

# pulse

FALL  
2007

For the employees and friends of Maryland General Hospital



What's Inside...

**Taking Maryland General to New Heights** ..... 1

**A Note From Sylvia** ..... 2

**General News** ..... 2  
*In Case of Emergency*

*Maryland General Declared Primary Stroke Center*

*New ER Campaign Revealed*

*Community Gets Healthy*

**MGH Says Thank You** ... 4  
*With Fall Harvest*

**Life at General** ..... 6  
*Changing the MGH Community and Beyond*

*Going the Extra Mile*

**Let's Talk About It** ..... 7  
*Real Questions. Real Answers.*

*Ask a Doc*

**MGH KUDOS** ..... 8  
*Hats Off to You!*

**MGH Mailbag:** ..... 8



## TAKING Maryland General to NEW HEIGHTS

Hospital Prepares for New Building and New Future

It's been nearly 20 years since Maryland General Hospital has heard the clinking and pounding of new construction. But starting this winter, new ground will be broken as the hospital takes aim for a bright future.

The Core Facilities Replacement Project is the first major construction for a new building since the Maryland Professional Building was completed in 1988. As you can imagine, the excitement is buzzing throughout the campus and the community.

With this new \$57 million building project, Maryland General will focus on improving the core facilities of the hospital to further enhance its ability to provide outstanding patient care in an environment that is conducive to healing.

**NEW HEIGHTS**

The state-of-the-art project design calls for operating rooms, GI suites, an ICU, lab, and a pharmacy. Here are the specifics:

**New ICU**

- 18 beds
- 2 isolation rooms

- Larger rooms with 360 degree access
- 4 rooms equipped with lift system
- Admission waiting room for families that will be located in the unit
- Consultation room
- New visitor waiting room

**New Operating Rooms**

- 8 new operating suites including 4 specialty rooms (Eye, Neuro, Ortho, Vascular)
- 2 new GI suites and new Cysto room
- New PACU and pre-op areas
- Separate inpatient and outpatient areas
- Consultation rooms adjacent to waiting area

**New Lab and Pharmacy**

- Moves services into the center of patient care areas
- Newly designed space will allow staff to work more efficiently

**Timeline**

- Groundbreaking and start of construction: January 2008
- Completion: Spring 2010

...Continued on page 8



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## A Note From SYLVIA

The fall is one of my favorite seasons – cooler weather, colorful leaves and football. It is a time of year that I like to reflect on matters of the heart and mind which contribute to victory. When I think of victory, the first thing that comes to mind is the Ravens winning the Super Bowl. The Super Bowl, undoubtedly, is the highest reward that was achieved for this team of players who put their minds and strengths together.

The more time I spend in healthcare management, the more I understand the importance of teamwork. To some it may sound like a cliché, but for many at Maryland General Hospital (MGH) it is an everyday reality. It takes a team to heal a patient.

When you take a look at a typical workday, here is what you may notice. A patient rings his call button for a nurse, but it actually might be the patient care assistant (PCA) who answers. Because the nurse is busy tending to another patient, the PCA does not hesitate to find out what the patient needs. She then relays the message to the nurse who assists the patient. The result is teamwork that works!

While you may not work on a clinical unit, being a team player is something that we all must do. When we combine our hearts and minds the patient has better outcomes. Our staff, our patients and our community all depend on our ability to function as a team.

Remember that pitching in helps equalize the workload. Patients are not healed because of what one person does. Teamwork in healthcare involves everyone from the staff member who admits patients--to the lab employee who provides valuable diagnostic information--to the clinical team who treats the patients.

When teamwork works, we will have victory. The championship for *Team MGH* is won when each patient is satisfied and healed and when our community respects and admires the care we provide.

**Thank you MGH for all that you do to ensure that our teamwork measures up to victory!**



**Sylvia Smith Johnson**  
President and CEO



# General NEWS

## In Case of Emergency Identifying Your Responsibilities During a Crisis

Emergencies happen in an instant. Although the nature of healthcare has prepared many employees with how to deal with an emergency, we all need to be reminded of some important safety procedures.

