

nsmcNow!

THE NEWS OF NORTH SHORE MEDICAL CENTER



NSMC will soon begin a \$2 million expansion and renovation of the Special Care Nursery on the Salem Campus, another step in the hospital's ongoing enhancement of the inpatient experience.

ROOM TO GROW

SPECIAL CARE NURSERY RENOVATION AND EXPANSION PROJECT SET TO BEGIN

North Shore Medical Center's smallest and most fragile patients will soon be getting a new home. Starting in 2013, the Special Care Nursery, located on Macomber 6 on the Salem Campus, will be undergoing a \$2 million renovation and expansion. This project will double the unit's size to better accommodate the care of high-risk infants, creating a more spacious, private and peaceful environment for babies and their families. The project is expected to take eight months to complete.

"Our current facilities allow only 15 to 18 inches between babies," says Sanjay Aurora, M.D., Chief of Newborn Medicine. "Despite the high satisfaction scores we receive from families, the one thing we hear over and over is that they wish we had more space. Our new facility will respond to these needs, including space to allow some mothers to sleep at their baby's bedside."

"I sometimes liken our current space to an agility course," says Linda Cancellieri, R.N., who has worked in the unit for the past six years. "There are times when the unit is full and we are dodging and weaving between privacy screens, isolettes, baby cribs, IV poles,

continued on page 5

Meaningful Use

Expanding Access to Electronic Health Records, Improving Outcomes

Imagine a future in which all electronic health records are available online in a secure, standardized format allowing patients to view, download and share them as needed. Not only would this be an added convenience to patients, giving them greater control over their own health information, it would also improve the overall quality, safety and efficiency of healthcare on a much broader scale. If all health records were available online, they would be easily accessible to authorized caregivers wherever patients might go, leading to better care coordination, improved outcomes and reduced costs.

Such a future is not as far away as one might think. In fact, the infrastructure for this rapidly approaching new world of electronic health records is currently being built—with great determination and urgency—at NSMC and hospitals across the country thanks to the Meaningful Use incentive program.

continued on page 6



Members of the Meaningful Use Steering Committee (L-R): Bea Thibedeau, R.N., Pati George, Roxanne Worob, David Roberts, M.D., Ned Kaufman, M.D., Joan Casper, R.N., Jennifer Costain and Kerry MacKenzie.



NORTH SHORE
MEDICAL CENTER

The Perfect Patient Experience

Dear Union Hospital ICU,

Our family would like to express our sincere thanks to the care delivered by your staff for Michael D. this past November.

During Michael's very short stay in the ICU at Union Hospital, he and our family were treated with the utmost compassion, respect and kindness. Staff members went out of their way to make Michael as comfortable as possible, which meant a great deal to our family. Staff kept us informed about this condition, which also helped in knowing how best to make some difficult decisions.

Members of the team who we were fortunate to interact with during Michael's stay included: Drs. Bimal Jane, Patrick Weyer and Rohit Ahuja; nurses Jenn Hauck, Emily Guptil, Vickie Newton and Fatima Abdalla; nurse practitioner Mary Njonjo; case manager Deb Giovannucci; chaplain Chad Kidd; and unit secretary Dana Schmorow.

When it was realized that Michael would not survive his illness, Dr. Marvin Somi and nurse Barbara Jacobs were so respectful during this heart-wrenching, emotional time, making Michael as peaceful as possible and allowing our family some precious last moments with him.

As most families, we were not prepared to lose a family member in the ICU. However, your staff were remarkable in all aspects and made it as "easy" as possible. Words cannot express how grateful we are that during these last days of Michael's life he was surrounded by caring and devoted people.

Sincerely,
The Family of Michael D.

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.



RECOGNIZING EXCELLENCE

2012 PARTNERS IN EXCELLENCE AWARDS

The Partners in Excellence Award honors those individuals and teams who have gone "above and beyond" in their efforts to serve North Shore Medical Center, Partners HealthCare and, most important, grateful patients from throughout the region.

"Your work here at North Shore Medical Center is an essential piece of the Partners HealthCare mission," said Dr. Gary Gottlieb, President and CEO of Partners HealthCare, at the 17th annual Partners in Excellence award ceremony held this past November 30 on the Salem Campus. "By offering a complete continuum of care, including our first-class

community hospitals, we are able to provide our patients with a world-class healthcare system."

