

Members of the UPMC Western Maryland interventional imaging team pose for a photo for a sketch that Allegany County Sheriff Craig A. Robertson made as a tribute to health care heroes (see page 5).

COVID-19 pandemic response shows community leadership in time of crisis

This spring, as the COVID-19 pandemic spread throughout the world, the United States, and then eventually the region that UPMC Western Maryland serves, staff on the front lines and in every capacity came together to ensure the continuation of the best possible care to all patients, despite the very stressful and unprecedented circumstances.

While the surge experienced in many other parts of the world and even the United States has not materialized in the areas that UPMC serves, being prepared to handle it if and when it comes has been a key focus since day one.

"The coronavirus pandemic has impacted nearly every aspect of the work we do here at UPMC Western Maryland," President Barry Ronan wrote in a memo to staff in mid-March. "As the pandemic spreads across the United States and the rest of the world, you are on the front lines protecting and caring for the community we all call home. All of you have risen to the challenge before us, and I am grateful for your experience and expertise. Our community relies on us, and their trust is not misplaced."

In several interviews with local

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**- Barry Ronan, President
UPMC Western Maryland**

media during the pandemic, Mr. Ronan called attention to the good fortune of integrating with UPMC merely weeks before the entire health care industry was pushed to its limits with COVID-19. The integration hammered home the point that with UPMC's resources, UPMC Western Maryland never experienced a lack of supplies during the pandemic. Additionally, being part of an

institution that is leading the way in innovative clinical research—including the development of a COVID-19 test and a potential vaccine—will be very beneficial for our patients and the communities that we serve.

"UPMC Western Maryland is the trusted source for information and care in our region," Mr. Ronan said. "We are now part of a world-class academic medical

center, which means that we will provide outstanding medical care and do research to improve that care. In this current health care challenge, these strengths again help us respond to the needs of our community, near and far."

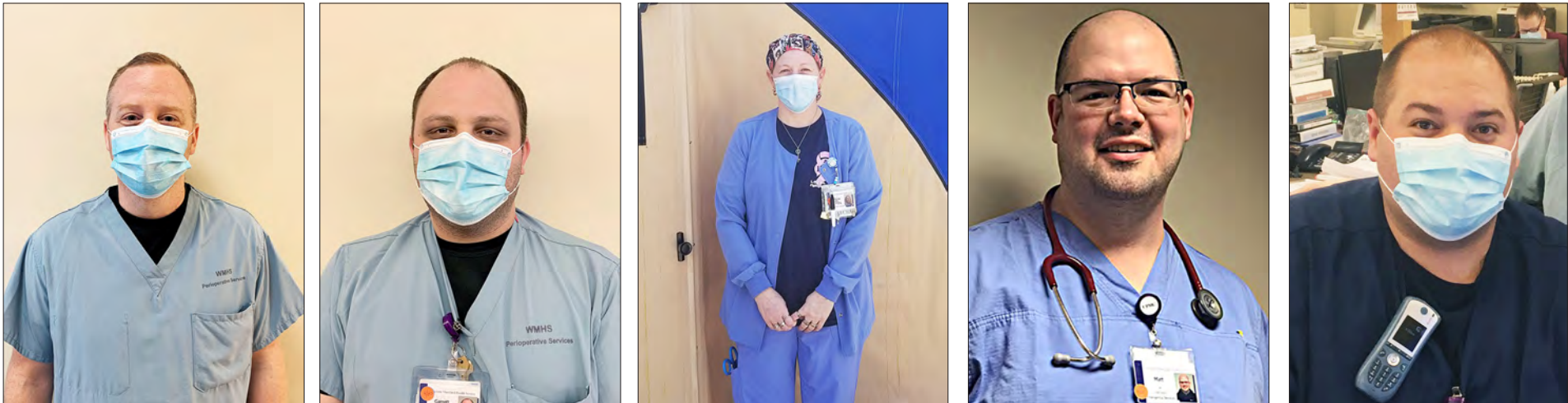
Now that March and April have come and gone, and the country appears to be on the right side of flattening the COVID-19 curve, attention is turning toward resum-

ing essential services at UPMC Western Maryland.