In the event of an emergency, all employees play a vital role in making sure that any crisis is handled with swiftness and resolved by following the correct emergency protocol. Maryland General's Emergency Management Plan describes the hospital's approach to responding to emergencies within the organization or in the community.

### HOW DO WE DEFINE AN EMERGENCY?

An emergency is any situation that would suddenly and significantly affect the need for services or the ability to provide those services. The hospital has developed specific procedures in response to potential emergencies that may occur.

Events under the Emergency Management Plan are classified as external and internal emergencies. A mass casualty incident, nuclear (chemical and biological contamination) and terrorist attack are just a few examples of what are classified as external emergencies. A hazardous spill, electrical power outage and loss of water are some examples of internal emergencies.

### SO WHAT ROLE DO YOU PLAY IN MGH'S EMERGENCY MANAGEMENT PLAN?

**1) Be a Team Player:** In a hospital setting, everyone is considered essential--both clinical and administrative staff. It is important to know that you may not be assigned to your regular duties during an emergency. Based on the needs of the hospital and our patients, you may be asked to perform various jobs, which will be pivotal to the effective operation of the hospital during the period of emergency. As such, it is important to show up to work and not leave your work area once you are there. Your fellow team members and patients are depending on you to be there no matter what.

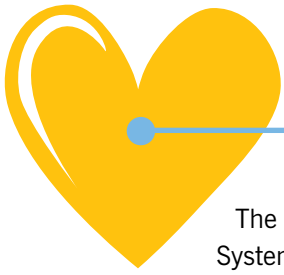
**2) Be Informed:** Education and training addressing emergency management issues are accomplished through a number of different ways: New Employee Orientation, department-specific information and annual training as part of Maryland General Hospital's ongoing competency assessment program. Each department director or designee is responsible for obtaining and distributing emergency management information to staff. It is also the department director's responsibility to ensure that staff is educated as needed in all matters of emergency management as it relates to new equipment, policies, procedures and changes in regulations.

Everyone has a leading role when it comes to an emergency. By being a team player and with proper training, employees will better be able to navigate an emergency situation and keep all parties safe and sound.

For a more in depth review of Maryland General Hospital's Emergency Plan, refer to your department's Emergency Policy guide, or you can find it on MGH's Intranet under Management Links. ■

*“Everyone has a leading role when it comes to an emergency.”*

# Maryland General Hospital Declared PRIMARY STROKE CENTER



The Maryland Institute for Emergency Services Systems (MIEMSS) designated Maryland General Hospital as a Primary Stroke Center. The five-year designation permits Emergency Medical Services personnel to transport apparent stroke patients to Maryland General Hospital.

Acute ischemic stroke patients, whose symptoms are of less than three hours duration and who have severe neurological damage, will be considered for clot-busting medications called fibrinolytics once they arrive at the hospital.

Maryland General Hospital met a series of care criteria to receive the Primary Stroke Center designation, including having a board certified neurologist stroke center director, designated stroke units and two acute stroke teams. All professional medical and nursing staff members who care for stroke patients receive specialized stroke education.

The quality improvement program also monitors stroke care, identifies improvement opportunities and oversees care improvement projects. In fact, last year Maryland General Hospital ranked in the top 16 percent of 200 hospitals nationwide for its quality of care related to pneumonia, congestive heart failure and ischemic stroke.

With Maryland General's neurocare unit and specialized rehabilitation for stroke victims, medical treatment is extended well beyond the emergency room. The Rehabilitation Center and Neurocare Unit (4 South) at Maryland General Hospital offer the finest, most comprehensive and individualized care in the Baltimore metropolitan area for this patient population.

This Primary Stroke Center designation demonstrates the way Maryland General Hospital continues to thrive within the community and save lives throughout Baltimore. ■

## GOOD THINGS Come to Those Who Don't Have to Wait

Improvements Revealed  
in New ER Campaign



The words "OUCH: Tell us where it hurts!" will soon be painted on a bus that will tout the emergency care services at Maryland General Hospital. In October, Maryland General launched its new campaign, including a radio commercial, print advertisement, mailing distributed to homes throughout the city and a transit bus that will showcase the hospital's emergency services.

