

**The Vantage® Healthcare Owner Hospitals:**

**Armstrong County Memorial Hospital**  
Kittanning



**Corry Memorial Hospital (CMH)**  
Corry



**DuBois Regional Medical Center**  
DuBois



**Elk Regional Health Center**  
St. Marys



**Kane Community Hospital (KCH)**  
Kane



**Meadville Medical Center (MMC)**  
Meadville



**Millcreek Community Hospital (MCH)**  
Erie



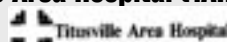
**Saint Vincent Health System (SVHS)**  
Erie



**The Ellwood City Hospital (TECH)**  
Ellwood City



**Titusville Area Hospital (TAH)**  
Titusville



**UPMC Horizon**  
Greenville/Farrell



**UPMC Northwest**  
Seneca



**Warren General Hospital (WGH)**  
Warren



**Vantage® Home Infusion Therapy Services**

Expert Care from the Regional Leader in Home Infusion and Specialty Pharmacy Services

*...servicing the Northwestern Pennsylvania blood disorder community to assure quality care stays close to home.*



**Vantage® Bleeding Disorders Management**

**(800) 548-5463**

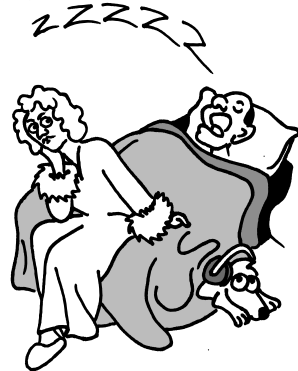
- Full-Time Patient Advocate
- Personal training on insurance plans
- Specialized bleeding disorder nursing team
- CRNIs
- Member of the National Hemophilia Foundation

*Personally assuring all your needs are met.*



**Vantage® Diagnostic Sleep Services**

Specializing in the Diagnosis and Treatment of Sleep Disorders



- ✓ We Make the Patient our Priority!
- ✓ Registered Techs and Friendly Staff!
- ✓ Fast turnaround Times on Sleep Study Results!
- ✓ Studies Available 7 Nights a Week!
- ✓ Open and Easy Referral Process!

**(800) 715-1214, ext. 3127 • (814) 671-9585**



**Vantage® Care Apothecary**

The Leader in Institutional Pharmacy Services

**The Highest Quality and Latest Technology.**

*The Vantage® Care Apothecary, Meadville location, services over 40 nursing homes and institutions specializing in Long Term Care, Personal Care, Adult Day Centers, Drug and Alcohol, and Mental Health, covering Western Pennsylvania*  
**814-336-1301**



Contact Tom Surman: [tomsurman@vantagehealthcare.com](mailto:tomsurman@vantagehealthcare.com) for free direct mail newsletter subscription.

**Service is Our Value**



**Vantage® Holding Company, LLC**

A For Profit Company that Forms Health Care Partnerships to Create Revenue, Savings and New Services

**FALL 2008**

**The Vantage® Center**

In 2006, Vantage® made several major decisions. The first decision was to consolidate the Vantage® Healthcare Meadville work force, of several hundred local employees, into one central location. Second, and perhaps most important, was the decision to keep their headquarters in Meadville.



*A Commitment to the Meadville Community and the Region*

In May 2008, Vantage®, a Meadville based company, purchased a property with 11 acres including a 66,000 square foot structure which was the former Talon zipper plant located in Meadville on Route 322.

Over 12 other properties were researched and detailed over a period of two years prior to the purchase of this EPA designated Brownfield site, and with board approval Vantage®, purchased this property for \$250,000. Concurrent with this purchase, our Governor, Ed Rendell, provided Vantage®, with a 1.5 million

*Cover Story continued on page 3*

**Marks Appointed Director of the New Bleeding Disorders Management Program**

Vantage® Home Infusion Therapy Services has developed a new program...“Vantage Bleeding Disorders Management.” Jerry Marks recently joined Vantage® Home Infusion Therapy Services as the Director of the Bleeding Disorders Management Program and is a patient advocate for the Bleeding Disorders Community.

Jerry Marks has over 40 years experience in the bleeding disorders community. As a hemophilia patient himself, he understands the day to day struggles of a patient with this type of chronic disease. He also understands that you can live a normal, healthy, and active life with this disorder. As a small child Jerry was diagnosed with hemophilia and has made it his life’s mission to care for those with the chronic disease so they have the most productive and active life as possible. As a patient advocate for Vantage®, Jerry will help coordinate care for patients with this chronic disease, will be on call 24/7 to care for the community, and help educate the medical community about the disease state and grow the Vantage® program.

