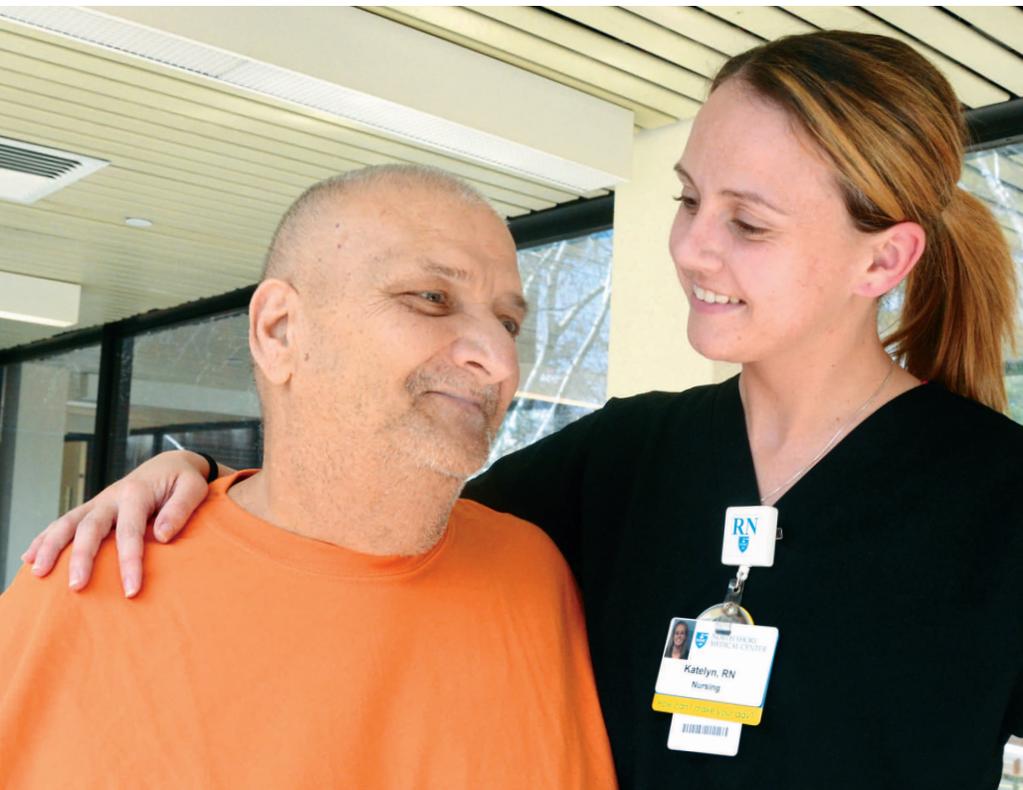


# nsmcNow!

THE NEWS OF NORTH SHORE MEDICAL CENTER



Excellence in action: Katelyn Daley, R.N., a nurse on West 1 at Union Hospital—seen here with a patient on his day of discharge—is known for providing patient-centered care.

## WHAT MATTERS MOST

COMPASSIONATE, PATIENT-CENTERED CARE  
PROVES ESSENTIAL TO POSITIVE EXPERIENCE

**W**hat makes for the perfect patient experience? Based on the results of two recent surveys conducted at North Shore Medical Center and North Shore Physicians Group, it is positive personal interactions, compassionate, patient-centered care and warm greetings that resonate most with both staff and patients.

“The surveys showed us that clinical excellence is assumed at NSMC,” says Jean Ball, Director of Standards Compliance and Chair of the Patient Experience Workgroup that conducted separate surveys for patients and staff this past winter. “People understand that we maintain high clinical standards. But, of equal importance to clinical outcomes are the positive, personal interactions that take place between staff and patients—the introductions, expressions of empathy, open communication and education. These behaviors are what really register as

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## Review Day

Partners Team Narrows in on  
New Clinical Information System

For the past several months, Partners has been laying the groundwork for a new clinical information system that will help improve the quality and affordability of care. When completed, the system will help doctors, nurses and health professionals better coordinate patient care. It will greatly enhance the ability to measure and report on effectiveness and efficiency. And it will help engage patients more closely in their own care.

“Since last fall, hundreds of people from across Partners have come together to describe the elements that a Partners-wide clinical system should contain,” says Pati George, NSMC Chief Information Officer and a member of the Enterprise Clinical System Steering Committee. “Many of these folks participated in demonstrations and site visits for the two vendor products under consideration—Epic and Siemens—in order to assess how well those solutions enable Partners to continue to be excellent in our

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Pati George, NSMC Chief Information Officer and member of the Enterprise Clinical System Steering Committee addresses her colleagues during Review Day.

