

nsmcNow!

THE NEWS OF NORTH SHORE MEDICAL CENTER



COMMUNITY SPIRIT

NORTH SHORE CANCER WALK TO CELEBRATE 25TH ANNIVERSARY ON JUNE 28

Since its inception in 1991, the North Shore Cancer WALK has always been enthusiastically embraced by the community it benefits the most. Each June, the event draws thousands of participants from across the North Shore—cancer patients, survivors, family members, friends, caregivers and supporters—to raise funds and awareness for cancer services and programs at the Mass General/North Shore Cancer Center and North Shore Medical Center. Upward of 6,000 people are expected to attend the 25th annual Cancer WALK this June 28.

“From the beginning, there has been a tremendous outpouring of support for the WALK from the local community,” says Joel Schwartz, M.D., Director of Oncology Services at the Mass General/North Shore Cancer Center, who has participated in every WALK to date. “People on the North Shore want to have state-of-the-art cancer care close to home and they have rallied year after year to make it a reality.”

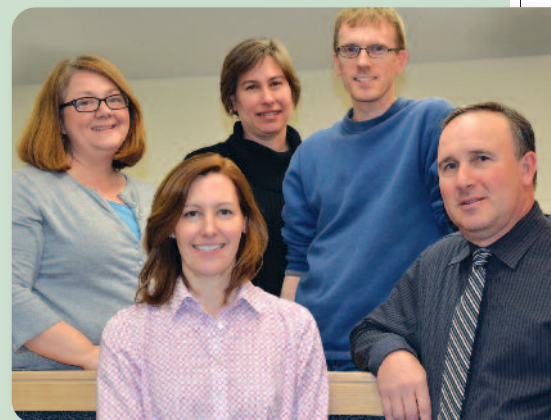
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After Postponement, Partners eCare Efforts Ramping Up at NSMC

Training rooms are being modified, new 24-inch computer monitors are being installed and a considerable amount of behind-the-scenes planning is taking place as NSMC prepares to accelerate its Partners eCare implementation efforts. By mid-summer—after a 12-month “pause” in the project time line—the medical center will be actively engaged with the Partners eCare enterprise team in its effort to roll out the innovative new electronic health information system.

“Last summer, the Partners eCare Executive Committee announced changes to the go-live dates for several institutions, including NSMC and North Shore Physicians Group,” says Roxanne Worob, NSMC Partners eCare Program Manager. “These changes were made to ease the go-live experience for each Partners institution and

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Members of the Partners eCare End User Training Workstream team (L-R) Elena Fobert, Kerry MacKenzie, Elizabeth Hall, Brian Campilio and Bob Piza.

Prince and Roberts Honored with Holyoke Award

Jefferson B. Prince, M.D., and Marguerite Roberts, C.N.P., have been named the 21st annual recipients of the Dr. E. Augustus Holyoke Memorial Award. This award is given by the NSMC medical staff to recognize professional excellence and service to the community. Dr. Prince and Roberts received the award at the 31st Annual John B. Ballou, M.D., Memorial Lecture held in April at the Kernwood Country Club in Salem.

Dr. Prince, Director of Child Psychiatry at NSMC, was recognized for his dedication to improving the lives of children with psychiatric disorders. In addition to seeing pediatric patients at MassGeneral *for* Children at North Shore Medical Center, he is an instructor in psychiatry at Harvard Medical School and is on staff at Massachusetts General Hospital in the child psychiatry and pediatric psychopharmacology clinics. “It is an incredible honor to be recognized by my peers,” said Dr. Prince. “I hope to embody the spirit of community and the compassion that Dr. Holyoke once did.”



Marguerite Roberts, C.N.P., Director of the Family Resource Center at MassGeneral *for* Children at North Shore Medical Center, was recognized for her dedication to improving the lives of children and families managing psychiatric disorders. Roberts co-founded the Pediatric Behavioral Health Resource Center in 2003 and the North Shore Chapter of Learn to Cope in 2004. Learn to Cope is a support group for parents and families whose loved ones struggle with substance abuse. She is a member of the board of directors for Learn to Cope and coordinates its weekly support group at North Shore Medical Center.

