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“An Inspirational Experience”

As co-captains of the Wake-Up Walkers, Jean McCathern, R.N., and Cathy Monahan, R.N., have participated in every NSMC Cancer WALK since its inception in 1991. “It’s an inspirational experience,” says McCathern, a nurse at Salem Hospital for the past 50 years, currently in the Surgicenter. “To walk with your friends and colleagues alongside cancer patients and survivors—it’s very emotional and very gratifying.” She and Monahan, a nurse at Salem Hospital for 40 years, also currently in the Surgicenter, wouldn’t think of missing the 18th annual NSMC Cancer WALK when it kicks off on June 22 at Salem Willows Park.

“Employee-based teams play an important role in the NSMC Cancer WALK,” says Hillary Brierley, Director of Special Events. “It shows the community that we are 100 percent behind this cause and committed to delivering the highest level of cancer care available.” Last year, 247 employees participated in the WALK—either as part of Team NSMC or a smaller departmental team—collectively raising more than \$41,000.

With roots in the Salem Hospital post anesthesia care unit (PACU)—where patients “wake up” after surgery—the Wake-Up Walkers are among the oldest and most dedicated employee teams. While their numbers have fluctuated over the years, once climbing to a high of 30, McCathern and Monahan have always led the charge. The team consistently raises more than \$1,000 each year.

“Most of us work in the Surgicenter or PACU and tend to meet a lot of cancer patients, so we feel it’s important to get out there and offer our support and encouragement,” says Monahan. “Several members of our team have also been diagnosed with the disease—one lost her battle several years ago—so we also walk in their honor.”

To register for the 18th annual NSMC Cancer WALK, visit nsmccancerwalk.org or call 866-296-6900.

Employee Teams Play an Important Role in Annual NSMC Cancer WALK, June 22

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Photo above: As co-captains of the Wake-Up Walkers, longtime Salem Hospital nurses (L-R) Jean McCathern, R.N., and Cathy Monahan, R.N., have participated in every NSMC Cancer WALK since its inception.



NORTH SHORE MEDICAL CENTER

Mario Motta, M.D., Selected President-Elect of Massachusetts Medical Society



North Shore Medical Center physician Mario E. Motta, M.D., has been selected President-Elect of the Massachusetts Medical Society, the statewide professional organization of physicians.

As President-Elect, Dr. Motta will serve a one-year term as one of the top three officers of the Society, whose memberships includes more than 20,000 physicians, residents and medical students throughout the Commonwealth.

Dr. Motta, board certified in internal medicine, cardiology and nuclear cardiology, practices at NSMC Salem Hospital, NSMC Union Hospital and North Shore Cardiovascular Associates, a private group practice in Salem.

A member of the Medical Society since 1974, Dr. Motta has a long record of service to the organization. He served as Vice President for the last year and was a member of the Board of Trustees and House of Delegates. Additionally, he served as chairman of the Committee on Legislation for four years and was a member of the District Leadership Council and the Task Force on Liability Reform, among others. He was President of the Essex South District Medical Society from 2000–2002. Also active in the American Medical Association (AMA), Dr. Motta is a member of the AMA New England Delegation and serves as an AMA delegate from Massachusetts.

At NSMC Salem Hospital, Dr. Motta is Director of the Nuclear Cardiology Laboratory and a member of the Committees on Cardiac Care, Pharmacy and Therapeutics and Radiation Safety. He previously served NSMC Union Hospital in Lynn as a member of the Medical Executive Committee, Associate Chief of Medicine and Director of the Nuclear Cardiology Laboratory.

A magna cum laude graduate of Boston College with a B.S. in physics and biology, Dr. Motta received his M.D. from the Tufts University School of Medicine. He has been a Clinical Professor of Medicine at Tufts since 1993 and is a Fellow of both the American College of Cardiology and the American Society of Nuclear Cardiology.

Founded in 1781, MMS is the oldest continuously operating medical society in the country.

Since his arrival as NSMC's Director of Security in 2005, John Daley has led the charge on many new initiatives to improve the Medical Center's safety and security. By embracing new technology, expanding educational opportunities for security officers and standardizing procedures across all locations, Daley has significantly expanded the capabilities of the security department, making NSMC safer than ever. This trend will continue over the next several months as NSMC security officers complete training to carry pepper spray and conduct bicycle patrols on both the Salem and Union campuses.



Fostering a Safe and Secure Environment Through Bicycle Patrols and Pepper Spray Among Employees

"The role of our security officers is to foster a safe and secure environment for everyone in the NSMC community," says Daley, who spent 10 years as Investigations Manager at Massachusetts General Hospital prior to his current position. "Whether you're a staff member, patient or visitor, you should never have to worry about your safety while at NSMC. The pepper spray and bicycle patrols are just additional tools that our officers can employ to help keep NSMC as safe as possible."