# The Perfect Patient Experience

Dear NSMC,

My brother, Greg, was a patient at your facility in late August 2011 and passed away in the ICU in September 2011.

My sister and I are nurses, so we are both familiar with the hospital setting. I just want to let you know that Greg had excellent care, concern and respect from all of your caregivers. Carol Buczek, R.N., and Sue Anders, R.N., were empathetic not only to Greg's physical needs, but also to his emotional and spiritual needs. They also helped my mom, sister and I cope with a difficult situation. We were included in care issues and decisions.

Although all of your staff that week was great, Carol will stand out in my memory forever! She is outstanding at what she does. I would also like to recognize Dr. Jain for his care of my



brother. His platform for morning rounds is outstanding. Every issue is discussed and thought through as a team. He was caring and compassionate beyond words, yet wise in his decisions and approaches to care.

As I mentioned, everyone was great—respiratory therapy, physical therapy, nutrition and all the nurses. We even had a non-caregiver stop us in the hallway and tell us she'd seen us there a lot and offered directions to the quiet gardens.

Although we cannot change the end result of losing Greg from this Earth, his final days were good. Thank you for making that possible.

In loving memory of Greg,

Sincerely,  
Jen B.

*The Perfect Patient Experience is a new, 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.*



Alejandra Riley of Inpatient Registration (left), is known for going above and beyond to make the admitting process smoother for patients and families at the Salem Campus.

## PATIENT EXPERIENCE continued from page 1

hallmarks of a perfect patient experience.”

The survey results also indicate that staff members are keenly aware of how important personal interactions are to the overall patient experience, but do not see consistency in these behaviors on a daily basis.

Bridging this gap is the focus of a new patient experience initiative—Putting Our Commitment to Excellence into Practice—that is being rolled out across NSMC and

NSPG starting in May. Managers and physician leaders will receive patient experience training in coming months, followed immediately by frontline staff. By next year, all staff will have received the training. A formal set of personal behavior standards, developed with input from the staff and patient surveys, are the basis of the training and will help ensure that patients consistently have the best possible experience.



## We Can RELATE: Patient and Family

In coming months, NSMC will embark on the next phase of the Culture of Excellence journey, this time focusing on the patient experience. Starting in late May, NSMC managers will take part in RELATE training, followed by frontline caregivers and, by next year, the entire staff.

RELATE—which stands for reassure, explain, listen, answer, take action and express—is an evidence-based model developed by the Baptist Leadership Group,



venient for patients on the

“People understand that we maintain high clinical standards. But, of equal importance to clinical outcomes are the positive, personal interactions that take place between staff and patients.”

“This patient experience initiative is the next logical step in our Culture of Excellence journey,” says Bob Norton, NSMC President and CEO. “Two years ago, we established institutional goals to

create a perfect patient experience and eliminate serious safety events through continuous operational improvement. We have already made tremendous strides on the operational side, reducing patient wait times, improving turnaround times, saving money on supplies and reducing opportunities for infection. But now it’s time to focus more attention on the patient experience side of the equation.”

Improving the patient experience is of critical importance, explains Norton. “It’s just the right thing to do. Our patients are

our own friends, families and neighbors. Maintaining our mission to serve the North Shore community requires all of us to own this responsibility.”

The patient experience training, called RELATE (see box below), has been used successfully at hospitals across the country and will provide staff with a deep understanding of how to best communicate with patients and families. “This is not about scripting staff,” emphasizes Ball. “It’s really about understanding the nuances of how patients and families want to receive information and making that part of our daily practice—whether you’re a nurse at the bedside, a unit secretary answering the phone or an administrator giving directions in the hallway. It’s all about ensuring a consistently high-quality experience for every patient we encounter.”

## Family Centered Communication

is a nationally recognized pioneer in performance excellence in healthcare. RELATE training assures consistent, meaningful, two-way dialogue between staff and patients at every touch point during the inpatient and outpatient care experience. RELATE training helps ensure dignity, promote safety, increase positive perception, reduce patient and family stress, improve patient outcomes and provide comfort.

## Vander Salm Honored as 2012 Community Clinician of the Year



Cardiac surgeon Thomas Vander Salm, M.D., has been honored as the 2012 Community Clinician of the Year by his physician peers of the Essex South

District Medical Society.

