

# Bridgeport Hospital Foundation

2019 Annual Report | **Healthier Together**



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Bridgeport Hospital  
Foundation

## Healthier Together

The Bridgeport Hospital Foundation is honored to partner with generous donors like you who support Bridgeport Hospital's values of **patient-centeredness** – putting patients and families first; **respect** – valuing all people; **compassion** – being empathetic; **integrity** – doing the right thing; and **accountability** – being responsible and taking action.

Patients at Bridgeport Hospital, including our Milford Campus and our associated outpatient centers, experience the joy and renewed confidence that comes from improved health, thanks to your philanthropic donations.

Your support allows us to provide care that lifts barriers to healthcare access and critical programs that improve quality of life. With your help, we are able to transform our neighbors' lives by offering primary care coordination, cancer screenings, advanced burn treatments, palliative care, wellness checks for new mothers and their babies, mental health and bereavement services, financial assistance and so much more.

Thank you. We are undoubtedly stronger and **healthier together**.

Dear Friends,

As we conclude our 31st year, we at the Bridgeport Hospital Foundation are proud to say that in 2019 donors gave more than \$6.9 million in support of the hospital's mission. On behalf of the patients and families we are privileged to serve, we thank you for your kindness and support.

I would like to thank Michael Ivy, MD, for his service as interim president of Bridgeport Hospital and his steadfast support of the Foundation and commitment to advancing community health. We wish Mike well in his new role as deputy chief medical officer of Yale New Haven Health. We also warmly welcome the Hospital's new president, Anne Diamond, JD, CNMT, and look forward to a long and successful partnership.

Because of your generosity this year, Bridgeport Hospital's Primary Care Center established a Care Coordination team for underserved patients who will benefit from improved access to health services and community resources. Park Avenue Medical Center launched an outpatient Palliative Care program, which focuses on symptom relief and quality of life for cancer patients. The Women's Care Center at Bridgeport Hospital now provides postnatal wellness checks for new mothers to ensure early detection and treatment for issues they may experience with their newborns. And once again, our employees and medical staff showed their support by giving more than \$67,000 during the annual employee giving campaign.

In this 2019 annual report on philanthropy, we share four donor stories:

- Jessica and Timothy Keane, founders of the The Joseph Keane Fund, which provides bereavement support for parents who experience perinatal loss;
- Charles Morgan, MD, Bridgeport Hospital's chair of Psychiatry and Behavioral Health, and Sonja Narcisse, former Bridgeport Hospital Foundation board member, donors to Bridgeport Hospital's REACH Outpatient Behavioral Health Program;
- PSEG Foundation, benefactors of the Connecticut Burn Center at Bridgeport Hospital;
- Alexandra Wallace-Currie, breast cancer survivor, donor and Norma Pfriem Breast Center President's Council member.

Thanks to your generous support over the past three decades, the Bridgeport Hospital Foundation has touched the lives of thousands in our community. On behalf of our colleagues and trustees, we thank you.

With warmest regards,



**Stephen M. Jakab, CFRE**  
President  
Bridgeport Hospital Foundation



# Bridgeport Hospital Highlights

Guided by a single strategy to provide unparalleled value to the patients we serve, in 2019 Bridgeport Hospital continued to focus on making our care and services safer, better and more efficient for our patients.

## Leadership



### **A New President, A Continued Community Focus**

Anne Diamond, JD, CNMT, was named President of Bridgeport Hospital in September. Selected after an extensive national search, Diamond brings strong experience and familiarity in leading hospitals in an evolving healthcare environment. She previously served as President of Day Kimball Hospital in Putnam, Connecticut, and as Chief Executive Officer of UConn Health's John Dempsey Hospital.

## Facilities

### **Milford Campus of Bridgeport Hospital**

The State of Connecticut's Office of Health Strategy approved the integration of Bridgeport Hospital and Milford Hospital in June. Under the agreement, Milford Hospital, with its 450 employees and 135 attending physicians, became a campus of Bridgeport Hospital, a member of Yale New Haven Health. Recognizing the critical role the former Milford Hospital played in the delivery of health care to the region, future plans include developing the Milford Campus into a full-service acute care community hospital and center for healthy aging. The campus also features the successful Yale New Haven Hospital Rehabilitation and Wellness Center.

### **Improving Emergency Department Access**

To alleviate traffic congestion created by the number of ambulances arriving at the Emergency Department, Bridgeport Hospital opened a new, dedicated ambulance entrance specifically for patients without life-threatening symptoms. The ED saw upwards of 300 non-emergent patients a month, and the new entrance provided a more convenient and efficient entry point for patients, ambulance personnel and emergency vehicles.

## Patient Safety and Quality

### **Record Patient Volume**

More patients sought care at Bridgeport Hospital during the year, leading to daily records for inpatient volume and emergency department visits. The hospital attributed the surge in patient volume to an aging population coupled with complex medical conditions. To ensure the best care possible, the hospital identified additional bed space in medical/surgical units as well as procedural and specialty areas to provide safe, high-quality care with extra staff and resources.

### **High Reliability Organization**

Ongoing, dedicated efforts to become a high reliability organization (HRO) resulted in consistently positive outcomes. Bridgeport Hospital, as a member of Yale New Haven Health, embarked on the HRO journey more than five years ago and implemented significant work to reduce hospital-acquired infections. Daily safety huddles, along with the safety coaching program, improved communication about potential patient safety concerns.

## Clinical Innovation

### **A TAVR Milestone**

Bridgeport Hospital physicians performed the 100th Transcatheter Aortic Valve Replacement (TAVR) procedure in October. The Bridgeport Hospital program is the only one in Connecticut with a mortality rate of zero for the first 100 patients. TAVR is an effective, minimally invasive option for heart valve replacement due to narrowing of the aorta (aortic stenosis) in high-risk patients who are not appropriate for surgery. The valve is placed in the heart via a catheter through a small incision in the artery. The hospital stay is typically shorter than the open-chest approach, as is the recovery time.

### **Mobile Heartbeat Goes Live**

Mobile Heartbeat, a smartphone-based system that optimizes clinical communication and collaboration, rolled out in May. The system provides Bridgeport Hospital physicians and clinicians with the convenience of a mobile device while maintaining strict security protocols. It streamlines clinical workflows to accelerate decision-making, improve patient care and reduce costs.





