

Lisa Horton Named Employee Of The Year

Lisa Horton (l.), has been named Hallmark Health's 2009 Employee of the Year. Lisa works as a central scheduling/ancillary support associate in the Patient Access Department. Her co-workers recognized her patience with patient callers, her ability to take many calls and get them done quickly without making the caller feel rushed and her unparalleled customer service skills.



Hallmark Health's Rewards and Recognition Team selected Horton because of her commitment to service excellence and ensuring Hallmark Health continues to be the region's system of choice.

As employee of the year, Lisa received a week of paid time off and a check for \$1,000.

Diabetes Education Now Offered At Hallmark Health Medical Center

The prestigious American Diabetes Association's Diabetes Education Program is now available at the Hallmark Health Medical Center at 30 New Crossing Road, in Reading.

The program utilizes visual and "best practice" techniques to educate patients about their disease and how to manage diabetes. Individual sessions and group classes are also available. Patients will meet with a registered nurse and registered dietician.

A physician referral is required. For more information, please call (781) 213-5140 or visit www.hallmarkhealth.org.

On Thursday afternoons, **Sybil Kramer, MD**, a board certified endocrinologist, will see diabetes and endocrinology patients at the Medical Center beginning at 1 p.m.

Hallmark Health Reports On Successful Year At Annual Meeting

"FY2009 was truly a remarkable year in the history of Hallmark Health," stated **Michael V. Sack**, President and Chief Executive Officer, Hallmark Health System in his address at the Annual Meeting that was held on Feb. 4. Faced with the world economic crisis in Fall 2008, Hallmark Health recognized, "the immediacy of the economic challenges" and made "hard decisions to ensure our system could weather these troubled times. Leadership and staff worked together to find cost-savings and operating efficiencies and to avoid loss of service and quality of care."

Sack outlined the successes over the past fiscal year that included an improving financial status, a revised management structure, greater use of electronic record keeping, new diagnostic technologies and significant national awards and recognitions.



James Herrington, (l.), Trustee, K. Eric Henrikson, MD, Trustee and Alan MacDonald, Trustee, listen to the presentation.

Hallmark Health's expertise in vascular surgery previously performed only in academic medical centers.

More than 75 trustees, corporators, physicians and staff attended the evening meeting that was held at the Sheraton Colonial Hotel in Wakefield.

Renovations and Improvements Underway At Both Hospitals

It is always important to make a positive "first impression" for patients and visitors when they visit Hallmark Health facilities. There are a number of key projects underway at both campuses to reinforce that positive initial impression.

At Melrose-Wakefield Hospital, a new upscale no-skid ceramic tile flooring has been installed in the main lobby to provide the entrance with a more contemporary, attractive look. The lobby will be painted shortly and new tile will be installed by the main reception desk. The restrooms in this area and the ED will also be upgraded with new flooring and fixtures. In the months ahead, the four elevators in this area will be replaced to provide a much smoother and faster ride for patients and visitors. Work on the elevators will begin through the Spring and Summer with the entire project completed by December.

Lawrence Memorial Hospital is also receiving similar renovations with new exterior lighting at the main entrance and new walking mats for safety during the winter months. A new hospital directory and signage for visitors will be installed with enhanced lighting in the main lobby.



Michael V. Sack, President and Chief Executive Officer, Hallmark Health System, (l.), chats with Michael Naylor, MD and Wayne Wivell, MD, prior to the Hallmark Health Annual Meeting.

"We remain committed to providing our communities with the highest level of clinical excellence, the latest surgical and treatment options, exceptional care, safety and value for our patients and the highest levels of satisfaction possible," he said. "Our future looks bright."

The meeting concluded with a presentation on the latest advances in endovascular procedures at Hallmark Health. The presentation, led by **Wayne Wivell, MD**, Associate Chief of Radiology and **Michael Naylor MD** from the Cardiac & Endovascular Center illustrated



Employee Of The Month - February Kaitlin Reid, Staffing Coordinator

Kaitlin has been an employee with Hallmark Health since 2003 and a Staffing Coordinator since 2006. She is patient, thoughtful, kind-hearted, helpful and understanding. She uses Meditech to staff the floors appropriately everyday and strives for excellence in her job. Kaitlin's computer and people skills allow her to manage any stress that comes her way.

