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Made Someone's Day?

On a recent January afternoon, Joanne Bryanos of Nahant got an urgent call from her 25-year old daughter, Jamie, who was suffering from excruciating abdominal pain and fainting spells. In something of a panic, mother and daughter rushed to the Salem Hospital Emergency Department (ED) where Jamie was eventually diagnosed with kidney stones. "I can't say enough about the care my daughter received," says Bryanos, herself a registered nurse and a manager at Partners Home Care in Beverly. "It was a very traumatic experience for both of us and everyone in the ED—from the admissions person, to the EKG tech, right up to the doctors and nurses—were very efficient, professional and kind. I felt like we got exceptionally good care from start to finish."

Bryanos was so appreciative of the care her daughter received that she wanted to somehow acknowledge the Salem Hospital ED team. The new "Made Someone's Day?" employee recognition program gave her just that opportunity. Rolled out in late-January, "Made Someone's Day?" gives patients and staff members a quick and easy way to acknowledge and celebrate service excellence at NSMC. "The most important element of providing a great service experience is the patient's view of how he or she is treated by hospital staff at a personal level," says Lou Woolf, Executive Vice President and Chief Operating Officer. "By recognizing the kind of day-to-day behavior that enhances the NSMC experience for our patients, their families and each other, 'Made Someone's Day?' supports our institutional goal to ensure that at least 75 percent of our patients surveyed would definitely recommend NSMC to family and friends." The



NSMC Rolls Out New Employee Service Excellence Recognition Program

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Joanne Bryanos of Nahant (third from left) was so appreciative of the care her daughter received in the Salem Hospital ED that she wanted to acknowledge the staff with a "Made Someone's Day?" citation. Here she is pictured with (L-R) Lisa Madruga, R.N., Michelle Bruni, R.N., and Susan Douglass, R.N.

Improving Patient Access

New Automated Bed Management System Goes Live

For the past three months, the NSMC Patient Access Department has been busy rolling out a new automated



bed management system that is expected to dramatically improve the flow of inpatients through the organization. This new system will also play an important role in helping NSMC achieve its

institutional goals for 2009 to expedite the admitting and discharge process for inpatients and improve wait times in the emergency departments.

"This system gives all employees who currently use the Health Information System (HIS) the ability to see—in real time—what beds are available at Salem, Union and North Shore Children's Hospital as well as who's in the queue waiting for a bed and who is due to be discharged," explains Deb Murphy, Director of Patient Access Services. "This level of detailed information—which is central to planning ahead and moving patients in an efficient manner—was previously only available by calling the Admitting Department."

Among those who are most excited by this new technology are the Hospitalists who manage the admitting process for a large percentage of incoming patients, particularly those entering the hospital through the Emergency Department (ED). "With the new system, we are able to see how many patients are in the ED who may need to be admitted even before we are called," says Justin Byrne, M.D., Director of the NSMC Hospitalist Program. "We can also get a snapshot of what specialty beds are available for our admissions (telemetry, precaution rooms, etc.) and expedite discharges earlier in the day to make room for ED and post-op patients."

The new system also features an automated paging system that immediately notifies the Environmental Services Department when a patient is discharged so that their room can be cleaned and made available in a more timely fashion.

For more information on the new automated bed management system, please contact Deb Murphy at 978-825-6414 or damurphy@partners.org.



Yahaira Guzman, Bed Placement Coordinator, is one of several people in the admissions department trained to use the new automated bed management system.



Protecting Patient

New Privacy and Security Task Force Looks to Enhance Confidentiality

In an effort to raise awareness of federal regulations around patient privacy, the NSMC Confidentiality Committee formed a new Privacy and Security Task Force this past October. Comprised of administrative and clinical staff members from throughout the organization, the mission of the Task Force is to reinforce NSMC's commitment to patient privacy and maintain its compliance with the Health Insurance Portability and Accountability Act (HIPAA).

"All NSMC employees are educated on patient privacy and HIPAA regulations at new employee orientation and reminded of them each year with the annual mandatory Joint Commission education

Hidden Talents

Salem Hospital Showcases Employee

As a surgical technologist (or scrub tech) at Salem Hospital, Bonnie Sweet spends most of her time behind closed doors tending to patients and assisting with surgical procedures. Few beyond her immediate colleagues in the operating room ever knew that she was an aspiring photographer with a growing portfolio of work. This was something she wanted to change.

