

## What's Inside?

More on Kelly Scarborough's commitment to Shore Medical Center

**page 2**



How a Shore guardian angel helped one family through a difficult time

**page 3**



Interview with general surgeon Dr. David May

**page 4**



Recognizing our Stainton Society donors

**page 5**



### Donor Spotlight:

Kathy Stablini on how Shore provides seamless care

**page 6**



## From New Mom to New Board Member: How One Shore Supporter is Making an Impact on the Patient Experience

Having a baby comes with an array of emotions, especially for a new mom, from anticipation to the indescribable joy of seeing and holding her baby for the first time. For many moms, the experience also comes with tremendous gratitude for the nurses and caregivers who supported them throughout their experience. That gratitude is exactly what led Kelly Scarborough, 44, of Ocean City, on the path to becoming a devoted volunteer at Shore Medical Center.

"I had my son, Nate, at Shore in 2005 and Lily in 2007. Each time, the staff was incredible. My husband, Sean, and

I wanted them to know how grateful we were for their compassion, so we shared our experiences via letters to the hospital administration," Kelly said.

### Planting the Seed

Around the same time Lily was born, Shore was going through the process of becoming a Planetree Designated Patient-Centered Hospital. Part of the designation process was to establish a Patient and Family Advisory Council (PFAC), made up of people who have received care at Shore, including patients, families and caregivers. These community members would provide an invaluable perspective on projects and initiatives at Shore.

*(continued inside)*

Save The Date:  
**FRIDAY, SEPTEMBER 20, 2019**  
**GOLDEN NUGGET CASINO HOTEL**

*A Cause to Celebrate*  
BENEFITING SHORE CANCER CENTER



For tickets and more info,  
visit [www.GivetoShore.org](http://www.GivetoShore.org)



## Your Legacy can Live on with a Planned Gift to Shore Medical Center

Would you like to help preserve and enhance the current and future healthcare needs of our entire community? Then consider joining our DiOrio Society by making a planned gift to Shore Medical Center. Learn more at [www.GivetoShore.org](http://www.GivetoShore.org) or call Mary McGuckin at **609-653-4657**.

(continued from page 1)



*Kelly and Sean Scarborough at the 2018 "A Cause to Celebrate" gala benefiting cancer care at Shore.*

As a result of her letter after Lily's birth, Kelly was invited to become a member of PFAC. Despite being a mother of two young children with plenty to occupy her time, Kelly jumped at the chance to get involved in such an important mission.

"It was an honor to be invited to join PFAC and it continues to be a rewarding experience for me," Kelly says. "We share our experiences as patients with staff across the hospital, offering advice on how to make the patient experience

even better. We also relay feedback we hear out in the community."

The group also gets involved in important projects, like the revision of Shore's patient handbooks a few years ago.

"That project was one I was especially passionate about. We spent a lot of time making sure the handbook provided everything a patient might need to know, in a clear, concise and interesting way," Kelly says.

### A Growing Commitment

Not long after joining PFAC, another volunteer opportunity arose – a position as the "Cookie Lady." Kelly loves to bake, so it was a perfect fit. Every Tuesday she bakes cookies on the 4th and 5th floors of the hospital and leaves them behind for the nursing staff, who share the sweet treats with patients and visitors.

"Nothing says the comforts of home like the smell of freshly baked cookies," says Tami Kitchen, RN, BSN, CPN, administrative director of patient experience at Shore. "We know our patients would rather be at home than at the hospital, so we strive to create a homelike atmosphere whenever possible. Kelly provides that not only with cookies, but with her warm and caring personality, too. She brightens everyone's day!"

Kelly's role in PFAC recently led her to yet another volunteer position at Shore – as a member of its esteemed Board of Trustees, which she joined this year. As the PFAC liaison, Kelly ensures that important patient experience issues and community perspectives on patient care at Shore are brought to the board level.

