

# the news in General

A PUBLICATION OF LAWRENCE GENERAL HOSPITAL

## LGH Board of Trustees Vote to Formalize Affiliation with BIDMC



Beth Israel Deaconess  
Medical Center




A teaching hospital of  
Harvard Medical School

The Lawrence General Hospital Board of Trustees has voted to build on a successful partnership in cardiovascular services and formalize its affiliation with Beth Israel Deaconess Medical Center (BIDMC). LGH will remain an independent non-profit Hospital but the new affiliation will enhance clinical programs in the greater Merrimack Valley, increase local access to all specialties of a Harvard-affiliated teaching hospital, and improve coordination of care through an integrated electronic medical record system.

The hospitals will eventually operate several joint clinical programs using resources from both institutions to bring new and expanded high quality services to Lawrence, Andover, North Andover, Haverhill, Methuen, Salem, NH and other surrounding towns. Over the next several months, LGH and BIDMC will set clinical priorities and develop a schedule for implementation.

These programs will tap into the expertise of doctors from Harvard Medical Faculty Physicians at Beth Israel Deaconess Medical Center as well as the highly qualified LGH physicians. Patients will benefit from an expanded roster of specialty services locally, decreasing the need to travel to Boston.

The plan builds on a relationship that began in 2009 when the two hospitals introduced a joint affiliation for cardiac care via BIDMC's CardioVascular Institute. Interventional cardiologists from Lawrence General joined forces with their BIDMC peers to significantly enhance cardiac catheterization and emergency angioplasty services in the Merrimack Valley, performing procedures in the recently renovated cardiac catheterization suite at the community hospital.

"We are delighted to be charting a course that will bring the expertise and services of a major teaching hospital to our immediate community," Richard J. Santagati, Chairman of the Lawrence General Hospital Board of Trustees observed. "This joint initiative between an already strong community hospital and a world-renowned teaching hospital assures that quality clinical programs will be available locally without patients needing to travel into Boston for the very best care available." 

## LGH Hosts Heart Health Breakfast



**O**n Saturday, September 18th, Dr. Jeffery Popma provided nearly 100 attendees of the Heart Health Breakfast held at Salvatore's in Lawrence, with an enlightening lecture on diabetes and heart health. Prior to the lecture attendees were treated to a healthy but delicious breakfast of egg whites, yogurt, granola, fresh fruit, turkey bacon and whole wheat toast. With the outstanding cardiac care provided by the dedicated team at Lawrence General Hospital's recently renovated cardiac catheterization suite, and the expertise of world renowned interventional cardiologist from Beth Israel Deaconess, residents of the Merrimack Valley can rest assured that their hearts are in great hands!

Below (l-r): Jeffrey Popma, MD, FACC, Seth Bilazarian, MD, FACC, Kathy Caredeo, RN, BSN, MM, Sunit Mukherjee, MD, FACC, Dianne J. Anderson, RN, MS, LGH President and CEO.



# New Hospitalist Program to Benefit Pediatric Patients



Floating Hospital for Children at Tufts Medical Center will begin providing hospital-based pediatricians to Lawrence General Hospital's 20-bed Pediatric Unit, the two hospitals have announced. The presence of the pediatric hospitalists will ensure that a pediatric inpatient specialist is available at Lawrence General Hospital 24 hours a day, 365 days a year. The hospitals plan to launch the service, an expansion of existing services that Floating Hospital provides to Lawrence General, in December 2010.

"As the CEO of Lawrence General Hospital, I am committed to bringing the highest level of care here to the Merrimack Valley. As a former Pediatric nurse and as a mom, I know that having expert pediatric care close to home is vital. We are fortunate to have outstanding pediatricians and nurses in our community, says Dianne Anderson, President and CEO of Lawrence General Hospital.

"Together with the Floating Hospital team, we will now be able to bring pediatric specialty care close to home. Should a child need to be hospitalized, the Floating Hospital physicians will now be on site, here at Lawrence General Hospital, helping to care for them," added Anderson.

**A hospitalist is a board-certified pediatrician who specializes in the care of children admitted to a hospital. The pediatric hospitalist program will benefit children and parents in the Merrimack Valley by ensuring that a pediatrician is always available to hospitalized children.**

The Floating pediatric hospitalist will work in concert with a child's pediatrician to coordinate hospital care and ensure a smooth transfer of care when children are released from the hospital.

"Community pediatricians are excited to welcome the new Pediatric Hospitalist Program to Lawrence General Hospital. This program will improve quality of care to our hospitalized patients with twenty-four hour a day access to skilled pediatricians. Our children will now benefit from the best of both worlds – the comfort and convenience of care so close to home and direct access to top notch tertiary pediatric resources at Floating Hospital for Children," said Kenneth Chan, MD of Andover Pediatrics.



