

pulse

WINTER
2010

For the employees of Maryland General Hospital



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Hard hats and piles of building material can only mean one thing. Maryland General Hospital is making some exciting changes to bring the best to our patients – and our community. We are coming into the home stretch of our first major expansion in decades. The project, scheduled to be completed in the spring of 2010, includes new facilities that will help us provide a new healing environment for our patients in a convenient, comfortable setting.

Many Maryland General employees have been involved with key decisions and planning for the new state-of-the-art facility which will be the hospital's largest undertaking in over 40 years, according to **Mike Plank**, Senior Director, Support Services. The new \$57 million addition is 96,534 square-feet and connects to the existing hospital structure. It includes eight new operating suites, including four specialty rooms; an 18-bed intensive care unit; a cystoscopy room; a post-anesthesia care unit/pre-operative suite; two GI suites; a pharmacy, laboratory and future expansion space.

Planning for this project dates back to 2006 and includes three major phases—needs assessment, design and construction. During the first phase, the organization's decision makers and other key employees developed a basic plan of what the project should include and how to finance it. That

“Our new operating area brings state-of-the-art care and technology to all our patients.”

information was shared with architectural firms who bid on the project. Hord Coplan and Macht, won the bid for the MGH addition.

During the design phase, the architectural team developed plans for the project, providing several options to choose from. Our physicians also provided essential input for the design of their units. **Dr. Miles Harrison**, Maryland General's Division Head of General Surgery says, “Our new operating area brings state-of-the-art care and technology to all our patients. Everything—from pre-admission testing to recovery and inpatient care—will be available in a centralized, comfortable, convenient location.”

Once a final design was approved, the architect gathered bids from construction firms and the final phase of the project began. The MGH construction team broke ground in February 2008 and the building is scheduled to be complete in February 2010 with a grand opening in April 2010. Before the new facility can be occupied, various tests will be performed to ensure everything is working properly. Then the units will begin moving in. The pharmacy has already moved to its new

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827 Linden Avenue
Baltimore, MD 21201
www.marylandgeneral.org



A Note From SYLVIA

These are exciting times at Maryland General. It is truly a time of transformation. We've started the countdown to the completion of our new building, scheduled to open in the spring of 2010. The new facilities will help us continue our long commitment to providing high quality, compassionate care to the people we serve and will also allow us to expand our scope of services. We will have the tools we need to take the hospital and its services to the next level of excellence and make an even more positive impact in our community.

In the last issue of PULSE, I asked you to share your stories of how you and your co-workers are living the commitment we make to our patients and each other. The response has been overwhelming. I have been inspired by hearing about the many ways you are working together to provide the best care and heartfelt support to our patients.

We've also had confirmation that our hard work is making a difference from the Maryland Safety Network's Perinatal Collaborative. Under the leadership of Dr. Bruce Gneshen, our OB department has been recognized for having the lowest percentage in the State of C-section deliveries between January 2008 and March 2009.

Like health care organizations across the country, we still face challenges that impact our bottom line. To overcome them, I am asking each employee to take an active role to help us achieve our goals. Our biggest initiative is to improve volumes. We must bring more patients through our doors—whether they come to the ED, are referred by physicians or seek out our respected specialty services. To support that initiative, we are making a number of strategic moves, including:

- Re-engaging the MGH Medical Staff through several joint initiatives
- Improving flow through the ED to reduce patient wait time, time to admit, diversion hours and walk-out rate
- Increasing awareness of our ambulatory outpatient services through partnerships with FQHCs, payors, area colleges and community physicians
- Revitalizing the Mt. Royal Associates practice
- Marketing our new surgical and peri-operative capabilities to other hospitals within UMMS
- Developing new partnerships with the Medical Center
- Increasing our OB referral network
- Undertaking a new marketing campaign to boost public awareness of our services and new facilities

I am confident we can reach our goals. We will do it by joining together, continuing to be the strong team that I am proud to part of, and doing our best work.

