



Dr. Rittenhouse named MAPU President

Jerry Rittenhouse, MD has been named President of the Massachusetts Association of Practicing Urologists (MAPU). This association represents urologists who are dedicated to improving the standards and practice of urology while advocating for legislation on both the state and national levels.

Dr. Rittenhouse earned his medical degree from Loma Linda University Medical School in Loma Linda, CA. He is board certified in urology and his offices are located at Mystic Valley Urological Associates, 3 Woodland Road, Suite 216, Stoneham, MA.

Third Annual Gala coming Sept. 25th



On Saturday, Sept. 25, Hallmark Health will host the Third Annual Gala & Auction at the Royal Sonesta Hotel in Cambridge. Master of Ceremonies and

Auctioneer will be **Billy Costa** of "TV Diner" and the "Matty in the Morning" radio program on Kiss 108.

Enjoy an evening with your colleagues at this signature event, which includes a three-course meal and dancing to a ten-piece band. Proceeds from the evening will benefit the Hallmark Health Cancer Center and its many comprehensive treatment and screening programs. They will also benefit the opening of a boutique that will allow patients to be fitted for wigs, scarves, hats and prosthetics in a caring and dignified atmosphere.

For tickets and information contact **Sherry Nadworny** at (781) 979-6116 or snadworny@hallmarkhealth.org.

Reminder for Quarterly Staff Meetings

Quarterly Medical Staff meetings will be held next month. Lawrence Memorial Hospital (LMH) will hold their meeting on Wednesday, Sept. 22, 11:30 a.m. – 1 p.m. at the School of Nursing in classrooms A and B. Melrose-Wakefield Hospital (MWH) will hold theirs on Thursday, Sept. 23, 5:30 - 7:30 p.m. in the Perkins Lecture Hall.

Physician Partnership Survey Results

Joanne Marqusee, Executive Vice President and Chief Operating Officer

The results are in. Earlier this year, all members of the medical staff were invited to participate in a physician partnership survey to share their thoughts on Hallmark Health. The questions ranged from the quality of care, interaction among physicians and administration to facility appearance. Press Ganey Associates, Inc., a national healthcare research firm, managed the survey and all responses were kept anonymous.

Surveys were sent to 558 physicians. We were pleased to have 230 physicians complete and submit the survey, a respectable 41% participation rate.

Hallmark Health's overall mean partnership score for the survey was 75.9. This score ranks Hallmark Health in the 56th percentile (meaning that the score was better than 56% of the 31 hospital systems that are in the national Press Ganey system's database, which includes about 25,000 physicians.) The partnership score is a combination of the physician satisfaction score (mean 80.7, 87th percentile) and the physician engagement score (mean 68.7, 19th percentile). The satisfaction score includes the Quality of Patient Care and Ease of Practice questions from the survey while the engagement score is more focused on communication and collaboration among physicians and hospital administration.

The survey highlighted many of Hallmark Health's strengths and

also identified opportunities for improvement. Some strengths identified by the survey are: quality of nursing staff, satisfaction with the hospitalists, timeliness and follow-through on orders, turnaround time for radiology and lab results and overall satisfaction with information technology. The following are some of the opportunities identified by the survey: overall cleanliness/appearance of the facility, visibility/accessibility of hospital administration, overall rating of the Emergency Department and the degree to which physicians are involved in hospital decision making.

A more detailed overview of the survey results will be presented at the quarterly Medical Staff meetings in September. Specific department results have already been shared with department chairpersons and will be further discussed at department meetings.

Hallmark Health administrative and physician leaders are using the survey results to set priorities in the months ahead. One of the areas of opportunity that the survey revealed is the need for better communication and engagement. We have plans for increasing the opportunities for and ways in which we communicate with one another so that we partner better to meet the needs of both our physicians and patients.

If physicians have ideas and suggestions on how to improve in this area, please call **Meredith Baker**, Physician Liaison at (781) 338-7508 or send an email directly to mbaker@hallmarkhealth.org.