NSMC President and CEO Bob Norton echoed these sentiments during the ceremony. "The success of NSMC and Partners HealthCare is a tribute to all of you—the individuals who lead by example and the teams whose collaborative efforts are moving us forward. Each of you being recognized today directly or indirectly supports our efforts to redesign the way we care for patients and make care more affordable."

During the ceremony, award recipients received certificates and pins from Gottlieb and Norton. This year, 15 teams and 44 individuals



D RECIPIENTS

from NSMC and NSPG were honored by their colleagues for quality treatment and service; leadership and innovation; teamwork; operational efficiency; or outstanding community contributions. Additionally, awards were presented to one Partners network team with NSMC leadership and five network teams featuring NSMC membership.

NSMC Individual Award Recipients

Vivian Akerbergs
Victoria Aleixo
Eleanor Barry
Cheryl Burgess
Michelle Butler
Louis Caligiuri
Michael Chamberlain
Gayla Chase
Andrew Chen
Kathy Clune
Barbara Corning-Davis
Helen Cunanan
Elizabeth Da Silva
Katelyn Daley
Elma Deleon
Ann DeLuca
Denise Digiulio
Ann Doyle
Marianne Duhaime
Lenny Dullea
Dan Dulong
Maribeth Emberley
Teddy Esposa
Judith Flaherty
Michelle Flewelling
John Anu Fortaw
Michael Frost
Lindsay Gainer
Karyn Geary
Carla Greenberg
Gladys Grijalva
Mary Higgins
Rose Marie Hinchion
Irving Ingraham
Kimberly Jalbert
Chad Kidd
Stacy Kimball
Smita Kolli
Paul Lausier
Susan Lausier
Sharon Lucie
Susan Malley
Manny Ortiz
Stark Peterson

NSMC Teams

*Only team leaders are noted.
For entire team listing, please
visit NSMC Connect.*

Birthplace Nurses Duo

Alison Worth
Sarah Young

Care Management Program Team

Laurie Isidro
Marianne Turner

CMP Mental Health Team

Deidra Smith-Horton

Inpatient Pediatric Nursing and Care Teams

Edward Bailey

Knee and Hip School Team

Kelly Lombardo

MRI Department

Stacy Kimball

North Shore Physicians Group in Saugus

Rose Marie Hinchion
Christine Valdes

NSPG Training and Education Team

Janice Trombetta

OR Materials Coordinators

Jodi Fitzgerald
Jeanne Nevins

Post Operative Handoff Improvement Team

Karen Correnti
Lisa O'Neil

RELATE Champions Team

Annmarie Baldisserotto

**Salem Hospital
Emergency Room Staff
on 3/18/12**
Dan Slack

**Salem Hospital STAT Room
Waste Reduction Team**
James Helps

**Tempus Scheduling System
Clean Up Team**
Courtney Belanger
Nicole Johnston

**Union Hospital Transport
Team**
Wally Tucker

NSMC Leadership on Partners Network Teams

**NSMC and Mass General/
North Shore Chemotherapy
Order Entry Implementation
Team**
Patricia George
Joel Schwartz
Bea Thibedeau



9



10



11



4



5



6



7



13



1. Members of the Care Management Program Team: Maureen McGovern, M.D., and Laurie Isidro. 2. Members of the Care Management Program Team: Trisha Mossman, R.N., Marianne Turner, R.N., Kathleen Callinan, R.N., and Michele Capano, R.N. 3. Members of the Knee and Hip School Team: Danielle Roberts, P.T., and Joclyn Hunter, P.T. 4. Award recipient Lori Brunell of the MRI Department Team and Radiology Manager Lorrie Keating. 5. Award recipients Paul and Susan Lausier. 6. Members of the Knee and Hip School Team: Linda Fabbri, R.N., and Andrea Messina, O.T. 7. Members of the NSPG Saugus Team: Kimberly Tinnirello, Natasha Shah, M.D., and Susan Sidell. 8. Lisa O'Neil, R.N., of the Post Operative Handoff Improvement Team, and award recipients Ann DeLuca, R.N., and Gayla Chase. 9. Members of the Salem Hospital STAT Room Waste Reduction Team: Henry Ouellette, James Mills, John Sousa and Mark Dulong. 10. Members of the Knee and Hip School Team: Taryn Ambrose, P.T., Charlotte Greene, P.A., and Dana Barenthaler, P.T. 11. Members of the Salem Hospital STAT Room Waste Reduction Team: Mike Lebrun, Sue Cyr and Alex Vanyo. 12. Members of the Inpatient Pediatric Nursing and Care Teams: Ryann Collins, R.D., L.D.N., Carlos Nunez, R.N., Christine Delisi, R.N. 13. Award recipient Chaplain Chad Kidd and Director of Pastoral Care Jane Korins.

