

Hallmark Health System

# Magazine

Winter 2014

In his own words

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heart attack**  
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**Bruce Farrington**  
59, Wakefield



## From the CEO

Welcome to the winter issue of the *Hallmark Health System Magazine*. This quarterly health and wellness magazine provides you and your family with important medical information on the sophisticated, high-quality care that is available throughout our dynamic health system.

At Hallmark Health System (HHS) you will find highly skilled, experienced and compassionate physicians and nurses who are committed to achieving clinical excellence with every visit, test, procedure and patient interaction.

In this issue, we're pleased to share with you information about some of HHS's services and resources provided to meet the wellness needs of our communities, such as our medical weight loss program and our multidisciplinary Center for Healthy Minds for older adults. Also featured is a compelling story from a patient who found unsurpassed cardiac rehabilitation support from HHS after suffering a heart attack. These programs do more than treat symptoms or illness. They address the everyday health needs that impact the overall well-being of our patients. As a health system, we strive to offer the care and services you need to be the best you can be, all through your life, through diverse offerings of wellness and preventive care programs.

To learn more about why you should select HHS as your comprehensive, community-based provider, please visit [www.hallmarkhealth.org](http://www.hallmarkhealth.org).

Michael V. Sack, FACHE  
President and Chief Executive Officer  
Hallmark Health System

# Urgent Care Center now open in Reading

Hanna Cronin, (L:R) of Reading, recently visited the new Urgent Care Center at the Hallmark Health Medical Center in Reading and was seen by Krista Zullo, RN, BSN, and Meghan Courtney, physician's assistant.

**It's a weekend morning and you're sick or have a non-life threatening injury that's acting up. Your physician's office is closed and you need immediate relief. Where do you turn for urgent, quality medical care this is quick and efficient?**

The new Urgent Care Center at Hallmark Health Medical Center, 30 Newcrossing Road, Reading, will have you in and out and on the road to recovery in no time. Most patients are seen in 15 minutes or less and on their way home in less than an hour from the time they arrive. The modern center is easily accessible from Exit 39 off of Route 128. No appointment is needed. Walk right in and you will be seen by a team of emergency medicine providers who are committed to providing you with prompt, personalized care. The Center treats adults and children with minor injuries and medical problems 365 days a year, from morning to night. Hallmark Health System (HHS) also has an Urgent Care Center at Lawrence Memorial Hospital of Medford.

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You will be greeted by an experienced patient access navigator who will make you feel at ease, coordinate your visit and arrange any testing or follow-up appointments you may need. The navigator, a role that is unique to the Center, also will help you find a primary care or specialty physician if needed. The Center includes telemedicine resources that link to the Emergency Department at Melrose-Wakefield Hospital for patients that may need a higher level of care.

### **Quality clinical care**

“We recognize that adults and kids have busy lives, which is why we are committed to providing quick and effective treatment at a time that fits their needs and schedule. We are a hospital-based urgent care center and are staffed by a highly-trained team of emergency medicine providers ready to deliver prompt care to our patients every day of the year,” said Deborah Cronin-Waelde, RN, MSN, NEA-BC, ONC, system director of Emergency Services at HHS.

To learn more about our services, hours and locations visit [www.urgentcaring.org](http://www.urgentcaring.org).

## **Treatments/evaluations offered for:**

### **Common illnesses:**

- Allergies
- Bladder infections
- Coughs/sore throat
- Sinus infections
- Ear infections
- Rashes
- Viruses

### **Minor injuries:**

- Cuts/lacerations
- Minor burns
- Sprains/contusions

### **Other:**

- Back/muscle pain
- Fractures/dislocations

# Supporting older adults with healthy aging, Center for Healthy Minds



**The Hallmark Health Center for Healthy Minds at Lawrence Memorial Hospital of Medford provides comprehensive assessment and treatment services for older adults living in the community who are facing difficult challenges such as anxiety, depression and sadness, memory loss, confusion, difficulty coping with illness or loss of independence. The Center's team of geriatric health professionals help identify and treat problems that interfere with the healthy aging process.**

The Center is directed by David Harnett, MD, a renowned geriatric psychiatrist with more than 25 years of experience in the field of aging. It also includes occupational therapy and clinical social work professionals with extensive experience in aging and wellness.

"An unfortunate consequence of living longer is the enhanced possibility of developing memory disorder," said Dr. Harnett. "Seniors with multiple medical problems are also vulnerable to depression. The Center was launched to help seniors and their families get answers to some vexing health care questions. Our multi-disciplinary team

will help clarify the nature of the problem. A care plan will then be developed including specific treatments and coping strategies."