"We know there are many people across our region who are forgoing medically necessary health care amidst this pandemic," Mr. Ronan said in an April 27 memo to staff. "People are unnecessarily suffering, and their health conditions may be worsening. Aligned with guidance from the Centers for Medicare and Medicaid Services (CMS) and their tiered framework for medically necessary care, we will begin gradually reinstating essential health care services back into our community."

On April 27, UPMC Western Maryland began addressing the three-month backlog of emergent and urgent surgeries as well as essential medical procedures. "As our community begins taking steps to recover from this pandemic, we will remain vigilant," Mr. Ronan said.

"We have the capacity to begin gradually reinstating our essential services, and our teams are trained and have an adequate supply of masks, gowns, gloves, and other equipment to safely provide this care."



From left to right, five of UPMC Western Maryland’s health care heroes: Kyle Golden, Critical Care RN II; Garrett Mathews, Clinical Coordinator in Critical Care Services; Anna Lannon, Emergency Department Technician; Matt Ackerman, Emergency Department Technician and Andrew Day, Emergency Department Charge RN and Specialty Care RN.

Heroes on the front line

UPMC Western Maryland staff members reflect on what it means to serve during a pandemic

For the last two months, the staff of UPMC Western Maryland’s critical care unit and emergency department have been tasked with responding to the challenges and dangers of the COVID-19 pandemic. Thanks to the coordination of Performance Improvement Specialist Melinda Bussard, five of these health care heroes took the time to explain what the current challenging climate is like from a frontline perspective.

Kyle Golden, RN, Critical Care Resource Team
“Working on the COVID unit can be anxiety inducing and very stressful, especially if you let yourself think about what could possibly happen. Am I going to get infected? Am I going to take it home to my family? These are real concerns that I think everyone that works here has thought of from time to time. Also, due to the fact that this illness is new, policies are always changing. Each day brings something new. All of that being said, the teamwork displayed can be inspiration-

al. On this unit you have a diverse group of people from all over the hospital that have come together to help the people of our community in a time of uncertainty, and, in some cases, devastating illness. So, even though conditions can be hard to deal with at times – whether that means dealing with the ever-changing environment or watching patients struggle with battling the coronavirus – the hardworking and positive people that I get to work with make life on the COVID unit much easier.”

Garrett Mathews, Clinical Coordinator, Critical Care Services
“I’ve been an ICU RN for 11 years. Working here at the hospital during the COVID-19 pandemic has been a unique experience. Some of these COVID-positive patients are among the sickest we’ve ever seen. Care for some patients has involved continuous dialysis, prolonged ventilation, and some unique ventilation modes. This is not to mention the personal protective equipment that staff members have had to wear

each and every time they enter the unit. Wearing an N95 mask, gown, gloves, hairnet, face shield, boot covers and scrubs strictly designated for the COVID unit can be very hot and overwhelming at times, yet the staff has done it without hesitation for weeks now. The teamwork has been outstanding, and it seems like every employee sees the bigger picture of doing whatever is necessary to take care of these patients safely and effectively. Many have given their time and effort selflessly. If we needed extra help at a certain time, there has been someone volunteering to pick up an extra shift or lend a helping hand. People from other departments that may be closed or scaled way back are doing other jobs to help out where needed, going above and beyond. This whole pandemic experience has made us a family.”

Anna Lannon, Emergency Department Technician
“I have been a CNA/GNA since 2001. COVID-19 is scary, and it’s rapidly changing the way we

work, socialize, travel, access health care, exercise, shop and live. We know many people are feeling anxious, stressed, worried and scared. We cannot stay home. We health care workers expose ourselves to the risk to help take care of the sick and people in need. We get up each day and kiss our family goodbye to come to work long hours in our PPE to protect ourselves, our friends and family, and we pray we don’t take it home. I never thought I would see this day come. I don’t think I could get through my days of work without my great team members beside me. They are a great support system. We cry, laugh, and get upset, but at the end of the day we have each other’s back and help in this pandemic.”

Matthew Ackerman, Emergency Department Technician
“I have never been through anything this unpredictable or stressful in my 13-year career in health care. It has truly been an experience. My heart goes out to

health care workers up north who have gotten hit much harder with cases than us, as I have a brother who is a physician in New Jersey. I am grateful for my coworkers, teamwork, and camaraderie we have in the emergency department and throughout UPMC Western Maryland.”

