

Celebrating
125 Years of Excellence



Get Your 125th T-Shirt Now!

Show your Highland pride with a commemorative 125th T-Shirt available for sale in the gift shop. T-Shirts are sold in sizes small through XX-Large and cost \$6.00, payable by cash, check, credit card or Quickcharge. Employees are encouraged to wear the T-Shirt on our birthday, Thursday, April 10, Fridays during our birthday month and during PRIDE Week in June.



Dottie Haelen's Baby Picture

Time Capsule Results

Picture this: It's 2039 and the hospital is celebrating Highland's 150th anniversary. They dig up our time capsule to get a glimpse of who we are today. Their first impression of us will probably be: "Wow, those people could really dance!" because 77 percent of today's employees wanted the Pink Glove Dance Video included in the 2014 time capsule. Other frontrunners: the 2014 Commemorative Calendar (55% of votes) and the group photo of Highland employees we'll take on April 10 (48% of votes). Write-in votes were clever, too:

- Patient-created tiles in the corridor
- The Highland Mosaic
- A copy of the Magnet award
- The cafeteria's recipe for apple crisp!



Look for the Time Capsule table on our birthday and cast your vote. Then plan to attend the dedication ceremony during PRIDE Week!

Born at Highland!

These staff members are truly part of Highland's history as they were born at Highland Hospital; we just won't tell you what year!

Katherine Ambrose	Natasha Dineen	Melanie Mannillo		
Audrey Barclay	Christine Dorn	Colleen Mastin		
Sara Berardicurti	Eric Foster	Denise Mateikis		
Sonya Bermudez	Cathy Fronczak	Germano		
Linda Booth	Catherine Garzone	Melanie Mchugh		
Susan Brigh	Joan Gift	Natalie Mercado		
Matthew Calamia	(nee Miller)	Chris Momot		
Karen Cassidy	Adam Howard	Katie Montgomery	Fran Reichold	Carla Spinder
Rodger Chenelly	Dorothy Haelen	Stephanie Munding	Mary Reilly	Patricia Steffen
Christine Cignarale	Debbie Hurd	Cathy Oakes	Carolyn Reiss	Ann Steinbach
Kent Coil	Tequilla Jones	Elise Odea	Don Riley	Nicole Stocking
Joseph Coon	Barbara Keil	Kim O'Grady-Jones	Jennifer Russo	Carole Teegarden
Emily Cope	Carol Kohan	Annette Otero	Melissa Sardo	Kathy Thomas
Jessica Coulston	Patty Kohut	Rachael Paniccia	Katie Schiffhauer	Amy Thrush
Renee Cruppi	Kariann Laba	Cynthia Paris	Laurel Schultz	Adrian Thurley
Andrea DaGama	Emily Lapointe	Tasara Phelps	Margaret Sconfitto	Heather Turner
Sharon DeBottis	Kathryn Ledwin	Thomas Polito	Karen Shamp	Shawn Vander
Adrienne DeVore-Wegman	Rick Lee	Katrina Presutti	Jennifer Sherwood	Donna VinCola
Rachael DeVries	Marc Lepel	Karen Przybyszewski	Jerry Simeone	Karl Wohlganger
	Meredith Lukaszewicz	Rachel Quinlan	LaTania Singleton	Kathleen Zink

Going Back in Time

Remember the Inner Inn? Highland's COO Cindy Becker remembers being a kid and her grandmother bringing her there. The Inner Inn was a cozy coffee shop inside the hospital, near the gift shop, where employees hung out. Linda Drinkwater from the Radiation Oncology Department and Marie Hoover, RN from the Nursing Department recall having the best chocolate milkshakes there.

Barb Thome in Accounts Payable recalls employees and visitors lining up outside the gift shop to purchase the latest shipment of Beanie Babies at the height of the craze.

Barbara Schrage, RN on West 4 remembers when the only parking lot was a small one in front of the hospital. She worked evenings and was shuttled from a parking area at Highland Park to the hospital.

Please continue to submit your memories on the Intranet and we'll create an online memory book to share with all during PRIDE Week in June.

The Inner Inn was highly revered by Highland employees and visitors alike as a favorite hang out place in the 1950s.