Sincerely,

Sylvia Smith Johnson
President and CEO

General NEWS



Don Ray, VP of Operations, Denise Otto and Brian Bailey, Chief Financial Officer

Cost Reduction Incentive Program Reaps Rewards for Employees

Last year, Maryland General Hospital announced a program to reward employees who submit ideas to reduce costs or increase revenue. Employees are challenged to look for creative ways to help the hospital's bottom line. If an employee's suggestion is approved for implementation, the employee receives a cash incentive of up to 10 percent of the projected savings.

Denise Otto, Manager of Clinical Documentation Integrity, took on this challenge and is the most recent employee to benefit from this exciting program. Denise suggested that MGH could save money on postage costs by sending outgoing mail in bulk rather than as first class mail. According to **Don Ray**, Vice President of Operations, "Bulk mail rates are less than first class because the process saves money for the U.S. Postal Service and some of the savings are passed along to us by charging us lower postal prices. As a non-profit organization, the savings are even greater."

The hospital implemented this idea by applying for and receiving approval from the United States Postal Service to use non-

“As a result, this will save approximately \$32,000 annually.”

profit prices on outgoing bulk mail. As a result, this will save approximately \$32,000 annually. In recognition, Denise will receive a cash incentive of \$3,200. Congratulations Denise!!

Visit the Intranet for more details and guidelines about the Cost Reduction Incentive Program. ■

Maryland General Community Health Foundation Wall of Honor Unveiled

It's not too late to have your name added



If you've been in the lobby of the hospital lately, you couldn't help but notice the beautiful display hanging on the wall directly across from the reception desk. That display is the *Maryland General Hospital Community Health Foundation Wall of Honor*. The Wall of Honor provides a snapshot of the hospital's 128 year history and highlights donors to the capital campaign who have helped to fund the Core Facilities Replacement Project. At the recent unveiling of the Wall of Honor, President and CEO **Sylvia Smith Johnson** acknowledged the tremendous support from contributors who included MGH employees and physicians, the Maryland General Hospital Community Health Foundation, the MGH Board of Directors, corporations, and vendors.

Is your name on the Wall of Honor? It's not too late to make a contribution and be a part of the hospital's exciting future. With a donation of \$500 or more, your name will be added to the Wall of Honor. Contributions can be made through payroll deduction. For more information and to receive a pledge form, contact **Kate Sullivan** at (410) 225-8235. ■



Maryland General Launches New Community Newsletter

Maryland General Hospital has a long-standing commitment to protecting and improving the health of the communities it serves. We do this in many different ways—through free health screenings, partnerships with organizations in the community, and more. The hospital is taking this commitment a step further through a new community newsletter called *Health Beat*.



Health Beat is a free educational resource that will be mailed to households in the hospital's primary service area. It is designed to provide readers with easy-to-read articles that encourage them to take part in healthy behaviors and preventive care. It also provides information about a range of health topics of interest to inform them of the services available at Maryland General. The first issue will hit the streets in early December.

"*Health Beat* is another way we're reaching out to provide the community with the information on how to help their families lead the healthiest lives they can. *Health Beat* is also a great way for people who don't know Maryland General to learn more about all we have to offer," said **Sylvia Smith Johnson**, Maryland General's President and CEO. ■

It's All About OUR PATIENTS – In Sickness and in Health

Patient Weds in Rehabilitation Unit



Above: from left to right—Amanda Morton, Sonji Bak, Sam Liberta, Stephanie Bandzak, Hellen Sedgi—in the center is Michael Hodgeman, the groom.



Right: The bride and groom—April and Michael Hodgeman.

The staff of Maryland General Hospital's Rehabilitation Unit is known for their patient-centered care; but on one Wednesday afternoon in September, the team took the slogan, "it's all about our patients," to new heights when they hosted a wedding for a rehabilitation inpatient.

On Wednesday, September 23, 2009, 39-year-old Michael Hodgeman, a patient in Maryland General Hospital's Inpatient Rehabilitation program, exchanged vows with his fiancée, April, on the third floor of the hospital. The wedding was complete with beautiful décor and a two-tier wedding cake along with a buffet style dinner.

Michael and April planned to get married this past July; however, an unusual medical incident occurred leaving Michael in an induced coma for two months with only a 30 percent chance of survival.