The initial hour-long appointment focuses on current concerns and ways in which the patient can reach their individual goals. A plan of care is developed in collaboration with the patient, family and primary care provider. Treatment options and services include:

- Medications to alleviate symptoms
- Behavioral and environmental strategies to assist caregivers
- Individual and family psychotherapy
- Occupational therapy treatment
- Cognitive assessments for driving skills
- Linkage to community based resources
- Support groups
- Educational programs on aging and wellness

**For more information about the Center, visit [www.hallmarkhealth.org](http://www.hallmarkhealth.org) and select "Programs" or call (781) 306-6160.**

# Is it finally time to lose that extra weight?

Have you tried and failed to lose weight? Is it time to switch to a healthier diet and lifestyle? It is hard to lose weight on your own. Sometimes it takes a team of skilled professionals to help you get to the weight you always wanted to be.

Hallmark Health System (HHS) has introduced a new non-surgical weight loss program for patients with mild to moderate obesity issues. The 12-week, medically-supervised program helps patients who are committed to losing excess weight, eating healthier and living a healthier lifestyle.

"We have added an additional weight-loss option to our already successful surgical weight-loss program. It is ideally suited for people who have tried to lose weight, but feel they can't do it by themselves anymore," explains Jennifer Lane, MD, a board-certified general surgeon for the HHS Center for Weight Management and Weight Loss Surgery at Lawrence Memorial Hospital of Medford.

The medically-supervised program includes regular sessions with bariatric physicians, dietitians, physical therapists and personal trainers. If needed, participants have the option of working with a clinical therapist. The goal of the weight loss program is to help patients lose weight and learn the strategies and steps to follow to make sure it stays off.

For more information, visit [www.hallmarkhealth.org](http://www.hallmarkhealth.org) and select "Programs" or call (781) 306-6166.





# Meet Cara Chevalier, MD

**Cara Chevalier, MD, specializes in family health, adolescent health, geriatric medicine and women's health. She is board-certified in family medicine, hospice and palliative medicine and is a member of Hallmark Health Medical Associates.**

## **What motivated you to become a doctor?**

My father was a rural veterinarian in Minnesota and I would ride with him on house calls and assist him with surgeries growing up. This early exposure led me to take up biology in college and eventually to pursue medicine.

## **Why did you choose to specialize in family medicine?**

In medical school I found it difficult to find a favorite specialty. I liked them all. Family medicine gave me a chance to continue a broad scope of practice. Once in practice, I found the unique experiences of caring for people and their families to be especially rewarding. I also developed an interest in patients at the end of their life and this led me to pursue additional board certification in hospice and palliative medicine.

## **Why did you choose to practice at Hallmark Health System (HHS)?**

I did my residency here and then went into private practice. I decided to return to HHS because of the high quality of the medical staff and the people who work here. I also admired their commitment and passion for being involved in the community.

## **What is the most rewarding part of your job as a physician?**

I really enjoy being able to do home visits for my senior patients. Caring for people in their own homes has unique benefits as well as challenges that make practicing medicine in this environment particularly rewarding.

## **If you could have lunch with anyone who would it be?**

My husband. He's a fantastic companion.

## **What do you do for fun when you are not caring for your patients?**

I enjoy going on adventures with my children, trying to get my garden to grow, fishing with my husband and my latest endeavor - bee keeping.

**To find a great physician for your family, visit our directory at [www.hallmarkhealth.org](http://www.hallmarkhealth.org)**



# Meet

## Patty Sereno, MD

**Patty Sereno, MD, MPH, FFAFP, serves as chair of the Department of Family Medicine at Lawrence Memorial Hospital of Medford. She is board-certified in family medicine.**

### **What motivated you to become a doctor?**

I have wanted to be in medicine as long as I can remember. As a child, I loved my pediatrician. I told my mom that I wanted to be a nurse and for some reason my mom told me that I should consider being a doctor and I never looked back.

### **Why did you choose to specialize in family medicine?**

When I started medical school, I thought I would be a pediatrician, but as I went through my training I discovered that I enjoyed talking with patients of all ages. Family medicine was a required rotation at UMass Medical School. I soon realized that I like taking care of people in the same family, watching how the kids grow up, working on preventative care and also being there at the end of life. I have many families where I care for three and four generations.

### **Why did you choose to practice at Hallmark Health System (HHS)?**

I practiced at Malden Hospital for my residency. My family is originally from this area and I decided that I wanted to practice here. Over the years, I have come to appreciate the high skills and the partnership of my medical colleagues and the incentive HHS instills to provide excellent medical care in every instance. I have been fully supported in my decisions to practice full scope family medicine including maternity care as part of my practice.