Board certified in surgery and thoracic surgery, Dr. Vander Salm is a cardiac surgeon at NSMC and also is a member of the medical staff of the Massachusetts General Hospital. Dr. Vander Salm helped launch the NSMC Heart Center in 2003, in collaboration with Massachusetts General Hospital, bringing the most advanced cardiac care to the North Shore. NSMC offers the only cardiac surgery program on the North Shore.

A graduate of the Johns Hopkins School of Medicine, Dr. Vander Salm is a veteran of the United States Navy, having served as a surgeon on the USS Independence and on the staff of the Naval Hospital in Portsmouth, Virginia. He is a founding member of the Massachusetts Society of Thoracic Surgeons and was 2010–2011 president of the Northeast Cardiothoracic Surgical Society. He is currently a member of the Editorial Board and a manuscript reviewer for the Annals of Thoracic Surgery. At NSMC, Dr. Vander Salm is a member of the Surgical Executive Committee and the Medical Executive Committee. He is also a member of the Medical Expert Advisory Committee of the Massachusetts Board of Registration in Medicine.

The Community Clinician of the Year Award was established in 1998 by the Massachusetts Medical Society to recognize a physician from each of the Society’s 20 district medical societies who has made significant contributions to his or her patients and the community and who stands out as a leading advocate and caregiver.



**Helena Ripley, Computer Education Coordinator, Information Services**

It's hard to believe that just two years ago, Helena Ripley didn't know the difference between a simple purl stitch and a twisted rib stitch. She didn't know how to knit, period. Yet today, Ripley is not only adept with both hook and needle, she also oversees two charity knitting groups, including one for NSMC employees. Started this past January, Healing Stitches meets on the first Sunday of every month at Salem Hospital and is open to knitters both old and new. The many caps, scarves, mittens and blankets they create get donated to patients at NSMC or local charities. As many as 40 people have attended each of the monthly gatherings.

"The response has been amazing," says Ripley. "We seem to have really

tapped into something. At each meeting, we all sit around knitting and chatting, sharing patterns and techniques. We have lots of donated yarn to choose from, a door prize, music, coffee. It's a lot of fun. People look forward to coming."

Ripley's interest in knitting and inspiration for starting her charity knitting groups (she runs another in her local community) was her sister, Aurore, who passed away two years ago from lung cancer. "My sister was a wonderfully talented knitter who donated all of her work to charities," says Ripley. "When she was on her deathbed, I promised her that I would learn to knit and finish the various projects that she had started and things just grew from there."

A resident of Hamilton, where she resides with her husband, Ripley started at Salem Hospital in 1974 working as a unit secretary in the ICU. After moving between several different departments, she settled in Information Services in 1982 and has been serving as computer education coordinator since 1989.

"We seem to have really tapped into something. At each meeting, we all sit around knitting and chatting, sharing patterns and techniques."

## Craig Grimes, M.D., Receives Partners Innovation Award



Craig Grimes, M.D., a primary care physician in the North Shore Medical Group practice located at 496 Lynnfield Street in Lynn, was recently honored by Partners HealthCare with the fourth annual Primary Care Award for Innovation at a ceremony held this past March 15. Selected from more than 1,000 Partners-affiliated primary care physicians, Dr. Grimes was recognized for his work in implementing a new work-flow model at his practice that allows physicians to spend more time with their patients. Board certified in internal medicine, Dr. Grimes attended New York Medical College and completed a residency at Beth Israel Deaconess Medical Center. He joined NSPG in 2002.

## Achievements

**Susan Anders, R.N., B.S.N., C.C.R.N.**, a nurse in the Union Hospital intensive care unit, and **Lindsay Comora, R.N., B.S.N., C.C.R.N.**, a clinical staff nurse in the cardiac surgery unit, both recently passed the American Association of Critical Care Nurses specialty exam.

**Ankit Kansagra, M.D.**, NSMC chief resident, presented "Improve Proportion of Patients Discharged Before Noon," at the National Patient Safety Foundation Annual meeting in Washington, DC, in May.

## Review Day continued from page 1

missions of clinical care, teaching and research, while innovating and improving in those missions."

On March 15, approximately 250 people—with another 200 watching via live streaming video—attended Review Day, which capped the project's progress to date. Through a series of panels followed by "open mic" comment sessions, participants were brought up to date on each aspect of the project, including the demonstrations and site visits, reference calls and external research on the two products, and how well each vendor might align with Partners as a collaborator and innovator.