The goal of the ER campaign is to spread the word to our neighbors about the new and improved treatment Maryland General provides for their medical emergencies. Under the new system, patients receive bedside registration and quick triage. Shortly after that, patients are visited by a Rapid Access Team made up of a doctor and other clinical staff.

An experienced team of emergency experts provide 24-hour evaluation and treatment for a wide range of illnesses, injuries and conditions for persons of all ages. Everything from minor cuts and bruises to traumatic injuries requiring the expertise of medical specialists are included in the services offered. And now with the Primary Stroke Center designation, Maryland General is equipped for any medical emergency.

At Maryland General Hospital, great things come to those who don't have to wait. ■

## Community GETS HEALTHY

Encouraged to Take a Loved One  
to the Doctor Day

The weather was picture perfect this September as community members throughout Baltimore gathered at Maryland General Hospital for its 4th Annual "Take a Loved One to the Doctor Day." Over 40 vendors were on hand to provide visitors with free health screenings which included blood pressure, pregnancy, diabetes, cholesterol, HIV and vascular disease.

Educational packets ranging from breast cancer to nutrition were distributed to guests who also had an opportunity to get first-hand advice on their medical issues. Aside from the screenings, one of the most important aspects of this event is the one-on-one interaction. Participants were able to speak with healthcare providers and get training on how to detect problems.

A true community event, nothing was left out. Visitors were provided with an assortment of healthy foods and snacks. There was plenty of entertainment as the young received face-painting and the more mature kicked up their heels. The "Baltimore High Steppers," a group of seniors from age 60 and above, were the show stoppers.

"While the festivities were enjoyable, the most important message of the event was to encourage people to get involved in maintaining and improving their own health and telling their loved ones to do the same," explains **Sylvia Smith Johnson**, president and chief executive officer, Maryland General Hospital. "I am proud that we are able to help bridge the gap by providing healthcare to all who need it." ■



LEFT: Cathy Ramsel and Kathryn Finckel, MGH Imaging, prepare to educate guests at Take a Loved One to the Doctor Day. Over 40 vendors were on hand to participate.

# MGH Says THANK YOU With Fall Harvest

Fall has finally arrived. What better way to celebrate and say “thank you” to all Maryland General Hospital employees than with a Fall Harvest Employee Appreciation Event? Due to another successful year, MGH continues to flourish. This would not be possible without the hard work and dedication of every employee.

During the day and evening shift luncheon, employees were treated to an array of appetizing foods from hotdogs and veggie burgers, to macaroni and fruit salads. Sweet treats like candied apples and cupcakes topped off the dessert menu.

**Some of the activities that took place during the festivities included:**

- Employee Appreciation Pumpkin Carving Contest
- Glucose, cholesterol and blood pressure screenings administered by staff from the Community Health Education Center
- Raffle prizes and a special gift
- Employee Appreciation Breakfast for night shift employees

Congratulations to all who played a part in helping us to reach our goals. Let’s keep up the hard work and strive for even higher levels in fiscal year 2008. ■

## Pumpkin Carving Contest

Employee Appreciation festivities kicked off with a pumpkin carving contest.

1st Place – Operating Room



Above: First place winners enjoy their specially catered lunch. Pictured (l to r) Janice Mickey, RN, Robert Bowling, Evette Everett, RN, and Suncerray Dukes and Rachel Alcidi (not pictured) from the Operating Room team.

2nd Place – 5 South



Left: The team from 5 South (l to r) Claudine McDaniel, LGSW, Carol Carpenter, RN, Celeste Bland, LGSW, and Kimbley Ford enjoy their sweet dessert reception with all the trimmings.

Below: The team from Food & Nutrition (l to r) Hope Wrenn, J.P. Renfro, Carl Refo, Kristin Lyon, and Brenda Chase (not pictured) proudly display their leather MGH notepad and stainless steel cup.

