



Meditech System updated and improved

Earlier this month, Information Services (IS) in collaboration with many other departments has completed a significant upgrade to the Meditech system that should lead to easier and more efficient information entry and accurate ordering. Physicians will notice significant changes in how Computer Physician Order Entry (CPOE), Physician Desktop, and Clinical Review looks and functions.

They will also notice enhancements in the ease of medication ordering, the functionality of first dose and transfer orders, and viewing of lab results. These improvements will eventually support the upcoming medication reconciliation project.

According to **Carol Dresser**, Vice President of Information Services, these enhancements will make the Meditech system more user friendly and improve the safety of patient care.

IS support staff will offer personal training for physicians on the new features. For more information, please contact **Maureen Jones** at (781) 979-3068.

Patients should be directed to Registration

In an effort to provide the finest customer service, physicians should please direct all patients to go directly to Registration at both hospital campuses when they come to Hallmark Health for tests or medical procedures. The only exceptions are for emergency patients.

At Melrose-Wakefield Hospital, Registration is located on the first floor. Registration is located on the ground floor just past the ED at Lawrence Memorial Hospital.

Hallmark Health/Boston Bruins affiliation on digital billboard

The Massachusetts Highway Department estimates that most weekdays, some 150,000 cars a day use I-93 to commute in and out of Boston. For the month of September, many of these drivers and their passengers will see a large digital billboard announcing that Hallmark Health is the "Official Healthcare Partner of the Boston Bruins." The billboard is visible from both sides of I-93 at the Montvale Avenue exit for the next four weeks.

This summer, Hallmark Health, a major league provider of quality and advanced community healthcare, joined forces with the Boston Bruins making Hallmark Health the

"Official Healthcare Partner of the Boston Bruins" for the next three years. As the official healthcare partner, Hallmark Health and the Bruins will conduct various community outreach activities and special healthcare programs at the TD Garden prior to select home games.

The Hallmark Health/Boston Bruins partnership is already yielding benefits. A recent out-of-state nursing applicant for the MWH ED cited the high caliber of nursing offered at Hallmark Health as well as the Bruins affiliation as the main reasons for his decision to work here.

Deborah Cronin-Waelde named System Director for Emergency Services

Deborah Cronin-Waelde, RN, BSN, ONC has been named System Director for Emergency Services at Hallmark Health. In this position, she will be responsible for maintaining and enhancing the high quality of emergency services offered at Melrose-Wakefield Hospital and Lawrence Memorial Hospital of Medford.

She previously served as the System Program Director of the Bone & Joint Program where she was responsible for helping to build a successful local and national reputation for the excellence of these orthopedic programs at both campuses.

In making the appointment, **Nancy Gaden**, RN, MS, System Vice President for Patient Care Services/Chief Nursing Officer, said, "Deb brings a wealth of clinical experience in the Emergency Room and Post Anesthesia Care Unit to this role as well as more than 15 years of in/outpatient leadership experience focused in cardiology and orthopedics. In addition, Deb is highly involved in and committed to our local community."

Cronin-Waelde is looking forward to the challenges of the position. "The Emergency Department is the front door of the hospital, where many patients form their first impression. I want to work with everyone in the ED's to establish Hallmark Health as the standard for emergency medical care in community hospitals so that we are the system of choice."

She also stressed that she will work very hard to build stronger ties with all members of the medical staff, enhance communication and reporting to increase their trust and confidence in the high standard of personal care the Hallmark Health ED's provide.

**Hallmark Health is the
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of the Boston Bruins®**

**Lawrence Memorial Hospital of Medford
Melrose-Wakefield Hospital**



Recent medical studies reveal value of palliative care



Samir Patel, MD

A recent study in the New England Journal of Medicine (NEJM) revealed that lung cancer patients who received palliative care in addition to their usual aggressive management reported less depression, pain and other

symptoms, compared with patients who received just aggressive care. What's more, it also showed that those who received palliative care actually lived longer and enjoyed a higher quality of life.

At Hallmark Health, Palliative Care Consultation Service seeks to alleviate pain and discomfort to improve the quality of life for patients and families faced with any life-limiting, though not necessarily end-stage, illness. As the Medical Director, **Samir Patel**, M.D. explains that "an important finding in this article was that palliative care should be utilized at all stages of the life-limiting disease, including from the time of diagnosis."

This service functions as a team consisting of a physician, nurse practitioner, social worker and chaplain. Most consultations are provided by **Martha Quigley**, MS, RN/NP, who is supported by the other team members, believes palliative care is a valuable resource for physicians, nurses and the families they serve. "The team works to ensure that patients and families receive the type

of care they want. Symptoms are treated, relieved and patients and families have a sense of control to make decisions that are consistent with their definition of quality of life."

"We provide a lot of support, education and help improve communication among the patient, family and the treatment team members," explains **Anna Ventura**, LICSW. "We work to ensure that the patient's wishes are addressed."

At Hallmark Health, this team broadens the disease-model medical treatments to include goals of enhancing the quality of life for the patient and family, optimizing function and addressing the physical, psychological, emotional and spiritual needs of the patient and their families.

Referral criteria for palliative care consultations include symptoms (pain, dyspnea, among others) in a patient with a life-limiting or progressive illness such as chronic obstructive pulmonary disease, congestive heart failure, dementia, cancer or similar conditions.

If a physician or member of the healthcare team is interested in contacting the Palliative Care Consultation Service, please call (781) 979-6989.

New GE Cardiac Event Monitoring System at Hallmark Health

Did you know?

Hallmark Health's Cardiac & Endovascular Center has upgraded their cardiac event monitoring system with the new state of the art GE Event Monitoring System.

Event Monitors are useful for the patient who experiences symptoms less than once a day. The event monitor constantly monitors the patient's heart and automatically records an arrhythmia even when the patient is asymptomatic.

Our new cardiac event monitors are now available at both Melrose-Wakefield Hospital and Lawrence Memorial Hospital, with same and next day availability. Patients will continue to transmit the event monitor information by telephone, but now transmissions are also automatically downloaded to the new state of the art program located in the cardiology department at each hospital for interpretations, allowing for timelier reports.

Monitors are available at both campuses seven days a week. To schedule your patients for a cardiac event monitor, please call (781) 338-7111.



A night on the town

Ira Michaelson, MD, (far right) recently invited LMH staff and physicians to attend the opening of the new Broadway musical, Wicked. The musical, which is playing at the Boston Opera House, tells the untold story of the witches of Oz.

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PUBLISHED BY THE
DEPARTMENT OF MARKETING AND COMMUNICATIONS

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