### **New Treatment for Burn Victims**

The Connecticut Burn Center at Bridgeport Hospital became the first facility in Connecticut to use RECELL “spray-on skin” to treat burn victims. The autologous cell harvesting system is a new way of skin grafting that uses much smaller donor sites, which is particularly beneficial to patients with large burns who have limited healthy skin to use for grafting.

### **3D Mammography Standard**

As an added investment in cancer care, the hospital standardized 3D mammography throughout the Bridgeport Campus. The 3D imaging, when combined with a standard mammogram, can reduce the need for follow-up imaging, detect slightly more cancers than a standard mammogram alone and can improve detection of cancer in dense breast tissue.

## **Quality Recognition**

### **Pharmacy Residency Accreditation**

The Bridgeport Hospital Pharmacy Residency Program received a three-year accreditation from the American Society of Health System Pharmacists (ASHP) in November. ASHP accreditation recognizes the program’s commitment to standards and outcomes that contribute to the development of clinical pharmacists responsible for medication-related care of patients with a wide range of conditions.

### **Geriatric Accreditation**

In May, Bridgeport Hospital became the first hospital in Connecticut to earn Geriatric Emergency Department Accreditation from the American College of Emergency Physicians. The designation recognizes the Emergency Department for emphasizing the highest standards of care for older adults.

### **Top Docs**

More than 80 Bridgeport Hospital physicians were selected for inclusion in *Connecticut Magazine’s* 2019 Top Doctors listing. The magazine surveyed more than 5,000 physicians, asking them to recommend a doctor to whom they would send a loved one for expert medical care.

### **Leading in Diversity and Inclusion**

The Human Rights Campaign Foundation awarded Bridgeport Hospital its LGBTQ Healthcare Equality Leader designation in the Healthcare Equality Index 2019. The hospital was recognized for implementing LGBTQ-inclusive policies and practices in patient-centered care, patient services and support, fully inclusive employee benefits and policies, and patient and community engagement.



### Volunteer Awards

Volunteers and auxiliary members were honored during the April Volunteer Recognition Luncheon for achieving service milestones. During the past year, Bridgeport Hospital's nearly 250 volunteers contributed over 5,500 hours in a variety of patient care and support areas.

## Community Focus

### Healthy Communities

Bridgeport Hospital and St. Vincent's Medical Center shared the 2019 Connecticut Hospital Association Community Service Award for its leadership and support of the Know Your Numbers (KYN) cardiovascular wellness campaign. The program provided over 200 screenings for the underserved at local food pantries in 2019. Almost 20 percent of participants were referred for follow-up medical care and other community resources. The hospitals contributed a combined \$20,000 toward KYN. Each also dedicated three full-time staff members to the program.

### Food Pantry

Bridgeport Hospital became a monthly distribution site for the Connecticut Food Bank mobile food pantry. The mobile pantry, set up on hospital grounds, distributed food to individuals and families in the region. The pantry served more than 640 families during its first four visits to the hospital.

### Hospital-Sponsored Pop-Up Market

The East End Neighborhood Revitalization Zone pop-up market won the national Aetna Healthiest Cities Challenge. Sponsored by the Aetna Foundation, the American Public Health Association and the National Association of Counties, the challenge recognized the program's efforts of violence prevention, healthy food access and job training to address health inequities throughout the East End Market.

## Foundation Highlights

### GuideStar Recognition

Living up to its 30th anniversary theme of "Inspiration, Investment and Impact," the Bridgeport Hospital Foundation achieved Platinum Seal of Transparency recognition by GuideStar, which measures the progress and results of nonprofit organizations.



### Record Pink Pledge

The fifth Norma Pfriem Breast Center's Pink Pledge breast cancer awareness and fundraising campaign raised \$221,829 in October – a record for the initiative. The funds support the center's life-saving programs for women in need while promoting breast cancer awareness and early detection.

### Rose of Hope Luncheon

The Norma Pfriem Breast Center held its 20th Annual Rose of Hope Luncheon at the Fairfield County Hunt Club in Westport. Keynote speaker, actress/philanthropist Helen Hunt, joined over 600 guests to raise more than \$625,000 to support patients with breast cancer and to reduce the impact of the disease in the community.







### Engaged Employees Give Back

The Bridgeport Hospital Foundation's annual Employee Giving Campaign raised over \$67,000 for patient care services, the Fay Fund for non-medical needs of patients and the Employee Emergency Assistance Fund.

### Gift Benefits New Moms

The Bridgeport Hospital Foundation received a major gift from the Allison Family of Westport to support the hospital's new Postnatal Wellness Check Program. The service is available to all mothers of newborns, featuring early screening and education after childbirth for behavioral and other health issues such as pain and infection, hypertension, heart problems, blood clots, anxiety and depression.

### First in Primary Care

Through the generosity of our donors, Bridgeport Hospital was able to enhance primary care for underserved patients in the community. Two patient navigators were hired for the Primary Care Center to help manage access to health services and community resources.

### Holiday Toy Drive

Bridgeport Hospital employees donated over 500 new toys during the annual drive for the East End Food Bank.



# A legacy in memory of a life lost too soon

Fear washed over Jessica Keane one Sunday evening while she was in the kitchen packing lunches for the week ahead. She didn't feel her baby moving. The baby had normally been very active at that time of day. Jessica panicked, wondering when she had last felt her baby move.

Jessica's husband, Tim, encouraged her to remain calm and call her doctor. The doctor instructed the couple to come to the hospital immediately. When they arrived, the medical staff tried desperately to find the baby's heartbeat, but there was only silence.

"They confirmed what I knew deep down inside," Jessica said. "My baby had passed away."

Jessica, age 32 at the time, a school teacher with a 2-year-old daughter at home, was in good health but had repeated concerns throughout her pregnancy that something just didn't feel right. People told her not to worry, that pregnancy was especially difficult being a working mom. She wanted to believe that what she was feeling was normal and she held on to those assurances as long as she could.

At 37 weeks, Jessica had an ultrasound and further tests after she expressed additional concerns of discomfort. The results indicated that her baby had duodenal atresia, a condition in which the upper part of the baby's small intestine does not fully form and blocks the passage of food from the stomach. The atresia was causing a buildup of amniotic fluid and, thus, excessive growth and discomfort for Jessica.

The baby would need surgery soon after birth to repair the blockage. Jessica was to let the baby come to full term to be stronger for the procedure.

Instead, a few days later, she found herself being induced to deliver a stillborn child. She was completely unprepared for what she was about to face. As it was later confirmed, the baby had died in utero due to complications from duodenal atresia.

