

# 2017 BUSINESS LEADER OF THE YEAR JOHN MARZINZIK, FRISBIE MEMORIAL HOSPITAL

The Business Leader of the Year award is the Chamber's most prestigious business award celebrating excellence in business leadership and community involvement. This award recognizes a Chamber member who has demonstrated leadership and provides support for the betterment of the business community and the greater Rochester area.

The Chamber was pleased to present the 2017 Business Leader of the Year award to **John Marzinzik, Frisbie Memorial Hospital!**

John Marzinzik grew up in Randolph, MA. He received a BS in Business Administration from Northeastern University and an MBA from the University of Massachusetts.

John's career in the medical administration field began 40 years ago, in Dixon, Illinois. From Illinois, John returned to New England, working at hospitals in North Adams, Massachusetts; and Exeter Hospital in New Hampshire until coming to Frisbie Memorial Hospital. John has been a member of the administration team at Frisbie Memorial Hospital since 1993, serving as Senior Vice President and CFO. In 2015, he was appointed President and CEO. From that moment on, John instituted several changes and began implementing many new initiatives that have provided both immediate and long-term benefits for our community.

### **Community Drug Awareness and Intervention programs**

Based on the 326 opioid and opiate related deaths in New Hampshire in 2015 and climbing, John championed the community's battle by teaming up with Rochester's Drug and Alcohol Prevention Coalition, Bridging the Gaps, and the Rochester Police Department, to have Frisbie become one of the first hospitals in the state to offer standing order prescriptions at pharmacies for Narcan, making it more widely available to counteract opiate overdoses. Following mass shootings in the country, John teamed up with the Rochester Police Department and the Chamber to educate the community on what to do if faced with an active shooter event.

In 2016, the Rochester Community Recovery Center opened, marking a major milestone for Frisbie Memorial Hospital as it was one of the first medical model organizations to embrace the recovery movement. Since its inception, the Center has had over 80 site visits from individuals seeking treatment as well as visits from those looking to learn more about the Center's services for a family member or friend.

Also in 2016, Frisbie launched a new community-based program to address food insecurity through its Community Meals food kitchen. Frisbie's Community Meals provide a free meal each week at Grace Community Church in downtown Rochester to individuals and families experiencing economic hardship.

Frisbie also launched a new community-based program aimed at reducing health care costs associated with preventable hospitalizations. Frisbie's Mobile Integrated Healthcare Program is designed to mitigate gaps in care – post hospital discharge – and reduce chronic disease-related health complications by bringing medical services to the home of individuals that have primary diagnoses of chronic obstructive pulmonary disease (COPD) and congestive heart failure (CHF).

Since its inception, Frisbie's Community Paramedics have provided over 60 home visits and have conducted over 130 patient follow-up calls.

### **Teaming Up with Local Schools**

John has teamed up with the local schools with the Frisbie Smiles In-School Dental Education program where Frisbie's hygienist and staff visit elementary schools to provide free dental screenings and in turn, have decreased the number of untreated tooth decay in children.

John also launched a Medical Mentoring Program for Spaulding High School students, which offers an opportunity for juniors and seniors interested in the healthcare industry to job shadow.

### **Arts Scholarships for high school students**

John began a High School Art gallery in the back of the Main Lobby at the hospital where 4 of the local school districts display art for a few months at a time. People come in and vote on their first choice for each display and at the end of the year after the votes are tallied, one \$1,000 and two \$500 scholarships are awarded to the top 3 artists.

In the Fall of 2016, John had the hospital hold a Touch a Truck event for the children of the community. Over 1500 kids enjoyed 20 vehicles and were treated to hoodsies and hats.

### **Mental Health**

Seeing another community challenge that offered no services - John took the lead in collaborating with area hospitals to improve access to mental health services. A site location has been identified in downtown Rochester that will make outpatient mental health services available this year.

### **Veterans Program**

This past year, John learned of a Veteran at a Community meal that took over 12 hours between shuttles from Rochester to NH to MA to NH to Rochester just to obtain a chest x-ray. As John thought this was a burden as there are no VA hospitals in the area, he began a program so that veterans can now receive care at Frisbie. 70 veterans signed up in the fall and over 80 veterans signed up recently. This program will soon offer acupuncture for those with PTSD, as well as yoga and massage therapy to Vets and their families, and free colonoscopies for veterans during the month of March.

As you can see, John has a philosophy of doing whatever it takes to provide cutting edge treatment to patients in our community, regardless of their ability to pay. He sees a person before he sees a patient.

### **Community Contributions**

In 2015, John endorsed financial contributions in the amount of \$143,000 that benefitted many non-profit organizations located in the greater Rochester area. Many of these provided direct financial support to local schools' athletic, musical and theater departments, as well as municipal park and recreation departments, community food pantries, the Rochester Farmer's Market, substance misuse education and treatment programs.

John recognizes the vital role the Chamber plays in our community and as such, continues to provide financial and volunteer support to the Chamber in many ways including its committees, scholarship program, events including underwriting the Holiday Tree Lighting, publications, and hosting several of its programs at the hospital's Community Education & Conference Center. The Chamber recently developed an organization and program that will begin this fall, known as Leadership Greater Rochester. As John is a supporter of developing leaders in our community, he immediately stepped up to have the hospital generously underwrite this valuable program.

John is an active member of the Rochester Rotary Club. In addition to attending weekly meetings, John is a strong supporter of many Rotary activities.

For the YMCA of Strafford County, John assisted them by hosting their Annual Reach Out Social at the hospital. And for their summer day camp program, the hospital provides backpacks with supplies and lunches every day.

For Hope on Haven Hill, the hospital sponsored a Christmas Concert and purchased 400 tickets to give to the staff and family members of the hospital so they could attend. Proceeds from ticket sales, merchandise and donations benefitted the organization.

Frisbie also participated as a platinum sponsor for the first ever Foley Run, a community event held in Rochester and around the world that was created in memory of James Foley of Rochester, the American journalist who was murdered by Isis.

### **Awards**

John involves all members of senior management in the decision process, allowing differences of opinion as well as free and open discussions. His leadership motivates staff to accomplish great things.

Frisbie Memorial Hospital has received numerous awards, honors and recognitions for demonstrating an ongoing commitment to patient safety, satisfaction and health outcomes including:

- Top hospital in NH for patient safety by Consumer Reports;
- Patient Safety Excellence Award for the second year in a row by Health Grades;
- A four-star rating for its outstanding patient care from the federal Centers for Medicare and Medicaid Services;
- A merit award for its quality Diabetes Education Program;
- Quality honor roll for acute care hospitals whose performance is among the top 25% by Harvard Pilgrim;
- 2017 Women's Choice Award as one of America's Best hospitals for patient safety.
- Named Business of the Year in 2016 by Business NH Magazine.

In 2016, John received a 2016 NH Scholars Champion Award for demonstrating a commitment to advancing partnerships and dedication to student success by the New Hampshire Scholars.

This evening, John is receiving the Business Leader of the Year Award from the Chamber of Commerce.

And next month, John will receive the Good Scout Award from the Daniel Webster Council of Boy Scouts.

### **Professional Affiliations** - John serves on the:

Board of Directors, Medical Mutual Insurance Company

Board of Directors, Yankee Alliance

Member of the New Hampshire Hospital Association Advocacy Task Force.

John Marzinzik has made a tremendous and positive impact in such a short time, contributing greatly to the overall health and vibrancy of our community. Rochester and Frisbie Memorial Hospital are very fortunate to have this true visionary, highly respected and dedicated leader.