All photos left to right.

Federico Honored With Emergency Nursing Award

Nurse Manager Sabrina Federico, R.N., of the Salem Hospital Emergency Department, was recently named the recipient of the 2012 Emergency Nurses Association Nurse Manager of the Year



Award for Massachusetts. This award honors an emergency nurse manager who consistently demonstrates excellence in the profession of emergency nursing, leadership skills and professional behavior and who has made a significant contribution to emergency nursing management.

Federico has been serving in her current position at North Shore Medical Center since 2011. She was previously a nurse educator in both the Salem and Union hospital emergency departments. Before joining NSMC in 2009, she had served as an emergency room staff nurse at Massachusetts General Hospital for more than two decades.

The Emergency Nurses Association is the only professional nursing association dedicated to defining the future of emergency nursing and emergency care through advocacy, expertise, innovation and leadership.

Boston Magazine Recognizes Five NSMC Physicians

Congratulations to the five NSMC physicians who have been named among the "best doctors in Boston" in the December 2012 issue of *Boston Magazine*. The list includes more than 645 Boston area physicians in 50 different specialties ranging from pediatrics and cardiovascular, to plastic surgery, sports medicine and beyond. To identify the area's best doctors, *Boston Magazine* partnered with a healthcare research company that publishes *America's Top Doctors*, a guide to the country's top one percent of medical specialists.

The following NSMC physicians were included among the best physicians: **Daniel Doody, M.D.**, pediatric surgery; **Allan Goldstein, M.D.**, pediatric surgery; **James MacLean, M.D.**, allergy and clinical immunology; **John Petrozza, M.D.**, reproductive endocrinology; and **John Schorge, M.D.**, gynecologic oncology.



Sanjay Aurora, M.D., Chief of Newborn Medicine, says the renovated Special Care Nursery will double the unit's size to better accommodate the care of high-risk infants.

SPECIAL CARE NURSERY

continued from page 1

parents and visitors. It gets a bit congested. Being able to work in a more spacious environment will be hugely beneficial to the care we provide.”

For Cancellieri, one of the highlights of the new space will be the six private rooms, each featuring glass walls on three sides with a curtain across the front. This, she says, will better accommodate private conversations between staff and families as well as formula- and breastfeeding or patient education. The rooms will also include space for a chair that converts into a bed where new mothers and fathers can sleep next to their newborns. “These rooms will also help reduce the overall noise level in the unit,” adds Cancellieri. “In our current space, it can get quite noisy between all of the babies and equipment.”

In addition to larger, private patient areas, the renovated nursery will also include a waiting room for families and additional space for physician-family consultation and patient education. Enhanced lighting and sound control

will create a more calming environment. A centralized bedside monitoring system and a pneumatic tube station will facilitate faster and more accurate delivery of care.

“These changes come at an important time for NSMC’s neonatology program, which was raised to Level IIB status in



Neonatologist Kathryn Nathe, M.D., with Lisa Young, R.N., and Linda Cancellieri, R.N., of the Special Care Nursery.

2011, allowing for the care of high-risk babies born as early as 32 weeks,” says Dr. Aurora. “The renovations will

improve our ability to provide the high-intensity care our patients require and smooth their transition to home.”

The centerpiece of NSMC’s neonatology program, the Special Care Nursery is a 12-bed unit designed to care for babies who need medical monitoring and specialized services not routinely available in standard maternity rooming-in environments or community hospital nurseries. NSMC’s close medical and nursing collaboration with the neonatal intensive care units (NICUs) at Brigham and Women’s Hospital and Massachusetts General Hospital (MGH) ensures the most advanced approach to infant care. A new videoconferencing link with the MGH NICU will even allow for real-time consultations once

Special Care Nursery: Planned Improvements



- Doubling size – from 1,300 to 2,800 square feet
- Better circulation – for staff, equipment around bassinets
- Private treatment areas – six private rooms, including one isolation room
- Safer care – expanded central monitoring, nurse call systems
- Rapid care – Pneumatic tube for fast access to medication, labs and tests
- More comfort – New HVAC with improved temperature control

the renovation is complete. The Special Care Nursery currently serves upward of 400 high-risk babies annually.