3rd Place – Food & Nutrition



## Day/Evening Shift Luncheon



Above: (Front to back) **Kathy Maher**, Director of Regulatory and Accreditation Compliance, **Leahanne Thomas**, Director, Corporate Compliance, and **Michael Plank**, Senior Director of Support Services, were just a few of the department supervisors who were more than happy to serve employees.



Above: (From left) **Yvette Clark**, Medical Secretary, **Janet Barbour, PCT**, **Mary Hilliard, PCT**, **Marcia Hampstead, RN**, couldn't wait to dig into the delicious food served at the luncheon.

Right: **Dr. Shari Hosseini**, Lead Hospitalist, shows off a caramel apple, one of the many sweet treats on the menu.



Right: **Leony Gumabon, RN**, Family Health, shows that accidents happen, especially when food is involved.



Left: (l to r) **Caula Gill** and **Robin Warnick** from Laboratory enjoyed each other's company.



Above: Delicious food wasn't the only thing that made employees happy. **Kate Sullivan**, Administration, displays the nifty and resourceful gift bag employees received at the door.



Left: **Joyce Guthrie** and **Cheryl Seawright** from Human Resources enjoyed the festive fall harvest decorations.

Below: (l to r) Like at most employee events, karaoke was a big hit. **Laurie Harris-Daniel, RN**, and **Nina Rhue** serenaded the crowd.



Left: It may have been an employee luncheon, but it was still a work day as (l to r) **Pat Alsip, CRCST**, **Roxane Bush, CSP Coordinator**, and **Evon Cure, PCT**, stop over to grab a plate during their lunch break.

Right: **David Parham** and **Johnny Bessick** from Environmental Services make sure they took part in all the fun.



Right: Rehabilitation Center staff always know how to have fun. **Laura Linehan**, (left), and **Diana Bennett** show that MGH employees don't mind sharing with each other...even if it's their food.



## 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 our next issue of the *PULSE*. Here's your chance to brag a little. Send an email to [monsmith@marylandgeneral.org](mailto:monsmith@marylandgeneral.org); fax to 410.669.8368 or send through interoffice mail. Don't forget to share all the details: the who, what, when, where and how? Be sure to include your name, department and phone number. We look forward to hearing from you . ■

# LIFE at GENERAL

## Changing the MGH COMMUNITY and BEYOND

### Lab Employee Helps Save Lives

The gift of giving can be seen in more than just a monetary donation. For many, it is the gift of sharing talents and resources that make an impact in others' lives. For **Kathy Nucifora**, Laboratory Services, using her trade and skills to help others outside of the MGH community is a reward like no other.

Nucifora does research for many organizations, but spends the bulk of her time outside of work conducting research for the Cancer Research and Prevention Foundation in Alexandria, Virginia.

One of the highlights of her career came when she worked in Kansas and Senator Bob Dole was in office. "He was interested in starting a *Bob Dole Health Awareness* booth at the Kansas State Fair, and I was in charge of running it," Nucifora recalls. Blood pressure and prostate screenings were just some of the tests she and her team conducted.

The booth was a success, and Nucifora has since traveled to state fairs in Ohio, Nebraska, North and South Dakota,

Montana and Idaho to set up health awareness booths. "Sometimes, I'm working a fair drawing blood ten hours a day. It's very important for me to be hands on."

Conducting research and the opportunity to travel is not the only thing that keeps Nucifora inspired by the work she does. "It's always nice to know that what we do makes a difference in the life of someone who needs you. When I am able to change their mind frame and give them a nudge in the right direction, I know at that moment that I have had an impact in their lives."

Nucifora is most satisfied with her volunteer work when she receives cards and letters of gratitude. "Whether they are just thanking me for the work I did or the screening, it's very rewarding to know we were able to help detect their cancer early so they could get the proper treatment." ■



Kathy Nucifora, Laboratory Administrator

*"It's very important for me to be hands on."*



Quality service and work is essential at MGH as demonstrated here by Verge Collins.