### **What is the most rewarding part of your job as a physician?**

Taking care of the whole family! I enjoy sitting in a room with a grandma, parents, a few kids with everyone asking questions about their health issues. I have delivered babies that are in college now. I've watched other patients and I am wondering when I will be delivering one of their babies. It is a rare privilege to watch a child grow up into an amazing adult.

### **If you could have lunch with anyone who would it be?**

My mom. She was diabetic and sadly died before I finished medical school. I would love to tell her how things turned out. My second choice would be Walt Disney. I would love to get a behind-the-scenes tour of the Magic Kingdom.

### **What do you do for fun when you are not caring for your patients?**

I enjoy spending time with my family and playing with my dogs. My kids keep me pretty busy. I enjoy reading and gardening, but my favorite activity is shopping!

Physician for you and  
our online physician  
at [hallmarkhealth.org](http://hallmarkhealth.org).

# In his own words

## Life after a heart attack

Bruce Farrington, 59, Wakefield

I always thought I took pretty good care of myself. Last September, I woke up in the middle of the night and felt a lot of discomfort and tightening in my chest. I wasn't sure what was happening. I got up and started walking around the house, trying to shake it off. I was doing my best to convince myself I wasn't having a heart attack.

Somehow I got through that night and believe it or not I went to work the next day. A day later, to be safe, I made an appointment with Carol Roberts, NP, at the office of my primary care physician Ronald Sen, MD and told her what had happened. Luckily their office was right across the hall from Salil Midha, MD, chief of the Division of Cardiology at Melrose-Wakefield Hospital (MWH). They took me in right away and gave me an echocardiogram. I had an 85 to 90 percent blockage and I had two stents put in by Carl Turissin, MD, interventional cardiologist at MWH. Everything went well with the procedure and I was back home in no time.

My doctors told me that an important part of recovering from a heart attack was going to cardiac rehabilitation. They told me Hallmark Health System (HHS) had a 35-session program. Honestly, I didn't want to go. I came up with every excuse why I shouldn't, trying to convince myself I could do it on my own.

But I went to the first session and they had me. The nurses, therapists and my fellow classmates made it fun. They made you work hard in a safe, monitored environment so you knew you weren't doing yourself any harm. They have the latest equipment so you are getting the most out of the workouts. The staff gave lectures about cardiac care, eating healthy for your heart, how to monitor your heart rate and good strategies on how to take care of yourself. The cardiac rehabilitation center is also close by with plenty of free parking.

There is something about working with other people who have been through the same ordeal. We're all working to get better while living with the apprehensions from surviving a heart attack. We work together and support each other through the sessions. I just kept feeling better and better as I attended all of the 35 sessions, regaining my self-confidence.

I still go back for a few maintenance classes to make sure everything is okay, but I am eating the right foods, walking five times a week and feeling very positive. My wife Gail and daughters, Kara and Kelli, make sure I stay with the program and protect my heart.

**For more information on the Cardiac & Endovascular Center or on the Cardiac Rehabilitation Program at HHS, visit [www.hallmarkhealth.org](http://www.hallmarkhealth.org) and select "Programs."**





# Ask our physicians



**Xiaohui Wang, MD, PhD,**  
Internal Medicine, Hallmark Health  
Medical Associates, Inc.

How does one know whether it is just a bad cold, the flu or a more serious condition that requires medical attention?

Catching a nasty cold or flu is more common in the winter season. Colds and flu have many overlapping symptoms such as nasal congestion, cough, sore throat, headache and fatigue with high fever, body aches or extreme fatigue.

Flu is serious and that is why we promote getting a flu shot. If you think you have the flu, get plenty of rest and fluids and watch for signs that indicate your flu may be turning into something more serious such as pneumonia, bronchitis or other bacterial infections. If your symptoms last for more than 10 days, you need to see your doctor.

If any time during your illness you develop severe vomiting and became lightheaded or dizzy, you may be dehydrated and need to seek medical attention. If you develop chest pain, high fever more than 102 degrees or difficulty breathing, you should see your doctor immediately. If you become disoriented or confused or if you develop a severe headache or a stiff neck, you may have meningitis and should have a friend take you to an emergency room immediately.

Hand washing and antiseptic hand gels can go a long way towards preventing infection. If you are sick and need to leave your home, be considerate to others. Avoid shaking hands, cover your mouth when sneezing or coughing and wear a surgical mask if possible. Always contact your primary care physician if you have questions or concerns.

## What is frostbite and how is it treated?

Frostbite occurs when skin and the underlying tissues become frozen due to exposure to extreme cold. It usually occurs on hands, fingers, feet, toes and cheeks. The most common symptoms are skin that burns, tingles or becomes numb. The color of the skin may be red and can then become white, hard and swollen. Children are more susceptible to frostbite because they lose their body heat faster. They should be closely monitored during winter play.