After overcoming the coma and weeks of inpatient rehabilitation with more weeks of recovery to come, Michael and April wanted to marry before the birth of their twins. This ultimately led to the decision to wed in the rehabilitation unit here at MGH.

Michael's condition began suddenly while at home when he started having trouble breathing and was rushed to a local hospital in Smyrna, DE. Due to several complications, the hospital placed Michael under an induced coma for two months and urged his family to transport him to a facility better equipped to deal with his condition. The University of Maryland Medical Center eagerly accepted Michael and he was transported by helicopter immediately.

After being stabilized at UMMC, Michael was transferred to Maryland General for inpatient rehabilitation where he was treated for two weeks. "During his stay here, Michael went from being dependent for absolutely everything to being able to walk using a walker," said **Tammy Chickanis, RN**, Case Manager. "He has regained steadiness with his hands, can speak without problems and has improved coordination." He has progressed exceptionally well and is now well enough to be transferred to a hospital closer to his home in Smyrna, Delaware.

A prominent member in his community, Michael coaches wrestling, baseball and softball and is very well known throughout his hometown. His Pastor, Keith Noel, says, "When news traveled of Michael's condition, at least 150 people congregated at the local church for a prayer vigil."

It has been a long journey and an incredible story for Michael Hodgeman, but he remains positive and strong and greatly appreciates the wonderful, caring staff at Maryland General Hospital. ■

Maryland General's EMPLOYEES OF THE YEAR

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

Maryland General Hospital employees have proven they have the R.I.T.E. touch. In August, MGH presented its top awards to employees at the first Employee of the Year Blockbuster Awards Ceremony.

"The Employee of the Year program provides a chance to celebrate what makes Maryland General a great place to work," said **David Swift**, Vice President of Human Resources. "Our employees are incredibly dedicated. They are willing to go that extra mile to ensure that patients have the best experience possible and they are team members in the truest sense of the word—always willing to lend a hand to a fellow employee whether or not the work falls into their job description."

Nominations for the EOY awards were based on our R.I.T.E. touch core values – Respect, Integrity, Teamwork and Excellence. After all nominations were received, they were presented to the R.I.T.E. touch Steering Committee, who selected a winner in each category.

NOMINEES FOR THE 2009 EMPLOYEES OF THE YEAR:	CONGRATULATIONS TO THE EMPLOYEES OF THE YEAR!!!
<p>Respect Nancy Fague Barbara Stevens Verge Collins Renee Gough William Drennon</p>	 <p>Respect Verge Collins</p>
<p>Integrity Bob Gilley Lisa Baily Mered Haileselassie Melissa McIntosh</p>	 <p>Integrity Bob Gilley</p>
<p>Teamwork Timothy Youngman Maxine Hawkins Mary Jo Britner Gemma Sarmiento</p>	 <p>Teamwork Gemma Sarmiento</p>
<p>Excellence Eamon P. Tiffany Beulah Bachand Hellen Sedghi Andrew Drayton</p>	 <p>Excellence Beulah Bachand</p>



EMPLOYEE OF THE YEAR
William Drennon

MGH CELEBRATES the One Year Anniversary of Employee Recognition Program, the R.I.T.E. touch

Maryland General Hospital's R.I.T.E. touch program recently celebrated its one-year anniversary! Since the R.I.T.E. touch Recognition Program began in October 2008:

- 1,450 employees have been awarded touch points
- 70 employees have received VIP Points
- 68 employees have redeemed their points for great gifts!

More than 11,015,000 points have been awarded

THIS TOTAL INCLUDES:

3.5 million points given to MGH employees at the start of the program

- 3,347,500 personal Touch Points
- 390,000 VIP points

100,000 points awarded to the Employees of the Month

300,000 points awarded to the Employees of the Year

2,940,000 points awarded to employees for their years of service

TOP TEN PERCENT R.I.T.E. TOUCH POINT EARNERS IN 2009:

Willie Darden, Patient Transportation

Daryl Long, Environmental Services

Tony Rivers, Phlebotomy Processing

Josie Dantzler, Employment Registry

Janice McPherson, 6 South

Jennifer Ward, 5 North

Building on our PROMISE to the COMMUNITY continued...

home and staff members have very positive feedback. "We are all very excited about the larger space, updated equipment and designated work areas that allow us to work more efficiently and effectively," says **Karla Plaskett**, Staff & Clinical Pharmacist.