“The work of supporting families with psychiatric disorders over the past 14 years has been the most rewarding part of my career as a nurse practitioner,” said Roberts. “I’m so incredibly grateful and honored to be nominated and receive this award.” Together, Dr. Prince and Roberts founded the Mindfulness-Based Stress Reduction Program at NSMC in 2010, and have been teaching classes for adults, teens, children and caregivers ever since.

Dr. Holyoke, for whom the Holyoke Award is named, was an eminent 18th-century Salem physician whose professional life spanned generations, having a tremendous impact on the health and well-being of his community.



Mary Jo Gagnon



Cathy Monahan, R.N.

Community Spirit

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The first Cancer WALK raised funds for a Women’s Health and Imaging Center on the NSMC Salem Campus. Subsequent WALKs have raised money for the opening of the NSMC Cancer Center in Peabody and, when that space was no longer large enough, the construction of the Mass General/North Shore Cancer Center in Danvers. Funds from this year’s WALK will help create a new inpatient oncology unit on the NSMC Salem Campus and wellness services and support programs at the Mass General/North Shore Cancer Center. The event has raised more than \$20 million to date.

“The Cancer WALK has grown exponentially in both size and scope since it began,” says Sara Andrews, Senior Vice President of Development. “Overall participation has increased, new corporate sponsors have been added and two related events have been started—the Cancer RUN and Gourmet Gala.” What has remained a constant over the years, she says, are the event’s deep roots in the community and the passion of those who take to the streets of Salem each June.

An Opportunity for Staff

Throughout its history, NSMC employees have played an important role in making the WALK a success, serving as team captains, participants, donors and volunteers.

OUTSTANDING NURSES
RECOGNIZED AT
AWARD CEREMONY

The 2015 NSMC nursing awards were presented at a special reception and award ceremony held at the Danversport Yacht Club on Wednesday, May 6. These awards recognize and celebrate professional practice and clinical excellence at North Shore Medical Center. This year’s award recipients were as follows.

The Broadhead Clinical Excellence Award

- Gary Lambert, R.N., Salem Campus
- Donna Abu-Sabra, R.N., Union Campus

NSMC Nursing Leadership Award

- Robert Ferdinand, B.S.N., R.N., C.R.N.I., Nurse Director, IV Therapy and Infusion Services
- Nancy Hassan, M.S.N., R.N., Clinical Nurse Educator, Emergency Services

Donald W. Blodgett Exemplary Service Award

- Karen Correnti, R.N., Salem Campus
- Maxine Robinson, T.N.A., Salem Campus

This year’s Cancer WALK co-chair Mary Jo Gagnon, Senior Vice President of Operations, has served in most of these roles over the past two decades. “Like many people, I have been touched by cancer,” says Gagnon. “I lost several family members to the disease and know that it can leave you feeling helpless. It is good to be part of something like the WALK, which enables us to take action, connect with other people and give back.” Gagnon will be volunteering at a water stop at this year’s WALK, a tradition she has upheld for the past several years.

Also attending this year’s Cancer WALK will be Cathy Monahan, R.N., a nurse in the surgical services area on the NSMC Salem Campus. Monahan and her team, The Wake-Up Walkers, have participated in every Cancer WALK to date. Once comprised entirely of recovery room staff, the team is now a mixture of current and retired NSMC employees, family members and friends. “I participate every year because I want to raise money for people in my life who have been affected by this disease,” says Monahan. “It gives me the opportunity to make a difference. I look forward to attending the WALK every year.”

Jim McIntyre, M.D., Chief of Radiation Oncology at the Mass General/North Shore Cancer Center and WALK participant since 2002, echoes these sentiments. “WALK day is always an inspirational experience. I see a lot of former patients and family members and it’s very celebratory. For me, it is truly a privilege to take care of patients on the North Shore and work at a cancer center that is so valued by the community.”