Jerry has worked locally in the bleeding disorders community as a patient advocate, and most recently as a specialist in a national



*Jerry Marks, Director of Bleeding Disorders Management*

*Cover Story continued on page 10*

**[www.vantagehealthcare.com](http://www.vantagehealthcare.com)**

**The Vantage® Point**  
Quarterly

## What's News



### Governor Rendell presents Award to Vantage® Healthcare Linen Services

In a recent visit to Erie PA, Pennsylvania Governor Ed Rendell presented VHLS a 1.5 million dollar low interest loan and grant award for building expansion and creating new job opportunities in Erie. Pictured (L to R): Representative, John Hornaman; Representative, Flo Fabrizio; Pennsylvania Governor, Ed Rendell; State Secretary of Community & Economic Development, Dennis Yabonsky; Vantage® Vice President Linen Services, Fred Harrington; Senator, Jane Earl; Representative, Pat Harkins



### Jerry Marks Director of the Bleeding Disorders Management Program

Jerry Marks recently joined Vantage® Home Infusion Therapy Services as Director of the Bleeding Disorders Management. Jerry has worked locally in the bleeding disorders community as a patient advocate, and most recently as a specialist in a national hemophilia program. "His work experience and expertise in this field is unsurpassed as a patient and patient advocate. His life is dedicated to the never-ending care to provide the highest level of care for these patients. When you speak with Jerry you will see the intense passion he has for this disease and you will admire his ambition to care for this community", stated Mary Jo Hunter, Senior Vice President Patient Services to whom Jerry will report.



### Richard Clark, DO UPMC Northwest Anesthesiologist

Dr. Clark has joined UPMC Northwestern Medical Staff. Anesthesiologist Richard Clark, DO, is the newest member of the UPMC Northwest medical staff. Dr. Clark's associates with Northwest Anesthesia, Inc., are Gary Switzer, MD, Walter Morris, DO, Joseph Novak, DO, and Darren Loughran, DO.

Dr. Clark has come here from UPMC Mercy in Pittsburgh, where he recently completed an anesthesiology residency. Earlier he completed an internship at Clarion Hospital. The Pittsburgh native holds a Bachelor's Degree in Nursing from Carlow University in Pittsburgh and a degree in osteopathic medicine from the University of Health Sciences-College of Osteopathic Medicine in Kansas City, MO. Dr. Clark, his wife Catherine Cunningham-Clark, DO, and their son Ryan live in Shippenville.

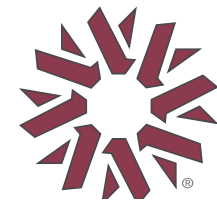


### Julia Pearson, RN CRNI Nursing Manager/Patient Care Coordinator

Julia L. Pearson, RN, CRNI joined Vantage® VHITS in 2001 and completed her CRNI certification in 2005. She has worked in various health care settings in Pennsylvania. Currently she is the Nursing Manager/Patient Care Coordinator and reports to the Director of Infusion Services. Julia graduated from Presbyterian University Hospital School of Nursing and University of Pittsburgh.



What's News continued on page 8



## Vantage® Home Medical Equipment & Services Medical Equipment and Services at Home

### Vantage® is now offering **Diabetic Footwear and Inserts**



Vantage® is pleased to announce that we have a Board Certified Pedorthist, specializing in the proper fit and modification of diabetic shoes and inserts.

### Diabetic Footwear

Great selection of styles from multiple vendors.

- Casual
- Athletic
- Running
- Walking



### CrocsRX

Comfort in a variety of styles and colors.



Vantage® custom fits all diabetic footwear to ensure comfort and stability for improved ambulation.

[www.vantagehealthcare.com](http://www.vantagehealthcare.com)



"Service is our Value"



## Vantage® Holding Company Insurance Services

**Vantage® forms strategic partnership to provide insurance and financial planning programs to serve the healthcare community, individuals and corporate clients.**

Vantage® has formed a strategic partnership with Pittsburgh-based Liberty Insurance Agency and Vanek Financial Solutions to offer comprehensive insurance and financial services.

Ron Jones, Director of Insurance Services for Vantage® stated, "The combination of experience and unparalleled service offered by this strategic partnership provides a new level of risk management, insurance strategies and financial planning services to our Vantage® clients."