## Going THE EXTRA MILE Still Going Strong After Four Decades of Service

When it comes to providing quality service at Maryland General Hospital (MGH), **Verge Collins**, Environmental Services, always goes the extra mile. "I can't remember having an employee so diligent and dedicated to what they do. Verge is one employee who takes commitment to another level," said Environmental Services director **Anthony Dixon**.

Collins has been employed at MGH for nearly 42 years. While working in the housekeeping department, Collins takes pleasure in every aspect of his job. "I enjoy working here. I always wanted to work in a hospital and do the work I do."

When many employees are ready to clock-out at the end of their shifts, Collins stays behind and doesn't rush to go home. He doesn't even take his scheduled breaks because he believes there is something that always needs to be done. Senior Director of Support Services **Michael Plank** says, "Verge is here everyday, and even on his days off he wants to come in and work."

But Collins doesn't just look to please his supervisors and co-workers. "Helping people is one way I try to give quality service--especially helping visitors when they get lost and can't find their way around the hospital," explains Collins. His knack is to really help the elderly. He adds, "I certainly want to make sure they find their way okay."

So how does Collins stay so dedicated and motivated about his work at MGH? He says, "I enjoy what I'm doing, and I keep a positive and helping attitude. This job didn't come to me, I went looking for it." ■

*"I keep a positive and helping attitude."*

# LET'S TALK ABOUT IT

## REAL QUESTIONS REAL ANSWERS

It's that time again...to hear directly from the people who matter—our employees. Team members at Maryland General Hospital were asked:

### HOW DO YOU MAINTAIN A POSITIVE AND PRODUCTIVE WORK ENVIRONMENT?



**JOYCE WILLIAMS,**  
Medical Records Analyst, Health Information Management, 25 years service  
*"Each day I come in with a positive attitude even when I*

*don't feel like it. What helps me is when someone says something negative out loud. This gives me the chance to lift them up as well as myself. Once we are both lifted, we are able to tend to the business at hand for the day--looking at each task with a positive attitude. Also, in our area, a little laughter at our own situations keeps us motivated."*



**LARRY BAKER,**  
Assistant Clinical Manager, 4 South, 5 years of service  
*"I try to foster a spirit of cooperation and trust by remaining*

*positive and enthusiastic at all times. I demonstrate to others that I care, and I don't just say it. I show my commitment to the team by coming to work on time, and helping out whenever I can. I also recognize that my co-workers are my customers, and I treat them accordingly."*



**MARTIN SOELLNER,**  
Electrician, Facilities, 20 years of service  
*"Keeping a positive attitude is essential. No matter where you are 'attitude' is a little thing that*

*makes a big difference. Also, I believe that the more you are willing to accept responsibility for your actions, the more credibility you will have."*



**LORENA BORROMELO,**  
RN, BSN Intensive Care Unit, 3 years of service  
*"I accept and recognize that each one of us needs to*

*be dealt with politely and with respect, regardless of position, age, color, gender and creed. Not being judgmental would emanate a positive environment that is conducive to a productive working relationship. Along with that, I always remember that in order to see change, it must start from within. Then it can be passed along to others." ■*

## Ask a Doc



### CONTROL FOR YOUR DIABETES JOSLIN DIABETES CENTER TO THE RESCUE

There are 20.8 million children and adults in the United States who have diabetes. The unfortunate fact is that while an estimated 14.6 million have been diagnosed with diabetes, over 6 million people are unaware they have the disease.

With comprehensive care, diet and exercise, diabetes can be controlled. So what happens when medication is required to help control your diabetes?

