

# The Lost Art of Listening

(The first in a series of life-skills articles geared toward enhancing career and social performance in a digitalized age)



BY BOB RODGERS

How many times have you been at a business lunch or in a meeting and set your digital device on “silent,” so as “not to disturb your co-workers?” Yeah, right! What you’re doing is trying to be someone who’s everywhere at once, so as not to miss a beat of life.

You’ll be a far more competent boss, co-worker, leader, friend and family-person if you master the lost art of listening – really listening, which does not include checking e-mails while having a conversation with your co-worker or – gasp – your wife.

Active listening is a state of mind that involves paying full and careful attention to the person who is speaking – it’s a willingness and an ability to hear and to understand and most of all, to offer respect to the speaker. True, active listening, by its very definition, avoids the rush to judgement by learning the skills of paraphrasing, summarization and restatement. And in our digital era, active listening has become a skill that we all need to relearn and master.

Poor communication skills on the part of management is typically the number one reason for employee dissatisfaction. The smart manager wants to keep and enhance a positive workspace where employees feel valued and cared for – something all people want – not just from the workplace.

People, in general, want to feel respected. One of the greatest gifts that a manager can offer his workers is uninterrupted, active listening. You don’t have to agree with what they say, but you do have to listen.

It’s time to acknowledge the fact that our technological era has negatively impacted workplace listening skills. Not addressing this fact does not deny its credibility. Utilizing these skills will make for a happier employee base with less turnover.

It is helpful to think of active listening as an exchange between two people, with one person talking and the other actively listening. The keys to active listening are: paying attention, holding judgment, and reflecting, clarifying, summarizing and sharing what has been said by the speaker. They are not mutually exclusive, in that you don’t have to stop sharing in order to be paying attention, for example. Nor are these skillsets weighted in

importance. In one conversation, clarifying may take much effort, while in another, it may seem quick and effortless.

Paying attention while actively listening – to your own behavior and that of the speaker – helps to create the setting for a productive dialogue. Pay attention to your own frame of mind and body language for optimal effectiveness as well as to the other person’s non-verbal and verbal behavior in order to make sense of non-verbal cues.

Holding judgment helps you to understand how the other person sees the world by being open to new ideas, new possibilities and new perspectives. Even when tensions run high, practice empathy, indicate your open mind with body language and verbal prompts, acknowledge your differences and most of all, be patient.

Reflecting the other person’s information, perspective and feelings by saying something along the lines of, “So, as I understand what you’re saying...” indicates that you hear and understand what is being said. Use this paraphrasing to confirm your understanding and don’t assume that you understood correctly or that the other person knows that you’ve heard.

Clarifying is double-checking on issues that might be unclear or ambiguous. Use questions to help.

Summarizing helps to identify key themes and solidifies your understanding of the person’s points of view. It also may help both parties to be clear on mutual responsibilities and follow up.

By now, you should have a good understanding of the other person’s points and feelings, and it’s time for sharing – introducing your own feelings, thoughts, suggestions and addressing any further issues or concerns.

Active listening is not an optional component of leadership nor is it a nice way to make others feel good. It is a vital component of leadership in today’s digital age.

*Bob Rodgers is the founder and president of Quantum Search, a nation wide retained executive search firm headquartered in Atlanta, GA. He has been a leader in the recruitment industry for more than 20 years, conducted more than 10,000 interviews and is certified in Benchmarks®, 360 BY DESIGN® and Executive Dimensions® by the Center for Creative Leadership. He can be contacted at (770) 495-8150 or brodgers@quantumsearch.com.*

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# What's new

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## TSN Nurse, Inc. Has Entered the Pittsburgh Market Providing Nurse Staffing

TSN, announces the opening of our offices in Greentree. TSN specializes in delivering clinical staffing services in the health-care industry. We work with a wide range of facilities and providers including, Hospitals, Long-Term Care Facilities, Home Care, Hospice, Case Management Organizations and other healthcare providers.

TSN differentiates itself within the staffing industry by providing a customized staffing solution. We recruit quality performers who are matched to your specified needs. Our approach to temporary, temp-to-hire and direct hire staffing is designed to make it easier for you to achieve your goals.

Our goal is to understand your needs as an employer or employee and to assist in finding the right fit. We are dedicated to providing exceptional employment opportunities for our employees and productive employees for our clients. It is our goal to offer the highest level of customer service and support in the healthcare industry.

Our mission is to understand the challenges and demands facing our clients and to prepare staffing solutions that meet those needs.

TSN has the resources, extensive business and staffing industry experience and expertise to provide us with a full understanding of our clients and candidates needs.

Our focus is on quality in all areas of our business. With excellent customer service, proven methodologies, quality candidates, and innovative solutions, we provide full-spectrum solutions to our satisfied customers. TSN creates and delivers services that enable our clients to succeed in the changing world.

We strive to establish long term relationships with our client and staff by working hard to deliver more than expected. We accomplish this by focusing on our customers and employees needs, by always providing that extra attention to insure exceptional personalized service. We want to be more than a staffing service; we want to be partners in business, together helping each other grow for a prosperous future.

A software product is planned for release in the 3rd quarter of 2007 to facilitate scheduling and other cost saving features.

For more information, call (412) 894-0000, fax-800-473-3147, [info@tsnurse.com](mailto:info@tsnurse.com)

## Corazon Opens Second Office Location in Florida

Corazon Inc., a leading provider of specialized consulting and recruitment services to hospitals for the development of cardiac and vascular programs, has announced the opening of a second office location in Plantation, Florida.

The firm spent several months evaluating the feasibility of opening a second location; and, given the pending changes to Florida regulations for cardiovascular services and the growing older population with a greater need for heart and vascular care, Corazon determined that Florida was an optimal location to initiate a new office.

## County Health Department Observes 50th Anniversary

As part of National Public Health Week, April 2-8, the Allegheny County Health Department is observing its 50th anniversary by highlighting its efforts to protect public health as well as our air, water, food and the environments where we live, work and play.

"Our 50th anniversary is a time not only for reflection on our achievements, but for renewing our commitment to public health," said County Health Director Dr. Bruce W. Dixon.

"These milestones are a reminder of the Health Department's value to the community and the important role we play in the daily lives of our County's 1.2 million residents. We've done everything from vaccinating kids against polio in our early years to building a new state-of-the-art lab for bioterrorism testing."

