

Paoli Perspectives

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of Paoli Hospital



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Message from Barbara Tachovsky

After an exciting summer, how do we top that? Well, we have gotten a few nice honors to be proud of – the Premier

Quality Award for overall excellence in patient care quality, the Delaware Valley Transportation Association



Retired Physicians Tour New Paoli Hospital Pavilion

More than 20 retired physicians of Paoli Hospital attended a special luncheon in their honor prior to opening of the Patient Care Pavilion. Pictured (from left) in one of the Pavilion's inner courtyards are: Dr. Joseph DeColli; Dr. Raymond Rogowski; Dr. Richard Kent; Dr. Peter N. Hillyer; Dr. Richard Newman; Dr. Nelson Aspen; Dr. G. Edward Kienzle; Dr. Kent F. Balls; Dr. L. Clifford Lewis; Dr. Patrick Growney; and Barbara Tachovsky.

gave us the Innovative Business Award and one of our ICU nurses, Irene O'Brien, is being honored as a statewide winner of a Nightingale Award. Clearly, we don't do what we do everyday for awards. What these accolades do, however, is reemphasize how our community and our patients appreciate what we are doing at Paoli Hospital.



Barbara Tachovsky, RN, MS
President, Paoli Hospital

I am also pleased to welcome the new member of the Paoli leadership team – Bob Fried, MD. He has joined us as a Vice President, Medical Affairs. This role is new to us and will provide increased medical staff input and insight for decision making and planning activities. Finally, it's important for all

of us to remember, that what we accomplish together always comes back to our people at Paoli. Our team has done some amazing things. We have more to do and I thank you for being part of it.

Barbara Tachovsky

Message from Dr. Gregory Williams: On the CUSP

"Teams make wise decisions when there is diverse and independent input"

—Peter J. Pronovost, MD, PhD
Johns Hopkins Hospital

The ICU Quality Team at Paoli Hospital has joined a nationwide collaborative initiative to reduce Central Line Associated Blood Stream Infections (CLABSI) with the implementation of a Comprehensive Unit-based Safety Program (CUSP).

According to the Centers for Disease Control, approximately 250,000 CLABS infections occur in the United States each year. An estimated 30,000-62,000 patients die as a result of infection, and the cost to the health care system is about \$25,000 per episode. This project will implement a CUSP across ten states to help reduce and prevent CLABS infection.

More importantly, the goal of this project is designed to assist hospitals in building capacity to proactively address other patient

safety and quality concerns.

Dr. Peter Pronovost serves as director of Johns Hopkins Quality and Safety Research Group. He has developed a short protocol using a checklist for each time a central catheter is placed aimed at preventing blood stream infections.

This checklist helps health-care providers use good technique and encourages doctors, nurses and the rest of the health-care team to help each out. He educates hospital staff on the science of safety using CUSP as a model for improving quality, safety, and communication.

The Johns Hopkins team discovered that promoting teamwork and simplifying the process is the key to increasing the use of evidence-based practices associated with improved patient outcomes. CUSP engages and empowers staff to identify and eliminate patient safety hazards and assess the unit's culture of safety.

Over the next two years,

Paoli Hospital has joined with The Hospital and Healthsystem Association of PA (HAP) and has identified the CLABSI/CUSP Team.

- Dr. Greg Williams – Physician Champion
- Jan Nash – Hospital Executive
- Donna Cantalupi – Nurse Manager Champion
- Kathy Lucente – Data Collector/ Submitter
- Stephanie Haley, Robin Owens, Gwen Rodgers, Cheryl Hughen - ICU Champions
- GERALYN ESWORTHY – ICU Nurse Educator
- Sue McKay – PICC Team
- Loretta Colberg – Team Facilitator

This project and CUSP have empowered Paoli's team to improve our teamwork, educate staff on a culture of safety, decrease LOS and improve how we manage patients. This model can then be applied to other initiatives and projects.



Gregory Williams, MD
President,
Paoli Hospital Medical Staff

The members of this team have committed to this two-year project and soon will be initiating the steps learned from Dr. Peter Pronovost and his team at Johns Hopkins University's Quality and Safety Research Group.

Gregory S. Williams, M.D.

Phone Numbers Changing to 484 Area Code Across MLH

By November 1, most patient and employee phones across MLH, as well as physician practices that have extensions on MLH telephone systems, will have new phone numbers. (The exceptions are Riddle Memorial Hospital, Mirmont and Riddle Village,

which require more lead time because of how they are connected to the MLH phone network.

The switch to the 484 area code also includes unifying each hospital's phone numbers into a single exchange. Paoli's new numbers are 484-

565-xxxx. Most extensions will remain the same.

The change is prompted by the lack of available numbers remaining in the bank of phone numbers allocated by the vendor.

Most of MLH will make the move in two phases over

the coming months.

By November 1, staff should have notified business associates of their new numbers, made corresponding changes to all printed material, and updated MLH numbers programmed into applications or fax machines.

