and, indeed, in our communities.

This will happen in the context of a larger initiative being undertaken by Beth Israel Lahey

Health (BILH) to become a leader in advancing equity, inclusion and social justice. BILH will create a Center for Diversity, Equity and Inclusion; incorporate equity into all measures of the quality of care; increase the diversity of our workforce and more.

Last month, many of us stood, or knelt, in silence and solidarity against the injustices that happen far too often in our country. The time for silence, or even words, is over. Now we must CREATE change. And together we will.

Thank You!

All of us at Beverly and Addison Gilbert hospitals have been touched by the outpouring of support from family, friends, neighbors and local businesses these past few months. Your generosity, good wishes and deep concern for our frontline staff have touched us all. Truly, you have put the “community” in our community hospitals. Thank you.

As we transition to the post-surge new normal, we are looking at new ways to stay connected with you. We invite you to visit giving.beverlyhospital.org or giving.addisongilbert.org to learn about upcoming events, hear from President Phil Cormier, read stories of impact, and sign up for our e-newsletters.

Rebecca Imperiali

Vice President, Philanthropy

OR Nurse Steps Up to Aid COVID-19 Response

As non-urgent and elective surgeries were postponed at Beverly Hospital to curb the spread of the coronavirus, operating room nurse Alicia Herlihy, RN, LSO, volunteered to work in the hospital's Emergency Department (ED) to help with the influx of COVID-19 patients.



Alicia Herlihy, RN, at right, with colleague Lauren Caruso, RN.

"I'm young, healthy and don't have kids or anyone at home," she explained. "I'll work down there as long as it takes for this to pass through." Alicia started her career as a floor nurse before moving to surgery, so going to the ED to work with patients came back to her quickly, and she rejoiced in the welcome she received from the staff.

Patients were enormously appreciative, even if they couldn't always tell who they were talking to because of the staff's head-to-toe protective gear. During the discharge process, COVID-19 patients would wave and say, "Thank you." Another patient said a prayer for Alicia on the way out of the hospital.

The North Shore community has rallied around the hospital, too. Restaurants have donated food to the hospital staff to ensure everyone has the fuel to work their busy shifts. "I hope they know just how grateful we are," Alicia said.

Congratulations, Nurses!

Five nurses from Beverly Hospital were honored in this year's *Boston Globe* "Salute to Nurses." The annual feature calls on patients and caregivers from Greater Boston to write in and highlight the amazing work local nurses do every day.

Sandra Brown, RN
Oncology

Cindy Jette, RN
Johnson 5

Terasa Giovannucci, MSN, RNC-OB
Obstetrics (Maternal Newborn)

Kristine Saputo, RN
Obstetrics

Rachel Riley, RN
Endocrinology, Danvers



The Philanthropy staff who raise vital resources for Beverly and Addison Gilbert hospitals, left to right: Debra Balzarini, administrative assistant; Austin O'Keeffe, MD, chief medical officer for philanthropy; Rebecca Imperiali, vice president of philanthropy; Andrea Stewart, director of campaign initiatives and major gifts.

The Community Rallies Around Our

Biotech Company Comes Through With PPE

Beverly Hospital, like every other hospital in the country, was impacted early on by the nationwide shortage of personal protective equipment (PPE). Cell Signaling Technology (CST), a biotech company headquartered in Danvers, stepped up to help.

CST had ordered additional PPE for their U.S. staff as the coronavirus was just starting to spread in Massachusetts. Upon learning of the urgent need for

N95 masks, CST donated their excess PPE, 8,000 pieces in total, to Beverly Hospital while still ensuring they had enough for employees. That donation consisted of N95 masks, gloves, face shields and other supplies.

“We see ourselves as part of the Beverly community, and it was only natural for us to want to help,” said John Letcher, CST’s senior vice president of Global Human Resources.



Shining a Light on Our Healthcare Heroes

Matt Knight’s North Shore-based event services company, MK Productions, wasn’t seeing much business during the pandemic. So he decided to brighten the days — nights, really — of patients and staff at Beverly Hospital.

With the help of a friend who also owns an event company,

Matt put on a light show at the hospital on a Saturday night in April and projected a giant “Thank you Beverly Hospital heroes” onto its walls on April 25.

Matt also reached out to his former colleagues at radio station North Shore 104.9, who played music synced to the light show.

A highlight was Club Nouveau’s cover of “Lean On Me,” played for those battling COVID-19 and those treating them. Patients and staff alike came to the windows to wave and say thank you. “I’m glad that everyone enjoyed it,” Matt said.

Caregivers



Beverly Staffer Uses Connections to Help Colleagues

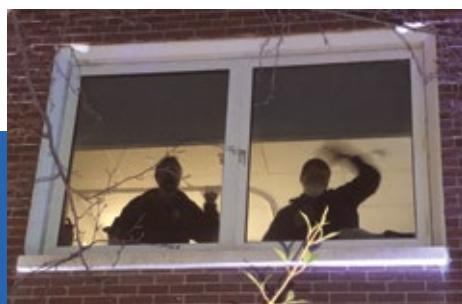
Fred Gronberg is always helping his colleagues at Beverly Hospital, on and off the clock. The part-time simulation technician and pet therapy volunteer also works as a corporate trainer with New England Biolabs (NEB), a biotechnology company based in Ipswich. Thanks to Fred's coordination and NEB's generosity, Beverly Hospital received thousands of masks for caregivers to use as they treated COVID-19 patients.