According to Daley, the use of pepper spray—an organic compound that irritates the eyes to cause tears, burning and swelling—has become standard practice at many hospitals as a means of controlling patients or visitors acting in a threatening or aggressive manner. "It's natural for anyone to feel frightened and confused at the hospital, particularly in the Emergency Department, but on occasion we also encounter patients dealing with substance abuse or mental health issues that cause them to act in a way that puts our staff at risk. Now, in addition to using our de-escalation training to calm the situation, we have a new way to manage aggressive individuals until the police arrive."

All of NSMC's 35 security officers have gone





John Daley, Director of Security (center), with (L-R) Union Hospital Security Officers Tony Kozlowski, Marc Holey and Shane Bergeron.

The Environment

Enhancements to NSMC Security

through the same pepper spray training and licensing process as the local police.

The addition of bike patrols will enable security officers to patrol the hospital grounds and parking lots in a faster and more effective manner.



"Bicycles give the officer an opportunity to see and hear what's going on in a way that isn't possible from a vehicle," says Daley. "Bikes can also go places that cars can't and are a quicker way of getting around the grounds."

In the area of technology, a federal grant received several years ago has given NSMC the opportunity to install new ID card readers at all primary entranceways, upgrade video surveillance equipment and implement an electronic patrol monitoring system. "The use of new technology has freed up our

officers to do other things, allowing us to expand service without increasing personnel," says Daley.

New training programs have also been added in aggression management, non-violent crisis intervention, customer service and a variety of life-saving techniques such as CPR, giving security officers a broader range of skills. Policies and procedures have also been standardized across all NSMC locations.



Salem Hospital Catering Associates (L-R) Cynthia Russo, Adria Torres and Danielle Mello.

ized service. If you offer fewer, but higher-quality menu options and have patients order just before meal time, there is less cooking done up front and fewer returned meals. Patients get what they want when they want it. This means less waste and lower costs."

It also means greatly improved patient satisfaction. "More than anything, Catering to You offers a personal touch to food service," says John Brennan, Director of Support Services. "The catering associates will establish a relationship with each patient and make sure their individual needs are being met." The catering associates will also work closely with both nurses and registered dietitians.

The Catering to You program is part of the NSMC-wide *At Your Service* initiative to improve the patient experience and employee satisfaction throughout the organization. Morrison Healthcare Food Services was contracted to provide both inpatient and retail food service at Salem and Union hospitals this past January.

Catering to You

Inpatient Dining with a Personal Touch



This June and July, NSMC will be rolling out Catering to You, a new "restaurant-style" inpatient food service, on both the Salem and Union campuses. No longer will patients have to fill out a meal card 24 hours in advance of eating (as is currently the case at Salem Hospital) or call in their order directly to dining services (as is currently the case at Union Hospital). Now, a catering associate—acting much like a waiter in a restaurant—will take each patient's order prior to meal time, personally assemble their tray in the kitchen, deliver the food to the room and then round back to ensure that the patient is satisfied.

"Hospital food is often associated with heavy meals and impersonal service," says Rich McIsaac, System Director for Morrison Healthcare Food

Services, who is overseeing the implementation of Catering to You at NSMC. "But it doesn't have to be this way. It's actually easier and more cost-effective to provide lighter, healthier meals and personal-

Left: Salem Hospital Security Officers Jonathan Braid (front) and John Corrado will now be patrolling the hospital grounds by bicycle.



**Kim Foisy, M.S.N., R.N., Education Specialist,
NSMC Salem Hospital**
"Enough is enough!"

Such was Kim Foisy's immediate reaction back in 2006 to the news that her son, Mark, 5, had diabetes. Two years prior, her daughter, Megan, 9, had also been diagnosed with the disease, as were both Kim and her husband prior to that. "It was time to speak up for my family and try and find a cure for this disease," says Foisy.

Already a member of the American Diabetes Association (ADA), Foisy signed on to become an advocate for the organization, spreading awareness about diabetes across the North Shore. At the invitation of the ADA, she and her family were also invited to Washington, D.C., this past May to address elected officials as part of the "Call to Congress" campaign.

"I grew up with diabetics," says Foisy. "My mother was a diabetic and both my brother and sister had juvenile diabetes. So I knew exactly what life would be like for my children when they were diagnosed. Diabetes is very manageable, but there's a real lack of knowledge about the disease and its potential risks and complications."