Liberty Insurance Agency, headquartered in the Mt. Lebanon suburb of Pittsburgh, provides insurance services to more than 7,000 business and personal clients regionally, nationally and internationally. Jeanie Hamm, a 36-year industry veteran, specializes in providing property and casualty insurance programs for large health care providers, contractors, design professionals and industrial and chemical manufacturers throughout the country. Mrs. Hamm says "We are excited to provide the Vantage® clientele our insurance services programs, which we feel are among the best offered anywhere in the U.S."

Matt Vanek of Vanek Financial Solutions based in Carnegie, PA, has been working with individuals, professionals and small businesses for the past 22 years. Matt stated, "Vantage® can offer independent financial products fitted to the needs of both individual and corporate clients."

Under the program, hospitals, physician groups, long-term care facilities and general industry groups will be able to secure the following Insurance Services:

- Group and Individual Health/Dental/Vision Coverage
- Individual and Group Life, Disability and Long-term Care
- Human Resources Services
- Medicare/Medicaid Coverage
- Business Property & Casualty Coverage
- Risk Management and Consulting Services
- Personal Property & Casualty, including Auto Coverage

The strategic partnership also offers these additional Financial Services:

- Executive Benefits
- Key Person Programs
- Investments & Annuities
- Employer Sponsored Retirement Plans including 401(k) and 403(b) Products

This new insurance and financial services program is another example of Vantage's commitment to bringing you the best and most affordable services possible. For more information on how Vantage® may be able to help you, please contact Ron Jones at (814) 455-6123, email: ronj@vhn.com or visit the website at www.vhn.com.



Ron Jones, Director of Vantage® Holding Company Insurance Services

## Blood Disorders... continued from page 1

hemophilia program. "His work experience and expertise in this field is unsurpassed as a patient and patient advocate. His life is dedicated to the never-ending care to provide the highest level of care for these patients. When you speak with Jerry you will see the intense passion he has for this disease and you will admire his ambition to care for this community", stated MaryJo Hunter, Senior Vice President Patient Services to whom Jerry will report.

A bleeding disorder is a general term for a wide range of medical problems that lead to poor blood clotting and continuous bleeding. In people with bleeding disorders, clotting factors are missing or don't work as they should. This causes them to bleed for a longer time than those whose blood factor levels are normal.

Vantage® Home Infusion Therapy Services provides the Factor Therapy for these patients to lead a normal life. Vantage® supplies all clotting factors and ancillary supplies needed for infusion. Patients are cared for in a comprehensive manner from educating the patients and families about insurance choices to coaching on self-infusion from our skilled nursing staff. Jerry is here for the patients and to help provide coaching to families and be there in need of crisis and to service their needs. This program is being marketed nationwide and Vantage® will be working with Providers to become a Preferred Provider to the bleeding disorders community.

In conclusion, please support the 1105 Standard of Care Bill in Pennsylvania. This needs our support to allow Pennsylvania Bleeding Disorder Patients to be able to choose their provider of choice and also receive good comprehensive care. Contact your legislator in your area to find out more.

For more information please contact Jerry Marks at jerrym@vhn.com.



## Vantage® Center... continued from page 1

dollar RACP grant to help with the development and contribute to the six million dollar plus Vantage® construction budget.

The decision to purchase this property came only after numerous meetings with the DEP and Moody Environmental along with intensive outside independent research hired by Vantage® to assure that the Vantage®, employees would be housed in a safe and environmentally friendly site for the new national headquarters. Once preliminary studies were completed in July 2006, Vantage® was presented with an extensive SIA base line report, provided by the Meadville Redevelopment Authority and Moody, noting all testing and remediation performed on the property. This Seven inch thick binder details all excavation points, soil testing, and location of 21 monitoring wells, as well as detailed testing results.

In addition to the DEP approved results found in these reports, Vantage®, then hired an independent consultant, John Matviya, a former DEP director from the Pittsburgh DEP office. Mr. Matviya analyzed all the research documents then made further recommendations that would provide additional safeguards. Further testing was performed in numerous locations within the building with negative results. However as a precaution, Mr. Matviya recommended that an extra vapor mitigation program be implemented to alleviate any possible future air contamination. As a result, this property well exceeds OSHA and DEP standards and guidelines.

With enticing offers to relocate within the region as well as opportunities out of state, the attitude of home town support and the decision to stay in Meadville prevailed. One alternative regional facility on the table for relocation was a picturesque fifteen acre site in Erie, overlooking Presque Isle Bay. The site was the former world headquarters for Zurn, the international plumbing supply giant. Though this location was both esthetically pleasant and cost effective, it would have had severe impact on the workers currently living in Meadville which was a decision unacceptable to the Vantage® leadership. A spokesperson from Vantage® quoted, "Over the years the Meadville community has given great support to our home medical supply retail stores and Home Infusion Services. We appreciate and respect that patronage. This accompanied by a strong work ethic of our employees were two leading factors in our decision to stay and develop our future in Meadville."