Jessica delivered a baby boy, and she and Tim named him Joseph. Jessica and Tim both took turns holding their son. He was baptized in his mother's arms, and moments later it was time to say goodbye.

"It all happened so quickly," Jessica recalled. "Tim and I were still coming to terms with what happened, but we had to make decisions we'd never dreamed of. Should we have a funeral? How much will it cost?"



A number of hospital protocols related to perinatal loss have evolved from the work of the Joseph Keane Fund, including the placement of a lily magnet on the doorframe of patients' rooms who experience the loss of a baby so that hospital staff can immediately recognize and be sensitive to the situation.

They decided to have a private burial with immediate family. "This gave us closure and allowed us to grieve without having regrets," Jessica said.

To cope with her loss, Jessica sought counseling, attended support groups and tried craniosacral therapy. In the midst of it all, she had profound insight.

"I realized that I had the financial and emotional support I needed to heal from this traumatic experience, but others in the community do not," Jessica said.

She discussed her desire to address this need in the Bridgeport area with her grandfather, Joseph Boyce, who she always admired for his service to those in need. That's when she approached Bridgeport Hospital with the idea for the Joseph Keane Fund.

The Joseph Keane Fund was established in 2012 to supply resources to families who experienced perinatal loss at Bridgeport Hospital. Resources include reading materials on grief and a special memory box for the family. Nurses assemble the memory boxes with a collection of items including the baby's handprints and footprints and photographs.

"Memory boxes are very important to these families. They're the only tangible evidence people have of their child," explained Kelley Reddington, nurse manager for Labor and Delivery at Bridgeport Hospital.

"When you don't bring your baby home, it's hard to believe he was real," Jessica said. "Whenever I questioned if this experience really happened, I opened Joseph's memory box."





Jessica and Timothy Keane, founders of the Joseph Keane Fund.

Now in its seventh year, the fund has helped more than 200 grieving families. It even provided the financial support for three low-income families to have a funeral for their baby.

“Not only are these families devastated from losing their child, they struggle with being unable to afford funeral services. They deserve to have a proper burial for their baby and to grieve without regrets,” Tim said.

The Joseph Keane Fund has also played a part in effecting improvements related to how hospital staff care for families who experience perinatal loss. A team of clinicians, including Reddington, was formed at Bridgeport Hospital to help implement policies and educate staff on how to support these families.

The team recently created a checklist on protocols for navigating perinatal loss that originated from an idea Tim had after reading *The Checklist Manifesto*, a book on how using a checklist in a medical setting can enhance patient care. This checklist enables staff to better assist families who experience these unfortunate losses.

“I think about how far we’ve come in helping these families in their darkest hour and it gives me shivers every time. I am incredibly proud to be a part of this team,” Reddington said.



Jean Tornatore, MD, medical director, Labor and Delivery; Kelley Reddington, RN, nurse manager, Labor and Delivery; Elisabeth Schneider, coordinator, NICU Developmental Follow-up Program; Tim and Jessica Keane, Fund founders; Michael Berman, MD, keynote speaker; Leslie Shannehan, perinatal volunteer coordinator; and Melissa Silver, events and donor engagement manager, at the Joseph Keane Perinatal Bereavement Lecture at Yale New Haven Hospital.

The Keanes have held lectures for more than 200 clinicians from hospitals across Connecticut to raise awareness on how compassionate care plays a huge part in the lives of families who lose their babies. In the past year, life came full circle for Jessica and Tim as they were asked to speak to a room full of clinicians at Yale New Haven Hospital, which is where Joseph was delivered.

“It was a proud day, as a lot of work over the last seven years went into making it happen,” said Tim.

The Keanes’ program was also shared at the Association of Women’s Health Obstetric and Neonatal Nurses’ conference in Atlanta as a model for other health systems to use.

“Channeling our energy into something positive for others has helped us heal,” Jessica said. “We can’t take anyone’s pain away, but if we can help families receive proper care and closure after their loss, we’ve made a huge impact in the name of our son, Joseph.”

To learn more about the Joseph Keane Fund visit <https://foundation.bridgeporthospital.org/joseph-keane-stillborn-perinatal-bereavement-homepage/>.



Charles Morgan, MD, chair of Psychiatry and Behavioral Health, Bridgeport Hospital, and Sonja Narcisse, former Bridgeport Hospital Foundation board member.

# Treating minds and changing lives

Quality mental health services are critical to people struggling for access to limited resources. Thanks to Bridgeport Hospital's REACH Program, patients in Fairfield County are able to receive life-altering care.

"We couldn't be offering this type of program without the support we receive from the community," said Charles Morgan, MD, chair of Psychiatry and Behavioral Health, Bridgeport Hospital. "The funds that we have attracted this year have gone directly into quality patient care and it's something that we're really proud of."

REACH is an intensive, outpatient psychiatric program for children, adolescents and adults designed to help them manage their illness through mental health assessments, group therapy, medication management, case management and after-care planning.

"This is not just a Bridgeport issue," added former Bridgeport Hospital Foundation board member Sonja Narcisse, who helped spearhead the program's initial fundraising push. "This is an issue that impacts all of us and if we don't provide mental health support early on, that gap in care will create even larger issues for everyone down the line."

Despite the REACH Program's importance, insurance funding often fails to fully meet the need.

"Mental health services aren't reimbursed appropriately," Dr. Morgan explained. "I know that Yale New Haven Health, Bridgeport Hospital and our patients see the value in the program, but it appears our payers do not. I'm speaking about all insurances, but particularly our government sources like Medicare and Medicaid."

Donors are key to making up the insurance shortfall. These contributions directly impact the lives of REACH patients by allowing the program to hire and retain excellent staff.

"We couldn't be offering this type of program without the support we receive from the community," said Charles Morgan, MD, chair of Psychiatry and Behavioral Health, Bridgeport Hospital. "The funds that we have attracted this year have gone directly into quality patient care and it's something that we're really proud of."

"The way the community and donors have responded to the REACH Program is an incredible boost for us. It has allowed us to hire a medical director, Dr. Margarita Munoz, who is passionate and bright and innovative. We have always had good staff, but to see the excitement and energy that they now bring... it's gone to another level."

Donations are also used to expand existing program offerings like child transport. The state of Connecticut mandates that a trained employee accompanies children on the bus as they are shuttled to and from mental health programs like REACH. Thanks to the generosity of donors, REACH hired someone to fill this position and now offers this service.