Andrew Day, Emergency Department Charge RN, Specialty Care Transport RN
“I signed up for frontline health care the day I joined the emergency department, so, to me, working through this virus is just another day at the office. Working with sick and contagious patients doesn’t scare me. What does scare me is the thought of being my family’s largest risk of exposure. Every day I go to work, I risk my family’s health. I signed up for this, but they did not. Regardless, I and the rest of the emergency department staff stand ready every day to help those in need in our community and are proud to do so.”

CHALK it up to kindness



UPMC Western Maryland staff and community members showed support to frontline workers by filling the sidewalk on the way into the hospital with uplifting messages and drawings.

Hunt Club Urgent Care to reopen

Though the logistics of the timeline remain to be finalized, UPMC Western Maryland has announced the intent to reopen Hunt Club Urgent Care in May. The recently filed Certificate of Need (CON) application by UPMC Western Maryland did not face any opposition during the time frame allotted by the West Virginia Health Care Authority.

“I am thrilled that UPMC Western Maryland will be able to resume urgent care services in Mineral County within the next few weeks,” said Barry Ronan, UPMC Western Maryland President. “Many of our patients from Short Gap, Ridgeley and Fort Ashby had transitioned their care to UPMC

Western Maryland’s Advanced Medical Care in South Cumberland; however, we have heard constantly from many of our patients asking about the reopening of Hunt Club. I am pleased that we will be able to again meet their urgent care needs a little closer to home.”

UPMC Western Maryland filed the CON in early March with the intent to reopen Hunt Club within 60 days of its application. Western Maryland Health System (now UPMC Western Maryland) had successfully operated the Hunt Club Urgent Care for 28 years but was forced to close the facility in late January because it lacked a CON required by the state of West Virginia.

Last summer, UPMC Western Maryland learned that a required CON did not exist for the Hunt Club Urgent Care facility since the physicians, who were the initial owners of the facility, were not required to file a CON. UPMC Western Maryland promptly self-reported to the West Virginia Health Care Authority and filed a CON application for the Hunt Club location. Subsequent to the filing, Potomac Valley Hospital/WVU Medicine filed as an interested party. This filing resulted in UPMC Western Maryland withdrawing its application because of the delay that would result in finalizing its integration with UPMC.

Hunt Club Urgent Care was established

33 years ago by former Memorial Hospital Emergency Department physicians, Dr. Nick Casto and Dr. John Stansbury. Memorial Hospital purchased Hunt Club Urgent Care in 1992, and it then became part of Western Maryland Health System in 1996. Both physicians continued to serve at the urgent care facility until their subsequent retirements in 2013 and 2016, respectively. UPMC Western Maryland then assumed operations of the facility in order to continue urgent care services to residents of Mineral County, WV, and the surrounding region.