Maureen Pierog named Vice President of Quality Improvement and Patient Safety

Maureen Pierog, MS, RN has been promoted to Vice President of Quality Improvement and Patient Safety. She joined Hallmark Health in February of this year as Director of Quality. In her new role Maureen will oversee clinical quality, patient relations and infection control.

She brings more than 30 years of hospital experience, including 15 years in management roles in quality at Lawrence General Hospital. She has extensive knowledge of the regulatory environment and significant experience in leading and facilitating efforts to improve the quality of care. In addition to her knowledge and experience, Maureen brings a strong collaborative approach in working closely with physicians, nurses, administrators and other departments to enhance quality and strengthen Hallmark Health's Culture of Safety.

Maureen is a graduate of St. Anselm College and holds a masters degree in nursing from the University of Massachusetts Lowell.

Department Chairs appointed

Carl Danielson, MD has been appointed Chairman of the Department of Surgery at Melrose-Wakefield Hospital. He has practiced in this area for nearly 20 years, is board certified and holds his medical degree from the University of South Florida.

Also, **Patricia Sereno, MD, MPH** has been appointed Chair of the Department of Family Medicine at Lawrence Memorial Hospital. She has been associated with Hallmark Health for more than a decade, is board certified and a graduate of the UMass Medical School.

Hallmark Health would like to thank **P. C. Shah, MD** at MWH and **Poul LaPlante, MD** at LMH, for their service as the previous chairs of these departments.

NEW PHYSICIANS

Erika McPhee, MD, is a hand fellowship trained orthopedic surgeon. She earned her undergraduate degree at Duke University and completed her medical training, orthopedic residency and hand surgery fellowship at the University of Massachusetts Medical School.



Dr. McPhee has joined Orthopedic Surgery, Inc., 92 Montvale Ave., Stoneham, MA. Her phone number is (781) 279-7040.

ABDOMINAL AORTIC ANEURYSMS

Did you know?

In the past 30 years, the occurrence of Abdominal Aortic Aneurysms (AAA) has increased threefold, accounting for more than 15,000 deaths each year. The endovascular repairs of an AAA as well as other endovascular procedures are completed at the Hallmark Health Cardiac & Endovascular Center at Melrose-Wakefield Hospital.

AAA's affect approximately 8% of the population over the age of 65, and those at the highest risk are males over the age of 60 who have smoked and/or have a history of atherosclerosis or a family history of AAA. Hallmark Health's physicians have been leaders in introducing advanced vascular treatment, the latest healing strategies and surgical techniques to this region. Vascular disease can range from life threatening AAA's to circulatory problems caused by blockages of arteries and veins that may lead to leg pain. Endovascular procedures often correct these problems. Our vascular surgeons, including **Michael Naylor, MD**, **Michael Tameo, MD**, **Jeanette Chang, MD** and **Ronald Nath, MD** as well as our Interventional Radiologists, **Neil Denbow, MD**, **Coralli So, MD** and **Wayne Wivell, MD** have specialized training in many minimally invasive endovascular techniques.

The endovascular repair of an AAA, which may be completed in the Center's special procedures suite, uses state-of-the-art imaging to guide a catheter and graft inside

the patient's artery. For this procedure, an incision is made in the skin at the groin through which a catheter is passed into the femoral artery and directed to the aortic aneurysm. Through the catheter, the physician passes a stent graft that is compressed into a small diameter within the catheter. The stent graft is advanced to the aneurysm, and then opened, creating new walls in the aorta through which the blood flows. This type of repair is usually a safer approach to treating AAA's for patients who may not be able to tolerate the traditional open method of repair. Also, endovascular repairs can be an excellent choice for the majority of patients with large abdominal aneurysms.

The traditional technique for repair of an AAA requires an abdominal incision and a 5-7 day hospital stay. Complete recovery after a surgical repair usually takes 4-6 weeks. In comparison, patients who can benefit from an endovascular repair are often discharged the day after the interventional repair and typically do not require a post-op intensive care stay. These patients are able to return to their normal life style within two weeks.

To set up a consult for your patients, or for any questions regarding any of our endovascular procedures, please call (781) 979-3999.

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