

# nsmcNow!

THE NEWS OF NORTH SHORE MEDICAL CENTER



Eileen Fagan, R.N., a nurse care manager in the North Shore Physicians Group practice located at 331 Highland Avenue in Salem, will do whatever it takes to keep her patients healthy.

## BETTER CARE, LOWER COST

INNOVATIVE CARE MANAGEMENT PROGRAM TO EXPAND BEYOND MEDICARE PATIENTS, ACROSS PARTNERS

**E**ileen Fagan, R.N., will do whatever it takes to ensure that her patients get the care and services they need to improve not only their physical wellbeing, but also their overall quality of life. This is no easy task given that her patients are among the “sickest of the sick,” she says, each struggling with multiple health conditions and chronic disease. Many also have behavioral health issues to contend with and, on average, use upwards of 10 different medications per day. All have a long history of using the emergency room for non-urgent care and frequent hospitalization, placing undo strain on limited resources and contributing to higher healthcare costs for everyone.

Fagan’s assistance can take many forms. If a patient needs transportation to a medical appointment, she will arrange it. Someone to attend the appointment with them, she will be there. Help finding a visiting nurse, mental health specialist or pharmacist, she will

continued on page 2

## World-Class Care

Annual Cancer WALK/RUN to Fund Inpatient Oncology Renovation

Since its inception in 1991, all proceeds from the annual North Shore Cancer WALK have been used to fund world-class cancer treatment on the North Shore. It was funds from the Cancer WALK—and more recently the Cancer RUN, now entering its third year—that helped make the Mass General/North Shore Cancer Center in Danvers a reality in 2009. And it is funds from this year’s event on Sunday, June 24, that will be used to help finance a \$4 million renovation of NSMC’s inpatient oncology unit on the Salem Campus starting this fall.

“This project is part of ongoing improvement efforts taking place on the Salem Campus aimed at closing the gap between NSMC’s inpatient and outpatient facilities in terms of comfort and clinical efficiency,” says Mary Jo Gagnon, Senior Vice President of Operations. When completed, the renovated oncology unit will deliver the same state-of-the-art experience to patients as they currently receive at the Mass General/North Shore Cancer Center.

continued on page 4



A computer rendering of a new private patient room on the renovated Salem Hospital oncology unit.

# The Perfect Patient Experience

Dear Lisa Cavallaro,

I wanted to take a moment to thank the entire Birthplace staff for helping me once again have an excellent experience, this time with the birth of my second son. The work that you and your staff do to make patients and families feel comfortable is outstanding. From the moment I arrived until my discharge, all of the nurses, physicians and support staff that we encountered were warm, friendly and helpful. Jeanine Sullivan, R.N., was one of the first nurses I met and she was with me the entire first day—from initial labor, through my decision to have a C-section. I don't think she left my side once, which made the whole experience very smooth and easy for me and my family.



The anesthesiologist, Dr. Donahue, was a wonderful support before and during the surgery. He and his staff explained each step clearly before it began so I knew exactly what was coming. My attending physician, Dr. Dakoyannis, also was wonderful and helped put me at ease before and during the procedure. The first day I also had a nurse named Katie Dearth, R.N., who took care of me for two days after I had the baby. I loved her. She was so sweet and caring. Also, my physician, Dr. Heller, who was not on that day, spoke to me by phone. I appreciate him taking the time and letting me run things by him before making any decisions. Thank you to Dr. Preston and Carrie Siefken, R.N., as well for taking the time to swing by and see how everything was going.

I am sure you receive compliments all the time for your wonderful staff, but I wanted to be sure to acknowledge our second great experience in the Birthplace!

Best Regards,  
Carrie A.

