

# nsmcNow!

THE NEWS OF NORTH SHORE MEDICAL CENTER



NSMC President David Roberts, M.D., stands with Hospitalist Mona Hinrichsen, M.D.

## GETTING TO KNOW NSMC PRESIDENT DAVID ROBERTS, M.D.

**H**e grew up one of six kids on the South Shore. He loved sports, played point guard on his high school basketball team and was skilled enough on the soccer pitch to earn a spot on the Colgate University varsity.

A cardiologist, Dr. David Roberts has since had a distinguished 30-year career at North Shore Medical Center, serving in various leadership roles, including Chief of Cardiology and Chair of Medicine, and earning a reputation as a sharp wit on the medical staff. He recently began his tenure as NSMC President and sat down for an interview with NSMC Now.

### Why did you want the job?

Given our challenging financial situation, I felt it was important that the person making the tough decisions about our future be someone who knows NSMC well. I also thought it was the right moment for a front-line clinician to lead.

### How does your clinical experience benefit you as president?

I've spent my whole career trying to figure out the best way to take care of patients. It's in my DNA. I understand the stress of practice, and when I talk to other clinicians, they know that I have walked the walk that they have. That credibility helps.

### What other experiences will you be calling upon?

In 2009, I was in a bike accident—broke my femur and underwent four surgeries to fix it. I spent months in the hospital and learned what it's like to be a patient. I became really interested in redesigning care to make it better for patients, including teaching empathy to providers because the things that you care about as a patient are not the things that you're taught to care about as a provider. That was brought home to me so acutely when I was in bed for so long.

### Do you have a leadership philosophy?

I began playing sports when I was six years old, and I've always known what it feels like to be part of a great team—specifically the camaraderie and connection that can be generated by a shared sense of purpose. As a leader, I want to create a team that our staff wants to play on. That involves giving staff a say. If someone has a great idea about how to

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## BUILDING THE FUTURE OF NSMC

Project on Schedule to Be Completed by Fall 2019

**N**SMC broke ground last fall on its \$207 million plan to consolidate hospital-based medical, surgical and behavioral health services on its Salem Campus. Steady progress throughout the winter months included the blasting of rock ledge to construct an access drive connecting the front and back of the campus. In late May, the first pieces of structural steel went up for the building that will house the new Emergency Department, with its 62 private patient bays, and 24 private inpatient rooms.

“It’s exciting to see the progress that has been made thus far,” says Senior Vice President of Operations Mary Jo Gagnon. “The project is on schedule and on budget.” When construction is complete, NSMC will be well equipped to provide a wide spectrum of services that address the region’s most pressing health needs.

### New Emergency Department

- State-of-the-Art Technology / Advanced Trauma Rooms
- Dedicated Areas for Pediatric and Adult Care

### Inpatient Medical/Surgical Unit

- 24 Private Patient Rooms / Environmentally Friendly Design
- Comfortable Accommodations for Family and Visitors

### Behavioral Health

- Expanded Services for Adults, Seniors and Children

Learn more about NSMC’s campus consolidation project at [nsmc.partners.org/healthier-north-shore](http://nsmc.partners.org/healthier-north-shore).

## HISTORIC GIFT

Arthur Epstein Pledges \$5 Million for New Behavioral Health Center

**L**ongtime friend and supporter Arthur J. Epstein has committed a gift of \$5 million toward NSMC’s plan to build a new behavioral health center at the Salem Campus. The gift is the single largest donation in the 144-year history of the hospital.

In recognition of Epstein’s extraordinary philanthropy, NSMC will name the new center in his honor. Scheduled to open in the fall of 2019, the state-of-the-art, 90-bed facility will enable NSMC to address the increasing demand for behavioral health services and provide much needed care to the children, adults and seniors of this region. “I’m proud to support North Shore Medical Center’s efforts to address this dire need in our health care system,” Epstein says. “Families will have a place to go where they are assured their loved ones will receive excellent care.”

Now a resident of Brookline, Epstein previously lived with his family in Marblehead for more than 50 years. He made his first major gift to the Medical Center in 2002, followed in 2007 by a \$1 million donation in support of the Mass General/North Shore Center for Outpatient Care in Danvers. He has served on NSMC’s Board of Trustees since 2006.

“We are deeply grateful to Arthur for his longstanding support,” says NSMC President David Roberts, M.D. “His historic gift is a reflection of his kindness and concern for those in need, as well as an endorsement of the professional, high-quality care NSMC provides. His gift will benefit generations of North Shore families.”



Photo (from left to right): David Torchiana, M.D., CEO of Partners HealthCare, David Roberts, M.D., President of North Shore Medical Center, Arthur Epstein and Brian McCarthy, both members of the NSMC Board of Trustees.





## 27TH ANNUAL NORTH SHORE CANCER WALK

A Cause Close to Home for 2017 Co-Chairs

**T**housands of cancer patients, survivors, family members, friends and caregivers came together June 25 to raise awareness of and money for oncology services at NSMC and the Mass General/North Shore Cancer Center.

“The WALK is a day of perspective,” says Brittany Isherwood (above, left), who served as co-chair of this year’s WALK with NSMC’s Allyson Preston, M.D., (right). “You feel the energy of the teams, the physicians and the staff. Every one of us has been impacted by cancer, and every WALK participant is carrying someone in his or her heart.”

Isherwood walks every year for her 16-year-old cousin who was successfully treated for a brain tumor when he was 10. Dr. Preston, Chair of Obstetrics and Gynecology at NSMC, is a breast cancer survivor who received all of her care at NSMC and the Mass General/North Shore Cancer Center. “Stepping through the door as a patient was unnerving, but I immediately felt wrapped in a blanket of caring and competence. The high level of care didn’t at all surprise me, but it had new meaning on the receiving side.”

