

nsmcNow!

THE NEWS OF NORTH SHORE MEDICAL CENTER



James Balcom, M.D., Medical Director of the Advanced Wound Clinic, with one of NSMC's two new hyperbaric oxygen chambers.

ACCELERATING THE HEALING PROCESS

ADVANCED WOUND CLINIC INTRODUCES HYPERBARIC OXYGEN THERAPY

They may look like futuristic sleep pods straight out of a '70s science fiction movie, but the two new hyperbaric chambers in the Advanced Wound Clinic at NSMC Salem Hospital represent the very latest technology in the treatment of chronic and non-healing wounds. Installed earlier this spring in the Wound Clinic's renovated space on Axelrod 5, the hyperbaric chambers will go into use in the weeks to come. NSMC is the only hospital in the Partners HealthCare System to offer hyperbaric oxygen therapy and one of only a few north of Boston.

Hyperbaric oxygen therapy is a medical treatment in which a patient breathes 100 percent pure oxygen while under pressure in a hyperbaric chamber. This process infuses more oxygen into the blood, which enhances healing and fights infections. "There is a growing amount of evidence-based research showing that the addition of hyperbaric oxygen therapy accelerates healing for certain types of patients," says vascular surgeon James Balcom, M.D., Medical Director of the NSMC Advanced Wound Clinic.

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Walk Together

23rd Annual North Shore Cancer WALK to Take Place on Sunday, June 23

If the past three years are any indication, a huge turnout can be expected on Sunday, June 23, for the 23rd annual North Shore Cancer WALK.

"Participation in the WALK has been growing steadily since the event celebrated its 20th anniversary in 2010," says Rose Fisher, NSMC Director of Events and Annual Giving and organizer of the event. "Last year we drew more than 6,000 participants for the WALK alone, plus another 500 for the Cancer RUN held on the same day. If the weather cooperates, we could easily have an even larger turnout this year."

Already the North Shore's largest one-day fundraising event, the Cancer WALK has raised upward of \$18 million to date. Proceeds from this year's event will support the renovation of the inpatient oncology unit at NSMC Salem Hospital and wellness services and support programs at the Mass General/North Shore Cancer Center.

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Walking the WALK: Charlie Adams, Executive Director of Finance, and Pati George, Chief Information Officer.

The Perfect Patient Experience

Dear NSMC,

I am a nurse at Massachusetts General Hospital in Boston. Recently my daughter was ill and I consulted a friend in the pediatric specialty area about my concerns. As I mulled over my daughter's symptoms, I debated the best way to manage the situation and where to bring her for care. My friend's recommendation was to take her to MassGeneral Hospital for Children at North Shore Medical Center.

From the moment we stepped into the hospital we were met by friendly, smiling people offering to help. I had never been to the facility and I probably conveyed this fact upon entering the door. A woman at the front desk asked me to write down my child's



name and date of birth and started giving me instructions about where to go. Immediately a security officer stepped forward to lead us to the children's emergency room.

As I started giving our information to the unit secretary, my daughter was approached by an R.N. and was questioned about how she was doing. A doctor soon followed and led us to an examination room.

After an examination and some lab work, we were told that my daughter would be admitted. The intake and introduction to the unit were thorough and efficient; the promise of an ice cream for both mom and patient made the process seem more like a mother-daughter fun day than a hospital stay.

Every aspect of our stay at the MassGeneral Hospital for Children at NSMC and every person we encountered along the way had a warmth that put us at ease. We felt genuine generosity, compassion and care during our stay and we left feeling very fortunate. Because of this experience we have since referred friends to the facility. Thank you for providing us with such amazing care.

Andrea Reetz Burton, R.N.

The Perfect Patient Experience is a regular column featuring letters submitted to NSMC by patients and families that honor and celebrate staff who combine clinical expertise and compassion to deliver a perfect patient experience. Letters may be edited to fit space.

Hyperbaric continued from page 1

"I've seen this therapy work well with my own patients who have had it elsewhere and I'm excited that it will soon be available here at NSMC."

Often used to treat diabetic patients whose wounds can be slow to heal, hyperbaric oxygen therapy is also beneficial for patients whose tissue has been damaged by radiation therapy, skin or bone infections or skin grafts. It is also helpful for any patient with a wound that has shown no improvement over a four-week period. The NSMC chambers will not be used to cure decompression sickness (also known as the bends), a condition associated with underwater diving.

"We are going to be treating patients with wounds of all kinds," explains Danielle Palen, R.N. "Many patients we will be treating are those with non-healing leg and foot wounds that, despite all our efforts using other treatments, just do not heal properly."