"This eliminates a barrier to care that families would otherwise have," Dr. Morgan said. "The alternative would be to have parents leave work to bring their children to and from the program and in many cases that simply isn't feasible."

Narcisse underlined the importance of philanthropy, saying, "We need to make sure that we're providing the kind of program that is going to make a difference to someone who is dealing with mental health issues. Contributions from our donors allow the talented people at REACH to do that."



# Partnership is a powerful force

Each September, more than 130 golfers from around the tri-state and New England area gather to participate in the annual CT Energy Partners Golf Classic to support the Connecticut Burn Center at Bridgeport Hospital. The event is a cherished tradition that spans nearly 30 years.

“PSEG has a special and time-honored relationship with the Connecticut Burn Center at Bridgeport Hospital,” said Vincent Fiumidini, Plant Manager of PSEG Power Connecticut’s Bridgeport Harbor Station. “Burn and trauma centers provide critical care when people need it most, which is especially crucial in our industry.”

The relationship dates back to 1980, when a group of plant workers at PSEG Power Connecticut’s Bridgeport Harbor Station got together to play golf and donate their extra funds to the Connecticut Burn Center at Bridgeport Hospital. As interest increased, it led to the first Bridgeport Harbor Station Annual Golf Classic in 1991. PSEG continued to champion the cause when the company acquired Bridgeport Harbor Station in 2002. As support for the Burn Center continued to grow throughout the industry and the region, the annual Golf Classic grew into the CT Energy Partners Golf Classic.

Established in 1973, the Connecticut Burn Center at Bridgeport Hospital is the state’s only dedicated burn care facility and one of only 67 burn centers in the United States verified by the American Burn Association. The center treats nearly 250 inpatients a year and receives more than 800 outpatient visits. Its multidisciplinary staff includes surgeons, nurses, physician assistants, physical therapists, dietitians and social workers.

Through the years, the CT Energy Partners Golf Classic has raised more than \$1.1 million for the burn center. Proceeds from the tournaments and additional grants from the PSEG Foundation have helped support the addition of an overnight suite for families of patients; renovations to patient rooms to provide more privacy and comfort; improvements to the center’s rehabilitation room; and the construction of a larger, more efficient nursing station and staff work area.

“Thanks to the generous support of PSEG and their partners in the energy industry, Connecticut has a state-of-the-art burn center for patients, their families and staff,” said Steve Jakab, president of the Bridgeport Hospital Foundation.

Most recently, donations from the PSEG Foundation enabled the Center to fund an outreach coordinator who shares knowledge about burn care with the general public, emergency medical transport partners, and other hospitals, helping to increase burn and trauma awareness, prevention and treatment. The PSEG Foundation also provides financial support for the Arthur C. Luf Children’s Burn Camp for children with burn injuries, a program of the Connecticut Burns Care Foundation.

“Thanks to the generous support of PSEG and their partners in the energy industry, Connecticut has a state-of-the-art burn center for patients, their families and staff,” said Steve Jakab, president of the Bridgeport Hospital Foundation.

“PSEG and the PSEG Foundation aim to help build sustainable, thriving communities by supporting and empowering people and organizations in the communities where we live and work, and our relationship with the Connecticut Burn Center exemplifies this effort,” said Jim Gilroy, PSEG Community and Public Affairs. “We are proud to partner with the Connecticut Burn Center at Bridgeport Hospital in their efforts to raise burn awareness and their mission to provide the highest standard of care to the region.”



2019 CT Energy Partners Golf Classic.



Alisa Savetamal, MD, medical director, Connecticut Burn Center, and Karl Wintermeyer, station manager of PSEG's Bridgeport Harbor Station.





Alexandra Wallace-Currie, Norma Pfriem Breast Center President's Council.



# Survivor, entrepreneur finds kindred spirits at Norma Pfriem Breast Center

Alexandra Wallace-Currie clearly remembers what she told her oncologist after he reviewed her treatment regimen for stage 2 breast cancer.

“I said, ‘OK. How do I fit cancer into my life?’”

That was in 2010, and the mother of three has been helping others with cancer live life to the fullest ever since.

Wallace-Currie and her family were living in London when she was diagnosed, and she recalls feeling guilty about the care and array of support services she was receiving at a prestigious, private cancer treatment center there.

“I knew other people with cancer couldn’t afford this kind of care and support, and I wanted to do something to help.”

She did, by turning a talent for art and crafting into a vehicle to educate, comfort and empower others. A longtime knitter, Wallace-Currie made her first hat when she lost her hair during chemotherapy. She attached a cheery pom-pom to that hat, and the Pink Pom-Pom Project was born. Through the Project, Wallace-Currie provided art therapy and support to cancer patients in need throughout London.

The Project continued after she and her family moved to Fairfield, CT, in 2011. Wallace-Currie opened a crafts store to help fund the Project and expand its art therapy and life-skills workshops to inner-city youth.

Soon after moving to Fairfield, Wallace-Currie heard about the annual Rose of Hope Luncheon to benefit the Norma Pfriem Breast Center. Part of Smilow Cancer Hospital, the Norma Pfriem Breast Center offers advanced care and comprehensive services at locations in Trumbull, Fairfield and Bridgeport Hospital. Each year, the Norma Pfriem Breast Center provides financial assistance to nearly 1,500 uninsured and underinsured women.

At her first Rose of Hope Luncheon, Wallace-Currie sat at a table with Breast Center staff, whom she immediately recognized as kindred spirits.

“I am such a huge supporter of the Norma Pfriem Breast Center. Everyone there – the staff, patients and volunteers – we’re all in it for the mission.”

“I could not believe the event,” she said. “It was so humbling. These were people who were doing exactly what I felt so strongly about.”

Wallace-Currie’s commitment to, and support of, the Breast Center has grown stronger since that day. She has served on both the Center’s President’s Council and Advisory Board since 2016.

Ever the entrepreneur, she has switched gears professionally – turning a beekeeping hobby into the Park City Honey Co. The company employs and empowers cancer patients and survivors, along with at-risk youngsters.

While her work and numerous other charitable activities keep Wallace-Currie busy, she is always there for the Breast Center, just as the Center is always there for people who need it.

“I am such a huge supporter of the Norma Pfriem Breast Center,” she said. “Everyone there – the staff, patients and volunteers – we’re all in it for the mission.”