Partners Chief Health Information and Innovation Officer David Blumenthal, M.D., said "our goal from the start has been to approach this journey of discovery with openness, thoroughness, objectivity and a commitment to keeping our promises. We are very grateful for the commitment shown by all those involved thus far and we look forward to the next major milestone—making a decision on which vendor to choose."

## 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](http://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](mailto:NSMCRognition@partners.org) or submit an online recognition form found on the NSMCConnect homepage.

# LACING UP TO FIGHT CANCER

The 22nd Annual North Shore Cancer WALK and 3rd Annual North Shore Cancer RUN will begin in Salem Willows Park and travel through historic downtown Salem. All proceeds will support the renovation of the inpatient oncology unit at NSMC Salem Hospital and cancer treatment and programs at the Mass General/North Shore Cancer Center. For more information, call 866-296-6900 or visit: [www.northshorecancerwalk.org](http://www.northshorecancerwalk.org).



Alexy Kochowiec, M.D., NSMC Vice Chair of Obstetrics and Gynecology, has won the North Shore Cancer RUN for the past two years.

Sunday  
June 24  
2012

## HOSPITAL MEDICINE

### JUNE (CHUNQIU) HOU, MD

North Shore Medical Center  
81 Highland Avenue  
Salem, MA 01970  
Tel: 978-741-1200



**In Practice With:**

Natasha Awais, MD, Jessica Benedetto, MD, Radu Botnaru, MD, Kelly Burdge, MD, Justin Byrne, MD, Judith Fokum, MD, MPH, Michelle Gochioco, MD, Satya Gollamudi, MD, Jacinta Grant, MD, Joseph Karpicz, MD, Atif Kidwai, MD, Swati Kodali, MD, Vishesh Kumar, MD, Monika Merchea, MD, Joseph Miasiewicz, MD, Lucas Mikulic, MD, Prashanth Mopala, MD, Marie Ngom, MD, Aazim Omer, MD, Michail Orlov, MD, Joe Yang, MD, PhD

**Clinical Background:**

**Medical Schools:** Chongqing Medical University, 1988

**Residency:** North Shore Medical Center, 2011

**Board Certified:** Internal Medicine, 2011

**Languages:** Chinese (Mandarin)

## HOSPITAL MEDICINE

### ATIF KIDWAI, MD

North Shore Medical Center  
81 Highland Avenue  
Salem, MA 01970  
Tel: 978-741-1200



**In Practice With:**

Natasha Awais, MD, Jessica Benedetto, MD, Radu Botnaru, MD, Kelly Burdge, MD, Justin Byrne, MD, Judith Fokum, MD, MPH, Michelle Gochioco, MD, Satya Gollamudi, MD, Jacinta Grant, MD, June Hou, MD, Joseph Karpicz, MD, Swati Kodali, MD, Monika Merchea, MD, Joseph Miasiewicz, MD, Lucas Mikulic, MD, Prashanth Mopala, MD, Marie Ngom, MD, Aazim Omer, MD, Michail Orlov, MD, Joe Yang, MD, PhD

**Clinical Background:**

**Medical School:** University of Medicine and Dentistry of New Jersey, 2009

**Residency:** Rhode Island Hospital, 2009

**Fellowship:** University of San Francisco Medical Center, 2012

**Board Certified:** Internal Medicine, 2009

**Board Eligible:** Nephrology

**Clinical Interests:** Acid-based Disturbances, Dialysis, Electrolytes, Kidney Diseases

## INFECTIOUS DISEASE

### RUTA SHAH, MD, PhD

North Shore Physicians Group  
55 Highland Avenue, Suite 102  
Salem, MA 01970  
Tel: 978-741-1644; Fax: 978-744-3468



**In Practice With:**

Barbara Lambi, MD, MPH

**Clinical Background:**

**Medical Schools:** Dartmouth Medical School, 1999

New York Medical College, 2003

**Residency:** Yale-New Haven Hospital, 2006

**Fellowship:** Dartmouth-Hitchcock Medical Center, 2008

**Board Certified:** Internal Medicine, 2006; Infectious Diseases, 2008

## OBSTETRICS AND GYNECOLOGY

### BEVERLEY SAVAGE, MD

Birthplace at North Shore Medical Center  
81 Highland Avenue  
Salem, MA 01970  
Tel: 978-354-3330; Fax: 978-740-4830



*Dr. Savage is a laborist and only sees patients in the Birthplace.*

**In Practice With:**

Christopher Coffey, MD, Kalinda Dennis, MD, John Gelinias, DO, Justine Gelinias, DO, Joel Heller, MD, Michael Reich, MD

