

Employee of the Month – May Patricia McIntosh, Pharmacist MWH

Patricia has been an employee with Hallmark Health for the last 24 years. She has a very good working relationship with all co-workers, nurses and physicians.

Patricia is an excellent teacher and has been instrumental in training overnight pharmacists which allowed the pharmacy to increase its service line. She has also been a resource for nurses by answering questions and solving CPOE and eMAR/BMV issues.

Her productivity is extremely high. It just comes naturally to her. She is very respectful of others and is always willing to lend a hand when it is needed.

Hallmark Health Helps Out On Malden's Kids Day

Hallmark Health's Team Malden, The Malden Family Health Center and representatives from the Women Infants and Children's (WIC) program participated in Malden YMCA's Healthy Kids Day, last month

This annual event held in the city of Malden distributed more than 500 bike helmets to children throughout the city. The event usually attracts more than 2,000 visitors. Team Malden is one of many Hallmark Health employee community teams who donate their time and energy to help out on local events and causes.

Upcoming Events

Hallmark Health Stride for Health

Sunday, June 6, 5 – 7pm
Lake Quannapowitt
Wakefield, MA

Molding A Champion

Conditioning Camp for Young Athletes
Begins Monday, June 16, 10am -12noon
MacDonald Stadium
Malden, MA

Healthy Heart Series; Managing Stress Through Relaxation And Exercise

Wednesday, June 23, 7 – 8pm
Melrose-Wakefield Hospital,
Perkins Lecture Hall

**To learn more or register for these
events, visit our events calendar on
www.hallmarkhealth.org**

Hallmark Health Awarded Joint Commission Gold Seal of Approval

By demonstrating compliance with The Joint Commission's national standards for healthcare quality and safety, Hallmark Health System has earned The Joint Commission's Gold Seal of Approval™.

The Joint Commission is dedicated to continuously improving the safety and quality of the nation's health care through voluntary accreditation. The Joint Commission's rigorous on-site survey of Hallmark Health occurred this past winter.



Michael V. Sack, President and Chief Executive Officer of Hallmark Health System, adds, "The five-day comprehensive survey conducted by The Joint Commission encompassed all aspects of both inpatient and outpatient care on each of our healthcare delivery sites. This accreditation validates the high level of care our physicians, nurses and clinical staff provide and our unwavering commitment to provide the highest levels of safety to our patients."

Mark Pelletier, R.N., M.S., The Joint Commission's Executive Director, Hospital Programs, Accreditation and Certification Services, said of the accreditation, "The community should be proud that Hallmark Health is focusing on the most challenging goal -- to continuously raise quality and safety to higher levels."

In addition, The Joint Commission presented Hallmark Health with a silver tier Certificate of Achievement in recognition of achieving a 75 percent seasonal flu vaccination rate among all employees. The high number of staff who chose to get a flu shot demonstrates their high level of concern to protect the health and safety of our patients.

"While not everyone is an eligible candidate for a flu vaccination, our goal is to provide as safe and confident an environment as possible. We are encouraged by the personal responsibility shown by our staff seeking to eliminate the transfer of the flu, and other infections, to each other and to our patients," Sack explains.

Hallmark Health Registering High Marks in Patient Satisfaction

Nancy Gaden, RN, MS, Vice President for Patient Care Services/Chief Nursing Officer, recently offered a presentation to senior management on the progress of Hallmark Health's continued commitment to patient satisfaction. She outlined how in recent Press Ganey surveys the mean score for patient satisfaction scores rose from 85.2 percent in October through December of last year to 86.7 percent for the first quarter of this year. Also, more than half of the patients described their care at both Lawrence Memorial Hospital of Medford and Melrose-Wakefield Hospital as being "very good."

"These are very positive scores, showing improvement in almost every category," Gaden explains. "They show we are definitely on the right track but we can still go further to achieve true excellence in patient care. High patient satisfaction comes from a total commitment of all hospital staff towards ensuring a satisfying patient experience, where care is superior, all patient needs and concerns are addressed and everything goes smoothly from admission to discharge."

Information on overall patient satisfaction is also gathered through management rounding with staff on the floors, discharge phone calls and from the many letters former patients send to Hallmark Health describing their hospitalization and thanking their caregivers.