# A center for hope and inspiration celebrates 20 years of compassionate care

For 20 years, Norma Pfriem Breast Center has been a place where people in the greater Bridgeport community could turn for comprehensive breast health and wellness services. Over the past two decades, the Breast Center has helped nearly 40,000 people with expert diagnostic care and treatment, emotional support and integrative medicine, regardless of their ability to pay.

When the Breast Center opened in 1999, it transformed breast care in Connecticut. It was the first free-standing community breast center in the state to offer rapid diagnosis of breast health issues and one-stop coordination of care and patient navigation, which helps guide patients through the journey of cancer care.

As the Breast Center has grown, so have its breast cancer services. Today, it offers services such as genetic testing and counseling, advanced clinical trials, targeted and personalized treatment options, and a wealth of wellness services in the treatment and recovery process, such as Reiki and massage therapy, counseling and education, yoga, support groups and more.

Breast cancer can take a physical, emotional and financial toll on people's lives. Many patients cut back on work, and some have to leave work entirely. Thanks to the funds that are donated to its programs, the Breast Center offers financial assistance to 1,500 patients each year. This assistance not only makes it possible for patients to receive services at the Breast Center without seeing a bill, it also goes toward helping them pay their rent and utilities while they undergo treatment. The Breast Center believes that no one should have to worry about losing the comforts of home while they're focusing on recovery.

In addition to providing world-class care and financial assistance, the Breast Center's mission is to educate women and men about breast health and wellness. Through health fairs and community outreach programs, the Breast Center teaches more than 10,000 people annually about the importance of routine screenings and how to access breast care services.

The Breast Center is one of only 500 centers nationwide accredited by the National Accreditation Program for Breast Centers, which upholds the highest standards of care for patients with diseases of the breast. It is also a proud member of the prestigious National Consortium of Breast Care Centers.

In 2015, the Breast Center launched Pink Pledge, which celebrated its fifth anniversary this year. Pink Pledge is a month-long, community-wide campaign that has raised more than \$1.1 million since inception in support of the Norma Pfriem Breast Center, as well as a broad awareness for breast health. Thousands of people in the town of Fairfield and beyond have pledged to donate, participate and educate others in the last five years.

"This remarkable community support for the Breast Center has enabled it to change tens of thousands of lives in greater Bridgeport and helped it become a model for breast centers across the country," said Donna Twist, PhD, executive director, Norma Pfriem Breast Center. "That is indeed something to celebrate!"



2019 Pink Pledge Chairs, Meghan McCloat, Marlene Battista and Kristen Staikos.



Bank of America's Nikolas Totaro (left), Gina Douvas (second from right) and William Tommins (far right), 2019 Rose of Hope lead corporate event sponsors, with Donna Twist, PhD (second from left) and Helen Hunt (center).





2019 Rose of Hope, Rose of Humanity sponsors Eunice Bigelow (left) and Cindi Bigelow (right) with guest Pam Brennan (center).



Donna Twist, PhD, with 2019 Rose of Hope benefactors Lauren Fuchs and Roberta Conroy.



Mary Pronovost, MD, medical director, Norma Pfriem Breast Center and Lori Pickens, senior vice president, Oncology Services and executive director, Smilow Cancer Hospital.



Judy Nessel, 2019 Rose of Hope Event benefactor with guest Sally Wallace.



2019 Pink Pop Up Party chairs Brooke Bento, NPBC President's Council, and Mollie Milano and Kate Pigué, NPBC.



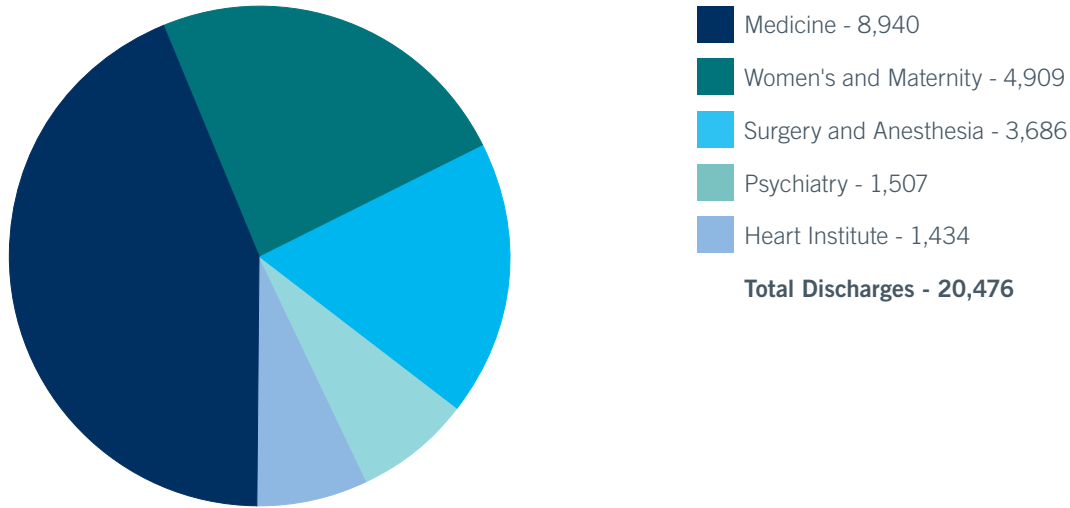
2019 Beth Davis Rose of Hope Tennis Tournament chairs Mollie Milano (far left) and Nancy Bento (second from right) with People's United Bank event sponsor Valerie Senew (center), and guests Sandra Graf and Patricia Bradley.



