

pulse

SPRING
2010

For the employees of Maryland General Hospital



What's Inside...

- Our New Facility Opens ... 1**
- A Note From Sylvia 2**
- General News 2**
- MGH Welcomes a New Chief Medical Officer*
- Record numbers of Maryland General employees share their insights*
- Maryland General is Going Green!*
- Departmental Service Recognition*
- The R.I.T.E. Touch Introduces New Component to Distribute Points to Employees*
- Maryland General's Employees of the Year*
- Joint Commission survey completed with positive results*
- The Tom Joyner morning show broadcasts live from the campus of Maryland General Hospital for the 2010 census*
- How can MGH staff stay in the pink?*
- HR Corner 7**
- Nutrition Corner 8**
- MGH KUDOS 8**



Above: Lillie Crandall, Barbara Freeman, Mattie Hines, Mike Plank, Sylvia Smith-Johnson, Nga Dao, Millie Davila, Patricia Bulls.

OUR New Facility Opens

A new healing environment for our patients and the community

Our new facility is finally complete! After two years of construction, Maryland General Hospital cut the ribbon to officially mark the completion of the Core Facilities Replacement Project -- ushering in a new healing environment for our patients and the community.

Representatives from the departments that are located in the new space – **Lillie Crandall** (ICU), **Nga Dao** (Pharmacy), **Millie Davila** (GI), **Pat Bulls** (PACU) and **Barbara Freeman** (OR) – joined President and **CEO Sylvia Smith Johnson** and **Mike Plank**, the Core Facilities Project manager to cut the ribbon at the program held in late February.

The week leading up to the ribbon cutting and during a reception held after the event, MGH employees had an opportunity to tour the new facilities and have a once-in-a-lifetime commemorative photograph taken in one of the new ORs (before they were sterilized and in use).

“This is the new Maryland General and it’s an exciting time to be part of the team here,” said Sylvia Smith Johnson. “The new facilities have created excitement and renewed energy in our employees about our future. New buildings are

nice, but it is the people working inside those buildings who are the heart and soul of the hospital and nowhere is that more true than here at Maryland General.”

Departmental moves to the new facilities took place in March. “Moving all of the affected departments to their new space was a monumental undertaking,” said Mike Plank, project manager. “Each department is to be commended for being able to pack and move equipment – and in some cases patients – without any disruption to care and service.” ■



MGH employees got a chance to “operate” in one of the new ORs.



827 Linden Avenue
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A Note From SYLVIA

I have important good news to share. We recently completed our Joint Commission Accreditation survey and the overall outcome was very positive. In their report, the surveyors noted that Maryland General Hospital provides its patients with high quality care in a safe facility. In addition, the survey team had many complimentary things to say about our staff.

We were able to achieve this positive report thanks to one of our strong suits—teamwork. It takes a team to

heal a patient; one where we are all committed to providing the best care and are willing to go that extra mile when needed.

Another example of your dedication to our patients happened this February. When history-making blizzards paralyzed the city, the Maryland General Hospital snow team made it to work against all odds and was here to take care of our patients and make sure our operations ran smoothly. That was no small feat and I want to thank the team members for everything they did.

Other positive news includes the recent opening of our new facilities which will help us provide state-of-the-art care to our patients right here in the community they call home. We also had a very good response to the recent employee survey. The participation rate was 86%, a clear demonstration that employees care about taking an active role in shaping the hospital's future. Satisfaction increased in nine key survey categories and only one category, job security, experienced a significant decrease, an understandable change in light of the ongoing economic issues that face our region.

What is at the heart of our hospital is our patients. Clearly without them, there is no Maryland General. That's why it is so important, now more than ever, to make sure everything we do makes it clear that at our hospital, it's all about the patients—their care, their comfort, their well being.

Of course, we do face a number of challenges going forward and there is work to do, so even with the good news we have received we need to continue our hard work and focus on making sure we consistently provide our patients with the care they require.

We are a strong team and together we can achieve that goal and much more.