ICU Nurse **Mariama Diallo, RN, BSN**, is also excited about the new facility and feels it will make receiving care at Maryland General an even better experience for patients and their families. "In the new ICU, all the equipment we need is right in the room. Patients don't have to be moved around or wait for equipment to be brought to the room. The rooms are also much, much bigger. Family members can comfortably sit in the room with their loved one, and there's also a private bathroom for the patient and family to use."



"Our focus has always been on protecting and improving the health of our community," adds Maryland General President and CEO, **Sylvia Smith Johnson**. "The new facilities will help us provide the most advanced and comprehensive care available. Of course, outstanding health care is about more than top-notch facilities. It's about the people of Maryland General who care for each patient with personal attention and understanding, from our outstanding medical staff and the private practice physicians who care for patients here in our community to our nurses, technicians and support and administrative staff. That's what has always made Maryland General the heart of the community and something that will never change." ■

Maryland General Celebrates Veteran's Day



Right: Roland Bachan



Left: Bill Drennen



Right: Brian Krebs, Marcus Smith



Left: Bill Drennen, Kathy Powell-Frater

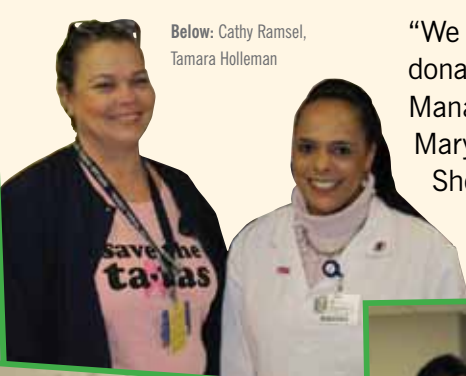
Maryland General Employees are Passionately Pink FOR THE CURE!

In support of National Breast Cancer Awareness Month, MGH employees generously donated \$650 toward the fight against breast cancer. The contributions were donated to the Susan G Komen Foundation for Breast Cancer Research. For a donation of \$5, employees were able to wear pink on October 15.

"We want to thank employees for their donations," said **Cathy Ramsel**, Imaging Manager. "We also want to thank the Maryland General Auxiliary, Lori's Gift Shop, La Petite Café, Donna Ward and Kate Sullivan for their support and donations for the raffle."



Above: Sharon Staton-Resper, Sharon Green, Maxine Hawkins, Lavenia Cofield, Suzanne Kubsk



Below: Cathy Ramsel, Tamara Holleman



Above: Valerie Lewis, Lisa Bailey, Hue Truong, Georgeann Holback, Becky Matthews, Jonique Williamson



Above: Linda Butler, Gail Blackburn, Margie Jones, Lane Psotho, Lisa Wilder



Above: Tsui-Mei Chang, Aruna Pokharel, Karla Plaskett, Nga Dao



Right: Ginn-Meadow, Debra Nelson, Dr. Marjorie Pennant, Dr. Arsalan Sheikh, Vanessa Windley, Melissa Mccoy

OB/GYN UNIT recognized for Low-C Section Rate

Maryland General's OB Department was recently recognized by the Maryland Safety Network's Perinatal Collaborative for having the lowest percentage of deliveries by C-section in the state between January 2008 and March 2009 out of the 27 Maryland and DC hospitals that participate in the collaborative.

MGH has reduced its C-section rate by eight percent over the past seven years, a trend which benefits both patients and physicians. Our current rate is 20.5 percent compared to a 42 percent rate at other Maryland hospitals and a 35 to 40 percent C-section rate nationally. MGH achieved this lower rate even with a high-risk patient population. In addition, OB outcomes have improved and malpractice premiums have significantly decreased.