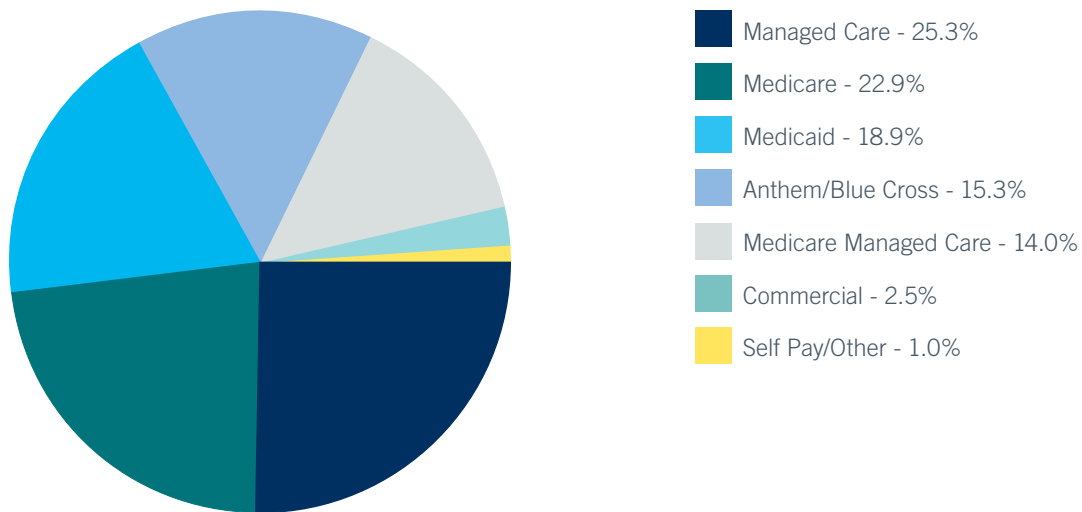
(l-r) Pink Aid Foundation 2019 Co-Presidents Tammy Zerkowitz and Jean LePore with Pink Aid founding members Rene Mandis, Andrew Mitchell Namdar, Amy Katz, Deb Placey and Amy Gross.



### Hospital Inpatient Discharges by Service Line

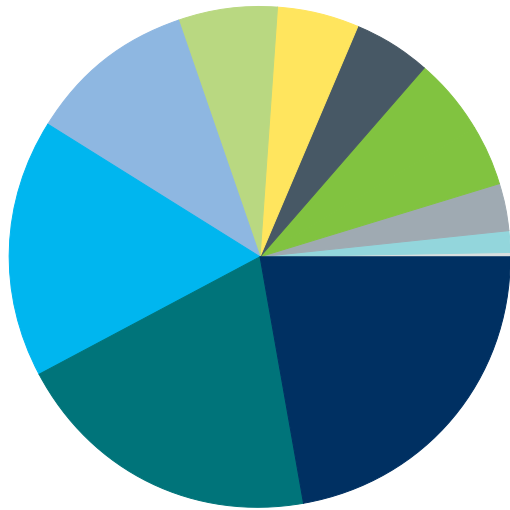


### Net Patient Service Revenue by Source



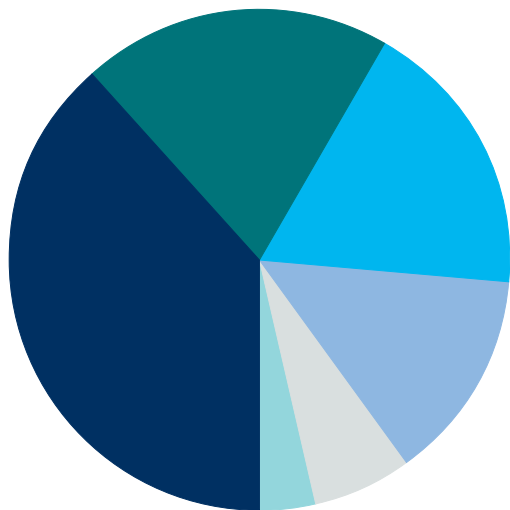
Percentages may not equal 100 due to rounding.

### Outpatient Services - Patient Visits



- Emergency Department - 73,833
  - Radiation Therapy Satellite Diagnostic Imaging - 66,203
  - Laboratory - 54,327
  - Hospital Clinics - 36,358
  - Cardiac - 20,645
  - Ambulatory Surgery - 17,028
  - Rehabilitation - 16,727
  - Other - 16,124
  - Observation - 12,928
  - Antenatal Testing Unit and Electronic Fetal Monitoring - 10,991
  - Gastrointestinal Procedures - 4,542
- Total Outpatient Visits: 329,706**

### Expenses by Major Category



- Salaries and Benefits - 38.6%
- Purchased Services - 19.8%
- Supplies and Other Expenses - 18.1%
- Physician Fees - 13.5%
- Interest and Depreciation - 6.4%
- Professional Fees - 3.6%

Bridgeport Hospital and the Bridgeport Hospital Foundation, Inc., gratefully acknowledge the generosity of the following donors for the calendar year beginning January 1, 2019, and ending December 31, 2019.

Please note that monetary gifts of \$250 and above are listed. Although donations made through special event programs such as live and silent auctions and raffles are most appreciated, those gifts are not included.

A list of donors to the Norma Pfriem Breast Center begins on page 23.

We apologize for any omissions or inaccuracies. If you have any questions or concerns, please call the Bridgeport Hospital Foundation office at 203-384-3522.

Thank you for your continued support!

## The Susan Hubbell Society

The Susan Hubbell Society recognizes those who have made a commitment in their estate plan to provide enduring support for Bridgeport Hospital. In the 1870s, Susan Hubbell bequeathed \$13,500 and a one acre lot of land for the construction of the hospital.

Your membership in the Susan Hubbell Society offers you a wonderful opportunity to leave a lasting legacy and also allows you to help define the future of Bridgeport Hospital.

Please contact Lyla Steenbergen at [lyla.steenbergen@bpthosp.org](mailto:lyla.steenbergen@bpthosp.org).



(l-r) Joseph O'Connell, MD; Rich Cummings and Steve Jakab.



(l-r) Anthony D'Souza, MD, Sally D'Souza, Pepita Adefuin, MD, and Zosimo Adefuin, MD, at the 2019 Donor Appreciation Reception.

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(l-r) Director of Patient Experience, Volunteer Services and Spiritual Care Shannon Kemp with Tina-Marie Valente and Monica Kovac from Patient Relations.



Kristin Edwards, MD, (left) medical director of Palliative Care and Physician Wellness, stands with Howard Taubin, MD (third from left) and speaker Adam Landman, MD, (second from right) Vice President, Chief Information and Digital Officer at Brigham Health in Boston at the 2019 Howard L. Taubin, MD Lectureship.



(l-r) Dennis Poster, Dana Maiocco, Andrew Kenler, MD and Phil DiGennaro.

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(l-r) Toby Cosgrove, MD, former CEO and President of Cleveland Clinic; Emil Meshberg; Anne Diamond, JD, CNMT; Mary Ellen Kosturko, RN; Steve Jakab and Robert Stanton, MD, at the Susan Hubbell Planned Giving Society Luncheon.



(l-r) Bridgeport Hospital Foundation staff Susan Chudwick, Sharon Gosha, Steve Jakab, Karen Charleston, Elaine White and Anna Lecardo celebrate Spirit Day for the Employee Giving Campaign. (Missing: Melissa Silver and Lyla Steenbergen.)