For more information on the Cancer WALK or to register, visit NorthShoreCancerWalk.org.



Jim McIntyre, M.D., and Joel Schwartz, M.D.

“People on the North Shore want to have state-of-the-art cancer care close to home and they have rallied year after year to make it a reality.”

—Joel Schwartz, M.D.



Francis Hinckley Named Vice President/Chief Information Officer

In early May, Francis Hinckley assumed the position of Vice President/Chief Information Officer at North Shore Medical Center. In this role, he will be responsible for NSMC’s technology infrastructure and advancing a strategic agenda focused on quality and safety, patient experience and process improvement. Hinckley will also play a key role in managing large-scale initiatives such as Partners *x*Care, ICD-10 and Meaningful Use, and will serve as the key point of integration between NSMC and the broader Partners Information Systems department.

Hinckley comes to NSMC from Hebrew SeniorLife, Inc., where he served as Chief Information Officer for the past 10 years. At Hebrew SeniorLife, Hinckley was strategically and operationally responsible for business analysis, application management, technology infrastructure operations, health information management, corporate process improvement and real estate. Prior to this position, Hinckley served as Chief Information Officer at Neighborhood Health Plan and Capella Senior Living. He holds a bachelor’s degree from the University of Maine and has completed graduate studies at the Boston University School of Management.



Coffee & Conversation Update

Each issue of *NSMC Now* will feature selections from the Coffee & Conversation question and answer sessions held regularly with NSMC senior leadership.

Q: Is it true that Spaulding North Shore (SNS) plans to close at the end of September?

A: In October, the Centers for Medicare and Medicaid Services will begin implementing major changes in the admitting criteria for long term acute care hospitals (LTACs) that will dramatically reduce the types of patients that SNS will be permitted to admit. Sadly, this means it will no longer be viable for SNS to continue to provide inpatient services, and it is planning to wind down all inpatient operations by the end of the fiscal year.

SNS will continue to provide outpatient care on the North Shore. Inpatient and outpatient care will be available at all other Spaulding hospitals as well as skilled nursing facilities. NSMC will still offer inpatient rehab therapies on the Salem and Union campuses.

We are working with SNS on a transition plan for any NSMC patients and staff who may be affected by this change and will keep you apprised as plans develop.

For a full recap of questions asked at recent Coffee & Conversation sessions, please visit the feature news section on NSMC Connect.



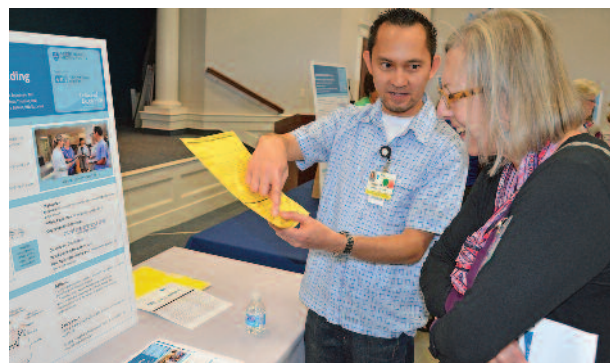


CELEBRATING IMPROVEMENT

Annual Improvement Fair Draws Large and Enthusiastic Crowd

A large and enthusiastic crowd of more than 600 physicians, nurses, staff members and special guests from other Partners institutions attended the 4th Annual Improvement Fair on April 15 on the Salem Campus. The event featured the work of 37 improvement projects taking place across NSMC and NSPG focused on redesigning care and enhancing the patient experience. Among the projects represented at the event were those being managed by the Kaizen Promotion Office and the Albright Read Institute.

“The amount of work being done across the organization to improve our care and keep patients safe and healthy is impressive—as is the pride and professionalism of those doing the work,” says NSMC President Bob Norton. “I hope everyone walked away from this event as inspired as I did.”



nsmcPeople



Lisa Herlihy, R.N., *Clinical Nurse Specialist, Patient Safety and Quality*

In her role as Clinical Nurse Specialist for Patient Safety and Quality, Lisa Herlihy, R.N., wears a number of different hats, but her end goal is always the same: “to reinforce our culture of improvement, transparency, learning and safety,” she says. Putting to good use more than 25 years of experience as a critical care nurse and educator, Herlihy works closely with staff from across the organization to prevent unanticipated events such as hospital-acquired conditions and medication errors.