Dr. Bruce Gneshin, M.D., Chief, Department of OB/GYN, introduced and implemented a collaborative practice approach at Maryland General which includes certified nurse midwives. He believes part of our success in reducing the number of C-sections is due to the unique collaboration between our midwives and physician groups. In fact, Maryland General has one of the only programs in the city that allows midwives to take part in the complete childbirth process.

“We put together a full scope midwifery practice where midwives manage triage, labor, complications, deliveries and assist in C-sections.”

“We put together a full scope midwifery practice where midwives manage triage, labor, complications, deliveries and assist in C-sections,” explains Dr. Gneshin. “This program has worked exceedingly well. Both physicians and midwives are supportive of each other and interact well which benefits patients by providing personalized care and can lower the risks associated with childbirth.” ■

New Advertising Campaign helps improve awareness and promote new facility



Have you seen the new Maryland General billboards and bus ads or heard the new radio spot?

The hospital launched a new advertising campaign in November to promote the new healing environment we're creating with the new facility and our expanded capabilities.



At the heart of the campaign is the theme – “Because we care.” Everything we do is rooted in our core foundation of caring for the health of our patients and our community – from the new facility to the outstanding health care provided by our doctors, nurses and support staff.

THE CAMPAIGN WILL INCLUDE:

- Radio spots
- Billboards at Martin Luther King Blvd. and North Avenue/Howard Street)
- Bus ads (exterior and interior)
- Bus shelter ads
- Light rail station ads
- Newspaper ads
- Kiosks at Mondawmin Mall

Beginning in January, Maryland General will be featured on the “Your Health Matters” segment of the Fox 45 morning news. For eight weeks, our physicians and staff will be interviewed during the broadcast about various topics relating to our services. ■

Maryland General Hospital and Union Baptist Church Pilot Healthy Living Program for Church Members



Making smart food choices is an essential building block of good health, but it's not always as easy a decision as it sounds. To help people learn how to eat and be fit for a healthier future, Maryland General Hospital partnered with Union Baptist Church in downtown Baltimore to offer a free Healthy Living Wellness Program for members the Union

From left to right—Hope Wrenn, Carolyn Gaydos, Preeti Rajbhandari, Kim Wong, Dani Belinski

Baptist congregation. The program was funded through a generous donation by Jay Klein, a local businessman and supporter of Maryland General Hospital.

The six-week program focused on important lifestyle changes people can make to improve their overall health and keep their weight, blood pressure and blood sugar under control. Classes were led by Licensed Dietitian Nutritionists from Maryland General, including **Carolyn Gaydos, MS, RD, CDE, LDN**; **Hope Wrenn, RD, LDN**; **Kim Wong, RD, LDN**; **Dani Belinski, MS, RD, LDN**; and **Preeti Rajbhandari, RD, LDN**.

“Healthy eating isn't a skill you're born with, it's something you learn. And that knowledge can make a world of difference in your

University Of Maryland Medical System Celebrates 25th Anniversary as a Private, Non-Profit Health System



The University of Maryland Medical System recently celebrated the 25th anniversary of its transformation from an aging, state-run hospital in 1984 to a successful private, non-profit network of 11 academic, community and specialty hospitals throughout Maryland with more than 15,000 employees and almost \$2.5 billion in annual revenue.

“The transformation and growth of our medical system is an amazing success story,” says **Robert A. Chrencik**, President and CEO of the University of Maryland Medical System. “Today, we have some of the most sophisticated hospital facilities and advanced technology in the region, and we have been able to build a world-class workforce, including some of the finest physicians anywhere.”

The transformation took place when the Maryland General Assembly and then-Governor Harry Hughes enacted a law in 1984 enabling the University of Maryland Hospital, located in downtown Baltimore, to change its governance from the state to a private, non-profit corporation led by a board of directors.

“Today, we have some of the most sophisticated hospital facilities and advanced technology in the region, and we have been able to build a world-class workforce, including some of the finest physicians anywhere.”



Today, the former University Hospital is the University of Maryland Medical Center—the academic centerpiece of the Medical System. Since 1984, ten more hospitals – including Maryland General Hospital – have joined the system to create a coordinated network of facilities, each with specific niches and strengths, devoted to providing the highest quality of care to Maryland residents and people throughout the region.