Forensic nursing services expand

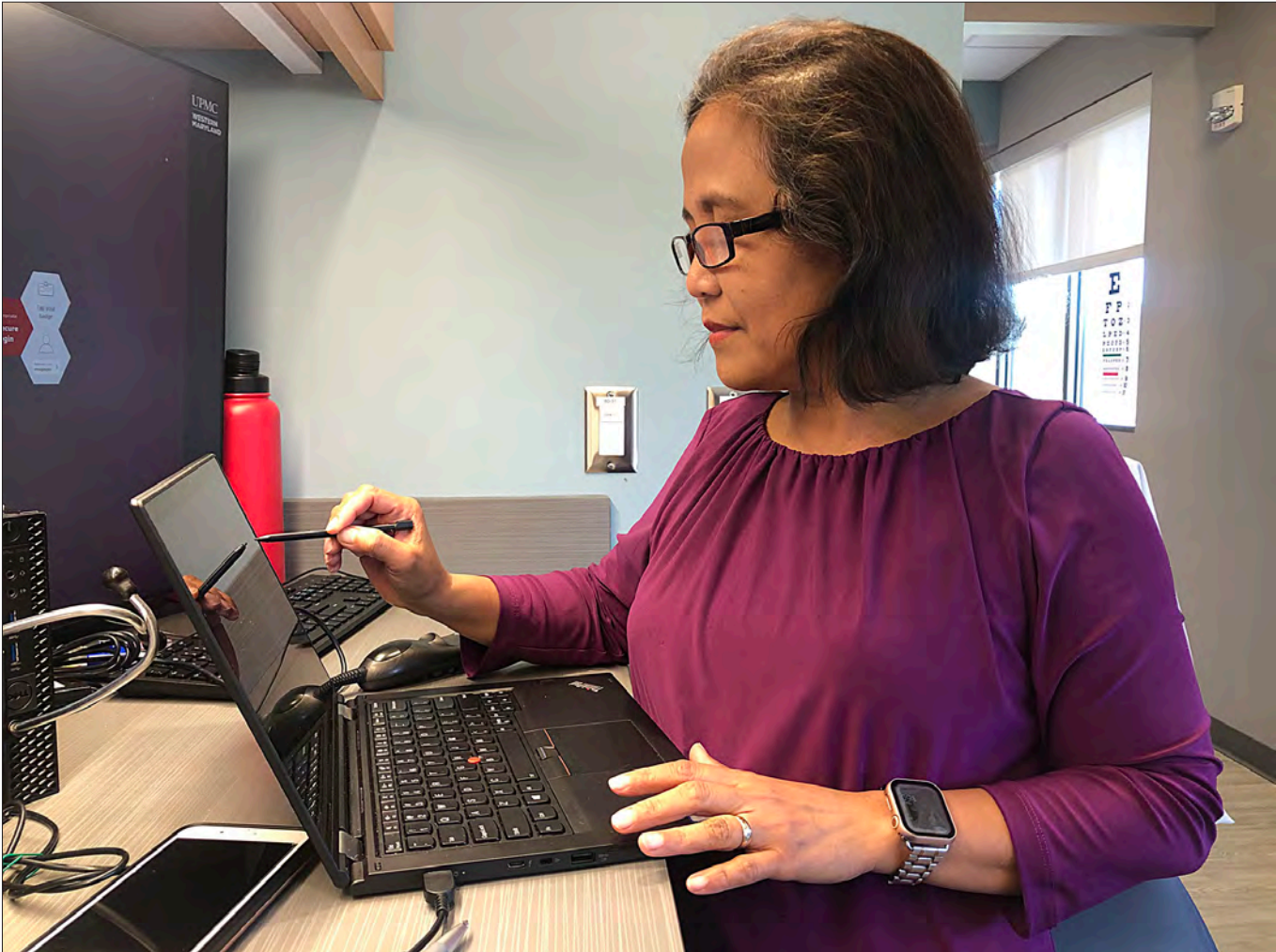
The UPMC Western Maryland forensic nursing program – which, among its many services, treats domestic and sexual assault victims – has announced it will expand services to the three UPMC Western Maryland urgent care centers in the region.

“In these times of uncertainty with COVID-19, our forensic nursing team wants to remind the community that we are a source of strength, and we exist to help patients recover from the unexpected,” said Debi Wolford, Forensic Nursing Service Program Coordinator. “Your health care providers in the UPMC Western Maryland forensic nursing team know that many patients are scared during these unprecedented times. We want to remind them that we are one piece of certainty within the community as we continue to provide safe and healthy care.”

Forensic services will now be provided at the three urgent care centers which are open from 8 a.m. until 8 p.m. seven days a week. A Forensic Nurse Examiner will be available for both sexual-assault exams and domestic-violence-related injuries. UPMC Western Maryland urgent care locations:

- **Advanced Medical Care**
1050 Industrial Blvd Ste 17
Cumberland, Md.
240-964-9300
- **Frostburg Urgent Care Center**
10701 New Georges Creek Road SW
Frostburg, Md.
301-689-3229
- **Advanced Lakeside Medical Care**
23789 Garrett Highway
McHenry, Md.
240-488-4139

Additionally, forensic nursing services remain available around the clock for abuse and assault patients at the UPMC Western Maryland Emergency Department.



Dr. Virginia Magbojos, primary care physician at UPMC Western Maryland, conducts a telemedicine demonstration in early April.