As former U.S. Surgeon General Dr. C. Everett Koop once said,

## Washington Hospital honors Martha Yorkin Berman with the Distinguished Service Award

The Washington Hospital and The Washington Hospital Foundation honored Martha Yorkin Berman with the Distinguished Service Award on Thursday, May 3. The award recognizes the commitment and dedication of Mrs. Berman to The Washington Hospital and the Washington County community. The Award was presented to her at the Foundation's annual Evening of Recognition, which was held at Valley Brook Country Club.



Martha's love of this community and her desire to improve the quality of life here has led her to become one of Washington's best-known and beloved volunteers. She has given her time and support to The Washington Hospital, as the first female chairman of the Hospital's Board of Trustees; Washington Economic Development Committee, LeMoyné Center, Brownson House, Literacy Council, Citizen's Library, and Washington County Community Foundation.

After moving into a retirement community in Allegheny County, Martha's continued dedication to Washington County is nothing short of exemplary. "My heart is still in Washington," she says.

"Health care is vital to all of us some of the time, but public health is vital to all of us all of the time."

Significant progress has been made lowering infant mortality, preventing infectious diseases and safeguarding the environment, and in dealing with new and emerging threats to public health from AIDS, E. coli, West Nile Virus, pandemic influenza and bioterrorism.

## Jewish Healthcare Foundation and Pittsburgh Regional Health Initiative Plan Pharmacy Pilot Program

The Jewish Healthcare Foundation (JHF) in conjunction with the Pittsburgh Regional Health Initiative (PRHI) plans to launch a pilot program to expand the role of pharmacists in supervising medications for chronically ill patients in hospitals and nursing homes and in post-discharge follow-up. The goal is to improve the safety and efficacy of treatment while potentially reducing the costs.

Up to six institutionally-based Southwestern pharmacists will be selected for the Pharmacy Agents for Change program. They will design and conduct demonstration projects to better manage multiple medications, educate patients and consult on the choice and administration of medications.

The pharmacists will be given training in process engineering and work redesign principles to be applied in the demonstrations. PRHI will provide the training through its Perfecting Patient CareSM University and also will support the projects with on-site coaching.



# Building a Resource for the Community.

Part of what makes The Commons at Squirrel Hill Nursing and Rehabilitation Center unique is our dedication to providing vital community resources. It's part of who we are as a nonprofit organization. As such, we continue to develop educational outreach as well as specific clinical programs to meet the needs of our community. From providing experienced ventilator and respiratory programs, to in-house hospice, extensive wound care, rehabilitation and long-term care, The Commons at Squirrel Hill is committed to providing vital services, now and in the future. We invite you to learn more by calling or scheduling a tour with Suzanne Machek at 412-287-8408.

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## June 5 ACHE of Western Pennsylvania presents an event on Lean Six-Sigma

"0 to 40 to 60: One Hospital's Alternative Approach to Lean Six-Sigma" will be held on Tuesday, June 5, hosted by St. Vincent Health System. Registration and hors d'oeuvres begin at 5:30 PM, session at 6:15 PM. This educational session features a panel of St. Vincent executives critical in the health system's adoption of the Lean Six-Sigma performance improvement methodology. Visit <http://westpa.ache.org> to register and for more information.

## June 7 Bonnie Blair Visits Pittsburgh to Break the Ice About Stress Urinary Incontinence

U.S. speed skater Bonnie Blair will be in Pittsburgh on June 7, 2007 at the Sheraton Station Square hotel from 6:30 to 7:30 p.m. to talk about her experience with stress urinary incontinence (SUI). Bonnie is visiting Pittsburgh as part of What's Happening Down There?: Breaking the Ice About SUI, a national public education campaign. Area residents are invited to a free educational event to learn more from local physicians and hear Bonnie's experiences with SUI. To reserve a seat, please call 1-866-421-0473 by June 1st. Dinner will be provided.

## June 7 8 Over 80 Event

The Jewish Association on Aging will be holding its 7th annual 8 over 80 event on Thursday June 7 at 6:00 p.m. on the grounds of Weinberg Village, 200 JHF Drive, Pittsburgh. This annual event celebrates the lives and accomplishments of 8 Pittsburgh Jewish Leaders who are 80 years of age and older. For more information, contact Susan Fenster at (412) 521-8986 or [sfenster@jaapgh.org](mailto:sfenster@jaapgh.org).

## June 8 The Charlie Batch Celebrity Golf Classic

Attention golfers: Get ready to tee up at the Charlie Batch Celebrity Golf Classic. The event, sponsored by the Pittsburgh Mercy Foundation, will be held Friday, June 8 at Nevillewood in Collier Township. The scramble format tournament will begin with a buffet lunch at 11 a.m., followed by a 1 p.m. shotgun start.

Proceeds from the event will benefit Mercy's Operation Safety Net® and the Best of the Batch Foundation. For more information, call the Pittsburgh Mercy Foundation at (412) 232-7504.

## June 11-13 What's Right in Health Care 2007

Studer Group presents its annual conference: What's Right in Health Care 2007 on June 11-13, 2007 at the Orlando World Center Marriott Hotel. What's Right in Health Care is aimed at bringing individuals together—a series of peer-to-peer learning sessions designed to provide proven tools, tips and techniques you can use to achieve quick wins so critical to making a difference. The sessions focus on ways to help you move service and operational excellence to the next level in every area of your organization. This conference is for anyone in health care—administrators and caregivers at every level—who is always searching for ways to improve performance.

For more information, contact Judy Harrison at [judy@studergroup.com](mailto:judy@studergroup.com) or Susan Eagan at [susan.eagan@studergroup.com](mailto:susan.eagan@studergroup.com), call (850) 934-1099 or visit [www.studergroup.com](http://www.studergroup.com).

## June 13 Wound Care Symposium

A Wound Care Symposium, sponsored by BLACKBURN'S, will be held on June 13 at the Butler County Community College in Butler, PA from 8:00 a.m. to 4:00 p.m. Keynote presenter will be Thomas E. Serena MD, FACS. Registration fee is \$30. For more information, contact Randy Prunty at 800-472-2440 or email [randy.prunty@blackburnsmed.com](mailto:randy.prunty@blackburnsmed.com).

## October 2-4 Healthcare Facilities Symposium & Expo

The Healthcare Facilities Symposium & Expo is returning to the Windy City, Chicago, IL, for its 20th anniversary event! Don't miss the longest-running conference and exhibition focused on master planning, design & construction, evidence based design, sustainability, technology, guest services and operations in healthcare facilities. For more information, visit [www.hcarefacilities.com](http://www.hcarefacilities.com) or call (203) 371-6322.