Since 1997, neonatologists from Floating Hospital, experts in the care of newborns, have managed the Level II Special Care Nursery at Lawrence General, making life easier for their families. Tufts Medical Center also operates a Maternal Fetal Medicine Program at the Lawrence General, offering genetic counseling and care for women whose pregnancies are determined to be at high risk. Floating Hospital pediatric cardiologists staff a service for children with heart problems at Lawrence General.

"Floating Hospital for Children at Tufts Medical Center is very pleased to support Lawrence General Hospital in its mission to provide pediatric care of the highest quality to children in their local communities. Standing behind them are all the resources of our world-class medical center for our youngest, most vulnerable patients and their families," said John Schreiber, MD, Chief Administrative Officer of Floating Hospital for Children.

Floating Hospital also provides pediatric hospitalist services at MetroWest Medical Center in Framingham, at Morton Hospital in Taunton, and at Lowell General Hospital. The pediatric hospitalist program offered by Lawrence General and Floating Hospital rounds out the comprehensive services for women and children offered in the Merrimack Valley: high-risk prenatal care, nursery care, emergency care, including a Pediatric After Hours Center, inpatient care and the full support of a renowned children's medical center in Boston.

## Lawrence General Hospital Goes Green

After a comprehensive, all-inclusive selection process that considered four well known and respected companies, Lawrence General Hospital has chosen Atlanta-based MCKESSON-PARAGON as the vendor to help guide us into the future of healthcare information technology.

The McKesson team will be our partners as we install and implement the new Paragon Hospital Information System, moving to electronic order/result sharing,

electronic documentation, EMR, and ultimately, to a paperless mode of operation.

The major factors considered in this process pointing toward McKesson were:

- ◆ The quality and user-friendliness of the clinical systems, such as the MD `documentation capability, and the integration of clinical and financial functions

- ◆ Compatibility with existing systems/ Microsoft-based for ease of adoption
- ◆ Maturity of the vendor's products, vendor stability and customer support
- ◆ Cost effectiveness

Our decision puts us on the road to the future of healthcare in our nation where IT and shared data will help identify best clinical practices, improve outcomes, and effect lower costs.

### New member of the IT team

#### Welcome Aneudys Puello, IS Network and System Engineer.

Aneudys will be assisting with infrastructure preparation, re-design and system security related to the McKesson implementation, as well as disaster recovery and other special IT projects. Aneudys is a graduate of Hesser College where he studied Computer Science and is currently enrolled at Middlesex Community College to further his education in that field. He plans to pursue a full bachelor's degree once finished at Middlesex. Aneudys previously worked for Greater Lawrence Family Health Center and lives locally here in Lawrence. Welcome aboard Aneudys!



## Easy Communication for the Deaf Community

Lawrence General Hospital now offers Sorenson Video Relay Service® (SVRS®) for its deaf and hard-of-hearing patients, their families and the surrounding deaf community at no cost.

Video Relay Service has revolutionized deaf communication. SVRS empowers deaf individuals to call hearing individuals anytime, anywhere and communicate in near real time using their native language, American Sign Language (ASL). The Sorenson VP-200® v ideophone, installed at Lawrence General over the summer, also allows deaf individuals to communicate with other deaf individuals, using ASL, point-to-point.

Anyone in the surrounding area who is deaf or hard-of-hearing and uses sign language may use the Sorenson videophone located at Lawrence General Hospital. The videophone can be found in the hospital's emergency center.

Even the most simple of calls, such as calling home to ask that additional supplies be brought to the hospital or contacting a doctor or pharmacist, can be difficult for deaf individuals when using outdated TTY technology. SVRS makes it easy and convenient for deaf individuals to communicate, just as a hearing patient would, with those around them.

**For more info contact the Office of Interpreter Services at 978-683-4000, extension 2676 (tty:978-794-3531).**



Photo provided courtesy Sorenson Communications.




# Increasing Satisfaction for Patients and Their Families

*"At Lawrence General Hospital we are committed to strengthening every aspect of the health care experience for patients and their families."*

*– Mary Wiggan-Loux, RN, MS,  
Senior Director  
Nursing/Patient Operations*

We are always interested in hearing what our patients and families think about their care. We have follow-up surveys and other ways for them to share their opinion, but the newly formed Patient-Family Advisory Council will add an important new dimension. Launching their first meeting on Wednesday, September 22nd, at Salvatore's in Lawrence, these dedicated members have direct participation in decisions leading to improvements in the environment of care. Members of the council represent a diverse group of patients, family members, community representatives, physicians, nurses, managers and others – about 30 people total. "At Lawrence General Hospital we are committed to strengthening every aspect of the health care experience for patients and their families. We need to utilize their direct input to help guide our strategic planning to improve the overall quality and satisfaction they experience at our community

hospital. I am confident that I am joined by the dedicated LGH staff as we embark on this exciting new partnership," says Mary Wiggan-Loux, Senior Director Nursing/ Patient Operations.