Sincerely,

Sylvia Smith Johnson
President and CEO

General NEWS



MGH Welcomes a New Chief Medical Officer

W. Eugene Egerton, MD, recently joined Maryland General Hospital as the new Chief Medical Officer. Dr. Egerton comes to MGH from St. Agnes Hospital where he was the Physician Advisor for Care Management and Physician Director of Employee Health.

“Dr. Egerton is a skilled physician with unique and extensive medical leadership experience in quality of care delivery in both outpatient and inpatient settings,” said **Sylvia Smith Johnson**, President and CEO of Maryland General Hospital. “We are pleased that he is joining our team.”

Dr. Egerton is a board certified pediatrician. He earned his undergraduate and doctor of medicine degrees from the University of North Carolina at Chapel Hill and completed his residency in pediatrics and a fellowship in adolescent medicine at William Beaumont Army Medical Center in Texas.

A resident of Bel Air, Dr. Egerton has served in a number of leadership positions throughout his career in both health care delivery and management of health-care systems, including Chief Medical Officer at Family Health Centers of Baltimore and Medical Director with Delmarva Foundation where he provided clinical oversight for quality improvement activities and interventions in hospitals, nursing homes, home health agencies and physician offices that treat Medicare patients. As part of his distinguished career in the U.S. Army, Dr. Egerton served as

“As a community hospital, Maryland General Hospital has long been known for its strong commitment to meeting the health care needs of residents of West Baltimore, and I am happy to be part of the MGH team.”

Chief Medical Officer for Keller Army Community Hospital at the U.S. Military Academy in West Point as well as Chief Executive Officer at Kirk U.S. Army Health Clinic at Aberdeen Proving Ground.

“As a community hospital, Maryland General Hospital has long been known for its strong commitment to meeting the health care needs of residents of West Baltimore, and I am happy to be part of the MGH team,” said Dr. Egerton. “A key aspect of my role at the hospital will be to work closely with the excellent medical staff to continue this commitment through the delivery of high quality health care.” ■

RECORD NUMBERS of Maryland General Employees Share Their Insights though survey...AGAIN

When Maryland General Hospital first started surveying employees in 2005, only about 44 percent of employees participated in the survey. Not such a good showing. Since that time, however, participation has steadily increased. The results of the 2009 Employee Opinion Survey are in and a record number of employees – 86 percent of our workforce– participated in the 2009 survey.

“Employee participation in this year’s survey was outstanding and I would like to thank the 1,125 employees who took the time to share their thoughts, suggestions and concerns with us,” said **David Swift**, Vice President of Human Resources. “I never thought we would top the 85% employee participation record set last year, but we did. This continued growth in participation since 2005 shows that our employees truly care about taking an active role in shaping the future of Maryland General.”

The survey, which was completed totally online, was made up of 83 questions in 18 categories on a wide range of topics including job satisfaction, pay, benefits, physical work environment, job security, senior management, immediate supervision and more. The results brought some very good news – we maintained the positive scores achieved in the 2008 survey and even improved in some areas.

Employee satisfaction increased in nine key categories and remained steady in seven others. The greatest increase in satisfaction came in the area of immediate supervision and performance management, followed closely by increased ratings for employee engagement, physical work environment, participation, benefits, resource utilization, work demands and communications.

Employee satisfaction in areas such as human resources, teamwork, job satisfaction, senior management, development and pay remained unchanged from the 2008 survey. Only one area – job security – showed a significant decrease.

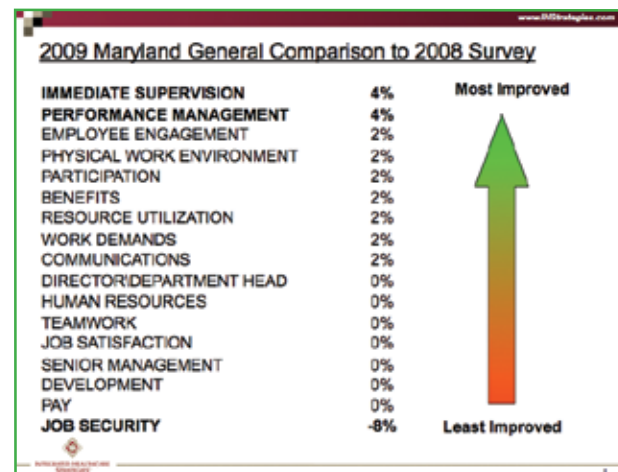
All issues raised in the survey will be addressed over the course of the coming year by Maryland General’s management team

through corporate and departmental action plans. These plans will be designed to improve communication with employees, foster teambuilding and diversity, and enhance the effectiveness and performance of people in leadership roles.