Maryland General Hospital joined the University of Maryland Medical System in 1999. ■

HR CORNER

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

2010 CPR CLASSES NOW HAVE ONLINE REGISTRATION

The calendar for CPR classes available during 2010 is now available and posted on the Intranet.

Online registration is a new, easy and efficient way for you to sign up for your CPR classes.

CLASS DETAILS:

- Usually held on the 1st Friday of the month
- Held in the Gatch Auditorium
- 2 BLS Provider Sessions: 8am and 10am
- 2 AED HeartSaver Sessions: 12pm and 2pm
- Class minimum of five persons
- Class maximum of ten persons
- Wait list is available for each session
- Participants must present their CPR Card to gain entry to the class
- Contact for information is Valerie Lewis 410-225-8061

To view the calendar and instructions on how to register, visit the Employee Links section on the MGH employee Intranet site. ■

own health and the health of the people you love,” said **Carolyn Gaydos**, Maryland General’s Clinical Nutritional Manager.

As a special incentive for program participants at the conclusion of the program, participants who attended four or more sessions received a \$50 gift card and healthy eating shopping trip to Shoppers Food Warehouse in Mondawmin Mall with Maryland General Hospital Licensed Dietitian Nutritionists. “The response to the program was outstanding,” noted **Keith Hobbs**, Director of Community and Patient Relations. “We were able to take 23 participants on the shopping trip to Shoppers. Offering this free program to our community is an important, hands-on way to help to improve the health of the people in our city.” ■

“Healthy eating isn’t a skill you’re born with, it’s something you learn.”



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:



Nancy Fague
Administrative Assistant,
Administration
(June 2009)



Jasmine Thomas
Patient Care Tech, ICU
(September 2009)



Martin Soellner
Facilities
(October 2009)



Rosline Hurdle-Atwell
EVS
(November 2009)

MGH Welcomes



Bob Welton
Director of
Clinical Practice
and Professional
Development

Congratulations!



Inci Hepner
Promoted to
Administrative
Director of the
Laboratory



MGH Mailbag

YOU'VE GOT QUESTIONS...WE'VE GOT ANSWERS!

Got a question you need answered? We're going straight to the MGH experts to get the answers you need.

QUESTION: Why is it important to get vaccinated against the flu?

ANSWER: The flu is a serious and contagious respiratory illness caused by influenza viruses. This year, we have to protect ourselves from two types of flu – seasonal flu and the H1N1 “swine” flu.

Seasonal and H1N1 flu in humans can vary in severity from mild to severe. Most people have mild illness, however, more severe illnesses (pneumonia and respiratory failure) and deaths have been reported with seasonal and H1N1 flu. People with underlying chronic medical conditions may have a greater risk of complications if they get infected. The Symptoms of seasonal flu and H1N1 flu in people are similar and include:

- Fever
- Chills
- Headache
- Extreme tiredness
- Cough
- Sore throat
- Runny or stuffy nose
- Body or muscle aches
- Vomiting and diarrhea

The Centers for Disease Control and Prevention (CDC) recommends that you get vaccinated for both types of flu – seasonal and H1N1 – as soon as you can. The single best way to keep from getting the flu is by getting vaccinated. They recommend that people speak with their health care providers for more information and to get vaccinated.

There are everyday actions that can help prevent the spread of germs causing respiratory illnesses like influenza. Take these steps on a daily basis to protect your health and your family.

- Cover your nose and mouth with a tissue when you cough or sneeze
- Wash your hands often with soap and water, especially after you cough or sneeze. Alcohol based hand cleaners are also effective
- Avoid touching your eyes, mouth and nose
- Try to avoid contact with sick people
- If you get sick, the CDC recommends you stay home from work or school and limit contact with others

Chandra Banerjee, M.D.
Chief, Infectious Disease

Do you have a health-related question? Submit your question by e-mail to rasmith@marylandgeneral.org. A member of our staff will answer your questions, and we will include selected questions in our upcoming *PULSE* issues. ■

A THOUGHT TO LIVE BY:

*All our dreams can come true,
if we have the courage to pursue them.*
– Walt Disney



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