Instructions on how to determine new phone numbers are available through the 'New Phone Number News' link on the MLH intranet homepage. In addition, new number labels will be provided for phone and fax equipment affected.

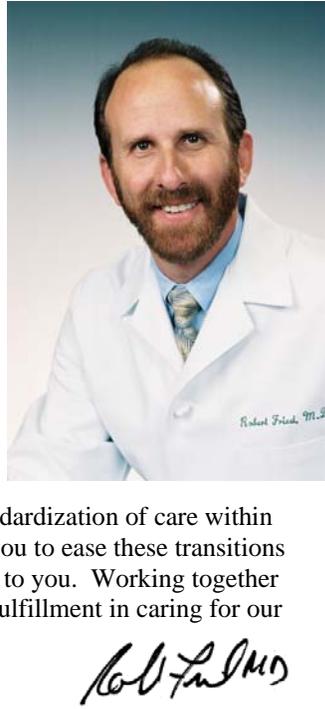
All phones already are able to receive calls on both the new and current numbers. To ensure a smooth transition, current numbers will remain in service for several months, and some 610 numbers frequently used now by the public will remain in effect permanently.

In January 2010, the two-digit MLH tie lines will change to three digits for each entity, affecting internal calling and voicemail codes. The new tie line will correspond to the three-digit exchange for each entity.

Message from VPMA Bob Fried, MD

I am excited and honored to serve as the new Vice President of Medical Affairs and anticipate this new position to be filled with rewarding experiences. As an active member of our medical staff, I join you in being extremely proud of the recent changes in "our own" Paoli Hospital. Obviously the new physical facility has been dramatically up scaled over the past year but medical care is still provided through our collective experience, education, collaboration and communication.

As part of improved patient care we have been asked to comply with new rules and regulations and we must show responsibility and flexibility in dealing with these new policies. In particular, core measures and SCIP criteria are being expanded and more readily available to the public for their scrutiny. With increasing frequency, we are being evaluated and compared to our peers both within our system and with other hospital templates to provide safer ordering of medicines and standardization of care within disease groups. As these changes unfold, I will work with all of you to ease these transitions and will depend on your input to help focus on the issues relevant to you. Working together will allow us to provide improved medical care and enhance our fulfillment in caring for our community members.



Bob Fried MD

Medical Staff's Role in PH Emergency Operations Plan

By Mahesh Shrestha, MD, Chair – Disaster Committee, and Chris Winn, Vice President - Administration

In order to ensure that all Medical Staff have a complete understanding of what is expected of them in the event of an internal or external disaster, we have specific policies and procedures in place called the Hospital Emergency Operations Plan. This plan provides specific instructions for all hospital staff as to how to

protect our patients in the event of an unexpected situation. We routinely conduct drills with these plans in order to improve our response to variety of incidents.

If a disaster were to occur:

- A page will be sent out to all appropriate medical staff, indicating what type of disaster is occurring and further instructions to follow. (For those who do not have a hospital pager, the code will be
- announced on the overhead speaker system)
- Available physicians should report to the physician labor pool, which will be located in the Medical Staff Office (on the 1st Floor, near the library) or in the location specified in the digital page.
- Upon arrival at the office, there will be a Physician Labor Pool Leader to give

further instructions.

- If a Physician is not on campus at the time of the incident, and they are available to help, they are to call (610) 648-1317, or the number indicated on the page, and further instructions will be given.

For additional information on the entire Emergency Operations Procedure, please go to the intranet and click on Emergency Preparedness. At the bottom of the page, there is a link to the Hospital Emergency Operations Plan.

Thanks in advance for your support of Paoli and your collaboration. If you have any questions, please feel free to contact either of us.

PH New Appointments

June—September 2009

Anesthesiology

Held, Lisa, DO

Cardiovascular Diseases, Nuclear Cardiology, Internal Medicine

Bernbaum, David, J., MD

Family Practice

Anga, Altaf, MD

General Surgery

Barrio, Andrea, MD

Hematology/Oncology

Urtishak, Sandra, MD

Internal Medicine

Balchune, Nicole L., DO

Burke, Jennifer, DO

Harigovind, Shalina, MD

Karp, Joshua, MD

Kim, Dae Hwan, DO

Marenberg, Marjorie, E., MD

Pediatrics

Tannous, Ann, MD

Plastic/Reconstructive Surgery, General Surgery

Hoffman, Ryan S., MD

Podiatric Surgery

Tachna, David, DPM

Radiology

Hagg, Beena J., MD

Kanehann, Lisa B., MD

Lall, Ashima, MD

Loi, Thomas, MD

Mehta, Neerav, MD

Merenich, William M., MD

Rodrigues, Vanitha J., MD

Russin, Linda M., DO

Stein, Tina R., MD

Reproductive Endocrinology

Browne, Hyacinth N., MD

Main Line Health

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