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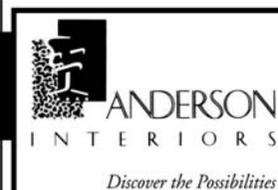
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# Investors' Lab

## Retirement Readiness in America

In my 20 years of financial counseling, I've learned that retirement readiness must be achieved long before one leaves the workplace. Unfortunately, most Americans have yet to learn that lesson. There is a retirement crisis in America and it may turn out to be the most significant social crisis ever faced by this nation.

Most believe the retirement crisis only pertains to lower income Americans. The data, however, data just does not support that notion.

The good news is that Americans are saving at an earlier age than ever before. The elimination of defined benefit plans has increased our awareness of the need to save for retirement.

The bad news is that not enough of us are saving, saving enough or investing properly. According to Mark Iwry of the Retirement Security Project, a joint venture with Georgetown University and the Brookings Institute, "... about 75 million American workers – half the work force – have no plan at all."

Data from the 2004 Survey of Consumer Finances, sponsored by the Federal Reserve



BY PAUL BRAHIM, CFP®  
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Board), indicates that of those who are eligible to participate in a retirement plan, only 79% do. The survey also states that the median balance for those with a plan was just \$34,000. Even more striking were the findings from the "near retirement" population, households aged 55 to 59. One half of this group had just \$15,000 or less saved for retirement. For those with company-sponsored 401(k)-type plans, the median plan balance was

only \$73,000.

Most financial professionals suggest you plan to replace at least 85% or more of your pre-retirement income. The Fidelity Research Institute in its 2006 Retirement Readiness Survey reported that Americans in general were on track to replace 58% of their pre-retirement income and that pre-retirees were on track to replace just 61% of their pre-retirement income. Perhaps Fidelity's most frightening finding was that two thirds of all retirees reported that their expenses either went up or stayed the same as in pre-retirement.

The big question, then, is how much of our pre-retirement income should we save? Pre-retirees currently save just 4.1% of their income. To replace 85% of their pre-retirement income, Americans need to increase their savings from 4.1% to 18%; to replace 100%, they need to increase their savings to 27%! Not surprisingly, FRI reports, just 13% of all Americans expect a comfortable retirement and 63% expect to work at least part-time in retirement to support their lifestyles.

77% of Americans admit they are not saving enough. They cite three major barriers to adequate savings:

- Barely enough money left after paying living expenses
- Procrastination
- Need to pay off credit card debt.

As an adviser, I have heard all of these reasons not only from average income Americans but also from executives in major corporations, lawyers, physicians and business owners.

An interesting corollary to all of these statistics relates to the number of Americans who seek professional advice and have a written plan. Fidelity reports that just 30% of Americans seek the advice of a financial professional and 77% of Americans do not have a detailed, formal retirement savings plan.

When we view America's state of retirement readiness in this light, it is easy to see why there is a retirement crisis. Rather than seek the advice of a competent professional, Americans have come to believe that retirement readiness either just happens or can happen with a few clicks on a website or from offhand advice of a co-worker or brother-in-law.

Retirement readiness requires a disciplined process. It is no coincidence that most Americans aren't ready for retirement: they do not seek professional advice; they do not have a written retirement plan; and, they are under saving for retirement.

A professionally guided process helps individuals focus on retirement readiness by resolving the conflict between current financial realities and your future financial goals. It begins with an accurate assessment of current financial condition; expected expenses in retirement; inflation rate and rate of return assumptions; and, asset allocation decisions. It continues with regular reviews that revisit your assumptions and forecasts so that you can be retirement ready for the whole of your life.

Paul Brahim, CFP® AIFA®, Managing Director, BPU Investment Management, Inc. can be reached at [pbrahim@bpuiinvestments.com](mailto:pbrahim@bpuiinvestments.com).

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# MAKING ROUNDS

## PHYSICIAN ANNOUNCEMENTS, APPOINTMENTS AND AWARDS

### M. Sabina Daroski, M.D., Receives Physician Recognition Award

M. Sabina Daroski, M.D., is the 2007 recipient of the St. Clair Hospital Physician Recognition Award.

Dr. Daroski has been with Fatigati-Nalin Associates since 1992 and is a Diplomat of the American Board of Internal Medicine. She has held several Medical Staff leadership positions, and currently serves as vice president of the St. Clair Hospital Medical Staff.



Dr. M. Sabina Daroski

### ACMC Welcomes Obstetrician/Gynecologist

Ashtabula County Medical Center is pleased to welcome OB/GYN Tiberiu Avram, M.D., to the Ashtabula Women's Health Center. Dr. Avram is currently serving as an OB/GYN on a locum tenens basis at East Ohio Regional Hospital in Martins Ferry. Dr. Avram has also been employed as an attending physician at Parkview Hospital in Columbia City, IN, and a locum tenens physician at Fostoria Community Hospital.



Dr. Tiberiu Avram

### Physicians Appointed to Canonsburg General Hospital Medical Staff

The Board of Directors of Canonsburg General Hospital recently appointed Tatyana Goldman, M.D., and Jocelyn L. Tan, M.D., to its medical staff.

Dr. Goldman, a neurologist, received her medical degree from Moscow Medical Academy and completed a fellowship in neurology at Baylor College of Medicine.

A medical oncologist, Dr. Tan received her medical degree from East Ramon Magsaysay Memorial Medical Center and completed a fellowship in medical oncology at the University of Nebraska Medical Center.

### UPMC Northwest Announces Board Certifications

UPMC Northwest has announced the board certification of two staff doctors.

Family practitioners Bruce Jansen, M.D., and R. Donald McAfee, M.D., of Franklin Community Health Care Associates have earned recertification from the American Board of Family Practice. Board certification is indicative of advanced credentials in a physician's specialty.

Dr. Jansen has been a UPMC Northwest staff physician for two years and Dr. McAfee for 26 years.



Dr. Bruce Jansen



Dr. R. Donald McAfee

### VNA, Western Pennsylvania Appoints Medical Director

VNA, Western Pennsylvania announces the appointment of William C. DiCuccio, M.D., as its new medical director.

Dr. DiCuccio's specialty area is Family Practice. He currently serves patients in a seven-physician practice that was recently acquired by Butler Health Systems.

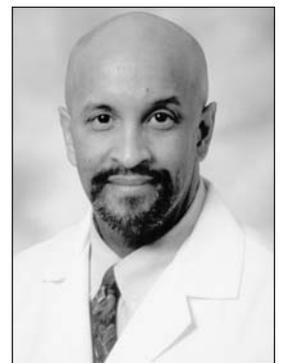


Dr. William C. DiCuccio

### Memorial Medical Center Surgeon Named a Fellow of International College of Surgeons

The Executive Committee of the International College of Surgeons recently approved the recommendation that Alfred P. Bowles, Jr., M.D., F.I.C.S., Director of the John P. Murtha Neuroscience and Pain Institute; Chairman of the Department of Neurosciences; and Divisional Chairman of Neurological Surgery at Memorial Medical Center; be accepted as a Fellow of the International College of Surgeons (FICS).