Telemedicine provides a valuable alternative to traditional visits

Due to the challenging climate during the current coronavirus pandemic, UPMC Western Maryland has made a push in recent weeks to educate patients about the benefits of telemedicine, which is the practice of caring for patients remotely when the provider and patient are not physically present with each other.

“Depending upon the need, our providers have used either telephone or video technology to see patients safely and securely where they want to be seen,” said Jeff O’Neal, Executive Director of Clinics, Practices and Behavioral Health Services at UPMC Western Maryland.

All providers (urgent care, primary care, specialists) have increased their use of virtual visits. Virtual visits provide continued access to care and keep the providers and staff in contact with patients, especially those who are more vulnerable and come with a higher risk. Virtual visits also provide for the clinical management of patients.

During the pandemic, all office visits that are routine, non-urgent and non-emergent should be completed via a virtual visit. “Our goal is to meet the needs of our patients without bringing them into the office unnecessarily,” O’Neal said, adding, “however, if the patient has symptoms that the provider does not feel can be addressed by telephone or video, an office visit is still

appropriate.”

Across the nation, the coronavirus pandemic has put the spotlight on telemedicine, bringing it to areas that had previously seen limited use. “Prior to COVID-19, we used telemedicine pretty infrequently due to a combination of patient and provider preferences,” O’Neal said.

UPMC Western Maryland anticipates that the increased utilization of this technology will continue after the pandemic, as more patients will have experienced the convenience of virtual visits. For example, on March 31 alone, UPMC Western Maryland provided 231 virtual visits.

Telemedicine has many advantages. No travel is involved so it is more convenient for the patient. Even without the current COVID-19 pandemic, telemedicine lowers the exposure of the patient to other viruses and illnesses.

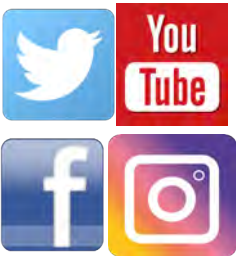
The disadvantage is that not all patients have access to the technology (smartphone, tablet, PC) and bandwidth (broadband, Wi-Fi, cellular data service) to support two-way audio and video. Any televisit requires the patient to download an app, which can be challenging for patients unfamiliar with the technology. “We try to make it as easy as possible to establish the visit, and UPMC Western Maryland providers and staff are ready and willing to assist with the virtual

visit connections,” said Michael Barth, Information Technology Coordinator. “The process is made as convenient as possible.”

At UPMC Western Maryland, the patient downloads an app called Vidyo-Mobile on their smartphone or can use a computer with a microphone and camera. The provider or their staff sends an email to the patient containing a link to the provider’s “room”. The patient simply clicks on the link, and the Vidyo software or app will automatically open and the patient is placed securely in the room with the provider.

It is important to remember that some conditions are easily handled virtually, but some conditions will always require a face-to-face visit. The UPMC Emergency Department remains fully functional at this time, and if an urgent care visit is needed, centers in South Cumberland, Frostburg and McHenry remain open seven days per week from 8 a.m. to 8 p.m.

“Our urgent care centers are also utilizing virtual visits where appropriate,” O’Neal said. “Patients are being asked to call the urgent care center first so that the appropriate care setting may be established.” For more information on telemedicine options, patients should consult their primary care provider.



Do you follow us?

USACS services expand to UPMC Western Maryland

US Acute Care Solutions (USACS) recently announced it will begin providing Integrated Acute Care (IAC) services at UPMC Western Maryland in Cumberland.

USACS is adding hospitalist services to its current emergency medicine services. The expanded partnership began April 1.

The partnership marks another Maryland expansion of the rapidly growing IAC program at USACS. Integrated Acute Care brings emergency and hospital medicine services together as one team with one purpose: seamless, quality patient care across the entire acute care episode.

"The USACS IAC program continues to grow as the model of choice for hospitals interested in improving quality and patient satisfaction, which is clearly aligned

with the mission of UPMC Western Maryland," said Dr. Michael Cetta, Chief of Integrated Acute Care Services at USACS. "By placing both emergency and IAC services under a single, accountable team of physician-owners, UPMC Western Maryland patients will benefit."