Kelly also volunteers for the Community Food Bank of New Jersey, St. Joseph's Regional School, and helps out at the Ventnor Farmers Market - and she's a Pilates instructor. Despite all of that, plus raising two children, she doesn't plan to slow down when it comes to her involvement at Shore.


"As my kids get older, I hope to help Shore even more. I really feel like I am making a difference every day."

### Many Ways to Give

Kelly and her husband Sean also support Shore Medical Center together through financial contributions, including their membership in the Lightkeeper's Society and attendance at fundraising events like the "A Cause to Celebrate" gala benefiting Shore Cancer Center. But, they are quick to acknowledge that anyone can make a difference at Shore.

"A lot of people don't see themselves as being of enough means to support their community hospital, but that's really not true," Sean says. "Anything you can give - from volunteer hours to \$5 or \$5,000, or including Shore in your estate plans - every bit helps Shore continue to provide the wonderful care they're known for. You'll also find that when you get involved with Shore at a deeper level that you'll feel much more comfortable when the time comes for you to need the hospital."

Kelly is an example of how one person can make a big difference at Shore.

"We are fortunate to have someone like Kelly so invested in our patients," says Tami Kitchen. "She provides a fresh perspective on patient care at Shore and gives 110 percent to her roles. We truly appreciate all that she gives." 



*Bella, right, with her mom, Janet Herold, and respiratory therapist Harry Yue at the Guardian Angel Pinning Ceremony in December.*

## There are Earth Angels Among Us

By Bella Herold

*Bella Herold recently made a Guardian Angel donation to Shore in honor of respiratory therapist Harry Yue, who went above and beyond while caring for her aunt, Mary Lou Dowling. We thank Bella for sharing this touching story with us.*

Harry Yue is our earth angel. The compassionate support he showed us during our most difficult time is unforgettable. It all started in April 2017 when my aunt, the matriarch of our family, had a heart attack resulting from her end-stage COPD. She was intubated in the ambulance, and when she arrived at Shore, the ER doctor said it was looking very grave and the probability of her pulling through was slim.

Harry was the respiratory therapist that put her on the ventilator that night. In less than eight hours she made a miraculous recovery, and they were able to take her off the ventilator without a problem. That next night Harry was back at work, and given her condition the night before, he was shocked to see her awake, bright-eyed and laughing. I believe it was then that they made an immediate connection. My aunt was in and out of the hospital many times between April and September 2017. She became very familiar with a lot of the staff, and one thing

that they all knew was that she loved Harry! As soon as another respiratory therapist would come in to give her a treatment or put on her bipap mask, they would always say, "Sorry, I know I'm not Harry, but I'll have to do for tonight!" And if Harry was working on a different floor, the other therapists would make sure they told Harry she was there, and he always stopped in to visit her every night.


She had a very hard time in those six months that she was in and out of the hospital, including breaking both of her ankles and having another COPD episode resulting in being intubated for the second time. Through all her trials, Harry was always there to brighten her day. She couldn't wait until she got to see Harry, even if it was a brief visit. Whenever he had a free minute he would stop in to see her and they would talk about many things, including her career as a nurse at Atlantic City Medical Center.

Harry always took extra special care of her, especially when putting on the bipap mask that she hated to wear. He was so gentle with her and made sure the mask always felt comfortable and that her hair was never stuck in the Velcro. These little gestures went a long way. They showed us the love and compassion he has for his patients. When I would leave the hospital at

night, I always felt a little better knowing Harry was there throughout the night and would be checking on her.

My aunt did very well at home from October 2017 up until she went into the hospital for the last time in August 2018. She had another breathing issue and was intubated a third time. She was able to come off the ventilator but was not able to make a full recovery in the following days. We decided to do inpatient hospice, which lasted about five days.

In those days, Harry was a constant in our room every chance he could get. While we anxiously waited for her to take her final breath, he waited with us. He would sit next to her on the bed, holding her hand and offering words of comfort and peace. He told us how we were such an inspiration to him the way we were so close and always there for each other.