## CARE MANAGEMENT

continued from page 1

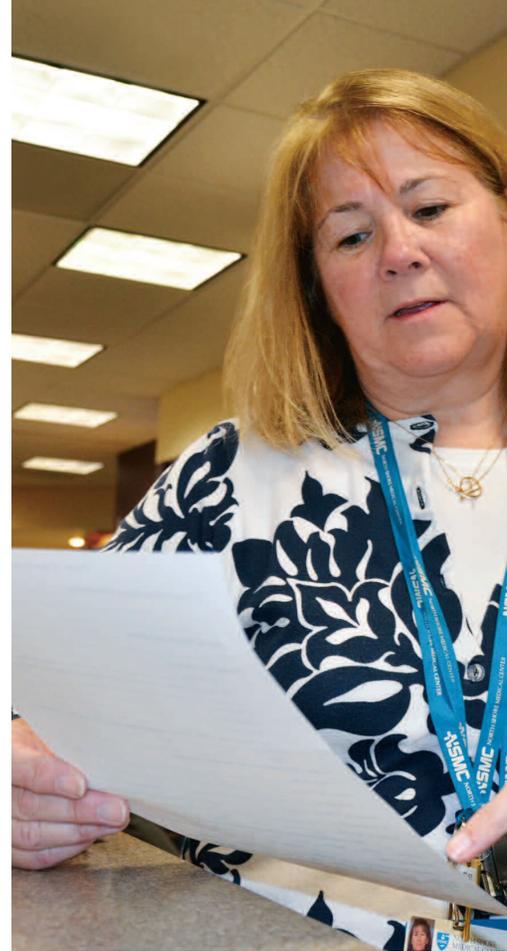
make the call. If an inpatient stay is required, she will work closely with hospital staff to determine whether a long term, rehab or skilled nursing facility might be in order after discharge. She has been known to connect patients to wellness programs, help them find housing and secure elder day care.

“My job is all about problem solving and helping patients and families navigate the healthcare system in the most effective manner possible,” says Fagan, a nurse care manager who works out of the North Shore Physicians Group practice located at 331 Highland Avenue in Salem. “I look at the big picture, not just the medical record, to determine where barriers to care may exist. I then try and create a treatment plan that maximizes all of the different resources that are available to help stabilize each patient and keep them healthy.”

One of six nurse care managers currently embedded in North Shore Physicians Group practices across the North Shore as part of the innovative Care Management Program started in March 2010, Fagan's work is part of an expanding, Partners-wide effort to improve the affordability of healthcare. She and her colleagues currently work with more than 1,200 high-risk patients and, collectively, have made significant inroads in reducing the number of ED visits and inpatient stays.

“Our Care Management Program was modeled on a program funded by the Centers for Medicare and Medicaid Services that was started at Massachusetts General Hospital in 2006,” says Project Manager Laurie Isidro. “It addressed the fact that 15 percent of Medicare fee-for-service patients account for approximately 75 percent of total Medicare healthcare costs. The program focuses on high-risk, high-cost patients in the Medicare population with the idea that if we can change the way they utilize services, we can better control costs, improve the quality of the care we provide and enhance both patient and provider satisfaction.”

Based on the preliminary success of the Care Management Program at North Shore, the endeavor is set to triple in size by



Danvers primary care physician Rebecca Lee, M.D., (right)

year's end. Made possible through funding from Partners HealthCare—which is investing \$40 million to create a system-wide care management program called the Integrated Care Management Program (ICMP)—this expansion will add 2,000 more high-risk patients and 16 new staff



## NURS

### NSMC 2012 NURSING AWARDS

The 2012 NSMC Nursing Awards were held on May 9 at the Peabody Marriott. They took place at NSMC. This year's award recipients are:

**Broadhead Clinical Excellence Award:** (Salem Hospital, Birthplace); Dorris O'Connell

**Broadhead Clinical Nursing Excellence Award:** (Salem Hospital, Birthplace).

**Nursing Leadership Award:** Melissa Br...

**Blodgett Award:** Becky Delande, C.N.A.



working with Nurse Care Manager Martha Costello, R.N.

members here on the North Shore. Some of these patients are associated with the new federally funded Pioneer Accountable Care Organization pilot and others are affiliated with commercial insurance plans. The majority of the new staff will be like Fagan, nurses with 20–30 years of clinical

experience who, with the breadth and depth of their knowledge, are best suited to assist these high-risk patients in navigating the healthcare system.

“In a perfect world, I would be able to devote all of the time necessary to each of my high-risk patients to ensure that they are getting the care and follow-up attention they require, but that’s just not possible,” says Rebecca Lee, M.D., a primary care physician who practices in Danvers and serves as

the Medical Director of NSMC’s Care Management Program. “With the help of a nurse care manager, however, I can actually spend more meaningful time with these patients when they do come in because I know the main issues and the social dynamics.”

“Patients and families love the Care Management Program,” says Fagan. “They are very grateful to have a single point person to call when they need help. It’s really a win-win for everyone involved.”

## ING EXCELLENCE

### D RECIPIENTS ANNOUNCED

presented at a special reception and award ceremony held. These awards recognize professional practice and clinical excellence. The recipients were:

Catherine Gallant, R.N., (Union Hospital, ICU); Marta Kane, R.N., Dorris O’Leary, R.N., (Union Campus, PACU).

**Award for Advanced Practice:** Carrie Siefken, R.N.,

Christina Bruning, R.N., (Salem Hospital, Adult Inpatient Psychiatry Unit).