As a quick background, a Brownfield site is a property used for expansion, redevelopment, and/or reuse which may be complicated by the presence or potential presence of a hazardous substance, pollutant, or contaminant. It is estimated that there are more than 450,000 Brownfield sites in the U.S. Cleaning up and reinvesting in these properties increases local tax bases, facilitates job growth, utilizes existing infrastructure, takes development pressures off of undeveloped open land, and both improves and protects the environment.

As a former manufacturing site, the new Vantage® Center is located on what the state determines to be a Brownfield Site. That being the case, the Department of Environmental Protection, (DEP), insists on rigorous guidelines and testing prior to re-usage of all former manufacturing and industry sites. Prior to the acquisition this past May, years of on site soil sampling and base line studies were conducted and analyzed to make sure conditions were safe prior to the sale and occupancy by Vantage®. In addition to volumes of studies and reports conducted, Vantage has taken additional steps to ensure the environmental quality to its future occupying work force. The current base structure consists of a strong steel and brick shell. This now window-less open air architecture has allowed the Vantage® construction team to build in both remedial and preventive safe guards for any potential vapor intrusions and eliminate any possible lead paint issues. When the Vantage® Center is completed in August 2009, they will locate six of their eleven companies within this new facility which will be called, "The Vantage® Center".

Please keep in mind the main factors for keeping the company in Meadville, in addition to being a strategic geographical service area, was to maintain continuity within the work force. Vantage® felt it would be extremely disruptive to move to another market causing a loss of productivity as well as unsettling a large portion of our workforce.

Commitment oftentimes is not easy, nor inexpensive; however Vantage® believes the time and effort put into this project will prove beneficial to its workforce, growth in the region, and make an important contribution to the growth in its hometown, Meadville. For additional information contact: tomsurman@vhn.com.





# The Vantage® Forum

where owner hospitals highlight their services

## American Hospital Association Honors Saint Vincent Health System

WASHINGTON, DC— Saint Vincent Health Center was among four U.S. hospitals that were recognized for their leadership and innovation in quality, safety and commitment to patient care. Saint Vincent was awarded a Citation of Merit in the 2008 American Hospital Association-McKesson Quest for Quality Program.

“This is not something that happens overnight rather it is a journey for us at Saint Vincent,” said C. Angela Bontempo, FACHE, President & CEO Saint Vincent Health System. “And, for the community, I think this recognition is verification that this hospital is committed to providing the highest quality of care for its patients.”



In awarding Saint Vincent, the American Hospital Association (AHA) pointed out that Saint Vincent Health Center’s determination to create a culture of safety is paying off through improved patient care and satisfaction. Members of the Saint Vincent Safety Committee began to infuse patient safety into the culture of the 435-bed tertiary care center by educating hospital –leadership about performance improvement. They then reached out to caregivers in individual hospital departments. Each department at Saint Vincent Health Center creates its own quality improvement projects, posting their progress in the halls for staff, patients and visitors to view.

*...this hospital is committed to providing the highest quality of care for its patients*

- By streamlining care processes, Saint Vincent Health Center has seen a decrease in patient readmission rates for certain conditions and patients receive the appropriate care in a more timely manner. Additionally, an upcoming information technology upgrade will enhance patient safety efforts at the hospital.
- Focusing on the overall health needs of each individual patient is the cornerstone of Saint Vincent Health Center’s efforts to provide coordinated, evidence-based care. Case managers oversee individual patients’ care to ensure they receive the right care in the right place at the right time.

“We are really using airline mentality of checking, re-checking and double checking everything,” said Joseph Cacchione, MD, Executive Vice President of Saint Vincent Health System. “This means the physician has the responsibility for quality as well as the nurse, care coordination team and every person at Saint Vincent who works with a patient to ensure they are receiving the best possible care.”



### SVHC Earns National Recognition

Saint Vincent Health Center, selected as one of the Best Places to Work in Pennsylvania, is a 436 bed not-for-profit tertiary care facility located in Erie, PA. Saint Vincent, founded in 1875 by the Sisters of Saint Joseph of Northwestern Pennsylvania as the area’s first hospital is now the region’s third largest employer with 2,900 employees. Saint Vincent has earned national recognition as a health care quality leader by the U.S. Department of Health and Human Services, the Joint Commission on Accreditation of Health Care Organizations, and The Pennsylvania Health Care Cost Containment Council. The hospital has consistently scored in the top ten percent among hospitals in the nation on a number of quality measures. SVHS is also one of the first four hospital founders of Vantage® in 1984.