In addition, Hallmark Health will soon use the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey that asks patients more detailed

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New Technology Accelerates Lab Times

Staff at the MWH Laboratory celebrate the installation of a Roche Cobas 6000 that consolidates and greatly reduces the time needed for clinical and immunochemistry lab tests. Pictured above are: **Debby Costello**, (I.), Senior Technologist, Chemistry, **Irene Ferrara**, Chemistry & Processing Supervisor, **Margo Gustafson**, Lab Operations Manager and **Jane Clark**, Senior Technologist, Chemistry. This technology has also been added at LMH.

Team of the Month – May Partial Hospitalization Program

The Partial Hospitalization Program (PHP) is an intensive outpatient treatment program for patients with acute psychiatric illness, designed primarily for seniors. Patients use the program as a means of avoiding an inpatient admission or as a step-down from an inpatient unit.

The program focuses on the treatment of depression and anxiety using a combination of group, individual therapy and medication management. Patients attend the program daily for an average of two weeks.

According to **Carrie Huff Souto**, Clinical Manager of the program, there is a very high level of engagement, team work and trust in co-workers. Patient satisfaction scores are at 94%, and by closely monitoring expenses, floating staff to other departments and reducing transportation costs, PHP is 17% ahead of their budget and patient volume is 23% ahead of projections.

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Hallmark Health Registering High Marks In Patient Satisfaction

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questions about their recent hospital stay. Questions range from communication with nurses and doctors, staff responsiveness, cleanliness and quietness of the hospital environment, pain management, communication on medicines and discharge information.

“Overall, there is solid evidence of excellent work and care that is occurring throughout the system by staff on their own floors and across departments,” Gaden adds. “But we must continually strive to go above and beyond to ensure that expert care occurs during every patient interaction.”

Parking, Smoking And Being A Good Neighbor

All employees are reminded of the importance of being good neighbors to local residents who live near Hallmark Health facilities. This is especially important for staff who smoke. As a tobacco free health system, there is no smoking on Hallmark Health property or on Hallmark Health time. Please be careful of how you dispose of your cigarettes, tobacco products or other trash. Hospital administration has received complaints from several neighbors at both campuses and we want to make sure that our neighbors' yards and driveways stay clean.

Also staff are reminded not to park their vehicles on neighboring streets. Employees should park in designated offsite lots and parking facilities in accordance with Hallmark Health's new parking policy.

This new policy is available by computer in the Policy Manager or consult with your manager for more information. Staff may also contact Security or Maintenance at either campus.

Our parking policies are designed to maximize adequate and convenient parking for our patients and visitors.

Hallmark Health Receives Grant From Susan G. Komen Foundation

Hallmark Health has received a significant grant from the Massachusetts affiliate of Susan G. Komen For the Cure. The grant will be used to fund, “*For the Best Health, Remember Breast Health*” a three-part education and support program meant to serve women in Burlington, Everett, Malden, Medford, Melrose, North Reading, Reading, Stoneham, Wakefield, Wilmington, Winchester and Woburn.

The grant will allow the staff at Hallmark Health to educate young women, aged 20 to 39 years about breast health and breast cancer prevention, provide leading edge training to healthcare staff and offer services to women who need to schedule annual mammograms.

In accepting the grant, **Judith Sadacca**, Outreach Marketing Manager, Imaging/Radiology Services, who will oversee the program said, “We are honored that the Massachusetts affiliate chose Hallmark Health as a grant recipient and so thankful for their ongoing support.”

In September 2010, Hallmark Health will use the knowledge learned through the “*For The Best Health, Remember Breast Health*” program to host a Breast Health Symposium for community residents of all ages. Information will be offered for women and their partners about individual risk factors, breast cancer prevention strategies and to encourage annual screening mammograms.

“For the Best Health, Remember Breast Health” begins this month and continues until the Spring of 2011. For more information, please call (781) 279-2213.

“Professional Voices For Health,” Our Community Speakers Program

“Professional Voices for Health” is a dynamic community services program that brings compelling speakers from Hallmark Health to local civic and public service organizations.

Physicians, nurses and clinical staff participate in the program and offer their expertise on a number of topics including heart disease, stroke, managing stress, osteoporosis prevention, diabetes, child safety and other health related topics.

If you belong to a local civic or public service organization and would like to have a Hallmark Health professional as a speaker, please contact **Eileen Dern**, RN, CES, Director, Community Services at (781) 338-7552 or edern@hallmarkhealth.org, or **Nancy Ward** at (781) 338-7556 or nward@hallmarkhealth.org.