"There is such a wealth of creative, talented people working here at NSMC that I thought it would be great to have a designated space to display employee artwork," says Sweet. Working

Members of the Privacy and Security Task Force (L-R): Susan Raviv, Director of Health Information Management; Dee Ford, Manager of Health Information Management; Brian Kozik, Director of Compliance and Business Integrity; and David Magliozzi, Risk Management and HIPAA Security.

test," says Susan Raviv, Director of Health Information Management. "But we really want to drive home the importance of these regulations and keep them at the forefront of everyone's mind."

"Unauthorized access to patient information is a very serious matter and can result in sanctions leading up to and including termination," adds Dee Ford, Manager of Health Information Management. "The more we can do to keep employees informed on privacy and security regulations, the better."

To that end, members of the Privacy and Security

t Health Information

Task Force have been doing weekly rounds through the Medical Center as part of the Tracer Tuesday program run by the Department of Performance Improvement and Patient Safety to help maintain Joint Commission readiness. "This is a great opportunity for us to observe what's happening out on the patient floors and educate staff in a more personalized way," says Ford.

The Task Force is also in the process of rolling out a new educational program for 2009. This program will be presented to both clinical and administrative departments throughout the Medical Center. "Our goal is to reeducate all our employees," says Raviv. "During the training program, employees will have the opportunity to better understand the important role they play in protecting our patients' privacy and security." Continuing education credit will be granted to those attending the program.

Art

with the Ambiance Committee, Sweet found just such a space on Davenport 5 outside the Surgicenter and recently installed the first exhibition. Fourteen photographs and two paintings created by employees from the Surgical Services area will be on view until the end of February.

"Hopefully other employees will see this artwork and get inspired to show their own," says Sweet. "It's a great way to build community and brighten the hallways."

made someone's day?

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program is part of NSMC's ongoing *At Your Service* initiative and complements the annual Partners in Excellence program.

"Making someone's day can be as simple as holding a door, paying a compliment or helping a visitor who is lost to find their way," adds Woolf. "Any personal gesture, large or small, that shows you really care can make NSMC a warmer and friendlier place to visit and work."

How it works

- Employees, physicians, patients and families may nominate employees via recognition cards, phone line, e-mail and intranet. Drop boxes will also be installed outside the cafeterias and gift shops at Union and Salem hospitals.
- All nominated employees will receive a certificate from his/her manager signed by the department vice president and manager.
- All nominations will be reviewed for special commendation by the Service Excellence STAR Committee.
- Service Excellence STAR commendation recipients will receive a surprise department visit by senior leadership, a pin and the choice of gifts with a \$150 value.
- Each year's Service Excellence STARs will be invited to a special reception.

If someone at NSMC has made your day, please call 781-581-4567, e-mail NSMCRognition@partners.org or visit NSMC Connect for an electronic recognition form.

Bonnie Sweet is both a Scrub Tech in the Salem Hospital OR and an amateur photographer. Her artwork can currently be seen in the Davenport 5 hallway outside the Surgicenter.





Lynn Gatti Walton, R.N., Director, Cardiac Rehabilitation Center
Lisa Gatti Whelan, R.N., Nurse Clinician, NSMC Cancer Center

Lynn Gatti Walton and Lisa Gatti Whelan, (L-R in photo) are used to the double-takes and confused looks, the occasional case of mistaken identity. Such is the life of identical twins who just happen to work for the same employer and live in the same home town. "People often get us mixed up—they always have," says Lynn. "We don't take it personally."

Both sisters started at NSMC in 1981 as floor nurses at Salem Hospital—Lisa on 8 East, Lynn on 8 West. Being new to NSMC and working on the same floor made for more than a little confusion in the early days. "I remember a doctor stopping me in the elevator and saying, 'young lady, you must work longer hours than anyone else here at the hospital—you are *always* here,'" laughs Lisa. "He didn't know there were two of us."