We developed similar action plans and made some significant changes in response to employee input from the 2008 survey, including:

- Established an Employee Advisory Council and Staff Nursing Council
- Established new Employee of the Month and Year programs to reflect the R.I.T.E. Touch core values
- Initiated the HR Generalist model so every employee has one point of contact in HR
- Established the “Ask your MGH Leadership” online suggestion box
- Developed training for managers and supervisors, including teambuilding, effective communication, conflict management, etc.
- Added the Pearls Review for nurses to prepare for certification
- Made improvements to the physical work environment
- Sustained employee benefits with no increased cost to employees and offered a new vision plan
- Unveiled the Beneys & Perks employee discount program

“We take the feedback our employees share with us very seriously,” noted President and CEO, **Sylvia Smith Johnson**. “We conduct this survey each year because it gives us vital information that we will use to continue to improve our hospital and make it a great place to work—a place with open, honest communication, the support and training employees need to build satisfying careers at Maryland General and an environment that helps all of us do our best work every day.” ■



MARYLAND GENERAL is GOING GREEN! Together Everyone Achieves More. Let's go MGH TEAM!



Above: Raj M. Shah, Rebecca Matthews, Kathy Maher, David Matuszak, Rebecca Smith, Adrienne Russell, Rosalind Tate, Robert Welton, Anthony Dixon. Not pictured: Patricia Frey



Maryland General Hospital recently launched a recycling and waste separation program. This is a big step along the path to sustainable health care. Recycling and waste separation will improve health and safety in the hospital and reduce the environmental impact of hospital operations.

As we begin this journey, we will partner with Reduction In Motion to assess our current practices and help us understand more about our waste and recycling needs. You may see them poking around closets and trashcans, but don't be alarmed - they are simply observing to help us set achievable goals and establish a road map to get there.

All new procedures will be communicated to staff prior to any changes in their departments. We look forward to taking the first step toward greater sustainability, and your support is vital to its success. If you have any questions about the program, please contact **Anthony Dixon**, Director of Environmental Services, at (410) 225-8116. ■

Departmental Service Recognition

As part of our R.I.T.E. Touch initiative, we implemented a program to formally recognize, on a quarterly basis, select departments that have been successful in achieving their departmental service goals. By doing so, these departments play a major role in advancing our values of respect, integrity, teamwork, and excellence. The four departments who received this special recognition for their performance during the quarter ending December 31, 2009 are:



Left to Right: Vera Moore Unit Clerk, Susanna Sauder RN, Denitra Bost RN, Mariafe Cantoria RN, Bryanna Sanderson RN, Robinson Pedron RN, Elaine Butler RN, Ruth Cowles RN, Rashawn Winder RN, Comfort Ayodele RN, Thomas Koste RN, Ebony Evans PCT, Amy Weglein RN Clinical Manager

BEST NURSING UNIT - 6 SOUTH

74% of patients discharged from 6 South rated 6 South a “9” or “10” on a scale of 1 to 10 for their timely response to call buttons. 89% gave top ratings for “clear communications by nurses,” and 72% gave MGH an overall rating of “9” or “10.” These terrific results far exceed the goals established by Nursing Administration.



Shakim Coby, Laytoya Crudup, Val Nowak, Bruce Lingel, Shashank Patel, Nga Dao, Richard McKamey, Bonnie Enwezor, Rahel Goitom, Jennifer Frank, Aruna Pokharel, Debbie Ruby, Alfred Duodu

BEST ANCILLARY DEPARTMENT – PHARMACY

The Pharmacy staff has enhanced quality of care and safety to our patients. They have successfully implemented an anticoagulation program and completed 99% of all anticoagulation consults within 8 hours. Also, the Pharmacy staff maintained an order association time of 10.6 minutes which is better than their goal of 12 minutes.