(l-r) Carmen DoRosario and Charles Morgan, MD.



(l-r) Susan Chudwick, Arla Wiles, Julie Parry, Kristen Glasgow, MD, and Kim Bielecki, RN, show off the latest trends in casual chic attire at the Bridgeport Hospital Auxiliary Girls' Night Out fashion show.



(l-r) Denise Fenton, Martha Taubin, Carla Klein and Ivy McKinney.

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(l-r) Bridgeport Hospital Foundation Board of Trustees member Carla Klein along with Susan Schettini, Kathy Davidson and Caroline Mudrick at the 39th Annual Kaulbach Memorial Golf Classic.

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(l-r) Arnold DoRosario, MD, and Carmen DoRosario; Jodie Boldrighini; Anne Diamond, JD, CNMT; Nabil Atweh, MD, and Ulla Atweh; Lois Lipow and Ken Lipow, MD.



Nabil Atweh, MD (second from left), and Alisa Savetemel, MD (fourth from right), stand with members of the Connecticut Burns Care Foundation at the annual Walter E. Pleban Memorial Lecture.





(l-r) Pat Fedak, Steve Jakab, Selma Cohen and Simin Allison.



William B. Meyer, Inc. continued its support of the Dr. Tom Kennedy Toy Closet with its annual donation of toys and care packages. Amparo Castillo from the Bridgeport Hospital Auxiliary and Melissa Silver stand with the Meyer team.

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 Dr. Perry Saxe  
 Jose Sauri  
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 Jalarum Bapa  
 Dr. Larry Blum's 90th Birthday  
 Bridgeport Hospital Emergency  
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 Bridgeport Hospital West  
 Tower 6 Staff  
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 Bridgeport Hospital  
 Geriatric Psych Unit (NE8)  
 Bridgeport Hospital  
 Northeast 7 Nursing Staff  
 Bridgeport Hospital  
 Northwest 7 Nurses  
 Bridgeport Hospital  
 Surgical ICU/ET 7 Staff  
 Bridgeport Hospital  
 West Tower 8 Staff  
 Bridgeport Hospital  
 West Tower 10 Staff  
 Bridgeport Hospital  
 West Tower 7 Oncology Staff  
 Bridgeport Hospital  
 Wound Care Center  
 Dr. Jairo Castillo  
 Dr. Judith Castillo  
 Dr. Ronika D. Choudhary  
 Dr. Andrew Cutney  
 Dr. Alan H. Feldman  
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 Rosalinda Jimenea, RN  
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 Tina Keating, LPN  
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Bridgeport Hospital President Anne Diamond, JD, CNMT; Andrew Kenler, MD; and Bridgeport Hospital Chief Operating Officer Pam Scagliarini.



Christopher Flores (second from left), interim Pharmacy manager at the Milford Campus, and Teresa Papstein (right), associate director of Pharmacy at Bridgeport Hospital, celebrate Spirit Day with Pharmacy staff.



Jonathan Maisel, MD, and Neil Jain, MD, receive Honor Your Caregiver certificates in the presence of their Emergency Department colleagues and Bridgeport Hospital senior staff.



Peg Perillie stands with her daughters (center) at the 2019 Pasquale Perillie, MD, Memorial Lecture.

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 Julia Lisi, RN  
 Dr. Bruce McGibbon  
 Paul McGuire, RN  
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 Marianne Scofield, RN  
 Dr. Gregory N. Soloway  
 Stephanie Thain, RN  
 Trumbull Radiation Oncology  
 Therapists  
 Dr. Edward Tuohy  
 Lizz Watts, PCT  
 Jen Yaggi, LMT

**Norma Pfriem  
 Breast Center**

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 Group, P.C.  
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 Employees Fairfield  
 Pequot Running Club, Inc.  
 Poarch Realty Group  
 Gabrielle Pino PAC, LLC  
 Water Rats Parents Club, Inc.  
 Wooster Catwalk for a Cure

St. Thomas Aquinas School  
 Stratford Volunteer EMS  
 Assoc. Inc.  
 The Style Shed  
 TD Bank, N.A.  
 Tomlinson Middle School  
 Venman & Co. LLC  
 Yale University  
 Mammography Section  
 YourCause, LLC Trustee for  
 Mastercard Impact Fund

## Corporations and Organizations

### Platinum Leadership

#### \$10,000 and above

Bank of America  
 The Benevity Community  
 Impact Fund  
 Fairfield Catwalk for a Cure  
 Fairfield Country Day School  
 Greenwich Breast Cancer  
 Alliance Inc.  
 Jaguar Land Rover Fairfield  
 Joel Barlow Catwalk for a Cure  
 People's United Bank  
 Pullman & Comley, LLC  
 Robert D. Scinto, Inc.  
 Yale New Haven Hospital

#### \$5,000 - \$9,999

R.C. Bigelow, Inc.  
 Bridgeport Firefighters  
 Community Services Fund  
 Local 834  
 Connecticut Breast Health  
 Initiative, Inc.  
 Fairfield University  
 Smilow Cancer Hospital  
 Yale New Haven Health

### Gold Leadership

#### \$2,500 - \$4,999

#Cancerland  
 CT Sun Foundation  
 EMCOR Group, Inc.  
 Houlihan Lawrence Inc.  
 Lauralton Hall  
 Norton Rose Fulbright US LLP

### Silver Leadership

#### \$1,000 - \$2,499

Advanced Grow Labs, LLC  
 America's Charities  
 Ashcroft Inc.  
 Assumption Catholic School  
 Bright Beginnings Early  
 Childhood Program  
 Burr Elementary School  
 California Closets  
 Cascade Engineering  
 Cosmetic and Reconstructive  
 Dentistry Associates, P.C.  
 Country Cow of Fairfield, LLC  
 Fairfield Dairy Queen  
 Fairfield Ludlowe High School  
 Fairfield Woods Middle School  
 Fifth Generation Inc.  
 Friendly Cleaners of  
 Fairfield LLC  
 General Reinsurance Corporation  
 Horseshoe Restaurant, Inc.  
 Jarosa Corp.  
 Knopf Law LLC  
 The Label Exchange  
 Mill Hill School  
 Notre Dame Catholic  
 High School  
 OB/GYN of Fairfield County, LLC  
 The Patterson Club  
 Penfield Collective LLC  
 Pier Way Partners LLC  
 Pine Creek Deli  
 Riverside Realty Group  
 Roger Sherman  
 Elementary School  
 H. Smith Richardson  
 Women's Golf