Julie McGrath, LICSW, Director, Psychiatric Triage Services

For Julie McGrath, it's all about the joy—finding it, nurturing it and spreading it to others. In addition to her work at NSMC as Director of Psychiatric Triage Services, McGrath also runs The Joy Source, a side business she started in 2009 to empower people—women and mothers in particular—to discover and pursue the activities that bring them the most joy in life. A licensed social worker, McGrath takes this pursuit of joy seriously. As part of her business, she offers personalized coaching, classes, retreats and professional seminars all aimed at helping people find and pursue their passions. This past November, she also published a book on the subject, *Joy Worthy: A Mother's Guide to More Joy, Less Stress and No*

Guilt, that is now available on Amazon.com and via her website, <http://thejoysource.com>.

The basic premise behind McGrath's book is simple: If a mother feels joyful, the whole family benefits. "As a new mother, I was seeing a lot of other women disappear into parenting and losing all sense of self," says McGrath, who is married with two young children. "They felt guilty if they took any time for themselves and frustrated that they didn't. My goal is to encourage women to pursue their passions, maintain their own identity and achieve a better balance in life. It doesn't have to be 100 percent about the family." This, in turn, not only makes them feel happier and more fulfilled personally, it also brings renewed energy to their marriage and parenting.

In McGrath's case, striking the right balance has also brought a sense of joy to her day job at NSMC where she works with a patient population that can be both challenging and unpredictable. "We work with patients in the emergency department who have mental health or substance abuse issues and, yes, it can be stressful, but it's also crisis management at its purest and I love it."

"My goal is to encourage women to pursue their passions, maintain their own identity and achieve a better balance in life."

Consumer Reports Names NSMC Program Among Top in the Nation

For the third consecutive year, NSMC's heart-bypass surgery program has received a three-star rating—the highest available—from *Consumer Reports* magazine. NSMC is one of only 27 heart surgery practices in the country, including just three in the state of Massachusetts, to receive this designation. Ratings were based on information collected by the Society of Thoracic Surgeons on measures such as survival rates, complications, proper medication use and optimal surgical technique. NSMC is one of only three community hospitals in the Commonwealth with a cardiac surgery program, and the only one on the North Shore.

NSMC Receives Stroke Gold Plus Quality Achievement Awards

NSMC Salem and Union hospitals have received the American Stroke Association's Get With the Guidelines Stroke Gold Plus Quality Achievement Award. This award recognizes NSMC's commitment and success in implementing a higher standard of stroke care by ensuring that stroke patients receive treatment according to nationally accepted standards and recommendations.

Meaningful Use continued from page 1

Part of a federal stimulus package to improve quality of care and population health while reducing overall healthcare costs, Meaningful Use is supported by billions of dollars in financial incentives to encourage hospitals to implement electronic health record technology and to use the technology in meaningful ways to support the most consistent clinical practices. Under this program, NSMC stands to receive \$3.4 million if it meets the first set of Meaningful Use benchmarks by June 2013. If all deadlines are met in ensuing phases, the medical center stands to earn \$12 million over the next five years.

"The first stage of the Meaningful Use program is to start laying down the foundation for how we capture health information in a standardized way using certified technology," says Roxanne Worob, Program Manager of the Meaningful Use Program. "After the new technology is fully implemented, we will need to demonstrate that we have achieved a set of 19 separate core measures by the June 2013 deadline." To do so, she adds, NSMC is currently in the midst of completing 27 separate projects.

"These projects range in size from small to very large," adds Ned Kaufman, M.D., Chief Medical Information Officer and member of the Meaningful Use Steering Committee. "Some of the work is taking place behind the scenes, but there are also several large, highly complex projects that will be challenging to implement and will have a significant impact on how some people do their work."

Among these latter projects is an upgrade to the Medication Administration Check (MAK) bar coding system; the installation of a new Soarian Quality Measures application for data reporting; and using the hospital's electronic health record, Siemens Invision, to generate electronic discharge instructions for patients, including a list of medications.

"The good news," adds Dr. Kaufman, "is that we already had a leg up on many other hospitals before the incentive program even started because our nurses are already doing assessments online and our physicians are using CPOM to place medication orders—both key components to Meaningful Use. But there is still a lot of work to be done over the next several months that will require focused involvement from our physicians, nurses, clinical leaders and front-line staff."

nsmcNow!

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.