Front Row (L to R): Henrietta Jones, Kathy Hudson, Shawday Robinson, Leonarda Gumabon, Back Row (L to R): Jasmine Vaughan, Valerie McAllister, Cheri David, Pat Davenport Not Pictured: Mae Scott, Melanie Jackson, Jeanne Robinson

BEST FINANCE AND ADMINISTRATION DEPARTMENT – FAMILY HEALTH CENTER

The Family Health Center achieved outstanding patient satisfaction scores for the quarter. 96% of their patients gave the Family Health Center the highest possible rating for “courtesy and respect of patient care staff.” High scores were also achieved for overall rating of patient care staff (84%) and overall rating of MGH (88%)



Left to Right back to front: Daryl Long, Robert Lee, Anthony Gilmer, Tyrone Lawrence, Operations manager; Karanja Smith, Kevin Jones, Bernice Davis, Cassandra Diggs, Vanessa Goode, Derrick Harrison, Greg Grainger, William Thomas, EVS Dir. Anthony Dixon, Dineen Carroll, Melody Parker, Jacqueline Dix, Fallon Cole, Sharon Olgesby, Asst Dir. Francis Karpel, Gloria Waters and Javonna Davis.

BEST SUPPORT SERVICE DEPARTMENT – ENVIRONMENTAL SERVICES

The Environmental Services Department implemented activities to engage the patients and receive timely feedback on issues concerning the cleanliness of their rooms. Supervisors must “touch” each patient at least twice per day to see if they have any housekeeping concerns and ask the patients, “What can we do better to earn your rating of a 9 or 10.” As a result, patient satisfaction scores for cleanliness of their room and bathroom have shown a substantial increase with 66% giving a top rating of 9 or 10.

The winning departments hold the service award plaque for their category for display in their department during the next quarter and are provided with a budget to hold a staff luncheon or other function. Congratulations to all employees of 6 South, Pharmacy, Family Health Center, and Environmental Services for their tremendous work. They definitely have the “R.I.T.E. Touch.” ■

Maryland General's EMPLOYEES OF THE YEAR

Exemplify our
R.I.T.E. touch values

CONGRATULATIONS TO THE EMPLOYEES OF THE YEAR!!!



EMPLOYEE OF THE YEAR
Nga Dao



Respect
Patricia
Chaudhry



Integrity
Harry Rhine



Teamwork
Julie Ferrell



Excellence
Rebecca
Matthews

THE R.I.T.E. TOUCH Introduces New Component to Distribute Points to Employees



Maryland General's Employee Recognition Program is introducing a new component that enables managers to reward employees with touch points more quickly. All managers will have a supply of small index sized cards that they can present to employees – on the spot. These cards acknowledge that the recipient has exhibited one or more R.I.T.E. Touch values and immediately awards them R.I.T.E. Touch points. Once the employee has received a R.I.T.E. Touch points card, they will need to visit the mymghrewards.com website to log in their points.

"This new process will allow for on-the-spot recognition and is more time efficient for managers," said **Don Ray**, VP of Operations. "The cards also encourage more employees to visit the web site, since they will have the responsibility of logging in their points."

The new recognition tool will be implemented in the near future. ■

JOINT COMMISSION survey completed with positive results

Maryland General Hospital has a good reason to celebrate! We recently completed our Joint Commission accreditation survey with very positive results. The overall assessment was good, with the surveyors noting that we provide our patients with quality care in a safe facility. In addition, the survey team was complimentary about our staff, saying, "We were impressed by the staff and the care given to your patients."

WHY THE ACCREDITATION SURVEY MATTERS

For a hospital to participate in and receive payment from the government's Medicare and Medicaid programs, it must comply with set federal standards for patient care and safety. The Joint Commission has been given the authority by the federal government to determine compliance with these standards through the survey process. If our Joint Commission accreditation were jeopardized by an unsuccessful survey, it would have serious financial impact on MGH since approximately 85% percent of our patients are covered by Medicare and Medicaid.