In addition to the PFAC, an internal Patient Experience Team, whose members represent staff from departments throughout the hospital, have been challenged to survey patients from units that are not their own, to identify in real time areas of excellence as well as areas of opportunities. Our goal is to provide A+ care to every patient, every time. We strongly encourage patients to share their opinions with the representatives of the Patient Experience Team should they be randomly selected during their stay to participate in the survey or when they receive a survey in the mail after arriving back at home. 



*The 2010-2011 Patient Family Advisory Council*

# Don't Ignore The Snore!

## Snoring can be a symptom of Obstructive Sleep Apnea (OSA)

This very common sleep disorder can have serious medical consequences such as heart disease, high blood pressure, stroke and diabetes. It is estimated that 50-70 million Americans suffer from a chronic sleep disorder that may adversely affect their health, their quality of life and even longevity. Proper diagnosis and effective treatment can contribute significantly to optimal management of one's health. The medical team headed by Dr. Noah Siegel, MD and Dr. Glenn Newsome, MD, MPH, FCCP at Lawrence General Hospital's **new** Sleep Center will work closely to effectively diagnose and treat patients with sleep disorders. The Sleep Center will offer a full range of diagnostic capabilities and the expertise to test for all types of sleep disorders.

Although sleep disorders are common, it is estimated that nearly 85% remain undiagnosed. Risk factors include:

- ◆ most common in males
- ◆ obesity (BMI >30)
- ◆ diagnosis of high blood pressure
- ◆ large neck: >17 inches in men and >16 inches in women
- ◆ family history
- ◆ upper airway or facial abnormalities

Obstructive Sleep Apnea (OSA), is also associated with important and sometimes potentially life-threatening medical conditions, including:

- ◆ diabetes
- ◆ depression
- ◆ hypertension
- ◆ cognitive impairment
- ◆ gastro-esophageal reflux
- ◆ stroke
- ◆ obesity
- ◆ heart disease



Dr. Noah Siegel, MD & Dr. Glenn Newsome, MD, MPH, FCCP

*Please join us for a*  
**Sleep Center Open House**  
*to celebrate this exciting  
new service now available  
right here at Lawrence  
General Hospital*

**Tuesday, October 19, 2-5pm  
at the Sleep Center**

*First 100 guests receive a gift!*



# Weekly MITS Clinic Now Open, and Busy!

Open since July, the weekly Minimally Invasive Thoracic Surgery (MITS) Clinic headed by the experienced MITS team of Drs. Poddar, Reddy and Chuang, have seen great success in just a few months.



Above: (l-r) Dr. Prodyut Poddar, Dr. Shalini Reddy, and Dr. Neal Chuang

By providing local access to the MITS clinic, located in the Hospital's beautiful South Pavilion, patients benefit from reduced length of stay in the hospital, minimized post operative pain, and significant decreases in the time required before returning to normal activity. Because of the cooperation between the MITS clinic staff and the Operating Room, which allows for an expedited arrangement, a recent patient was taken to the operating room

*"Care is in a familiar setting, surrounded by familiar people, and attended by their community physician. We put the "C" in care that's compassionate, competent, and coordinated."*  
states Dr. Poddar.

only two weeks following the initial consult in the MITS clinic. The procedure was successful; the patient remained in the Hospital for only one night, and was discharged the following day. Since her surgery, she has returned to the MITS clinic for follow-up. She is pain free, and free from the symptoms that initially brought her to see Dr. Reddy.

Patients also have access to Nurse Navigator Patricia Baker, RN, who will coordinate the various stages of treatment.

For more information about our new MITS Clinic, contact David Spofford, RN, Clinical Manager at 978-683-4000 x2618 or Lissette Santiago, MITS Coordinator at 978-946-8250. 📞

facebook

Taking part in the social media revolution, LGH's newly published Facebook page has reached almost 800 fans! Never miss a beat with constant updates on community health, advancements in our latest programs and services, event information, links to news and resources, awards, photos and other good news. Get connected today!

## WE ARE LGH



### *Greg Parsons, Accounting Manager, co-authors guidebook "New England Waterfalls"*

Greg Parsons, Accounting Manager, co-authored the recently published guidebook *New England Waterfalls*. The book includes state maps, pictures, descriptions and ratings of waterfalls on a scale from one to five. Appendices in the back of the book name the best swimming holes, multi-waterfall day trips and long-distance hikes. While a business student at Babson College Greg made day trips out to Bash Bish Falls in Western Massachusetts but his love of waterfalls in particular came about 10 years ago, after visiting some of the most monumental falls in the world. "It all started from my cross-country road trips," he said. "I went to the national parks, Yellowstone and Yosemite, and saw the waterfalls there."



*Regionally, Greg's top three personal favorites are Bash Bish Falls at Mount Washington in Massachusetts, Arethusa Falls in New Hampshire and Moxie Falls in Maine.*

Greg suggests visiting waterfalls more than once and in different seasons. "Check out the falls during dry and wet weather, when they're covered in snow, and during fall foliage, these ever-changing conditions create an unpredictable waterfall experience for each visit."

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