Foisy found great support for the ADA in Washington and hopes to return in years to come. Meanwhile, back here at home, she is now advocating to change the nutritional guidelines for public schools so they are more suitable for children with diabetes.

An Education Specialist at Salem Hospital, Foisy has been employed at NSMC off and on since 1988. She has worked as a floor nurse in several different units at Salem Hospital and as an Assistant Nurse Manager and Nursing Supervisor. A native of Lynn, she currently resides in Peabody with her family. Her mother, Avis Shea, is a night unit secretary in the Salem Hospital Emergency Department.

Brennan and Henchey Receive Manager Excellence Awards

NSMC honored John Brennan, Director of Support Services, and Rosemary Henchey, R.N., Nurse Manager of Oncology Services at the NSMC Cancer Center, with Manager Excellence Awards this past April. Both recipients were noted for their strong work ethic, professionalism and unwavering dedication to NSMC.

John Brennan has worn many hats during his long tenure at NSMC. He trained to be a radiologic technologist at NSMC in the 1960s and later returned to become Chief Radiologic Technologist in 1979, a position he held for 20 years. In 1999, he became Administrative Director of the NSMC Cancer Center and then Director of Support Services. At various times, he has also served as Interim Director of the Salem Hospital Emergency Department and Interim Director of Medical Records.

Rosemary Henchey, R.N., has been Nurse Manager of Oncology Services at the NSMC Cancer Center for the past two years. She has previously served as Nurse



Manager on Davenport 6 at NSMC Salem Hospital and as a nurse recruiter for the Human Resources Department. She started her career as a staff nurse at New England Medical Center. Prior to her current position, she was employed by Lahey Clinic.

The Manager Excellence Award is issued quarterly to recognize managers who demonstrate strength in teamwork, innovation and customer service.



Achievements

Christopher Morse, M.D., recently published a chapter in *Pearson's Thoracic and Esophageal Surgery* entitled "Laparoscopic Techniques in Reoperation for Failed Antireflux Repairs."

Sue Nevins, R.N.C., of the NSMC Salem Hospital Special Care Nursery, recently became a certified low-risk neonatal nurse.

Upcoming

June 9 – Quit and Quit for Good Smoking Cessation Program. On November 20, 2008—coinciding with the Great American Smoke Out—NSMC is going tobacco free, inside and out. For those who smoke, we are here to help you every step of the way. We encourage all smokers to join this successful smoking cessation program. Eight weeks from 7:00–8:30 p.m. at NSMC Salem Hospital. Employees receive a 100 percent reimbursement. \$140. Call 978-741-4151 for more information.

June 21 and 22 – Partners Health and Fitness Expo. Presented by Partners HealthCare and 7 NBC/CW56, this two-day event held at the Hynes Convention Center in Boston will offer free medical tests and screenings, exciting interactive activities for the entire family, healthy cooking demonstrations and a number of celebrity guests. NSMC will feature a display on cardiac health, offering a virtual 100-meter dash, the interactive video game Dance, Dance Revolution and free blood pressure screenings. For more information, visit bostonhealthexpo.com.

NSMC Wellness Classes: A full listing of classes, services and online registration is available at nsmc.partners.org or call 978-354-2437.

Introduction to Acupuncture – Free. Learn how acupuncture is used to promote wellness. Pre-registration required. CEUs offered. Wednesday, July 16 at 6:00 p.m. NSMC Salem Hospital. **Pilates** – Based on the teachings of J.H. Pilates, this strengthening and stretching workout targets abdominal muscles. Six weeks. Begins Thursday, June 19, 6:00–7:00 p.m. at NSMC Salem Hospital. \$72. **Chi Gong** – Experience the mind-body connection with these ancient Chinese health exercises for total well-being. Eight weeks. Begins Tuesday, June 24, 6:30–7:30 p.m. at NSMC Union Hospital. \$88. **Tai Chi Chuan** – This Chinese discipline of refined, slow kung-fu movements will increase energy, inner strength and balance. Suitable for all ages. Eight weeks. Begins Wednesday, June 25, 6:00–7:00 p.m. at NSMC Union Hospital. \$88. **Make Positive Changes Easier with Hypnotherapy** – Free. Learn how hypnosis can assist you in making positive life changes. Pre-registration required. Thursday, June 26 at 6:00 p.m. NSMC Salem Hospital. **Introduction to Reiki** – Free. Learn the history, technique and health benefits of Reiki in this workshop. Pre-registration required for nursing CEUs (1.2). Tuesday, July 15, 7:00 p.m., NSMC Union Hospital.