But the inspiration was all ours. The fact that someone we had met over the course of a handful of hospital stays could be so compassionate and loving to someone who was so dear to us brought us such peace in a most devastating time. Words can't describe how touched we are by all of Harry's actions, especially the amount of time he spent with us during her final hours. He truly was our Guardian Angel in our time of need. Harry is a rare soul and his dedication to his patients is beyond measure. 



*Bella and her aunt, whom she called "Nan", at her graduation from Stockton University.*



*General Surgeon Dr. David May, of Shore Physicians Group, now an affiliate of Penn Medicine, outside one of Shore's nine state-of-the-art operating rooms. Dr. May says when the Surgical Pavilion opened in 2011, Shore moved light years ahead in its surgical services and now is on par with major university hospitals.*

## A Surgeon's Perspective on Shore

On September 20, Shore Medical Center will honor general surgeon Dr. David May of Shore Physicians Group Surgeons, now an affiliate of Penn Medicine, at its 5th annual "A Cause to Celebrate" gala benefiting cancer care at Shore. Dr. May is not only a skilled surgeon, he's also a passionate ambassador for the medical center.

Like anyone who is proud of where they work, Dr. May embraces opportunities to share why our community is fortunate to have a modern medical center like Shore to turn to for their surgical needs. We recently sat down with him to find out exactly what that means from a surgeon's perspective.

**SHORE:** Dr. May, you started working at Shore several years before the Surgical Pavilion opened in 2011. What can you tell us about how surgery at Shore changed with the new addition?

**DR. MAY:** Shore moved light years ahead when the Surgical Pavilion opened. I've worked at many major university hospitals like the Hospital of University of Pennsylvania and Temple University Hospital, as well as large South Jersey hospital systems. Shore is on par with all of them in terms of technology, lighting, the equipment we

use, and the space we now have to be able to accommodate the amount of staff and equipment we need in some of our more complex procedures. For example, the orthopedic rooms include laminar air flow hoods which provide proper air circulation to reduce the risk of infection – it's all cutting edge, top-of-the-line and designed to provide our patients with the best outcomes. Not to mention, the entire pavilion is beautiful and very modern – it's a really great environment to work in, all around.

**SHORE:** Some people think they need to have their surgery at a major university hospital to have the best outcome. Is that true?

**DR. MAY:** Not at all. This is one of the biggest misconceptions, especially when it comes to routine procedures. University hospitals may be capable of performing some of these routine procedures but it's not their expertise. They are more focused on the very high end, specialized operations such as complex cardiac and transplant surgery. Why not have your surgery done in your own backyard by a surgeon who is well versed in that type of procedure? In fact, we have formalized this relationship by aligning with the University of Pennsylvania by having our surgeons be part of the Penn Specialty Network, bringing Penn protocols and expertise to our community and the Jersey Shore.


**SHORE:** Can you tell us more about what Shore can do when it comes to surgery?

**DR. MAY:** In addition to routine surgeries we also perform more complex operations such as laparoscopic colon surgery, complex sinus surgery, laparoscopic inguinal and ventral hernia repairs, complex spine procedures, joint replacement and advanced cancer surgery including colon, breast, thyroid, melanoma, and various abdominal cancers. Plus, we have many other surgical specialties at Shore such as otolaryngology, gastroenterology, urology, gynecological surgery, plastic and reconstructive surgery, neurosurgery, ophthalmology, critical care – the list goes on.

**SHORE:** What can you say about the nurses, techs, and other team members who assist in surgeries?

**DR. MAY:** The various teams at Shore are excellent. They're great people who work really hard and always put the patient's interests and comfort first. The pre- and post-operative care is exceptional. There's a lot of personal care that goes on at a community hospital like Shore that you don't always find at big university teaching hospitals. You're not a number at Shore, you're our neighbor.

**SHORE:** What kind of feedback do you get from patients who have had surgery at Shore?

**DR. MAY:** Patients are usually quite pleased with their overall experience. Once they've realized the efficiency and expertise of the surgical team and how everyone at Shore is so personable and genuinely concerned about their wellbeing, they consider what else they can have done at Shore. They realize that the people and the facility are great, the doctors and surgeons are capable, and they're grateful to not have to drive far or deal with traffic and parking nightmares. No one wants to have surgery, but if you must, Shore really is a great place to be. 