**QUESTION:** *I am taking two diabetes pills, glyburide and glucophage, but my sugar still stays high. I was controlled before getting on these pills. Why is my sugar elevated when it was controlled before? What do I need to do now?*

**ANSWER:** *This is a common thing that we see. People with type 2 diabetes mellitus have two major problems with their insulin: 1) the insulin that is made does not work well and 2) as years go by, people make less and less insulin. This is why*

*we say diabetes is a progressive disease and one requires more medication over time to control their sugar.*

**What should the next step be?** *Controlling diabetes is extremely important to decrease the risk of complications. Once levels are not controlled with two pills, the next best treatment is to start insulin therapy.*

*Insulin is very safe and effective because it is replacing the insulin that your pancreas is not making. Insulin does not cause kidney damage or the need for amputations, but it is high blood sugar that leads to these complications. There are also many new medications that can be tried if you do not want to start insulin right away. But, adding insulin therapy would probably be the best treatment to control your diabetes.*

For more information on the Joslin Diabetes Center affiliate at Maryland General Hospital or to schedule an appointment, call the Joslin team at 443-552-2960.

#### **Arsalan Sheikh, D.O., FACE**

Division Head, Endocrinology, Diabetes and Metabolism  
Medical Director, Joslin Diabetes Center

**HOW IT WORKS:** You may email your health questions for **Ask a Doc** to [monsmith@marylandgeneral.org](mailto:monsmith@marylandgeneral.org). A member of our medical staff will answer your questions, and we will include selected questions in our upcoming **PULSE** issues.

# MGH KUDOS

## Hats Off to YOU!

Maryland General Hospital's **Employee of the Month** program is designed to recognize excellence over and beyond 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:



**Elvira Johnson, RN**  
6 South  
(June 2007)



**The Entire Emergency Department**  
(July 2007)



**Joy Dupree**  
Surgery  
(August 2007)



**Goldie Brown, RN, BSN**  
5 South  
(September 2007)



**Patrick Tran**  
Laboratory Services  
(October 2007)



Judy McMaster displays her certificate from Baltimore City Community College.

Congratulations to **Judy McMaster** from Central Sterile Processing (CPS) for receiving a Coding Specialist Certificate from Baltimore City Community College. In the program, students gain practice in coding a variety of medical specialties and problems

of acute, ambulatory and long-term care patients. Judy completed the program with a 3.0 GPA. She has been employed in CPS for the past five years and used the hospital tuition plan to complete her studies. Way to go Judy! ■

### A THOUGHT TO LIVE BY:

*Never bend your head.  
Always hold it high.  
Look the world right in the eye.*

— Helen Keller



## Taking Maryland General to New Heights continued...

### NEW FUTURE

Anyone who has ever planned a major event knows how much legwork is involved in making the project or occasion a reality. Whether it is a graduation, wedding or family reunion, it takes a timeline and a detailed plan to make it happen. Maryland General is now preparing to hit the ground running so that this vision will be a reality. As you can imagine, there is much work to be done.

The good news is that everyone will have an opportunity to be a part of Maryland General's future as preparation for fundraising efforts move into full swing. We have already gotten a head start by raising \$4.1 of the \$6 million that is needed to fund this new building.

The future for Maryland General Hospital is more promising than ever. This project will greatly impact our community and the service that each of our employees provides every day. As a Maryland General Hospital employee, friend or neighbor, you can take great pride in being a part of this upward swing and the bright future that is ahead.

Each friend and employee of the hospital will be vital to help raise the additional funds needed to complete the Core Facilities Replacement Project. There will be plenty of fundraising activities, naming opportunities and giveaways to help donors celebrate the role that they have played in making the building a reality.

Look for upcoming opportunities to play an active part in Maryland General Hospital's capital campaign and future success. ■



## MGH Mailbag

Dear President and CEO:

I was treated for physical therapy as an outpatient at the Rehabilitation Center. I would like to give my sincere thanks to the therapist who handled my case. Her name is **Donna Hohn**.

My experience with Donna was one that I will always remember. Upon entering treatment, I was walking at a 90 degree angle. I was diagnosed with sciatica.

Donna was very concerned about my condition. She showed compassion, understanding and determination for the best possible outcome. With her continued diligence and support, I am proud to say that I am walking upright and pain free.

Kudos to you!!!

Thanks so much,  
A MGH Patient



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