November 20, 2008
NSMC Goes Tobacco-Free



Need Help Quitting? Call 978-741-4151
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Smoking Cessation Program

nsmc *Now!*
THE NEWS OF NORTH SHORE MEDICAL CENTER

Do you have news or ideas to share? Let us know. Contact editor Bill Ewing at 978-354-2161 or wewing@partners.org. NSMC Now! is produced by NSMC's Department of Communications and Public Affairs.

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In Practice With

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Clinical Background

Medical School: Albert Einstein College of Medicine –
Yeshiva University, 2002

Residency: Georgetown University School of Medicine,
2005

Fellowship: Massachusetts General Hospital, 2007

Board Certification: Internal Medicine, 2005;
Allergy/Clinical Immunology, 2007

ANESTHESIA

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Clinical Background

Medical School: Northeastern Ohio University College of
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Residency: Beth Israel Deaconess Medical Center, 2006

Fellowship: Beth Israel Deaconess Medical Center, 2007

Board Certification: Anesthesiology, 2007

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*Dr. Rigali only treats patients at
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Clinical Background

Medical School: University of New England College
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Residency: Carney Hospital, 1996

Board Certification: Internal Medicine, 1997

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In Practice With

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Clinical Background

Medical School: Wake Forest University School of
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Residency: White Memorial Medical Center, 2000

Board Certification: Family Medicine, 2000

Languages: Spanish

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In Practice With

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Clinical Background

Medical School: University of Tirana Faculty of
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Residency: Jersey Shore Medical Center, 2006

Fellowship: Jersey Shore Medical Center, 2007

Board Certification: Internal Medicine, 2006;
Geriatrics, 2007

Foreign Languages: Albanian, Italian

Clinical Interests: Geriatrics

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NSMC Physicians

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NSMC Quality Website Goes Live

Partners HealthCare and North Shore Medical Center are now publishing an online report card detailing the Medical Center’s level of achievement in nationally recognized healthcare quality measures. Designed for patients, policymakers, the business community and media, the site focuses on the High Performance Medicine initiative, a series of steps Partners hospitals are taking together to improve quality, safety and cost efficiency.

“As patients and policymakers become more interested in hospital performance, we are pleased to share how we perform among the best

hospitals in the nation, where we are improving, and where we need to do better,” says Mitchell Rein, M.D., Senior Vice President for Medical Affairs and Chief Medical Officer for NSMC.

“Working together with our colleagues in Boston, we are developing clinical practices for patient care quality, safety and efficiency that help us achieve these high standards.”

The Report Card offers detailed performance data for NSMC and each Partners hospital, including: specific life-saving procedures for heart attack

patients; success in adopting technology to reduce the opportunity for medical errors; the rate at which NSMC physicians prescribe generic-equivalent medications to save patients money; and a dozen other measures.

The Partners HealthCare Report Card on Quality, Safety and Efficiency is located at qualityandsafety.partners.org.



OBSTETRICS/GYNECOLOGY

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Clinical Background

Medical School: Boston University School of Medicine, 1995
Residency: St. Luke's Roosevelt Hospital Center, 1999
Board Certification: Obstetrics and Gynecology, 2002
Languages: Spanish

RADIOLOGY

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Medical School: Harvard Medical School, 2002
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Fellowship: Massachusetts General Hospital, 2008
Board Certification: Diagnostic Radiology, 2007

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Clinical Background

Medical School: The State University of New York Health Science Center at Brooklyn, 2002
Residency: New England Medical Center, 2005
Fellowship: New England Medical Center, 2008
Board Certification: Internal Medicine, 2005

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Residency: Tufts University School of Medicine, 2006
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Board Eligible: Neurology

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Board Certification: Psychiatry, 1986

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Clinical Background

Medical School: University at Buffalo School of Medicine, 1993
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Fellowship: Massachusetts General Hospital, 1999
Board Eligible: Psychiatry

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Clinical Background

Medical Schools: St. George University School of Medicine, 1999; Harvard School of Public Health, 2005
Residency: St. Vincent Hospital, 2002
Fellowship: Children's Hospital, Boston, 2005
Board Certification: Pediatrics, 2003

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Clinical Background

Medical School: St. Petersburg State Medical University, 1997
Residencies: St. Petersburg State Medical University, 1997; New York Methodist Hospital, 2006
Board Certification: Pediatrics, 2003
Languages: Russian (fluent)

PEDIATRIC EMERGENCY MEDICINE

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Clinical Background

Medical School: Dartmouth Medical School, 1996
Residency: Massachusetts General Hospital, 1999
Fellowship: Strong Memorial Hospital, 2002
Board Certification: Pediatrics, 2003