More than 17,000 health care providers use Joint Commission standards to guide how they administer care and improve performance. The survey and accreditation processes focus on systems that are critical to patient care and safety and are designed to help organizations identify and resolve any problems that are discovered during the survey.

"Joint Commission accreditation is seen as the gold standard of the highest quality of safe care," notes Maryland General President and CEO **Sylvia Smith Johnson**.

“Joint Commission accreditation is seen as the gold standard of the highest quality of safe care.”

HOW THE SURVEY WORKS

During Maryland General's survey, three surveyors visited the hospital over a three-day period. The surveyors included a physician, a nurse and an administrator. There was a fourth surveyor for one day who examined our building structure and maintenance programs. The survey, which is conducted every three years, was unannounced. During the three-day process, the surveyors visited almost every area of the hospital to evaluate compliance with more than 1,300 standards that focus primarily on patient safety and quality of care.

The Joint Commission's goal for the survey was not just to evaluate organizational compliance with standards, but also to provide consultation and education to help hospital staff continually improve performance. Maryland General's efforts to continually improve performance included engagement of consultants who performed mock Joint Commission surveys in November and January. These surveys pinpointed areas that needed improvement prior to this survey. As a result, directors and managers visited clinical and non-clinical areas of the hospital weekly to ensure that any issues that had been raised were resolved. These weekly safety rounds played a big role in educating staff and helping them to be comfortable talking about the patient care they provide every day.

THE PATH AHEAD

While the preliminary report from the Joint Commission surveyors was positive overall, it did note issues that need to be addressed and we are actively working on those issues now.

"The entire Maryland General Hospital staff is to be commended on a successful survey. Everyone worked together to make sure we were prepared," adds Sylvia. "Now our challenge is to maintain these standards consistently to ensure that we are providing each patient with the best and safest care every day." ■

Tom Joyner Morning Show broadcasts LIVE from the campus of Maryland General Hospital to encourage city residents to participate in the 2010 Census



Linden Avenue became a “party with a purpose” on April 16th when Tom Joyner, host of the nationally syndicated Tom Joyner Morning Show brought the U.S. Census 2010 Tour to Baltimore – and the campus of Maryland General Hospital.

Tom and his team have been traveling throughout the country to encourage communities to stand up and be counted in the 2010 Census – to make sure they receive the federal and state funding they need for education, health care, etc. Baltimore was the last stop on his 14 city tour.

The Tom Joyner Morning Show reaches a national audience of eight million and was broadcast LIVE from Maryland General Hospital, providing national exposure for the hospital. An interview with MGH President and CEO, Sylvia Smith Johnson, was aired during the four-hour broadcast. During commercial breaks, Tom and his co-host Sybil Wilkes greeted the community, signed autographs and took pictures.

Maryland General Hospital partnered with Magic 95.9 to bring the radio broadcast to MGH. The hospital’s campus was selected as the site for the event because of our central location and commitment to the community. ■



AT WORK IN OUR NEW FACILITY



Below: Claire Banas, Lani Basbas



Above: BJ Stinnette, Dante Righini

Below: Sharon Abellanos



Right: Dina Sewell, Kshama Mehta



Above: Mariam Diallo, Vanessa Ajayi, Lillie Crandall

KNOW THE CODES

How can MGH Staff STAY IN THE PINK?

BY MARCUS SMITH, SECURITY SUPERVISOR

Every staff member here at Maryland General wants to do his or her part to make this institution the best it can be. That's why it is important that we all know what to do in the various emergency situations that can arise at our hospital.

One of the most important scenarios we need to be prepared for is when an infant is abducted. This is referred to as a Code Pink situation. But what should you do when you hear a Code Pink announced over the paging system?

The number one thing you should do is STOP whatever you are doing. Stop eating lunch. Stop chatting. Stop mopping. Stop all non-essential functions you are doing.

All staff members—nurses, environmental services, maintenance, linen, dietary, vice presidents, supervisors, managers, everyone—should go to the nearest exit point including the lobby, emergency exits, stairwells, Armory bridge, parking garage elevators and loading dock. Go to the place closest to you where someone can exit the hospital, either legally or illegally.