Dr. Bowles completed his undergraduate degree in Physical Chemistry at Stanford University in California. Upon graduating from the University of California School of Medicine in San Francisco, he completed a neurosurgery residency at the Medical College of Georgia in Augusta.



Dr. Alfred P. Bowles, Jr.

### WVU to Honor Fukushima for Advanced Brain Surgery

The Hazel Ruby McQuain Charitable Trust has pledged \$1.5 million to establish an endowed chair at the new Fukushima Center for Advanced Brain Surgery at West Virginia University.

The chair honors celebrated WVU neurosurgeon Takanori Fukushima, M.D., D.M.Sc., and will support neurosurgery practice, research and teaching at WVU for generations to come. An auditorium in the new HSC Learning Center will be named in honor of Dr. Fukushima.

Internationally known for his clinical work and research in microsurgery, cranial base neurosurgery, and minimally invasive neurosurgical techniques, Fukushima attracts patients from around the globe who seek out his expertise and skill.

Fukushima received his degree from the University of Tokyo, and completed post-graduate training in neurosurgery at the University of Tokyo Hospital, the Free University of Berlin and the Mayo Clinic. Currently, he serves as professor of neurosurgery at WVU and at Duke University. He also holds professorships at Karolinska Institute (Sweden), the University of Frankfurt (Germany), and the University of the Mediterranean (France).

He also serves as co-director of the International Neurosurgery Education Foundation.



Dr. Takanori Fukushima

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# Hospital News RESOURCE DIRECTORY

THE REGION'S MONTHLY HEALTH CARE NEWSPAPER

Contact Margie Wilson to find out how your organization or business can be featured in the Hospital News Resource Directory.

If your organization is looking for a way to get the word out to over 36,000 health care professionals every month, then our Resource Guide is right for you! Call (412) 856-1954 today!

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Gateway Rehabilitation Center provides treatment for adults, youths, and families with alcohol and other drug problems within a network of inpatient and outpatient centers located in Pennsylvania and eastern Ohio. Services offered include free evaluations, detoxification, inpatient, partial hospitalization, intensive outpatient, outpatient counseling, and halfway house. Comprehensive school-based prevention services offered. Employee assistance program (EAP) services available. Visit www.gatewayrehab.org or call 1-800-472-1177 for more information.

## EMPLOYMENT DIRECTORY

### BRIGHTSTAR HEALTHCARE

24-7 BrightStar Healthcare is a woman-owned staffing company that provides supplemental staff to corporate and private duty clients. We are able to provide healthcare professionals ranging from nurses to medical receptionists to PT and OT, as well as non-medical caregivers. We are available to our clients 24 hours 7 days a week, serving the South Hills and Greater Pittsburgh areas. Our office is located at 300 Mt. Lebanon Blvd., Suite 210A Pittsburgh PA 15234. Contact us at (412)561-5605 or email Pittsburgh@247brightstar.com

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### ST. BARNABAS HEALTH SYSTEM

RNs, LPNs, Home Care Companions  
St. Barnabas Health System is comprised of a 172-bed skilled nursing facility in Gibsonia, a 91-bed skilled nursing facility and 59-bed assisted living facility in Valencia, an outpatient Medical Center and three retirement communities. RN and LPN positions available at the two nursing facilities. Home Care Companion positions available to assist our Retirement Village and community clients with daily living and personal care needs. Earn great pay and benefits now. Fantastic country setting, convenient drive from Pa. Turnpike, Rts. 8 & 19, Interstates 79 & 279.

Margaret Horton, Director of Personnel, 5830 Meridian Road,  
Gibsonia, PA 15044 • 724-443-0700, ext. 258

## EXTENDED CARE & ASSISTED LIVING

### ASBURY HEIGHTS

For almost a century, Asbury Heights, operated by United Methodist Services for the Aging, has been providing high-quality compassionate care to older adults in Southwestern Pennsylvania. Asbury Heights is a faith-based, non-profit charitable organization, located in Mt. Lebanon. Through various accommodations, services and amenities, the needs of independent living residents can be met. For residents requiring more care, the continuing care community also offers assisted living, nursing and rehabilitative care, Alzheimer's specialty care and adult day services. The Health and Wellness Center is headed by a board certified, fellowship trained geriatrician. Residents may be treated by on-site specialists or retain their own physicians. Rehabilitative therapies are also available on-site. A variety of payment options are available to fit individual financial situations. The application process is very quick and easy and does not obligate the applicant in any way. For more information, please contact Joan Mitchell, for Independent Living; Suzanne Grogan for Nursing Admissions; or Kelley Ames for Assisted Living at 412-341-1030. Visit our website at www.asburyheights.org.

### BAPTIST HOMES OF WESTERN PA

Baptist Homes has been serving older adults of all faiths on its campus in Mt. Lebanon since 1910. Our mission is to offer a full continuum of enriched living, compassionate care, and benevolence to a broad spectrum of individuals. We are accredited by the Continuing Care Accreditation Commission (CCAC), and serve almost 300 adults with skilled and intermediate nursing care, Alzheimer's care, assisted living/personal care and HUD independent living. In addition, our residents have access to a full range of rehabilitative therapies and hospice care. Baptist Homes is a licensed Continuing Care Retirement Community (CCRC) and is Medicare and Medicaid certified. For more information, visit our website at www.baptisthomes.org or arrange for a personal tour by calling Pam Tomczak, Admissions Coordinator, at 412-572-8247. Baptist Homes is conveniently located at 489 Castle Shannon Boulevard, Pittsburgh, PA 15234-1482.

### COMMUNITY LIFE

Living Independently For Elders  
Community LIFE is a non-profit program that offers all-inclusive care that goes beyond the traditional boundaries of elder care. It allows seniors to remain in the community, maintain their independence, and allows them to enjoy their golden years at home. Community LIFE provides older adults with fully integrated and coordinated health and social service, usually at no cost to qualified individuals. Participant in the program are transported to our day health center on an as-needed basis, to receive healthcare and social services, meals, and participate in various activities.