According to Dr. Balcom, between 10 and 20 percent of all current Wound Clinic patients will benefit from hyperbaric oxygen therapy and he expects the two chambers to be in high demand. "The volume in the Wound Clinic has grown exponentially over the past year," says Dr. Balcom. Vascular



The Advanced Wound Clinic Team (L-R): Kathy S. of the Wound Clinic; Danielle Palen, R.N., B.S.N.,

surgeons Hubert Johnson, M.D., and Bruce Ledig, M.D., along with podiatric surgeon Matt Capozzi, M.D., now see patients in the Wound Clinic and each is expected to make use of the hyperbaric chambers.

Not all patients, however, will be good candidates for hyperbaric oxygen therapy. "In order to make use of the hyperbaric chambers, the patient has to be able to tolerate roughly three times the normal atmospheric pressure," says Palen. "Patients who



Bea Thibedeau, R.N., Senior Vice President of Patient Care Services and Chief Nursing Officer, was one of the many to attend the spring improvement fair.

CELEBRATE EVENT HIGHLIGHTS TO ENHANCE THE

Over the past five years, different process improvements presented at national and aimed at eliminating serious institutional goals.

To celebrate some of these, were on hand to share in improvement fair will be event can be viewed on



Steele, R.N., B.S.N., C.W.O.C.N.; Tanya Corriveau, Wound Technician; James Balcom, M.D., Medical Director C.W.O.C.N.; and Maegin Summit, Patient Services Coordinator.

have lung or cardiac disease or ear problems might not be eligible.” The considerable time commitment associated with hyperbaric oxygen therapy will also be a factor for some patients, since a typical treatment lasts two to three hours and is generally conducted three to five times per week over the course of one month or more.

The NSMC Advanced Wound Clinic specializes in the treatment of all types of simple and

complex wounds. Successful healing requires close coordination between the clinic and a patient’s primary care physician. The staff of highly trained professionals uses the latest treatments and technology available.

For more information on the NSMC Advanced Wound Clinic, please call 978-354-3584.

PROCESSES FOR IMPROVEMENT

SUPPORTS NSMC’S EXPANDING EFFORTS TO IMPROVE THE PATIENT EXPERIENCE AND SAFETY



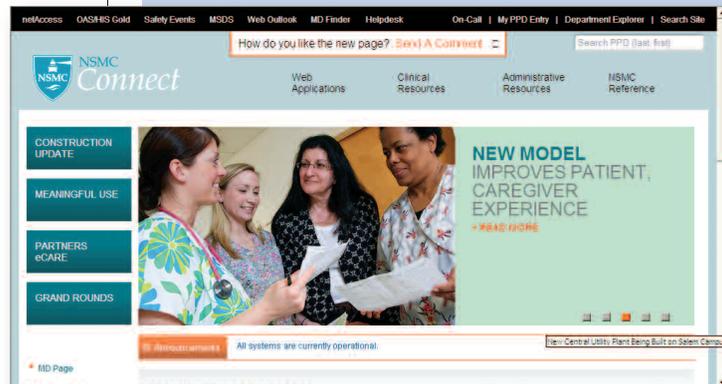
Teams across North Shore Medical Center have engaged in more than 140 process improvement projects, all of which have had measureable results. Four have also been presented at international forums and three at regional conferences. All of these projects are focused on patient safety events and providing a perfect patient experience—NSMC’s ambitious goal.

In the most recent process improvement projects, a festive improvement fair was held at Salem Hospital. Representatives from 28 different process improvement teams shared information on their projects with a large and appreciative crowd. Another fair was held in the fall at Union Hospital. Storyboards and presentations from the May 31 fair are available on the performance improvement Sharepoint site found on NSMC Connect.

Connect Gets a Facelift New Intranet Homepage Brings NSMC News to Life

Later this month, a newly designed NSMC Connect homepage will go live, transforming what is now a largely static portal for clinical applications into a dynamic hub of information featuring lively photos and engaging stories.

The goal of this “facelift”—only the entry page of the site has been redesigned—is to make NSMC Connect a more effective communication vehicle that showcases the organization’s Culture of Excellence priorities around safety, the patient experience and process improvement. According to Laura Fleming, Executive Director of Marketing and Communications, “It is also intended to promote educational opportunities, celebrate achievement and bring all the exciting work being done across our organization to life.”



Featuring rotating news stories, photos and, potentially, other multimedia functionality, as well as a look and feel that is more closely aligned with other NSMC communications, the new NSMC Connect homepage will serve as the “go to” spot for the latest NSMC news. Quick links will also put important information on broader NSMC and Partners initiatives right at the user’s fingertips.

To ensure instant familiarity for clinicians and staff, the main navigation on the top and left-hand side of the NSMC Connect homepage is in the same location as in the former design. This will maintain easy access to important clinical applications and resources with the same number of clicks.