"For many of our people, if they need help, Beverly Hospital is where they go," said Chief Scientific Officer Sir Richard Roberts, who was knighted after winning the Nobel Prize in Physiology. "If there is something we can do to support them, we're happy to do it."

Barry Cohen, NEB's environmental health and safety

director and a close friend of Fred's, personally delivered 9,000 surgical masks to Beverly Hospital with Fred's help, and Roberts brought over 100 N95 masks the next day.

"I am so happy that New England Biolabs provided me with an opportunity to help my colleagues," Fred said.



Clinical Spotlight: Dr. Angus McIntyre

Beloved Oncologist Is a True Champion of Care



Dr. Angus (Sandy) McIntyre has been a shining light for Addison Gilbert Hospital patient Alan Plows over many years of treatment. “He is truly a gentleman and caring physician,” said Alan, who with his wife Sally, recently made a Champions of Care gift

to the hospital in Dr. McIntyre’s honor. “He has provided great guidance for the whole team at the Addison Gilbert cancer center. They are all beyond description!”

Dr. McIntyre stepped into his role as a hematology-oncology physician servicing both Beverly and Addison Gilbert hospitals in 2000 and has come to have a deep appreciation for the Gloucester community and his colleagues.

“I was originally going to work at Addison Gilbert for just one day a week,” he explained. When a fellow oncologist left her position a few months after he started, his work changed. “As I spent more time in Gloucester, I really began to enjoy my practice. I had great nurses with me, and I found that the community was a rewarding place to work.”

The first time Dr. McIntyre meets any patient, he immediately makes them the center of the conversation. “I always like to hear the patient tell their own story of how things developed. I can get a feel for them and for their understanding of their medical issue,” he said. “People are fearful of

treatment, and I find that fine line of telling them honestly what they can expect without increasing any fears they already have.”

“We are very fortunate to work with Dr. McIntyre,” said Cindy Cafasso Donaldson, the hospital’s vice president. “He brings a unique blend of clinical brilliance along with empathy and compassion to our patients.”

Alan’s experiences as a long-time patient of Dr. McIntyre reflect that description. “I have the utmost respect for him. He is always on top of what’s going on in his specialties, and so far for me, he is batting a thousand!”

The Cape Ann community has only enriched Dr. McIntyre’s experiences. “I’ve had some patients with very interesting lives over the years. It has made it so gratifying!” Together with his colleagues who call Cape Ann home, he takes great pride in caring for those who share this vibrant community.



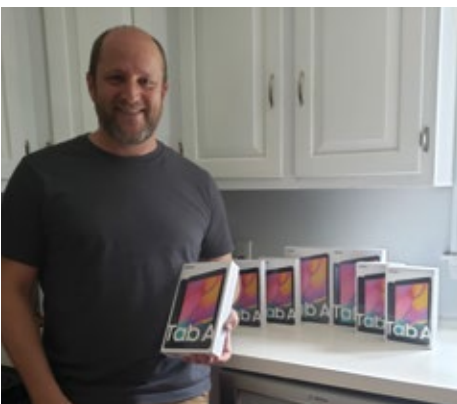


Social Media Plea Inspires Tablet Donation

The human toll of the COVID-19 pandemic has been especially apparent to Heidi Prieur, FNP, a nurse practitioner in Beverly Hospital's Emergency Department. She spent months treating patients whose families couldn't visit them due to the visitor restrictions put in place because of the coronavirus. Heidi decided to harness the power of social media.

"It is heartbreaking to see someone die alone, without having the opportunity to say 'goodbye' or one last 'I love you,'" Heidi wrote on Facebook. "I don't want our patients to die alone."

Her post reached Noah Hano. "If I was in a similar position and I couldn't say goodbye to my mother, father, brother, sister... I'm not sure how I'd get over that," he said. That empathy drove him to buy seven tablets for Beverly's ED to facilitate video chats between patients and their loved ones.



The gift hit home for Heidi because her own father had been sick with COVID-19 and she couldn't go see him. "You want to tell your family members, 'I love you, I want to be there, but I can't,'" she explained. "As healthcare providers, we want to help them as best we can."



Addison Gilbert Housekeeper Cheers Patients

Caroline DeBernardi is living proof that you don't need to be a doctor or a nurse to help patients who are ill with the coronavirus. As a service associate in the Department of Environmental Services at Addison Gilbert Hospital, she saw firsthand the loneliness that many of them were feeling because the COVID-19 pandemic forced hospitals to limit visitations.

A particularly long, gloomy stretch of rainy weather inspired Caroline to do something to help. Making a detour at a flower shop before her shift one morning, she walked into work carrying a dozen roses. She then went room to room, giving a rose to each patient.

"I had to do it," Caroline explained. "I think it meant a lot to them. It gave them a little bit of hope."

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Our Healthcare Heroes Still Need You!

Each year, 120 golfers have come together at the Essex County Club in our hospitals' biggest fundraiser of the year. Because of the coronavirus, we are unable to hold our annual Beverly & Addison Gilbert Hospitals' Golf Classic this fall. We'll miss seeing you on the links this year, but we hope you will still join us in supporting our frontline caregivers with a gift to one of our Healthcare Heroes funds. Now more than ever, our community hospitals need you with us.

giving.beverlyhospital.org | giving.addisongilbert.org



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