The LIFE Center is staffed by a geriatric physician, RN's, physical and occupational therapists, dietician, social worker, and aides, and includes a medical suite for routine exams and minor treatments, some emergency care, therapy areas, dining/activity space, personal care area and adult day services. Community LIFE offers complete, coordinated healthcare for the participant, including all medical care, full prescription drug coverage, rehab therapies, transportation and in home care. If you or someone you care about is having difficulty living in the community, then call Community LIFE at 412-464-2143.

### KANE REGIONAL CENTERS

The Kane Regional Centers, located in Glen Hazel, McKeesport, Ross and Scott, provide 24-hour skilled nursing care, rehabilitation services, specialty medical clinics and dedicated units for dementia care to the residents of Allegheny County. Admission to the Kane Regional Centers is based on medical needs and can occur within 24 hours, including weekends and holidays. Kane accepts a number of insurance plans well as private pay. To apply for admission to the Kane Regional Centers call (412) 422-6800.

### OAKLEAF PERSONAL CARE HOME

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3800 Oakleaf Road, Pittsburgh, PA 15227  
Phone (412) 881-8194, Fax (412) 884-8298  
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### PRESBYTERIAN SENIORCARE

A regional network of living and care options for older adults throughout southwestern Pennsylvania. Services and facilities include skilled and intermediate nursing care, rehabilitation, personal care, specialty Alzheimer's care, adult day care, home healthcare, senior condominiums, low-income and supportive rental housing. For more information:  
Presbyterian SeniorCare - Oakmont  
1215 Hulton Road, Oakmont, PA 15139  
412-828-5600  
Presbyterian SeniorCare - Washington  
825 South Main Street, Washington, PA 15301  
724-222-4300

### ST. BARNABAS HEALTH SYSTEM

St. Barnabas Health System offers a continuum of care at its two campuses in the North Hills. Skilled nursing care is offered at the 172-bed St. Barnabas Nursing Home in Richland Township, Allegheny County, and the 47-bed Valencia Woods at St. Barnabas in Valencia, Butler County. The Arbors at St. Barnabas offers assisted living for up to 182 persons. All three facilities offer staff-run, on-site rehabilitative services, extensive recreational opportunities, and beautiful, warm decor. Home care is available at the St. Barnabas Communities, a group of three independent-living facilities: The Village at St. Barnabas, The Woodlands at St. Barnabas and The Washington Place at St. Barnabas. The Washington Place, a 23-unit apartment building, has hospitality hostesses on duty to offer residents support as needed. St. Barnabas Health System, a non-denominational, faith-based organization, has a 106-year tradition of providing quality care regardless of one's ability to pay. For admissions information, call:

- St. Barnabas Nursing Home  
5827 Meridian Road, Gibsonia, PA 15044, (724) 444-5587
- Valencia Woods at St. Barnabas/The Arbors at St. Barnabas  
85 Charity Place, Valencia, PA 16059, (724) 625-4000 Ext. 258
- St. Barnabas Communities  
5850 Meridian Rd., Gibsonia, PA 15044, (724) 443-0700, Ext. 247

### WESTMORELAND MANOR

Westmoreland Manor with its 150 year tradition of compassionate care, provides skilled nursing and rehabilitation services under the jurisdiction of the Westmoreland County Board of Commissioners. A dynamic program of short term rehabilitation services strives to return the person to their home while an emphasis on restorative nursing assures that each person attains their highest level of functioning while receiving long term nursing care. Westmoreland Manor is Medicare and Medicaid certified and participates in most other private insurance plans and HMO's. We also accept private pay. Eagle Tree Apartments are also offered on the Westmoreland Manor campus. These efficiency apartments offer independent living in a protective environment.

Shelley Thompson, Director of Admissions  
2480 S. Grande Blvd., Greensburg, PA 15601 • 724-830-4022

## HOME CARE / HOSPICE

### ASERACARE HOSPICE

(formerly Hospice Preferred Choice)  
HPC provides services in Allegheny county and 5 surrounding counties. Care may be received at home or in extended care settings. The patient and family are the primary decision makers with assistance from the attending physician and the hospice team. The clinical expertise of our hospice team includes RN's, LPN's, home health aides, social workers, spiritual coordinators, bereavement specialists and trained volunteers which are available twenty-four (24) hours a day, seven (7) days a week. For more information, call (412) 271-2273 or (800) 570-5975.

### CONCORDIA VISITING NURSES

Concordia Visiting Nurses provide skilled and psychiatric nursing, physical a, occupational and speech therapies, wound and ostomy care, respiratory therapy, nutritional counseling, infusion therapy, maternal/child care, in your own home. The TeleHealth Monitoring System is a free service that keeps you constantly connected to your doctor and HealthWatch personal response system is an electronic device designed to summon help in an emergency. Concordia Visiting Nurses pledged same day service, weekend referrals and evaluation visits for post-emergency room patients. It is a non-profit, Medicare certified home care agency that accepts most major insurances. Contact Concordia Visiting Nurses at 1-877-352-6200.

### GATEWAY HEALTH HOSPICE

Gateway's hospice services remains unique as a locally owned and operated service emphasizing dignity and quality clinical care to meet the needs of those with life limiting illness. Quality nursing and home health aide visits exceed most other agencies. Our commitment to increased communication and responsiveness to those we serve is our priority. Medicare certified and benevolent care available. Gateway serves patients in Allegheny and ALL surrounding counties. Care is provided by partnering with facilities and hospitals in addition to wherever the patient "calls home". For more information call 1-877-878-2244

### INTERIM HEALTHCARE

Interim HealthCare is a national comprehensive provider of health care personnel and service. Interim HealthCare has provided home nursing care to patients since 1966 and has grown to over 300 locations throughout North America. Interim HealthCare of Pittsburgh began operations in 1972 to serve patient home health needs throughout southwestern Pennsylvania and northern West Virginia. IHC of Pittsburgh has been a certified Medicare and Medicaid home health agency since 1982. IHC provides a broad range of home health services to meet the individual patient's needs - from simple companionship to specialty IV care - from a single home visit to 24 hour a day care. IHC has extensive experience in working with facility discharge planners and health insurance case manager to effect the safe and successful discharge and maintenance of patients in their home. For more information or patient referral, call 800-447-2030.

1789 S. Braddock, Pittsburgh, PA 15218

3041 University Avenue, Morgantown, WV 26505

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### TRINITY HOSPICE

Trinity Hospice offers comprehensive care focused on easing the physical, emotional and spiritual pain that often accompanies terminal illness. Trinity Hospice provides an alternative to routine home care and repeated hospitalizations. Offering outstanding care, the hospice team members are dedicated professionals and trained volunteers who specialize in meeting the individualized needs of terminally ill patients and families. For more information or to schedule an assessment, please call 1-888-937-8088.

