

Goodwill Ambassadors

Eyes and Ears of the Communities We Serve



(L-R): Johnson Memorial Hospital President Stu E. Rosenberg, M.B.A., Saint Francis Hospital and Medical Center President John F. Rodis, M.D., M.B.A., and Mount Sinai Rehabilitation Hospital President Robert J. Krug, M.D., share a moment at the Goodwill Ambassadors lunch.

The presidents of Saint Francis Hospital and Medical Center, Mount Sinai Rehabilitation Hospital and Johnson Memorial Hospital met recently with more than 150 Goodwill Ambassadors to provide an update on each hospital and their achievements over the past year and the goals for the future.

“You play a vital role in our community,” John F. Rodis, M.D., M.B.A., president of Saint Francis, told the Goodwill Ambassadors (previously known as Corporators. “You are our eyes and ears for ways our hospitals can improve.”

Dr. Rodis went on to thank the Ambassadors and the numerous volunteers within the hospitals for being advocates.

Highlights of the gathering include FY17 financial performance, goals for FY18, noteworthy accomplishments including numerous national awards, commitment to the community through resources at the Curtis D. Robinson Center for Health Equity.

In addition, Dr. Rodis proudly noted that Saint Francis ranks among the top three hospitals across the state based on feedback from patients who say they would be “willing to recommend the hospital” based on Hospital Compare data.

At Mount Sinai, President Robert J. Krug, M.D., noted a 12% increase in volume as compared with FY16 and patient experience scores of 91% “likely to recommend”. He also highlighted a significant reduction in hospital acquired infections and pressure ulcers. On the outpatient side, MSRH also saw 91% patient satisfaction scores for the Mandell MS Center; and with plans to expand the comprehensive MS approach to both the Springfield and Waterbury Markets.

“One of our goals for 2018 is to go live with an oncology rehabilitation program, partnering with the oncology service line and the Smilow Cancer Hospital Yale-New Haven at Saint Francis,” Dr. Krug noted.

Fiscal year 2017 was a watershed year for Johnson Memorial Hospital, President Stu Rosenberg told the Ambassadors: the hospital was positive to budget by \$1.4 million, marking its best financial performance in over a decade.

In addition, Rosenberg noted that JMH added to the overall system integrity through its net number of patient transfers to Saint Francis adding \$8.5 million to revenues compared with \$6.8 million in FY16.

“This has been a monumental year for JMH,” Rosenberg added. “We are moving toward being fully integrated with our human resources systems, finance operations, lab services, quality and patient experience outcomes, as well as performance excellence and fund development. These are good times for Johnson.”

In closing, all three presidents thanked the boards of directors for each hospital and the Foundation board, for “your continued support of the communities we serve.”



(L-R): Howard Orr, chairman of the board of Mount Sinai Rehabilitation Hospital; Tony Giorgio, Ph.D., chairman of the board of Saint Francis Hospital and Medical Center; and Patrick Mahon, chairman of the board of Johnson Memorial Hospital.