Christina Bruning, R.N., (Salem Hospital, Davenport 8); Melissa Kimball, R.N., (Salem Hospital, Phippen 7).



Nursing award recipients (L–R) Catherine Gallant, R.N., of the Union Hospital ICU, and Dorris O’Leary, R.N., of the Union Hospital PACU.



**Luisa Medrano, Phlebotomist, NSMC Women's Center, Danvers**  
 It's not uncommon to hear lively conversation and boisterous laughter coming out of Luisa Medrano's office at the NSMC Women's Center in Danvers. Which may come as a surprise, given that Medrano is a phlebotomist and that the tools of her trade include needles, tourniquets and test tubes. But then again, Medrano is not your typical phlebotomist. Known for her boundless energy, cheery disposition and unfaltering kindness, Medrano has built a loyal following at the Women's Center where she is the sole phlebotomist and sees upwards of 75 patients per day (many of whom are regulars in need of daily blood checks). "I'm a 'people person' and I just love what I do," says Medrano by way of explanation for her patient fan club. "I like to keep my patients laughing and happy."

Even new patients who may be anxious or scared, once I get them talking, they often forget what I'm doing and, before they know it, I'm done."

As a testament to her expertise, Medrano has received more than 20 Made Someone's Day employee recognition citations to date, all submitted by happy patients. New patients have even shown up asking for her by name, recommended by physicians and nurses who know her reputation. "I treat all of my patients the same way, whether they're young, old, male or female," says Medrano. "Everyone deserves the same respect and treatment."

A native of the Dominican Republic, Medrano has worked at the NSMC Women's Center for close to three years. She was previously employed at Beverly Hospital and, prior to that, Salem Hospital. She currently lives in Peabody with her three teenage children.

**"I treat all of my patients the same way, whether they're young, old, male or female. Everyone deserves the same respect and treatment."**

## Buckley, Oppenheimer and Waldman Honored at Physician Event



(L-R) Drs. Buckley, Oppenheimer and Waldman

NSMC honored Frederick J. Buckley, Jr., M.D., Edgar Oppenheimer, M.D., and Howard Waldman, M.D., at the 2012 Physician of Excellence award ceremony held at the Salem Country Club in May. Dr. Oppenheimer, who currently serves as chief of pediatric neurology at MassGeneral for Children at NSMC, and Dr. Waldman, medical director of the NSMC Heart Center Cardiac

Catheterization Lab and the NSMC Heart and Wellness Center, were each honored with Physician of Excellence Awards for their outstanding contributions to NSMC, the medical profession and the community. Dr. Buckley, former medical director of NSMC's surgical weight management program who recently retired from active clinical practice after 33 years, was honored with a Lifetime Achievement Award for his many contributions to the NSMC community as a member of the medical staff.

## Achievements

**Debra Halligan, R.N., C.C.D.S.,** Clinical Leader in the Pacemaker/ICD Clinic, was part of a roundtable discussion hosted by *Cardiovascular Business* magazine on the clinical, legal and economic considerations of the remote monitoring of patients with cardiac implantable electronic devices. The discussion was presented as both a webinar and an article in the print publication in the magazine.

## ONCOLOGY continued from page 1

"The Cancer Center in Danvers represents the very best in outpatient cancer care," says Joel Schwartz, M.D., Director of Oncology Services at the Mass General/North Shore Cancer Center. "While our current inpatient facilities in Salem allow us to provide excellent clinical care, we saw a need to create a more pleasant and modern environment for our patients and their families."

Located on the 9th floor of the Davenport Building, the inpatient oncology unit serves cancer patients who require specific types of chemotherapy that can only be delivered in an inpatient setting, those patients too ill to receive chemotherapy in the outpatient setting or those patients who need specialized care as a result of complications from chemotherapy.

As part of the planned renovation, the inpatient oncology unit will be redesigned to operate as a self-contained unit, with its own private family waiting and consultation areas. Six private rooms will be created, each reconfigured to include family space for overnight stays. Two additional swing rooms will provide expanded capacity as needed. All patient rooms will feature abundant natural light and sweeping views of Salem Harbor.

"Cancer takes a tremendous physical and emotional toll on patients," says Dr. Schwartz. "Creating a supportive and comfortable space where families can spend quality time with their loved ones is a critical driver of this project."

In addition to the emotional benefits the new space will offer to patients and families, the renovated unit will offer a range of clinical enhancements. In-room charting will allow caregivers to spend more time at a patient's bedside. Centralized resources that shorten travel times for staff will improve overall efficiency.