### Sponsors

#### \$500 - \$999

Anonymus  
 Apricot Lane  
 The Bar Method Fairfield  
 Beautycounter  
 Boca Oyster Bar  
 Jeff Bousquet Painting and  
 Home Improvement Inc.  
 Choice Pet Supply  
 Cohen & Wolf, P.C.  
 Country Club of Fairfield  
 Davis Cup Tennis Courts LLC  
 Dojo Fairfield  
 Dwight Elementary School  
 Eli Whitney PTA  
 Fairfield Automotive Service  
 Fairfield Warde High School  
 Fayerweather Yacht Club, Inc.  
 Flipside Burgers & Bar  
 GLDESIGN  
 Grega Painting and Decorating  
 Hair Bellagio, LLC  
 Heidell, Pittoni, Murphy &  
 Bach, LLP  
 In the Mood Intimates, LLC  
 J. McLaughlin  
 Joe's American Bar & Grill  
 Lordship Elementary School  
 Mo's Wine & Spirits  
 Old Post Tavern LLC  
 Pediatric Healthcare Associates  
 Anne Pigué Design  
 PPG Development, LLC  
 Regulators Auto Club  
 Ring's End, Inc.



2019 Rose of Hope, Rose of Strength sponsor Georgia Adams (center) and guests.

Santa Energy  
 Shaughnessey-Banks Funeral Home, Inc.  
 Shelton High School  
 Girls Soccer  
 Snyder and Pritchard Homes  
 Southport Diner  
 Southport Veterinary Center  
 Stockman O'Connor PLLC  
 Jettie S. Tisdale  
 Elementary School  
 West Shore Middle School -  
 The Builders Club  
 Wisdom and Youth, LLC

**Patrons**

**\$250 - \$499**  
 A & S Fine Foods  
 Alchemy, The Salon  
 Aurora's  
 Black Rock Bodyworks LLC  
 Geraldine Claytor  
 Magnet Academy  
 CT Spa Group, LLC  
 Fairfield Dermatology  
 Frankie's Diner  
 Gavali Salon  
 LG Home & Design  
 Merry Maids  
 New Beauty Wellness Spa  
 North Stratfield  
 Elementary School  
 Odyssey Reinsurance Company  
 The Perfect Pair LLC  
 Pirouette Photography  
 Prime Findings, LLC  
 Roger Ludlowe Middle School  
 She La La LLC  
 Bridgeport Diocesan Schools  
 Corp. St. Aloysius School  
 Stratford Academy, Johnson  
 House School  
 Willows Pediatric Group, PC  
 Workers' Compensation Trust

**Friends**

**\$100 - \$249**  
 Alexander's Golf Shop, LLC  
 The Bridge Academy  
 Diamond Properties  
 Management, LLC  
 Driftwood Sandwich Shop  
 Elements Massage  
 Environmental Engineering  
 Incorporated  
 European Wax Center  
 Fairfield LLC  
 Fairfield County Bank  
 Fairfield Little League  
 Girls Softball  
 Fairfield University Bookstore  
 Hair Attraction  
 Hands On Pottery, LLC  
 Holland Hill School  
 Impact Personnel, Inc.  
 Jennings School P.T.A.  
 KL & Sam  
 Ladies Auxiliary S.S.  
 Norden Club  
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 Mathnasium  
 Osborn Hill Elementary School  
 Pinnacle Press  
 Riverfield Elementary School  
 Robeks Juice  
 The Soccer Post  
 St. Joseph High School  
 St. Luke's School  
 St. Mark's Day-Care Center, Inc.  
 Tallman Segerson Builders, LLC  
 Total Look Salon of Fairfield  
 Friends of Trumbull High School  
 Girls Soccer

**Foundations**

**Platinum Leadership**

**\$10,000 and above**  
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 Foundation  
 Boehringer Ingelheim Cares  
 Foundation, Inc.

Bridgeport Hospital Foundation  
 Citrone 33 Foundation, Inc.  
 The DeMattia Charitable  
 Foundation, Inc.  
 The Fuchs Family Foundation  
 The Inglesia Charitable Trust  
 David Lane Trust  
 Alice Lawrence Foundation, Inc.  
 Irwin and Dorothy Nessel  
 Family Foundation  
 Pink Aid, Inc.  
 The Plastic Surgery Foundation  
 Quidditch Foundation, Inc.

**\$5,000 - \$9,999**

Ayco Charitable Foundation

**Gold Leadership**

**\$2,500 - \$4,999**  
 The Cancer Couch Foundation  
 The Kraft Family Foundation

**Silver Leadership**

**\$1,000 - \$2,499**  
 The Barden Foundation, Inc.  
 The Benedict-Miller Foundation  
 Fairfield Fire Fighters  
 Charitable Foundation  
 The Kreitler Foundation, Inc.  
 Nesi Family Foundation  
 Wilmot Wheeler Foundation, Inc.

**Sponsors**

**\$500 - \$999**  
 Emil and Toby Meshberg Family  
 Foundation, Inc.

**Patrons**

**\$250 - \$499**  
 The Macinnis Family Foundation

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**\$100 - \$249**  
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(l-r) Bridgeport Hospital Board Member Ed Rodriguez with Bob Cenci and Bridgeport Hospital Foundation Board of Trustees Chairman Emil Meshberg at the 39th Annual Kaulbach Memorial Golf Classic.



The Bridgeport Hospital Auxiliary celebrated its Diamond Anniversary (60 years) in 2019.

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The Bridgeport Hospital Foundation Board of Trustees. Standing: (l-r) Robert Moskowitz, MD; Jason Mudd; Anne Diamond JD, CNMT; Emil Meshberg; Cesar Garcia. Seated: (l-r) John Falconi; Carla Klein; Robert Stanton, MD; Ivy McKinney; Steve Jakab.

# Vision, Mission and Values

## Vision

Yale New Haven Health enhances the lives of the people we serve by providing access to high-value, patient-centered care in collaboration with those who share our values.

## Mission

Yale New Haven Health is committed to innovation and excellence in patient care, teaching, research and service to our communities.

## Values

Patient-Centered - Putting patients and families first

Respect - Valuing all people

Compassion - Being empathetic

Integrity - Doing the right thing

Accountability - Being responsible and taking action

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