Supervisors and managers should make sure their staff members know their departmental responsibilities for a Code Pink. **EVERYONE** has a job to do. When a Code Pink is called, we lock down MGH as if it was Fort Knox. An infant is one of our most precious and vulnerable patients.

“When a Code Pink is called, we lock down MGH as if it was Fort Knox. An infant is one of our most precious and vulnerable patients.”

What do you do when you get to your nearest exit during a Code Pink? Simply put, you stop anyone and everyone who approaches the exit. No one is to leave or enter unless approved by Security or the Incident Commander.

I know this sounds like a major inconvenience for our patients and visitors. But bear in mind that inconvenience pales in comparison to the safety of an infant. To help patients and visitors understand, we politely explain that are we experiencing an emergency situation. We ask that they stay put and tell them we appreciate their help.

The next step is for staff members to physically search all bags and clothing, like hoodies and overcoats, which could be used to hide an infant. You may not be comfortable with the idea of stopping a stranger and asking him/her to open jackets and bags, but this is something we must do to protect our smallest patients.

If we find the abductor with the baby, we immediately separate the two and call for a Rapid Response team and Security. The infant is to be taken immediately to the Emergency Department. Security will take custody of the abductor to be turned over to police.

As always, we do this because we care about our patients. ■



WHAT'S News?

Do you volunteer in your community? Have you won a special award? If the answer is “YES,” we would like to highlight your accomplishments in the next issue of the *PULSE* or send a news release to your local newspaper. Here's your chance to brag a little. Send an email to rasmith@marylandgeneral.org; fax to **410.669.8368** or send through interoffice mail. Don't forget to share all the details: who, what, when, where and how? Be sure to include your name, department and phone number. We look forward to hearing from you. ■

HR CORNER

Your one stop for the latest Human Resources information and updates...

Congratulations to the following MGH employees for their years of service.

Name	Years of Service	Name	Years of Service
Brian Ajayi	5	Deborah Jarvis	10
Grace Anyadike	5	Pamela Jones	10
Regina Azu	5	Paula Jones	10
Shirlisa Banks	5	Shalonda Laurey	10
Alexis Braxton	5	Belinda Miller	10
Sierra Brooks	5	Kathleen Powell-Frater	10
Ruby Carino	5	Tony Rivers	10
Elaine Craig	5	Willvetta Scott	10
Angela Deborja	5	Wendy Simpkins	10
Sylvia Dyson	5	Deborah Snyder-Bowles	10
Abigail Ebhojiaye	5	Karen Steward	10
Gina Edwards	5	Suzanne Terrill	10
David Eller	5	Carol Watkins	10
Kathryn Finckel	5	Gloria Weaver	10
Rita Frantz	5	Lisa Wilder	10
Linda Gilbert	5	Patricia Chaudhry	15
Lucy Gyamfi	5	Valerie Goodman	15
Tiffany Henson	5	Lark Gregory	15
Nicole Holley	5	Laurie Harris-Daniel	15
Stephen Holloway	5	Katja Jaramillo	15
Earl Horton	5	Kathleen Maher	15
Kathy Hudson	5	David Matuszak	15
Pauline Johnson	5	Patricia Raspa	15
Tinika Johnson	5	Valerie Sample	15
Patrice Jones	5	Betty Smith-Wright	15
Diana Knight	5	Mary Varghese	15
Christine Laoyan	5	Jeannette Whiteford	15
Grace Laranang	5	Ritamae Williams	15
Tyrone Lawrence	5	Jeanette Young-Wingfield	15
Desiree Mckinney	5	Goldie Brown	20
Geraldine Piluden	5	Ajit Das	20
Pyrella Pittman	5	Patricia Davenport	20
Lynn Prettyman	5	Jane Hopkins	20
Cathy Ramsel	5	Isabella Kerina	20
Carleta Riddic	5	Mary Keyser	20
Jocelyn Robles	5	Laura Mclean	20
Deborah Salvador	5	Jennifer Murray	20
Paula Seagraves	5	Dawn Nolan	20
Donna Spiegel	5	Mercy Paul	20
Lawrence Stevenson	5	Champak Sisodia	20
Mitchu Tia	5	Allan Strachan	20
Timothy Titus	5	Kathy Vaughn	20
John Waters	5	Gloria Waters	20
Randolph Whipps	5	Dionne Watson	20
Pamela Zivanovich	5	Eric Welch	20
Frederick Adams	10	Marina Popel	25
Loretta Adams	10	Michael Elmore	30
Patricia Alsup	10	Joyce Howell	30
Roberta Bernstein	10	Wanda Jones	30
Pat Carinugan	10	Hae Lee	30
Barbara Carrington	10	Paul Passley	30
Felicia Chapple	10	Susan Whipps	30
Mia Crudup	10	Patricia Briscoe	35
Bernice Davis	10	Susan Brown	35
Sandra Davis	10	Robin Lawrence	35
Mariama Diallo	10	Mattie Hines	40
Joy Dupree	10	Mary Madden	40
Dianna Fetter	10	Leona Peluso	40
Linda Hollander	10	Janet Webb	40
Rosline Hurdle-Atwell	10	Edward Wells	40