Things got a little better once the sisters moved on to different areas within the medical center. Lisa focused on medical oncology, first at Salem Hospital and then, starting in 1994, at the NSMC Cancer Center where she is currently a nurse clinician in Radiation Oncology. Lynn moved on to the Coronary Care Unit at Salem Hospital and then to the Cardiac Rehabilitation Center in 1987 where she assumed the position of director one year later.

Residents of Lynnfield, Lisa and Lynn are both devoted to their families—Lisa has a son and two daughters, Lynn a son—and are passionate about caregiving. The latter is something they attribute to their mother who took care of various ailing relatives when they were growing up. Like most identical twins, they also share a deep bond with one another. "You really couldn't ask for a better gift in life than to be born with a best friend," says Lisa.

Raymond Smith, M.A., Ph.D., M.D., New President of NSMC Medical Staff



Raymond Smith, M.D.

Raymond Smith, M.A., Ph.D., M.D., an anesthesiologist with Anesthesia Associates of Massachusetts and member of the NSMC Medical Staff for over 20 years, has been elected President of the NSMC Medical Staff. Cardiologist Michael Goldstein, M.D., is the new President-Elect and Chief of Neonatology Sanjay Aurora, M.D., is the new Secretary/Treasurer.

Dr. Smith has held a range of leadership positions within the Medical Staff and its committees. He has also served as chair of NSMC's Institutional Review Board. Dr. Smith received the NSMC Physician of Excellence Award in 2000.

A graduate of the University of Miami School of Medicine, Dr. Smith performed his residency in anesthesia at Massachusetts General Hospital and his internship in internal medicine at Salem Hospital. He also holds a B.A., M.A., and Ph.D. from Oxford University.

New Employee Parking Policy a Big Success

The new employee parking plan that was implemented this past September on both the Salem and Union campuses has been highly successful in freeing up space for patients and visitors. So successful, in fact, that valet parking was discontinued on the Union Campus this past October and the Security Department has been able to focus attention on keeping the facilities safe rather than patrolling the parking lots.

"The new policy has made a tremendous difference to both the patient experience and how we allocate our resources in the Security Department," says John Daley, Director of Facilities and Security. "On behalf of the Parking Committee, I want to thank all employees for helping to enhance the safety and convenience of our patients and visitors."

Achievements

Chris Morse, M.D., gave a presentation entitled "The Evolving Role of Video-Assisted Thoroscopic Surgery in Stage I/II Disease" at the Fifth Annual Symposium on the Future of Lung Cancer this past December.

John Santos, M.D., received the Third Annual Department of Medicine Award for Excellence at a ceremony held this past December at NSMC Salem Hospital.

Work and Life Resources

Partners 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 <http://eap.partners.org>.

Upcoming

February 26 – Free Family Rounds Lecture: Speech and Language Development. For parents and professionals.

Speakers: Speech and Language Department, NSMC North Shore Children's Hospital. Held Thursday from noon to 1:30 p.m. in the Lynch Conference Room at NSMC North Shore Children's Hospital. Registration is required. Visit nsmcfamilyresourcecenter.org, call 978-354-2660 or e-mail mroberts2@partners.org.

June 21 – 19th Annual NSMC Cancer WALK. Funds raised in 2009 will directly benefit the expansion and relocation of the NSMC Cancer Center to the Mass General/North Shore Center for Outpatient Care in Danvers, opening in June 2009. To register or for more information, please visit nsmccancerwalk.org or call 866-296-6900.

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 Reiki – Free. Learn the history, technique and health benefits of Reiki. Pre-registration is required. Tuesday, February 17, 7:00 p.m. at NSMC at NSMC Union Hospital.

Acupuncture Clinic – Offered in a group setting for follow-up appointments only. This 30-minute session will enhance the effects of a one-hour treatment session. Mondays from 4:30 – 6:30 p.m. NSMC Health and Integrative Medicine Center, 400 Highland Avenue, Salem. \$35 for a 30-minute session.

Yoga Workshop for Hip Flexibility – Tight hips can limit movement by contributing to knee and back pain. You will learn hip anatomy and yoga poses for hip joints as well as receive hand-outs for home practice. Instructor: Marilyn Whalen, R.N., M.S. Saturday, February 28, 9:00 a.m. to noon at NSMC Union Hospital. \$50.

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