The meaning and emotion was palpable on WALK day. “A cancer diagnosis is hard on anyone,” Dr. Preston says. “But when you see the number of other people who turn out for the WALK, you know you’re not alone.”

For more information on the Cancer WALK or to donate, visit [NorthShoreCancerWalk.org](http://NorthShoreCancerWalk.org).



## NSMC SHARES PRESTIGIOUS AWARD

**N**SMC is part of a nationwide patient safety research group that received the John M. Eisenberg Award for Innovation in Patient Safety and Quality, health care’s top safety honor.



Presented by The Joint Commission and the National Quality Forum, the recognition stems from NSMC’s implementation of I-PASS, a package of interventions that standardize written and verbal communications during patient handoffs, either from shift to shift or from one service to another.

Supported by a CRICO grant, NSMC launched the I-PASS program last fall on Davenport 8 and 9 and the Intensive Care Unit at the Salem Campus. Much of the work has been led by the internal medicine residents, including Chief Resident Nuri Almaddah, M.D., and the incoming Chief Resident Jasleen Minhas, M.D. Based on early success, NSMC will be expanding the program to additional units throughout the hospital.

## A FESTIVE AFFAIR

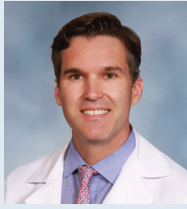
More than 350 people gathered at Acura of Peabody on May 19 for North Shore Medical Center’s eighth annual Gourmet Gala. The evening featured delicious food from some of the area’s finest restaurants, spirited entertainment and a lively auction to support oncology services at NSMC and the Mass General/North Shore



Cancer Center. Among the familiar faces in attendance were Kiss 108’s Billy Costa and many members of the NSMC community, including (from left to right) Henry and Jill Ouellette, Jeneen Guy and Lisa Levesque.



# NEW LEADERSHIP AT NSMC



This July, **Brian Sanders, M.D.**, begins his tenure as Chair of Pediatrics at North Shore Medical Center. Board certified in pediatrics and pediatric emergency medicine, Dr. Sanders previously served as Medical Director of Pediatric Emergency Medicine at Lowell General Hospital. As Chair, he will oversee a broad array of pediatric services, including the Pediatric Emergency Department, newborn care in the Birthplace and Special Care Nursery and a wide range of pediatric outpatient services. He also

will work closely with NSMC's community pediatricians and family medicine physicians to provide a network of high-quality care to North Shore families.



After a decade of distinguished service, Everett Lyn, M.D., is stepping down as Chair of Emergency Medicine at NSMC in mid-July. He will be replaced by **Phillip Rice, Jr., M.D.**, who has been named Interim Chair. While a committee conducts a national search for Dr. Lyn's permanent successor, Dr. Rice will lead Emergency Medicine across NSMC and collaborate with the hospital's clinical and operational teams in the care of emergent and urgent patients. He joined NSMC as a full-time

Emergency Department physician in October 2009, and was appointed Vice Chair of the department in 2012.

*Please join the NSMC community in wishing Drs. Sanders and Rice well in their new roles!*

## ACHIEVEMENTS

The Boston North Cancer Association honored NSMC physician **Noel DeFelippo, M.D.**, with the prestigious Hope Begins Here Award, recognizing his more than 30 years of excellent and compassionate care of patients with urological cancer.

**Carrie Arrieta** became the first Risk Manager from NSMC to earn the designation of Certified Professional in Healthcare Risk Management (CPHRM) by the American Hospital Association Certification Center. The CPHRM is a national credential that distinguishes an individual as being among an elite group of risk management professionals.

**Lisa Gouldthorpe, M.S.N., R.N.-B.C.**, passed the Psychiatric-Mental Health Nursing Certification exam.

**Marianne Duhaime, B.S.N., R.N.-B.C.**, passed the Medical-Surgical Nursing Certification exam.

**Emily McGeney, B.S.N., R.N., C.C.R.N.**, passed the Critical Care Nursing Certification exam.

**Josephine Dawes, M.S.N., R.N.-O.N.C.**, passed the Orthopaedic Nurse Certification exam.

**Christine Perez, M.S.N., R.N.-B.C.**, passed the Nursing Professional Development Certification exam.

**Joyce Silvano, R.N., C.R.N.**, passed the Radiologic Nursing Certification exam.

## GETTING TO KNOW DR. ROBERTS

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do a job better or how we could improve as an organization, I want to implement it. Our purpose is to provide exquisite health care to the people of the North Shore and use our collective talents to ensure we succeed.

### What can employees expect from you as president?

First and foremost, they can expect to see me—walking the halls and stopping by their units and work spaces. I will be visiting staff meetings in every department of the Medical Center to hear their thoughts, concerns and ideas. Every few months, I, along with our senior leadership team, will be hosting town hall meetings to bring us together as a community to talk about where we are and where we're going. I'll also be checking in with an email newsletter to update everyone on our progress, from where we stand financially to examples of the great work happening here. The NSMC community will know what I know.

### Why are you optimistic about NSMC's future?

I've witnessed firsthand the talent and professionalism of our staff. Look no further than our performance over the difficult past year: our outcomes continue to be as good as the hospitals downtown; we performed better than we ever have on the Joint Commission Survey; and our Epic install was the smoothest to date in the Partners system. Our people are NSMC's strength, and the reason I'm so confident about where we're headed as an organization.

**Got a great idea or story to tell about NSMC? Send it to [droberts1@partners.org](mailto:droberts1@partners.org).**

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Do you have news or ideas to share? Let us know. Contact editor Matt Roy at 978-354-2161 or [mroy16@partners.org](mailto:mroy16@partners.org). NSMC Now! is produced by NSMC's Department of Marketing and Communications.