**Donate today!** There are many ways to make an impact.  
Visit [www.givetoshore.org](http://www.givetoshore.org) or call **609-653-3800** to learn more.



*The Stablinis with some of their family at the 2018 “A Cause to Celebrate” gala. Pictured, left to right, is daughter Jennifer Stablini, Ron Stablini, Jamie Waychoff, son Nicholas Stablini and Kathleen Stablini.*

## Donor Spotlight: How Shore is Making Healthcare Easier for Me

Kathy Stablini is one of those people who makes the Energizer Bunny seem lazy. She is constantly on the go, between helping her children and grandchildren and downsizing homes and properties. She had no time to be sidelined by health concerns, so when she was faced with some medical problems a few years ago, she knew she needed high quality, efficient, and individualized care, so she turned to Shore.

Kathy and her husband Ron have been longtime supporters of Shore Medical Center. Ron is on the Board of Trustees, and they are members of its Lightkeeper’s Society. But they don’t utilize Shore’s services because they’re donors – they’re donors because they value the services Shore provides, and they want it to be here for generations to come.

Over the years the Stablinis and their family members have benefited from

the care provided by Shore Medical Center, including when their daughter became seriously ill while Kathy and Ron were on vacation. The ICU staff – and the Lightkeeper’s Society liaisons – were incredible. Another family member needed to use the services of Shore’s Wound Care Center, and once again, the team was amazing.

With Kathy’s recent health concerns, however, she experienced the full range of services Shore provides and how keeping her care within the Shore network has made the entire experience seamless.

“Healthcare can be really complex as it is, so when you’re in need of medical care, you really need to think about not only the reputation and quality of the providers, but how the whole health system works together to support you. I really found out how important that is over the past few years,” Kathy says.


“Most of my doctors are now in the Shore network. What I love most about that is that all of my medical information is right there in my electronic medical record, which I can also access through my patient portal.

My providers can pull up my information and see right away the results of lab work and tests I’ve had done, what happened at my urgent care visit, what specialists I’m seeing and what other conditions I have. It’s not up to me to remember everything, which is a huge weight lifted, especially when you’re dealing with multiple health issues,” Kathy says.

Kathy is also impressed by the amount of communication she receives from Shore.

“I feel now more than ever that my providers care about me as an individual. In addition to great medical care, I’m also receiving more customer service and follow-up. Even when I went to Shore Physicians Group’s Urgent Care, they followed up with me the next day to see how I was feeling. The care team at Shore Medical Center is also incredible with that. If you don’t answer their call or call them back, they’ll call again until they reach you to make sure you’re okay and to see what else they can do.”

Another thing Kathy is grateful for is Shore’s affiliation with Penn Medicine. Shore is affiliated with Penn Cardiology, Penn Maternal Fetal Medicine, and most recently through Shore Physicians Group Surgeon’s Penn affiliation.

“My sister asked me recently why I don’t go to Philadelphia for some of my more complex health concerns, but I told her we have Philadelphia right here! Shore has really come a long way – it’s not just a hospital, but a whole medical system that continues to grow. We really have the best in our own backyard and more people need to realize that. Healthcare is complex, but it’s so much easier when you choose Shore.” 

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We are deeply grateful for the generous support of our current Stainton Society members listed below. Donations made to Shore Medical Center through the Stainton Society ensure the ever-changing healthcare needs of our community are met with the region's most advanced medical services and clinical expertise.

In January 2019, we re-launched the Stainton Society in celebration of its 30th anniversary. As part of that new program, Stainton Society members are now recognized in our newsletter, as well as other benefits.

Thank you again for your ongoing support. For more on the Stainton Society or to join, please visit [www.GivetoShore.org](http://www.GivetoShore.org) or contact Jessica Giles at (609) 653-3986.

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