She is extremely knowledgeable on the needs of the floors, staff and how to make everything work. She meets the needs of the staff if someone goes home sick and tries to keep the float nurses in the same hospital if they are needed to ensure patient safety. Her calmness and positive attitude keeps things running smoothly.

MWH Holds Job Shadow Day

More than two dozen students from Melrose High School and Wilmington High School came to Melrose-Wakefield



Hospital on Feb. 2 for a job shadowing day. Students who are interested in possibly pursuing healthcare careers spent a day at the hospital shadowing nurses, therapists and other healthcare professionals to see first hand what the work entails. Above, **Beverly Turino**, RN, (I.), works with **Andrea Perrotti**, a senior from Melrose High School, on Med 3.

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CHEM Center Celebrates Their 20th Anniversary

Hallmark Health's CHEM Center for MRI and the CHEM Center for Radiation Oncology recently celebrated their 20-year anniversary.

The CHEM Center has built a solid reputation in the area by constantly providing the latest technology and treatments while offering accessible, friendly services to patients and physicians throughout the region.

Since opening in 1989, the CHEM Center for MRI has been the premier provider of specialty MRI services north of Boston. Since its opening, the clinical staff at the CHEM Center has performed more than 100,000 procedures. Board-certified radiologists are on site seven days a week to provide clinical care. Radiologists and MRI technologists with more than 160 combined years of experience provide high-quality healthcare in a pleasant patient environment.

The CHEM Center offers the most up-to-date technology and procedures including high-field Magnetic Resonance Imaging (MRI) and open MRI for those patients who are claustrophobic.

For more information on the CHEM Center please call (781) 224-5810 or visit www.hallmarkhealth.org.



Celebrating the 20th Anniversary are John F. Seccareccio, System Manager Imaging/Radiology Services, (I.), Elaine Gale, System Director, Cardiac and Endovascular Services, Imaging/Radiology Services, Paul McKeough, MD, Michael V. Sack, President and Chief Executive Officer, Hallmark Health System, K. Eric Henrikson, MD, Glenn Davis, Manager of the CHEM Center and Sean Hand, Vice President of Ancillary Services.

Interhospital Teamwork Makes Final Wish Come True

A recent case last month at MWH demonstrates the extraordinary steps Hallmark Health staff take to ensure that outstanding care for patients involves more than providing exceptional healthcare. A team of MWH caregivers collaborated with a team from Whidden Hospital to give a woman with end-stage cancer a final opportunity to be with her husband who was critically ill in the MWH intensive care unit. Whidden and Hallmark Health teams worked together to transfer the woman to MWH so that the family could spend their precious final hours together. The woman peacefully passed away the day after her visit.

According to **Kathleen Sherman**, RN, BSN, Clinical Leader of the MICU, there were many practical reasons why their final meeting might not have occurred. The Hallmark Health hospitalist, **Mohender Maan**, MD, accepted the patient and agreed to assume her care. This step made the reunion possible. It was a true collaborative effort between nursing, physician support and staff from Case Management and Palliative Care that allowed this special moment to happen.

"There were many smiles, and a lot of warm stories the three hours the family was together," Sherman recalls. "This was the most memorable experience in my 20 years of nursing."

Request Bone Density Scans and Mammogram Appointments Online

Patients can now request appointments online for mammogram screenings and bone density scans. To request these exams, go to www.hallmarkhealth.org and select the appropriate listing under Quick Links.

For mammograms, patients should click on 'request a mammogram screening' and fill out a short appointment request form. Once this request is received, the scheduling department will e-mail an appointment date to the patient. The day prior to the appointment date, patients will also receive a reminder phone call.

Bone density scans require a physician's order. To request an appointment, please click on the Quick Link for "request a bone density scan." Staff may contact the patient directly if further information is needed.