The USACS model of Integrated Acute Care builds on the USACS commitment to physician ownership by creating a single, accountable team of physician leaders responsible for continual improvement of patient care throughout the patient's stay, from entrance into the Emergency Department until discharge, and even beyond. The model has led to improvements in key quality metrics, particularly those related to patient experience.

Frostburg Nursing and Rehab Center sale finalized

Earlier this year, UPMC Western Maryland announced the anticipated sale of the Frostburg Nursing and Rehabilitation Center (FNRC) to Axis Healthcare Group, LLC. That sale is now final.

"Since we established FNRC in 1995 as a skilled nursing facility for long-term and short-term rehabilitation, the need for UPMC Western Maryland to have a nursing home as a component of our health system has lessened," UPMC Western Maryland President Barry Ronan said.

"We have established excellent working relationships with all the nursing homes in western Maryland and West Virginia, and each of them works very closely with UPMC Western Maryland in advancing our value-based

care delivery model and our implementation of population health initiatives. The opportunity to sell our nursing home to a reputable, well-established nursing home provider, Axis Healthcare Group, LLC, presented itself, and we decided to move forward with the sale of FNRC.

"Axis will be welcomed as an additional community partner, and, most importantly, they share our commitment to providing patients with compassionate care and exemplary service, while identifying solutions to improve the health care delivery system," Ronan said.

UPMC Western Maryland employees and staff at FNRC have been given the opportunity to stay on as employees with Axis.

Grateful beyond words

Nora Roberts Foundation donates \$9,000 toward WMHS Foundation's Healthcare Heroes fund

It all started with a surprise call out of nowhere on the Thursday before Easter. The Nora Roberts Foundation – founded by the Maryland-based *New York Times* bestselling fiction writer – wanted to make a gift to support UPMC Western Maryland.

"Honestly, I didn't know what to expect when the phone rang," said Lisa Hout, senior development officer for the WMHS Foundation. "We were focused on launching the Healthcare Heroes Fund, and I had no idea that this unsolicited phone call would jumpstart our campaign."

Lisa explained to Kat Pong, vice president of operations for the Nora Roberts Foundation, how the WMHS Foundation was responding to the COVID-19 crisis in Western Maryland. "To honor frontline healthcare workers at UPMC Western Maryland and all the many staff who support them, the Foundation is partnering with the community to supply \$100 gift cards for groceries for these hometown heroes and save them one more stop and potential exposure at the end of a long day. Some will access these funds through an onsite micro-mart, others through curbside pickup at a local grocery store, but all employees of UPMC Western Maryland will receive the benefit."

Kat was impressed with the coordinated effort already underway. At the close of their conversation, she casually mentioned they would be sending a check for \$9,000 – a generous start to an initiative that is providing many with a way to give back. Today, the fund has more than quadrupled.

Lisa choked up at the mention of this generous offering. "I am always humbled by the ways and the reasons that people choose to give," she said. In turn, Kat was moved by this opportunity to make a difference.

To date, the Nora Roberts Foundation has granted more than \$800,000 to hospitals across Maryland and D.C. during this pandemic, beyond their ongoing commitment to funding literacy initiatives.

"We're grateful beyond words to the hospital workers, the doctors, nurses, specialists, cooks, cleaners,

maintenance workers, and all those who show up every day, despite the risks," writes the Nora Roberts Foundation Board. "We're humbled by your willingness to put yourselves in harm's way – to care for the sick, to save lives, and to be witness to the final moments of those who can't be saved. You're more than heroes, more than the frontline. You're children, siblings, parents, and friends. You're human, and you, individually, matter. We hope our contribution to the WMHS Foundation Healthcare Heroes Fund, and to other hospitals in Maryland and D.C., helps you know how much we care, how much your community cares, and how much we value you."

Karen Johnson, chief development officer and executive director of the WMHS Foundation, trusts that this generous gift will spur others to give. "We're finding heroes in unexpected places," said Karen. "Our partners across the community are calling out the courageous by name as they engage with this campaign, and the encouragement they bring is the silver lining in an otherwise dark time. Hope is rising up, and we are proud of our donors and so touched by the healthcare workers they choose to honor." She invites our UPMC Western Maryland family to follow the campaign on the WMHS Foundation Facebook page for a complete list of testimonials. "So much of what we do is not orchestrated," she said. "It just falls into place at the right time."