Special
Edition

EMPLOYEE NEWSLETTER

HIGHLAND HOSPITAL
Highland Highlights

April 2014



Happy 125th Birthday!



Steve Goldstein
President & CEO



Cindy Becker
Vice President & COO

As we celebrate Highland Hospital's 125th birthday on April 10, we are celebrating more than the hospital's history: we're celebrating all of the providers, nurses, staff and volunteers who have made history happen here. Each of you – and thousands before you – have invested a century and a quarter into building Highland from a six-bed start-up to a regional destination for some of the best health care patients can find anywhere in the world.

There is so much to be proud of: a timeline with just a few of our milestones is inside. These achievements don't happen by

accident; they're the result of years of work focused on the priorities of the hospital, as outlined in our Management Plan: in Safety and Quality, Patient- and Family-Centered Care, People, Growth, Finance and System/Community, you are driving Highland's history of excellence forward.

You are busy each day providing exceptional care to patients and families, and the numbers show it: 16,000 patient admissions a year. 40,000 ED visits. 3000 births. 45,000 volunteer hours. But that's only part of the story: the most important part is the energy you bring each day to your work. Your efforts reflect how much you contribute to not only help Highland sustain its excellence, but also to continually improve care, grow to meet the changing needs of the community, and always keep true to our mission: Excellence in health care, with patients and families at the heart of all we do.

We hope you'll take part in all the celebrations we have planned for April 10, outlined below. The theme of our anniversary is "We Started Here." In 1889, Highland started where we stand today. Each of us started our careers – or started a new chapter in our careers or our volunteerism – at Highland. Many people in Rochester literally started their lives at Highland.

So many wonderful things have started at Highland in the past 125 years. And given the commitment and dedication we see every day in our physicians, nurses, staff and volunteers, it's evident that when it comes to serving our community and advancing the quality of care, we're just getting started.

Congratulations for all you have achieved, and please accept our profound gratitude for everything you have done for Highland and the people who trust it for their care.

1889
1954

1889 Drs. John Taylor and Augustus Biegler open Habnemann Homeopathic Hospital, leasing the Selden Homestead for \$500 a year. The six-bed hospital consists of the house and a barn. The medical staff convert the barn to a nurses' residence. The Board of Lady Managers is believed to be the "power behind the throne" in running the hospital.

1891 Training School for Nurses of the Habnemann Hospital opens its doors.

1902 Rufus A. Sibley funds the Sibley building and lays the foundation for future hospital development.

1906 The Ward Building is erected which increases the hospital's capacity to 50 beds.

1909 Made possible by funds received from Mr. George Eastman, a new three-story building is constructed to include an operating room, X-ray room, and room for 30 additional beds.

1913 A new nurses' residence is built and nurses no longer need to live in the "barn."

1917 Habnemann Homeopathic opens four modern diagnostic laboratories; a pathology lab, a dental lab, an X-ray lab, and a clinical chemistry lab. Dr. John R. Williams, Sr., the first non-homeopathic doctor to join the hospital staff, directs the clinical chemistry lab, which is the first of its kind in the United States to open in a community hospital.

1921 The hospital becomes Highland Hospital of Rochester, reflecting its proximity to the beautiful park which Ellwanger & Barry Realty, Co have given the city.

1924 The north building is constructed.

1929 Highland Hospital School of Nursing publishes its first yearbook.

1951 Highland Hospital's publication, "Highlights," is published for the first time.

1952 Sibley and Ward buildings are demolished to make way for modern structures.

1954 New Highland Gift Shop is opened to benefit the hospital.



1961
1986

1961 A new 11-bed Intensive Care Unit opens.

1967 Highland opens its Family Medicine program, the first such program in the state and the third of its kind in the country.

1968 Highland was the first hospital in Rochester to welcome fathers into the delivery room.

Highland becomes a major teaching affiliate of the University of Rochester School of Medicine and Dentistry.

1972 Highland Hospital Foundation is established, dedicated to securing funds for the hospital.

1973 The Women's Board of Highland – the first "volunteers" to serve the hospital -- becomes the Highland Hospital Auxiliary.

1974-1979 A new linear accelerator for radiation and treatment of cancer patients is installed.

