

## Dr. Butler elected trustee of Boston Medical Library

**Edward Butler, MD**, Chief Academic Officer for Hallmark Health System, has been elected to a four-year term as a trustee of the Boston Medical Library (BML).

Located in the Longwood Medical Area in Boston, the BML is more than 200 years old.

It serves as a resource for the medical school faculty and students of Harvard Medical School, Boston University Medical School, Tufts University School of Medicine and the University of Massachusetts Medical School. It is also the library for the Massachusetts Medical Society.

## Eight Hallmark Health physicians named to Best Doctors 2008

Eight physicians who practice in the Hallmark Health System were named Best Doctors for 2008: The Specialists.

The physicians selected are: **Donald Grande, MD**, Chief of Dermatology, Lawrence Memorial Hospital; **R. Ian Hardy, MD**, Fertility Center of New England; **M. Adel Hamid, MD**, Ell Pond Medical Associates; **Joseph A. Hill III, MD**, Fertility Center of New England; **Stephen D. Kanarek, MD**, Pediatric Healthcare Associates; **Melvyn Levine, MD**, from Pediatric Associates of Medford; **Khether Raby, MD**, North Suburban Cardiology and **Peter Tiffany, MD**, from Mystic Valley Urological Associates.

The list was compiled by Best Doctors which was founded in 1989 by Harvard Medical School affiliated physicians. This organization surveyed Boston area physicians to determine who they thought was the best in key medical specialties.

## Dr. Murano named state podiatry board chair

In October, **Raymond S. Murano, DPM**, Chief of Podiatry at LMH, was elected Chairman of the Board of Registration in Podiatry for the Commonwealth of Massachusetts. This Board protects the health, safety and welfare of the state's citizens and sets the scope and standards of practice for podiatrists in Massachusetts.

## No Ambulance Diversion policy begins in January

**B**eginning with the New Year, Massachusetts will have a new policy in place that will not allow hospitals to turn ambulances away when their emergency departments are overcrowded. The only exception will be when the ED is closed to all patients due to a serious internal emergency such as a fire or environmental contamination, etc.

According to the state Department of Public Health, ambulance diversion may have temporarily solved crowded conditions in an ED, but it caused other problems such as tying up ambulances, shifting crowding to other hospitals and interfering with a patient's choice who may prefer being treated locally where their physician practices and records are kept.

According to **Steven Sbardella, MD**, Chairman, Department of Emergency Medicine at Hallmark Health, the no-diversion policy should have little effect since the ED's at MWH and LMH rarely turned ambulances away over the last 12 months. The new policy is likely to

have many "benefits" and increases the likelihood that "patients will be treated in their home communities."

"Under the old system, if the ED was shut down, patients who had an established relationship with a local hospital might be diverted far away from home to another city or health care system, far away from their medical records and the physicians who regularly provide care," he explains. "The new no-divert policy just might end up keeping patients closer to home."

In recent years, both MWH and LMH, have pursued a number of strategies to improve patient flow so they move efficiently and expeditiously through the system. ED staff along with the bed coordinator use electronic tracking systems to assign house beds. This helps to alleviate backups in the ED's at both hospitals.

Dr. Sbardella feels the new policy may keep all hospitals on a more even playing field and might even lead to a higher patient census at both hospitals.

## Hallmark Health elects new Medical Council and Officers

In October, the following physicians were elected to the Medical Council.

### Officers of Medical Council & the Hallmark Health Medical Staff

William Doherty, MD,  
President,  
Eleanor Moresco, MD,  
Vice-President,  
David Pladziewicz, MD,  
Secretary/Treasurer

### Melrose-Wakefield Hospital

Timothy Tierney, MD,  
President of Medical Staff  
Robert Welch, MD,  
Vice-President of Medical Staff  
Nicole Bloor, MD,  
Treasurer/Secretary of Medical Staff

### Medical Council Members

Charles Allen, MD, Edward Butler, MD,  
Chris De Fazio, MD, William Doherty, MD,  
David Harnett, MD, Eric. Henrickson, MD,  
Eleanor Moresco, MD, Joseph Murphy, MD,  
Ronald Nath, MD, Joseph Pennacchio, MD,  
David Pladziewicz, MD, P.C. Shah, MD,  
Timothy Tierney, MD, Robert Welch, MD

### Lawrence Memorial Hospital

Eleanor Moresco, MD,  
President of Medical Staff  
Ronald Nath, MD,  
Vice-President of Medical Staff  
Kathleen Trotta, MD,  
Treasurer of Medical Staff  
C. Dean Pappas, MD,  
Secretary of Medical Staff

## New Hallmark Health pilot program, first in the state, identifies and treats Delirium

Hallmark Health System has launched a new pilot program, the first of its kind in a Massachusetts community hospital, that identifies and treats cases of delirium among patients at both Lawrence Memorial Hospital of Medford and

Melrose-Wakefield Hospital.

Delirium is a medical illness that leaves patients feeling confused. The condition is very common, although it is frequently missed among in-patients on the medical-surgical units.

## MWH Kids Zone proving popular with parents and children

In October, MWH opened an innovative Kids Zone in its ED area. Kids Zone is a safe place where parents can watch their children play while they or a loved one await treatment in the MWH ED. Already the play area is showing a number of positive results as a place where children can get lost in play, pass the time and alleviate some concern for both kids and parents alike.

According to **Cheryl Voigt**, Patient Advocate/Project Manager for the ED,

the Kids Zone is a godsend for waiting parents. "A number of parents commented, 'Thank God you created this area.' It keeps the kids occupied and certainly relieves some of the stress of coming to an ED."



*Jewel Mahnfeldt, plays with a toy truck in the MWH Kids Zone.*

Risk factors for delirium include older age, dementia, immobility and dehydration. It is often precipitated by a combination of acute medical problems such as infection, abnormal blood chemistries and surgery.

"We found that a large percentage of our patients were showing signs of delirium when they were admitted to our medical-surgical units," explains **David Harnett, MD**, Medical Director of Behavioral Health. "We are taking the necessary steps to identify these patients and provide the highest quality of care possible."

The program aims to take an innovative system-wide approach to delirium prevention and management. Physicians and registered nurses use the Confusion Assessment Method (CAM) to identify signs of delirium when patients are admitted. Once these signs are identified the medical team makes adjustments to better manage the patients' delirium. These adjustments can include looking for hidden medical problems, addressing sensory impairments, reassuring and reorienting the patient and maintaining appropriate activity levels.

The pilot program will run from three to six months and could expand to other areas throughout both hospitals based on the success of the initial findings.

## Lawrence Memorial Hospital welcomes Lt. Gov. Timothy Murray

On Dec. 1, Lawrence Memorial Hospital of Medford welcomed Massachusetts Lt. Gov. **Timothy Murray** to the hospital for a group discussion on health care in the Commonwealth.

**Michael V. Sack**, President and CEO of Hallmark Health System,

introduced Murray to a large audience made up of hospital trustees, administrators, physicians, nurses and staff.

Lt. Gov Murray presented an in-depth discussion about health care in Massachusetts and the struggles community hospitals are facing.

## CODING TIP OF THE MONTH

### Dates of Service changes coming next month

Did you know that the 2009 CPT/HCPCS changes go into effect for dates of service 1/1/08? Please remember that any Deleted CPT/HCPCS codes will not be acceptable for services on or after 1/1/09.

*Questions? Contact Bill Galvin, CPC, Director of Physician Practice Coding at (781) 338-7505.*

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