“So much of what I do is about collaboration,” says Herlihy. In addition to working with her nursing colleagues, she also works with staff from Patient Safety, Risk Management, Pharmacy and other departments to investigate reportable events, provide education and explore ways to improve care quality and prevent adverse outcomes. One of Herlihy’s recent success stories is the formation of the Skin and Wound Advisory Team (SWAT) in 2013, a collaborative effort with wound care nurses and frontline staff that has reduced the number of hospital-acquired pressure ulcers at NSMC by 53 percent. “SWAT was started to address the need for 24/7 unit-based expertise in skin and wound assessment,” says Herlihy. “We now have more than 20 specially trained staff members on the floors working with staff and patients.”

Herlihy started at NSMC in 2003 as Clinical Nurse Educator in the Cardiac Surgery Unit before assuming her current role two years ago. She also co-chairs the Nursing Peer Review Committee, serves as a Partners eCare clinical champion and has taught in the Simulation Nursing Lab at Salem State University. Prior to NSMC, she worked in the Cardiac Surgery ICUs at both Brigham and Women’s Hospital and Lahey Hospital and Medical Center.

“So much of what I do is about collaboration.”

Yolanda Curet Receives Leadership Excellence Award



Yolanda Curet, Supervisor of Environmental Services on the NSMC Union Campus, was honored with a Leadership Excellence Award this past March. Curet was recognized for her collaborative management style and ability to motivate staff. Thanks to her efforts, the Union Campus improved its patient satisfaction, including scores of 100 percent on recent surveys. Curet joined the staff at NSMC in 2008 after previous positions at Beth Israel Deaconess Medical Center and New England Baptist Hospital. The Leadership Excellence Award is issued annually to recognize leaders who demonstrate strength in teamwork, innovation and customer service.

Waldman Honored By Essex South District Medical Society



NSMC cardiologist Howard M. Waldman, M.D., Ph.D., was named 2015 Community Clinician of the Year by the Essex South District Medical Society. Physicians in the medical society selected Dr. Waldman for his consistent care of patients with heart disease on the North Shore. Dr. Waldman has been a part of North Shore Cardiovascular Associates in Salem since 1990 where he specializes in cardiovascular disease and interventional cardiology.

Partners eCare

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enable the Partners eCare team to better direct its resources to support each institution’s implementation.” The system will now go-live at NSMC in October 2016 and is expected to be fully implemented across the entire Partners network by 2017.

“Prior to the time line change, we had already completed an enormous amount of work on the Partners eCare system here on the North Shore, work that remains vital to our ongoing implementation effort,” says Mitchell S. Rein, M.D., Senior Vice President for Medical Affairs and Chief Medical Officer, who is co-sponsor of NSMC’s Partners eCare Program. “The additional time has given our local Partners eCare team a chance to evaluate the work that had been done to date and look for ways it can be improved.”

The extension has also given members of the NSMC team the opportunity to participate in enterprise-level Partners eCare activities and learn from the other Partners entities that are further along in the implementation process.

Among the most visible Partners eCare projects currently under way at NSMC and NSPG is the creation of new training rooms, including a fully renovated Macomber 4 conference room on the Salem Campus, and the rollout of new monitors across areas that will be using Epic to enable users to efficiently view clinical information in the new Partners eCare system.

“We are definitely in a better place than we were before the time line change,” says Worob. “We have a new perspective on what needs to be done and what has worked at other hospitals. This will serve us well when we fully reengage with the Partners enterprise team.”

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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 Marketing and Communications.



NORTH SHORE
MEDICAL CENTER



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AND MASSACHUSETTS GENERAL HOSPITAL

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