1974 A large bequest from Margaret Woodbury Strong helps fund a major expansion of patient care facilities in the West Wing.

1975 Beat the Blahs is born! Highland begins this annual event to beat back the winter doldrums and boost morale.

1977 After ten years of planning, design, financing and construction, Highland's new West Wing is opened.

1979 Highland Hospital School of Nursing closes its doors. A total of 1,755 graduated from the nursing school.

1981 The Highland chapel is built.

1984 Additions to Highland include Emil Muller Department of Cardiology made possible by funds donated by Mr. Muller.

1985 Geriatric Special Care Unit opens, providing acute care while meeting the special needs of the elderly patient.

1986 Highland begins work on \$16 million capital improvement project. The renovation/expansion includes the areas of Obstetrics/Gynecology; Same-Day Surgery; Medical Imaging; Internal Medicine; Employee Health; Social Work Services; Dietetic Services; and Department of Education.

1986 Highland PRIDE becomes a part of employee culture. The program defines and encourages high standards for staff interaction with fellow staff members, patients, and visitors.



1987
2008

1987 Family Medicine receives full University of Rochester Medical School departmental status.

1988 Diabetes HealthSource, made possible by a significant grant from the Marie C. and Joseph C. Wilson Foundation, is available for all members of the community with diabetes and includes individual and group instruction, newsletters, support groups, and mentor programs.

1989 Construction begins on addition to North Building which will accommodate a new linear accelerator vault and support space. The new linear accelerator represents the most modern technology in the field.

1995 Highland Hospital and Strong Memorial Hospital being exploring a long-term relationship. This is the first step toward the creation of an integrated health care delivery system.

Highland announces the opening of the Community OB/GYN Program of Highland Hospital.

1997 Highland becomes affiliated with the Strong Health System.

2001 Highland Breast Care Center opens. It's the only center in the region to offer true comprehensive breast health services.

2002 A newly renovated Family Maternity Center opens on the third floor of the hospital.

Highland opens the first-of-its-kind women's inpatient unit on East 5. The unit provides a private place for women recovering from surgery.

2005 The Everts Joint Center opens.

2006 The Department of Surgery/Bariatric Center is dedicated.

Highland receives New York State designation as a Stroke Center.

2008 The new Highland Endoscopy Center opens in a state-of-the-art, dedicated space; portion of project funds donated by the generous community physicians who practice at the site.

A new era in surgery begins: Highland acquires its first da Vinci Surgical System to provide minimally invasive surgery as an option to patients.



2009
2014

2009 Medical Oncology and Infusion Center brings enhanced comfort, privacy to patients and families.

The new Wolk Emergency Department opens, named in recognition of the \$1 million gift by the Louis S. and Molly B. Wolk Foundation. It doubles the size of Highland's previous ED.

2010 New Lobby and Outpatient Pharmacy. What a difference! The new lobby is beautiful and more functional, providing additional seating to accommodate Highland's growing surgical volumes.

Highland acquires its second da Vinci to keep pace with growth in minimally invasive surgery.

East 7 – an all-new unit for specialized post-surgical care opens, providing step-down inpatient beds

Magnet Recognition – After years of organizational preparedness and submission of a 700+ page online application, Highland Nursing reaches the pinnacle of recognition for nursing excellence: Magnet accreditation from the American Nurses Credentialing Center. "Simply the Best" was Nursing's motto through the journey, and they were true to their word.

2011 eRecord clinical transformation project – Years of planning yield an exceedingly smooth go-live for the biggest change many providers and caregivers have seen in their careers: the demise of paper charts in favor of a computerized record for greater access to patient information.

New ORs and Perioperative Services expansion – Two new OR and expansion of SPD and Periop areas support the demand for growing OR caseloads.

Pink Glove Fever: Highland submits a pink glove dance video to raise awareness for breast cancer, achieving a second-place finish out of more than xx entries.

2013 Cardiology Clinic and GAMA Expansion – Two important outpatient clinics – Cardiology and GAMA – needed to grow their space to serve more patients. Renovation and expansion brought new functionality and a welcoming space for patients and families.

Community OB – A new space for Midwifery, RAMP and OB providers. Addition of ultrasound provides onsite services to patients and a shared check-in/waiting space offers greater efficiency and better customer service.