## Vantage® Invitational 2008 GOLF OUTING





# Vantage® Care Apothecary Hosts DON Luncheon

On September 11<sup>th</sup>, Vantage® Care Apothecary hosted the monthly Directors Of Nursing, (DON) luncheon at the Erie Club.

Guest speaker for the luncheon was State Legislator Brad Roae. Mr. Roae is the Republican Representative and currently has offices in Meadville, Titusville and Harrisburg, Pennsylvania.

Mr. Roae spoke to DONs from Long Term Care facilities in Erie, Brevellier Village, Pleasant Ridge, Sarah A. Reed Retirement Center, Millcreek and Saint Mary's Home of Erie were among a few represented.

The topic of the luncheon was "What do facilities that house our elderly and disabled, need from their local government."

This topic brought up many issues in today's world of Long Term Care which has changed immensely and is continuing to change at a fast pace.

The new Infection Control mandates being put in place at the homes was brought up along with the new assisted living facility regulations. The Group agreed that the cost of implementing the regulations and mandates will put a strain on the facilities. The main concern among the group was how are facilities going to stay afloat with the elderly population growing at a fast pace.

They are afraid the state of PA is not prepared for the number of elderly who will need care now and who will continue to need care in the future. The MA population continues to grow and this also causes a huge strain on homes.

As concerns were discussed, DONs and members in attendance challenge their representatives to visit their facilities and hospitals to see first hand the day-to-day struggles they face.

Mr. Roae encourages all the DONS and luncheon guests to contact their local government officials to keep them in touch with what is going on in their facilities.



Guest Speaker, Brad Roae, State Legislator



Bonnie Morris, Director of Nursing, Millcreek Manor; Marty Kelly; Mike Clark, Administrator, Millcreek Manor

# Meadville Medical Foundation 2008 GOLF OUTING



**Values...** An honest, fair and truthful employee is a company's most important asset.

## Vantage® Values:

**Creativity...** Relating to or characterized by imagination; having a lively imagination in looking at ways to improve the organization. An employee who creatively makes suggestions and recommendations promoting the growth of our company.

**Mutual Respect...** Someone who is respectful and treats everyone the same. They consistently have a positive and non self-serving attitude. Mutual respect indicates sensitivity and helpful attitude toward fellow employees.

**Flexibility...** Characterized by a ready capability to adapt to new, different, or changing requirements. A flexible employee is one who helps with a rush order late Friday afternoon and still finds ways to finish their own work, even if it means staying late.

**Customer Service...** Pride in contributing to the welfare of others while performing a service. The success of every organization depends directly upon how its customers, clients, and patients are treated. Listening carefully to the needs and complaints, and taking charge in providing a solution, and doing so with a positive attitude.

**Truth...** Sincerity in action and character: fairness and straightforwardness of conduct. An honest, fair, and truthful employee is a company's most important asset. Mistakes are made: however, truth speaks its loudest when you can admit an error, solve the problem and move on. These abilities make an employee the leader, trustworthy and reliable.



# 15th ANNUAL Joint Board Educational Conference (JBEC)



May 8 & 9, 2008



Vantage® recently held its 15<sup>th</sup> Annual Joint Board Educational Conference, (JBEC), at the picturesque Bayfront Convention Center in Erie, Pennsylvania. This year's event offered displays on all the services provided by Vantage® as well as hosting displays and on-site representation from the regional USDA office. This year's motivational speaker was Robin Crow, a Nashville Music Row executive and entrepreneur. Robin discussed leadership, customer service and adaptations through financial highs and lows. Key speakers at the second day's sessions were Dan Mulholland, a top healthcare attorney and Senior Partner at Horty, Springer & Mattern. Dan presented the past, present and future evolutionary process of the Stark regulations. Robert Reece, President of CRI, a consulting firm specializing in strategy and governance for hospitals and healthcare systems presented the hospital of the future as we approach 2010 and beyond. This annual event is always applauded by its executive attendees as time well spent. The JBEC Conference is an ACHE educationally accredited category one event.



To View all the pictures from this event, go to: [www.vhcn.com](http://www.vhcn.com). Go to Event Pictures then choose file and slide show.