**Clinical Background:**

**Medical School:** Boston University School of Medicine, 1990

**Residency:** Ohio State University, College of Medicine, 1994

**Board Certified:** Obstetrics and Gynecology, 1996

## PEDIATRIC NEUROLOGY

### KAREN STANNARD, MD

MassGeneral for Children  
at North Shore Medical Center  
57 Highland Avenue  
Salem, MA 01970  
Tel: 978-354-2795; Fax: 978-740-4748



**In Practice With:**

Edward Hart, MD, Edgar Oppenheimer, MD

**Clinical Background:**

**Medical School:** University of Manitoba, 2001

**Residencies:** Children's Hospital Winnipeg, 2005;

Boston Medical Center, 2008

**Fellowship:** Children's Hospital Medical Center, Cincinnati, 2008

**Board Certified:** Pediatric Neurology, 2008

**Clinical Interests:** Neurology, Epilepsy

## PHYSICAL MEDICINE & REHABILITATION

### KAIPO PAU, MD

Sports Medicine North Orthopaedic Surgery  
1 Orthopedics Drive, 2nd floor  
Peabody, MA 01960  
Tel: 978-818-6350; Fax: 978-818-6355



**In Practice With:**

Ira Evans, III, MD, Joseph Evans, DO, David Fehnel, MD, Peter Fitzgibbons, MD, Dorothy Kurtz, DPM, Steven Mattheos, MD, Clay Miller, MD, Sharmila Mudgal, MD, MPH, James O'Holleran, MD, Richard Ozuna, MD, Jeffrey Polansky, MD, Peter Prokopis, MD, Jeremy Shore, MD, Jonathan Uroskie, MD, Robert Wood, MD, Bojan Zoric, MD

**Clinical Background:**

**Medical School:** University of Hawaii John A. Burns School of Medicine, 2005

**Residency:** Spaulding Rehabilitation Hospital, 2009

**Fellowship:** Beth Israel Deaconess Hospital, 2010

**Board Certified:** Physical Medicine and Rehabilitation, 2011

**Board Certified:** Pain Medicine, 2011

## PODIATRY

### LAUREN FISHER, DPM

Sanphy Podiatry  
98 Nahant Street  
Lynn, MA 01902  
Tel: 781-596-0703; Fax: 781-592-4631



**In Practice With:**

Mark Sanphy, DPM, Steeve Yamadjako, DPM

**Clinical Background:**

**Medical Schools:** New York College of Podiatric Medicine, 2008

**Residency:** Massachusetts General Hospital, 2011

**Board Eligible:** Podiatric Medicine

**Clinical Interests:** Foot Injuries Sports-Related, Diabetic Foot Care, Foot Surgery

## PODIATRY

### DOROTHY KURTZ, DPM

Sports Medicine North Orthopaedic Surgery  
1 Orthopedics Drive, 2nd floor  
Peabody, MA 01960  
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**In Practice With:**

Ira Evans, III, MD, Joseph Evans, DO, David Fehnel, MD, Peter Fitzgibbons, MD, Steven Mattheos, MD, Clay Miller, MD, Sharmila Mudgal, MD, MPH, James O'Holleran, MD, Richard Ozuna, MD, Kaipo Pau, MD, Jeffrey Polansky, MD, Peter Prokopis, MD, Jeremy Shore, MD, Jonathan Uroskie, MD, Robert Wood, MD, Bojan Zoric, MD

**Clinical Background:**

**Medical School:** Temple University School of Podiatric Medicine, 1996

**Residency:** Botsford General Hospital, 1999

**Fellowship:** AO/ASIF International Travel, 1999

**Board Certified:** Podiatric Surgery, 2004

**Clinical Interests:** Foot Injuries Sports-Related, Foot and Ankle Surgery, Orthotics, Pediatric foot deformities, Joint Replacements, Flat Foot Reconstruction, Skin and Nail Conditions

## PODIATRY

### STEEVE YAMADJAKO, DPM

Sanphy Podiatry  
98 Nahant Street  
Lynn, MA 01902  
Tel: 781-596-0703; Fax: 781-592-4631



**In Practice With:**

Lauren Fisher, DPM, Mark Sanphy, DPM

**Clinical Background:**

**Medical Schools:** New York College of Podiatric Medicine, 2008

**Residency:** Saint Barnabas Medical Center, 2011

**Board Certified:** Podiatric Medicine, 2011

**Languages:** French

**Clinical Interests:** Foot Injuries Sports-Related, Diabetic Foot Care, Foot Surgery