Andrea Barayuga-MacLean, Pharm.D., RPh., Clinical Staff Pharmacist, NSMC Union Hospital
Hospital pharmacists don't get a lot of "face time" with patients, says Andrea Barayuga-MacLean, Pharm.D., RPh., a clinical staff pharmacist at NSMC Union Hospital. Rarely, in fact, do they venture beyond the locked doors of the pharmacy itself to work directly with nurses and physicians. Their important work dispensing medications, advising clinical staff and monitoring patient drug regimens tends to be done well out of public view. Until recently.

As part of an improvement project started at NSMC Union Hospital last year, Barayuga-MacLean

and other pharmacists have been spending time on the inpatient floors conducting medication reconciliations directly with patients. The pharmacists sit with patients and compare the medications that they currently take with those their caregivers may want to introduce, so as to provide education and avoid harmful interactions. While out in the units, they also have more time to interact with nurses and physicians, which improves communication and enhances patient safety.

Barayuga-MacLean was the first pharmacist to start meeting with patients on South 1 at Union Hospital and she immediately saw the benefits. "Medication reconciliation is a challenge for any hospital and NSMC is no different—any error can be harmful to patients," she says. "Having the pharmacist more involved and opening new channels of communication is an important step in providing safer care."

The medication reconciliation pilot began with congestive heart failure patients and has since expanded to include those suffering from an acute myocardial infarction and pneumonia—patients who are at high risk for repeat visits to the hospital. The pilot has since expanded to West 1 at Union Hospital and Davenport 8 at Salem Hospital, and the response from patients, nurses and physicians has been consistently positive.

"Having the pharmacist more involved and opening new channels of communication is an important step in providing safer care."

Achievements

Medical Oncologist **Karen Krag, M.D.**, received the Hope Begins Here Award from the Boston North Cancer Association at an event held this past May at Spinelli's Function Facility in Lynnfield.

Hospitalist **Prashanth Mopala, M.D.**, published an article entitled "Improvement Project: Accurate Daily Weights in CHF Patients" in the April 2013 issue of *First Do No Harm*, a publication of the Quality and Patient Safety Division of the Massachusetts Board of Registration in Medicine.

Melissa Silva, R.N., B.S.N., C.C.R.N., Union Hospital, Intensive Care Unit, successfully passed the American Association of Critical Care Nurses specialty exam.

The **North Shore Sleep Center**, located on the Salem Campus, recently received program accreditation from the American Academy of Sleep Medicine (AASM).

NSMC staff members **Kenneth Aloisi, Rose Fisher, William Kuszmar, Melinda Lyon, Anne Trabucco** and **Meg Wright** each received a 2013 Sustainable Champion Award from Partners for making NSMC more environmentally friendly.

Cancer WALK continued from page 1

As a result of the Cancer WALK's growing popularity, a new date and location has been selected for the 4th annual North Shore Cancer RUN. That event will be held on Sunday, November 10, in Beverly and will now include both 5K and 10K options. The cost to participate is \$30 and the first 300 participants will receive a long-sleeve tech running shirt.

For more information on the North Shore Cancer WALK and RUN, please visit NorthShoreCancerWalk.org or call 866-296-6900.

WALK Wear Fridays in June

Show your support for the 2013 North Shore Cancer WALK, taking place on Sunday, June 23, by wearing your WALK T-shirt (from any year) on Fridays in June. This year's T-shirts are just \$20 each with proceeds going to the Cancer WALK. Shirts can be purchased at the Salem Hospital gift shop, from Shrae Benton at North Shore Physicians Group, from Lee Ann Fredericks at Union Hospital or online at northshorecancerwalk.org with free shipping.

Save the Date: Trauma Informed Care Symposium – October 24

This half-day symposium at Brigham and Women's Hospital will feature keynote speaker Carole Warshaw, M.D., Executive Director of the Domestic Violence and Mental Health Policy Initiative and Director of the National Training and TA Center on Domestic Violence, Trauma and Mental Health. Please contact Peg Tiberio at ptiberio@partners.org for more information.

Employee Assistance Program

The Employee Assistance Program (EAP) is a workplace-based consultation, short-term counseling, information and referral program for employees and their families. The EAP offers assistance with all types of personal, family or work-related concerns. For more information, call 866-724-4327 or visit eap.partners.org.

Has Someone Made Your Day?

"Made Someone's Day?" is a simple and easy employee recognition program to acknowledge and celebrate service excellence at NSMC. Honor your colleagues: call 781-581-4567, e-mail NSMCRognition@partners.org or submit an online recognition form found on the NSMC Connect homepage.