To avoid frostbite, it is very important to dress in layers when heading outdoors. The first layer should consist of a wicking layer that pulls moisture away from the skin. The outermost layer should be wind and waterproof.

The good news is most people recover completely from frostbite. If someone exhibits signs of frostbite, move them into a warm environment and change them into dry clothing. Carefully immerse frozen areas into warm water (between 100-105 degrees Fahrenheit). Do not thaw the frostbitten area if it is at risk for refreezing. Avoid rubbing skin and do not use heating pads, stoves, fireplaces or radiators to rewarm as it may warm skin unevenly and cause burns.

Emergency help is needed if numbness or pain remains after rewarming. Contact your primary care physician as soon as possible for additional advice and evaluation.

**If you are looking for a new physician, visit [www.hallmarkhealth.org](http://www.hallmarkhealth.org) and select "Physician Search."**



**Terese F. Landry, MD,**  
Family Medicine, Hallmark Health  
Medical Associates, Inc.

Melrose patient Rose Tricca and her nurse Ann Richardson, RN from Hallmark Health VNA and Hospice.



# Patient safety is our highest priority

“Safety Counts” has resulted in a number of benefits and safety improvements including:

- A safer system for ordering medications for cancer patients that provides better monitoring and eliminates potential drug interactions.
- Installed blocking mechanisms on windows in patient rooms in maternity to provide greater safety for visiting children.
- More thorough resources for identifying comprehensive medication lists for patients who may be unable to or have difficulty communicating.
- Three hospital departments worked closely together to develop new procedures to provide a greater level of security and privacy for patient records.

HHS is committed to providing the highest level of care for every patient at every interaction. We strongly encourage and welcome patient feedback and comments to ensure we are consistently meeting their expectations for quality and excellence.

Please call us with your comments at (781) 979-3040.

Hallmark Health System (HHS) has always placed the utmost priority on providing the highest levels of safety, medical quality and well-being for our patients. HHS has consistently gained state and national recognition for the excellence of its safety programs, scoring in the highest percentages of stringent national examinations. These include the Gold Seal of Approval™ from the Joint Commission and an “A” grade in patient safety from the Leapfrog Group for the third year in a row.

But establishing a comprehensive culture of safety requires much more than passing national tests. Safety and quality requires constant vigilance and attention. HHS recently began “Safety Counts,” a far-reaching program that reinforces HHS’s unwavering commitment to quality and safety throughout the entire organization. The initiative strives to create a work environment where every doctor, nurse, employee or volunteer feels comfortable and encouraged to take action if they encounter any safety or patient quality issue that is not up to a standard of exceptional care.

Staff also are encouraged to examine procedures and systems to see if they can be changed for greater efficiency and safety. The goal is to ensure that all physicians and employees are on alert for safety concerns and know how to report them.

# Hallmark Health System Happenings

## 'Top Place to Work' by *The Boston Globe*



Hallmark Health System has been named to *The Boston Globe's* 2013 *Top Places to Work* in Massachusetts survey. The survey measured more than 76,000 responses to statements on six key factors ranging from employee happiness, company direction, execution, employee connection, work load, responsibility, management and pay and benefits.

## School of Nursing gains accreditation, bachelor of science program and new website



The Accreditation Commission for Education in Nursing has once again awarded full accreditation to the Lawrence Memorial/Regis College Nursing Program. This accreditation was granted for the next eight years, the longest accreditation allowed. The program has also began a bachelor of science in nursing degree program for current students and graduates of the Lawrence Memorial/Regis College Associate of Science Program and launched a new, easy-to-navigate website at [lmregis.org](http://lmregis.org).

## Mobile Food Market receives state and national awards

The North Suburban Women, Infant and Children (WIC) Mobile Food Market recently received national recognition by winning a Jackson Healthcare Hospital Charitable Service Award *Program of Promise*. The program was acknowledged for demonstrating a clear vision for addressing underserved community health and prevention needs.

This is the third recognition for the Mobile Food Market, which also received one of the six inaugural *Peter R. Lee Healthy Communities Awards* at the Massachusetts Department of Health 2013 Ounce of Prevention Conference last fall and was recently published in the American Hospital Association's 2013 Community Connections publication.

For the latest updates and news on Hallmark Health System visit [www.hallmarkhealth.org](http://www.hallmarkhealth.org).



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Hallmark Health VNA and Hospice | Lawrence Memorial/Regis College Nursing and Radiography Programs (Medford) | Hallmark Health Medical Associates, Inc.

New

# Physicians

For more information on these physicians, search the online directory.

We're pleased to welcome our new physicians to Hallmark Health System. All are accepting new patients. To learn more, call their practice directly or visit [www.hallmarkhealth.org](http://www.hallmarkhealth.org) and select "Physician Search."



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