Nora Roberts



Healthcare Heroes
Working to keep us strong

Learn how you can help the Healthcare Heroes in our community by visiting:
www.wmhs.com/foundation/donate-now

Schwab Family Cancer Center earns national accreditation

The Commission on Cancer (CoC) has granted a three-year accreditation to the Schwab Family Cancer Center at UPMC Western Maryland.

"UPMC Western Maryland has a long history with the American College of Surgeons Commission on Cancer," said Dr. Scott Watkins, UPMC Western Maryland Medical Director of Radiation Oncology and Chair of the Cancer Care Committee. "The guidelines of the CoC and the access to data as a benchmark for our program has helped us



achieve new and vital standards in improving the care of cancer patients across many different diagnoses. Participation in the CoC program is a vital method for disseminating the best of care throughout the country."

Because it is a CoC-accredited cancer center, the Schwab Family Cancer Center at UPMC Western Maryland takes a multidisciplinary approach to treating cancer as a complex group of diseases that requires consultation among surgeons, medical and radiation oncologists, diagnostic radiologists, pathologists, and other cancer specialists. This multidisciplinary partnership results in improved patient care. "As the Chair of the Cancer Care Committee, I am especially proud of

all of my colleagues who devote countless hours to our patients and their care," Dr. Watkins said.

"Continuous quality oversight and improvement have been critical to the ongoing success of our oncology program," said UPMC Western Maryland President Barry Ronan.

"Participating in the accreditation process of the Commission on Cancer is instrumental in maintaining our excellence in cancer care for our patients throughout the region."

The CoC Accreditation

Program provides the framework for UPMC Western Maryland to improve its quality of patient care through various cancer-related programs that focus on the full spectrum of cancer care including prevention, early diagnosis, cancer staging, optimal treatment, rehabilitation, life-long follow-up for recurrent disease, and end-of-life care.

When patients receive care at a CoC facility, they also have access to information on clinical trials and new treatments,

genetic counseling, and patient-centered services including psychosocial support, a patient navigation process, and a survivorship care plan that documents the care each patient receives and seeks to improve cancer survivors' quality of life.

There are currently more than 1,500 CoC-accredited cancer programs in the U.S. and Puerto Rico, and CoC-accredited facilities diagnose and/or treat more than 70 percent of all newly diagnosed patients with cancer.

‘A way for me to say thank you’

Allegany County Sheriff Craig A. Robertson shares his talent, respect in tribute sketch

As the COVID-19 pandemic continues to impact nearly all aspects of everyday life, Allegany County Sheriff Craig Robertson had a personal passion to find a creative outlet and extend his support and thanks to the staff at UPMC Western Maryland. Using submitted photographs as his inspiration, Sheriff Robertson recently completed a sketch featuring several UPMC Western Maryland employees hard at work during the COVID-19 crisis.

“Drawing is a release for me,” Sheriff Robertson said. “This was a way for me to show my appreciation to everyone in the medical profession for what they are doing.”

The project began several weeks ago through a social media post asking people to provide photos of staff in action during the COVID pandemic. “I received so many photos,” Sheriff Robertson said. I am sorry I could not use each one. I have been around UPMC Western Maryland staff on both a personal and professional level, and every time my family and I have been treated with such professionalism and respect. Most of the people in the drawing are actual staff members at UPMC Western Maryland. Some are friends, some are family, and some I have never been honored to meet. It was just a way for me to say thank you. These employees do so much for us, and they should get the thanks they deserve.”

Over the years, Sheriff Robertson honed his talent while combining his lifelong love of drawing with a passion for service and his love of local history. “I started taking art lessons in the third grade from a lady in Barton. It’s funny that these lessons were more directed toward oil painting, and to-

day I can’t use oil paints at all. Throughout the years, I would continue to dabble with drawing until later in life when it became more of an obsession. Around 2006 or 2007, Allegany County began construction on Mountain Ridge High School in Frostburg. Being a graduate of the former Valley High School – which would have been a feeder school to Mountain Ridge – I came up with an idea to do a drawing of the newly constructed school with numerous feeder schools surrounding it. It was from that date forward that I would continue drawing in my spare time. Because of my love for area history, most of my drawings are of such.”