2020 Ardmore Boulevard, Suite 210  
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www.trinityhospice.com

### VITAS INNOVATIVE HOSPICE CARE® OF GREATER PITTSBURGH

Hospice of Greater Pittsburgh Comfort Care is now a part of VITAS Innovative Hospice Care, the nation's largest and one of the nation's oldest hospice providers. When medical treatments cannot cure a disease, VITAS' interdisciplinary team of hospice professionals can do a great deal to control pain, reduce anxiety and provide medical, spiritual and emotional comfort to patients and their families. We provide care for adult and pediatric patients with a wide range of life-limiting illnesses, including but not limited to cancer, heart disease, stroke, lung, liver and kidney disease, multiple sclerosis, ALS, Alzheimer's and AIDS. When someone becomes seriously ill, it can be difficult to know what type of care is best... or where to turn for help. VITAS can help. For Pittsburgh, call 412.799.2101 or 800.620.8482; for Butler, call 724.282.2624 or 866.284.2045.

## PUBLIC HEALTH SERVICES

### ALLEGHENY COUNTY HEALTH DEPARTMENT

The Allegheny County Health Department serves the 1.3 million residents of Allegheny County and is dedicated to promoting individual and community wellness; preventing injury, illness, disability and premature death; and protecting the public from the harmful effects of biological, chemical and physical hazards within the environment. Services are available through the following programs: Air Quality; Childhood Lead Poisoning Prevention; Chronic Disease Prevention; Environmental Toxins/Pollution Prevention; Food Safety; Housing/Community Environment; Infectious Disease Control; Injury Prevention; Maternal and Child Health; Women, Infants and Children (WIC) Nutrition; Plumbing; Public Drinking Water; Recycling; Sexually Transmitted Diseases/AIDS/HIV; Three Rivers Wet Weather Demonstration Project; Tobacco Free Allegheny; Traffic Safety; Tuberculosis; and Waste Management. Bruce W. Dixon, MD, Director  
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The Children's Home of Pittsburgh & Lemieux Family Center  
5324 Penn Avenue  
Pittsburgh, PA 15224  
412-441-4884 ext. 3042

## REHABILITATION

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Since 1978 THE pt GROUP has provided early evaluations and continuous progressive care under the same licensed therapist for orthopedic and neurological injuries and conditions. In addition, divisions are available treating serious workers' compensation injuries (Work Recovery Centers); pelvic floor dysfunction, incontinence, and lymphedema (Physical Therapy For Women) and balance and neurological disorders (Balance Therapy). We are not owned or controlled by doctors, hospitals, or insurance companies, but evaluate, and treat, and 000000home exercise programs, under hundreds of physicians' prescriptions covered by most of the work, auto and managed care programs. Call 1-888-PT-FOR-YOU (1-888-783-6796) or www.thept-group.com.

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Blairsville - 724-459-7222	Monroeville - 412-373-9898
Derry - 724-694-5737	Moon Township - 412-262-3354
Greensburg - 724-838-1008	Mt. Pleasant - 724-547-6161
Greensburg West - 724-832-0827	Munhall - 412-461-6949
Harrison City - 724-527-3999	Murrysville - 724-325-1610
Irwin - 724-863-0139	New Alexandria - 724-668-7800
Jeannette - 724-523-0441	Penn Hills - 412-241-3002
Latrobe - 724-523-0441	Pittsburgh Downtown - 412-281-5889
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Harrison City - 724-527-3999	Monroeville - 412-373-9898
Irwin - 724-863-0139	Murrysville - 724-325-1610
Jeannette - 724-523-0441	Lower Burrell - 724-335-4245
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## SPECIALTY HOSPITAL

### TIC<sup>®</sup>, TRANSITIONAL INFANT CARE (T.I.C.®) HOSPITAL

Operates as a fully licensed acute care pediatric specialty hospital. Independent and not-for-profit, T.I.C.® was conceived as a bridge between Neonatal Intensive Care Units and the home. Provides excellent medical care to infants who are medically stable but not yet ready to go home, and develops the family's hands-on ability to deal with complicated treatment regimens. Staff includes 16 neonatologists, 19 pediatricians, a variety of physician consultants/specialists and exclusive R.N. staff with NICU and/or pediatric experience. The only facility of its kind in the country, T.I.C. is increasingly recognized as a model for delivery of a new level and type of care. Located near Fifth Avenue in Pittsburgh's Shadyside neighborhood, T.I.C. admits infants from across WPA, but also from the tri-state area and beyond. For more information, or to schedule a tour, contact:

Deborah Flowers Chief Clinical Officer  
5618 Kentucky Ave.,  
Pittsburgh, PA 15232 x 412-441-4884 ext. 219  
T.I.C. is a program of The Children's Home of Pittsburgh.

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# EXECUTIVE LIVING

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## 1135 Richmond REGENT SQUARE \$237,500

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**Julie Wolff Rost, Realtor • Prudential Preferred Realty • 2006 Realtor's Assoc. of Pgh. GOLD Awardee • 412-521-5500 x251 office • 412-370-3711 cell**

## Lovely Home in Wilkins Township

### 1 Thomas Lane, Wilkins Township, PA 15235 \$548,900

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**Olga Dubrovsky**  
Coldwell Banker Real Estate Inc.

**724-327-0123**  
olga.dubrovsky@pittsburghmoves.com



## 1.3 Acres in Sewickley Heights

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jseretti@yahoo.com



## Heights of North Park \$967,000

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**Jane Stull**  
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412-953-4642  
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### Adams Township \$939,900

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Visual Tours at [www.HoneywillTeam.com](http://www.HoneywillTeam.com)  
Call Linda Honeywill 412-367-8000 x237



### Marshall Township \$315,000

Quiet cul-de-sac location! 5 BR, 3.5 BA residence offers hardwood floors, well-designed floor plan & unique features! 2 story foyer, stylish dining room, & bright living room are just some of the highlights. Kitchen has Oak cabinets, superior appliances & opens to the hardwood family room with inviting fireplace. An oversized game room includes plenty of storage and 5th bedroom. A rear brick patio overlooks the nice sized yard! #663018

Visual Tours at [www.HoneywillTeam.com](http://www.HoneywillTeam.com)  
Call Linda Honeywill 412-367-8000 x237



### Cranberry \$417,500

Tempting colonial set on a beautiful lot! Attractively situated w/4 BR & 3.5 BA. Highlights include vaulted den with judges paneling, formal living room & tray dining room. Flow into a bright, island kitchen featuring walk-out to deck. 2 story family room soars with cathedral ceiling & floor to ceiling fireplace. A finished lower level offers full bath, 14X14 area and additional 12X10 area. Room to roam is found outside with an incredible level, fenced yard! #671101