Fun & Easy Container Gardening

KIMBERLY WONG, RD, LDN

Thomas Edison once said that all you need in order to invent are “a good imagination and a pile of junk.” The same goes for gardening. For people with a green thumb and a little creativity, container gardening offers the perfect use for objects lying around the home.

Old ceramics, used tires, rusted barrels and worn-out rain boots? Sure, just stick to hefty, large containers with wide openings. And avoid wood which is susceptible to rotting. Whatever object you choose, line the bottom with newspaper to reduce soil loss, and fill with potting soil. Make sure there is adequate drainage (i.e., holes in the bottom) by setting the container on bricks or blocks. Common sense plays a role: Match deep pots with deep plants.

If your yard suffers from poor soil conditions or inconsistent sunlight, container gardening is the solution for you. Also, container gardening works well for small spaces such as patios, porches, and even windowsills. This is because containers can be moved so it’s easy to position the plants in the best possible growing conditions.

Nearly all vegetables grow better in full sunlight than in shade. But leafy crops, such as lettuce, cabbage, spinach and herbs, tolerate more shade than root crops, such as beets, turnips and onions. On the other hand, root crops adjust better to shade than do fruit-bearing plants, such as cucumbers, peppers and eggplants. All of those plants are possibilities for your container garden which will give you ready-to-eat fresh produce within two to three months.

The health benefits of container gardening match, if not exceed, the number of container possibilities. The fresh varieties of vegetables at your fingertips offer vitamins and minerals that can boost the immune system and slow the aging process. Not to mention, a container garden lightens the load on your pocketbook.

Gardening is also a form of exercise. As little as 30 minutes of such moderate activity burns about 150 calories. Gardening also increases joint strength and flexibility because it uses all major muscle groups. Over time this exercise can lower blood pressure and cholesterol levels and may reduce your risk of heart disease, diabetes, and osteoporosis.

This year, rethink your summer evenings. Turn that stressful weekend spent sifting through dusty junk into a creative, relaxing gardening experience. Plus, spend the rest of the year reaping the many benefits of crisp veggies at your doorstep—literally. ■

MGH KUDOS

Hats Off to YOU!

Maryland General Hospital’s **Employee of the Month** program is designed to recognize excellence over and above job responsibilities. The award is given each month to the employee who makes a positive difference for our patients and staff at Maryland General. Special congratulations to the following persons for their efforts to go the extra mile:



Robert Bowling
Department of Anesthesia
(December 2009)



Shalonda Laurey
Cardiology
(January 2010)



Dennis Garcia
6 North, Nursing
(February 2010)



Pearletha Peguese
Outpatient Medical
Health Clinic
(March 2010)



Sally Rutherford
Medical Library
(April 2010)

WELCOME!



Dr. Stephen Bono,
Division Head,
Outpatient Behavior
Health



Carlos McCormack,
Director of
Emergency Services

A THOUGHT TO LIVE BY:

Nothing great was ever achieved without enthusiasm.

— Ralph Waldo Emerson



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