Now nearing 50 years of public service, Sheriff Robertson feels a strong connection to the staff he honored in his drawing. “I started my love for community service back in high school when I volunteered my time with the Frostburg Area Ambulance in 1976. Over the years I took numerous training classes including Emergency Medical Technician and Paramedic classes. I loved helping people and continued on this path until becoming a member of the Cumberland City Police Department and then the Allegany County Sheriff’s Office.”

In his many roles, he worked with the medical profession often. “I understand what they deal with on a day-to-day basis. My older daughter, Stephanie McDonald, has been an employee of UPMC Western Maryland now for many years, and recently my middle daughter, Erica Robertson, has come on board also, while she continues to pursue her master’s degree. I have many friends who work there, and the administration has always been a pleasure to work with. I just have so many connections with



Many UPMC Western Maryland staff members are featured in a sketch Allegany County Sheriff Craig A. Robertson made as a tribute to local health care heroes.

UPMC Western Maryland health care workers.”

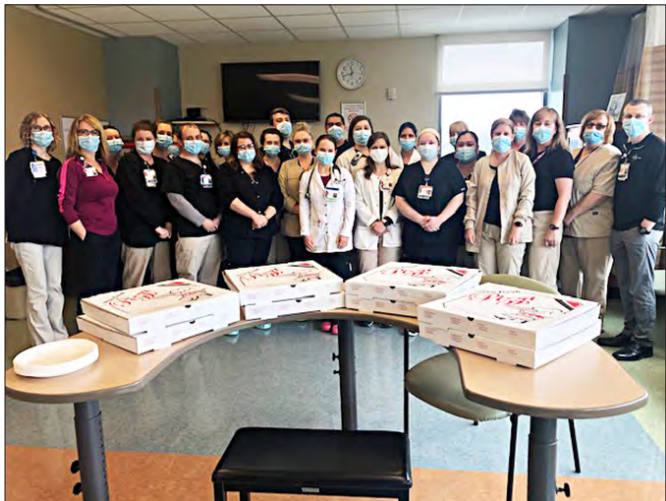
As the logistics of printing and making his drawing available to the staff whom he wanted to recognize come together, Sheriff Robertson said the teamwork he is witnessing is something he will not soon forget.

“The challenge that we face today is something I never would have imagined in my life. We have had to think outside the box many times because there is

really no playbook available. One thing that does make it a little easier is the relationship we all have here in Allegany County. We have all worked so well together, from law enforcement to the Allegany County Health Department, to UPMC Western Maryland, to our Emergency Services, and our communities in general have all come together to fight this disease. We will get through this as a team.”

GIVING BACK

The generosity of the local community has been on display throughout the COVID-19 pandemic, as donations of meals, masks and supplies have flooded the WMHS Foundation’s giving channels. More than 55 donations of at least \$14,000 worth of meals for staff were received, as was over \$40,000 worth of supplies from local businesses, churches and community members. In addition, over 2,000 homemade masks were donated. Pictured are UPMC Western Maryland staff members enjoying food provided by local restaurants.



SPRING things

UPMC Western Maryland staff are proud of their furry, feathered friends



1. Ashley Farris’ bunny

2. Lucky and Larry, Brittany Kesner’s ducks

3. Bun Bun, Brittany Porter’s rabbit

4. Jill Spiker’s duck

5. Tracey Clark’s chickens

6. Zoey, Mikaela Schmeider’s rabbit

7. Hazel, Kasey Holler’s rabbit

8. Jane Rhiannon, Helen Morris’ “bunny”

9. Josh Bittner’s crew pose with their chickens

10. Jennifer Suter’s chickens

11. The late, great, Coco, Debbie McKenzie’s bunny

12. Peepers, Tiffany Huffman’s goose

13. Fred and Wilma, Jennifer Ward’s baby ducklings



Drop us a line!

Community Relations wants to hear all of the good news about the employees, patients and departments at UPMC Western Maryland! Contact Ed DeWitt at edewitt@wmhs.com if you have a story that is begging to be told.