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### Hampton Township \$1,129,000

Custom Ken Shirk home w/5 BR, 4.5 BA that sits graciously in the Estates at the Villas! Interior boasts rich woodwork & brings an abundance of light with brilliant windows decorating the entire home. Highlights include a study w/attached wet bar, soaring 2 story foyer & family room, as well as, a living room with formal fireplace. Granite kitchen opens to a covered patio & vaulted master suite has sitting room. Finished GR offers 5th bedroom. The exterior boasts 4 car garage on over 1 level acre of yard! Incredible find! #670845

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### Pine Township \$379,500

Attractive & open! Set on over 1 acre of land, this 2 story home affords room & style! Enjoy hardwood foyer & a formal living room leading to an elegant dining room through beveled glass doors. Large kitchen features newer appliances & wet bar leading to a comfortable family room with built-ins! Lower level offers a finished game room with wet bar. The exterior is surrounded by trees and a wonderful landscaped, level yard! Home is only minutes to parks! #667317

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### Pine Township \$338,000

Peaceful wooded setting! Fabulous location & freshly painted interior! The inside boasts a 2 story foyer w/marble floor, hardwood dining room with bay window, family room w/marble fireplace, judges paneled den & a bright island kitchen with walk-out to the level backyard & pond! Other features include a wonderful finished walk-out game room, 9 foot ceilings, master BA w/whirlpool in marble surround with cathedral ceiling & AHS Home Warranty included! #670177

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Linda@HoneywillTeam.com [www.HoneywillTeam.com](http://www.HoneywillTeam.com)



# EXECUTIVE LIVING

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## Treesdale Beauty

1051 West Grove Court  
4BR executive home sits on a fabulous private lot in Treesdale, just 1 mile from Pine-Richland Schools and on a quiet cul-de-sac. The view from the large deck or sunroom is stunning in all seasons! Walk to the Community Center, pool and tennis courts. All brick and only one owner, this home is immaculate and has beautiful hardwood floors in the LR, DR & family room. In addition, it features a 3 car garage and a walk out finished basement into a beautiful garden. Enjoy 4th of July fireworks from the deck! PLEASE CALL!



**RE/MAX Select Realty**  
**Carol Dishart, Sales Associate**  
Office: 724-933-6300 x265  
Cell: 724-612-5081  
cdishart@remax.net



## SEVEN SPRINGS

**\$725,000**

Gorgeous year round retreat minutes from Seven Springs Resort! Quality & attention to detail are evident in this 4 bedroom, 3 bath stone home. The formal livingroom features a 2 story cut marble fireplace & atrium ceiling. Great for entertaining is the sunken familyroom w/ custom oak media center, wet bar & oak cathedral ceiling. Enjoy the outdoors on the stamped colored concrete patio with "see forever" views. This home also has a 3 car attached heated garage.  
MLS 652110

**BARBARA LUPINACCI**  
**HOWARD HANNA Real Estate Services**  
**412-561-7400 ext 242**



**\$595,000**  
**VT#670211**

Superbly renovated thruout! An architecturally exciting 1895 5 bedroom, 3.5 bath brick home in heart of Aspinwall. Amenities galore, radian heaed hardwood floors, stained glass, 5 fireplaces, windowseat, dual staircases, private back yard.



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**Jane Herrmann**  
**Fox Chapel Office**  
412-782-3700x228-office  
412-418-0602-cell

## ADAMS TOWNSHIP

**\$719,000** MLS# 672255

In this wonderful 4 bedroom, 4.5 bath custom-built design you will find traditions to treasure, all of the latest methods of advanced technology and spectacular spaces that open up the interior perfect for today's lifestyle. Situated on a serene park-like lot in "Treesdale," this exceptional home features gourmet kitchen with heated floors, luxury master suite with fireplace and window wall, new finished lower level with gym, media center, wet bar & full bath, large deck ideal for entertaining and much more! Incredible golf course views throughout...MUST SEE!!

**Gloria Carroll/Patty Pellegrini 412-367-8000 x242/232**

For more information, tour or brochure... Call Today or Visit Our Website at [www.prudentialpreferred.com](http://www.prudentialpreferred.com) for a visual tour.

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## Friendship Twp 328 West Penn Place

**\$137,000**

Great location. Walk to West Penn. Shadyside, and New Children's Hospitals, plus Bloomfield and Shadyside. Newer windows, needs rest of cosmetics updated. Quiet cul-de-sac like street. Front porch, small back yard.  
**MLS# 657860**



## Franklin Park 1806 Willow Oak Rd.

**\$539,000**

Doctor's delight, easy 25 minute commute to all hospitals! 4 BR, 4.5 baths. Treed lot. Many great options. Finished lower level. Move in condition. Super buy in Grey Oaks! **MLS# 662965**



## Joe Larkin

RE/MAX Select Realty  
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412-860-6625  
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## Shadyside

**\$545,000**

Beautiful brick Victorian that artfully combines New World living with Old World charm. Features: hardwood floors, stained and leaded glass, open living and dining room space, fabulous gourmet kitchen overlooking and access to deck/brick patio/gardens. Close to hospitals; walk to Shadyside shops.  
MLS#673757



**Sandy Hanson**  
Coldwell Banker  
Office: 412-344-0500 x238  
Cell: 412-225-1353  
sandyhanson.sandyhanson@verizon.net



## 604 Ponderosa Court in Pine Township

**\$340,000**

2 St with front covered porch. Beautifully landscaped yard. 4 BR, 2 full baths, 2 partial, 2 car attached garage. 1st fl laundry. EIK. Familyrm has FP and walk out access to deck. Finished Gameroom.



**Call For a Private Showing Today!**

**Cathleen Wanserski**  
Remax New Horizons  
412-369-6906  
[www.cathywrealestate.net](http://www.cathywrealestate.net)  
[cwanserski@hotmail.com](mailto:cwanserski@hotmail.com)

## 108 Tanglewood Drive in Pine Township

**\$575,000**

2 St, 3 yr old, 5 Bedroom, 4.5 Bath, 3 car attached garage. 2 st entry, dual staircase, 1st fl den, Greatrm w/fp and walls of windows. EIK, island and sunroom walk out to deck. Finished Gameroom. Pillars. Professionally Decorated.



**Call For a Private Showing Today!**

**Cathleen Wanserski**  
Remax New Horizons  
412-369-6906  
[www.cathywrealestate.net](http://www.cathywrealestate.net)  
[cwanserski@hotmail.com](mailto:cwanserski@hotmail.com)

# EXECUTIVE LIVING



### Moon Twp. - Spectacular \$615,000

Four bedroom and four and one half baths, gourmet kitchen includes a sub zero frig, butlers pantry, family room, den, gorgeous walk out gameroom, two fireplaces and governors drive. Convenient location. Call for an appointment.

Pat Vierling 412-262-4630 ext. 232 MLS 652563



### Moon Twp. - Room to Grow \$267,000

This four bedroom two and one half bath home features exceptional living space, eat in kitchen, 13 x 24 family room with fireplace, den, first floor laundry, separate dining room and tons of storage. Large lot with updated landscaping, deck and hot tub. A must see. Call today.

Pat Vierling 412-262-4630 ext. 232 MLS 665271



### Moon Twp. - New Construction Masterpiece \$657,000

Two story foyer, four bedrooms, three and one half baths, first floor master suite, 23 x 24 kitchen includes a keeping room and breakfast area, great room with vaulted ceiling, security system, sound system, central vac, sprinkler system and more! Call for a personal tour.

Pat Vierling 412-262-4630 ext. 232  
MLS 667643



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- \* Directions: 3 1/2 miles West on 22/30 to the Imperial Exit. Turn right off the exit and left at the light on Old Steubenville Pike. Turn left on Pattatridge and another left on Donaldson to the community.

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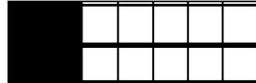
# Preferred NEW CONSTRUCTION

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**CITY**

### 15th Street GlassWorks



South Side

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Town Homes & Lofts**

**Only 2  
Remain**



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Dir: Rt. 19S., L. Galley Rd. (at King's Restaurant),  
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**NORTH**



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Dir: I-279, Exit 12 (Perryville Ave.) to traffic light, continue straight onto Cemetery Lane, L Babcock Blvd., next traffic light bear L onto Rochester Rd., L Evergreen Heights Dr., R into Evergreen Place.

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Dir: East Carson Street to 18th Street, 2.5 blocks towards the Monongahela River to Riverside Mews.

**Frank Conroy, Barbara Kurdys Miller,  
or Chris Thomas: 412-488-0347**

### Townhomes Offering Amazing City Views



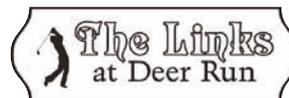
- Packages from the \$330,000s
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- 2 or 3-bedroom town homes
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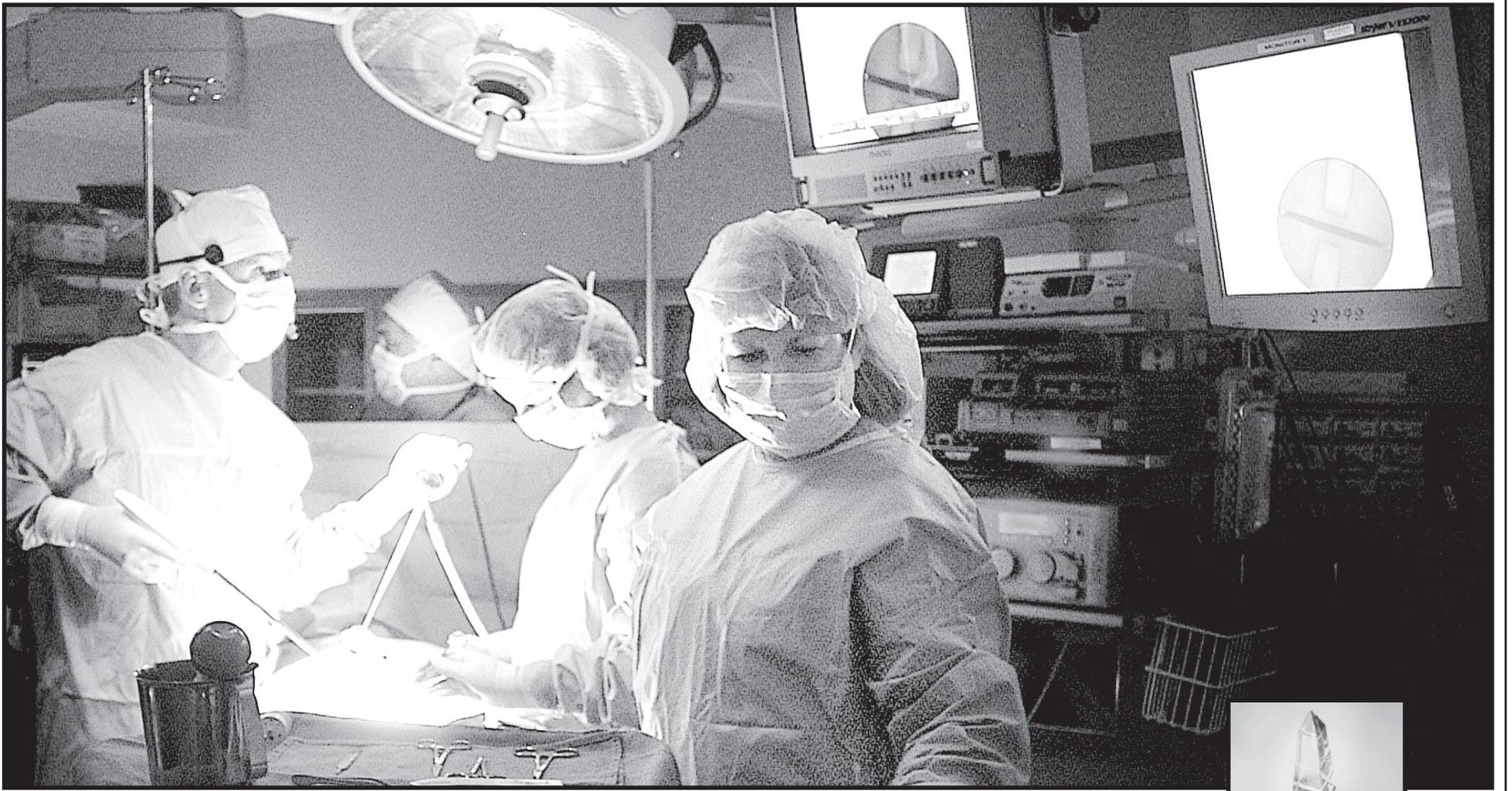
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Dir: Rt. 8, Red Belt (East) 2.9 miles to right on Monier Road, right on Links Way.



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