



MHA president is guest speaker at annual meeting

Lynn Nicholas, president and chief executive officer of the Massachusetts Hospital Association will be the guest speaker at the Medical Staff Annual Meeting on June 1 at 6 p.m. at the Sheraton-Colonial Hotel in Wakefield.

A sought-after speaker on matters of health policy, Nicholas has served as president of MHA since 2007. She has served on the Massachusetts Attorney General's Task Force on Community Benefits, the Special Commission on the Healthcare Payment System, plus numerous other boards and advisory councils on healthcare matters.

For more details on the event, please call the physician liaisons, **Thomas Anderson**, at (781) 338-7507 or **Meredith Baker** at (781) 338-7508.

Physicians achieve recertification

Ronald Nath, MD, chief of Vascular Surgery at Lawrence Memorial Hospital of Medford, recently passed the recertification examination for the American Board of Surgery. Surgeons need to pass the comprehensive exam that covers all fields of surgery every 10 years for recertification.

Also, **Susan Wexler, DPM** has been recertified by the American Board of Podiatric Surgery. Dr. Wexler passed a rigorous exam encompassing all aspects of foot medicine and surgery.

Liberty Mutual Invitational Golf Tournament set for June 27

Melrose-Wakefield Hospital will hold its annual Liberty Mutual Invitational Golf Tournament on Monday, June 27 at the Kernwood Country Club in Salem, MA. Proceeds from the tournament benefit the exceptional orthopedic care offered through the Bone & Joint Program at Melrose-Wakefield Hospital.



This year marks the 30th anniversary for this event. For more information on the tournament, please call (781) 979-6100.

New blood draw suite opens at Lawrence Memorial Hospital of Medford

Lawrence Memorial Hospital (LMH) of Medford recently celebrated the opening of a spacious and modern blood draw suite and a renovated Prompt Care area. Located on the ground level of the hospital, the new suite provides greater efficiency and access for patients who select Hallmark Health for their care. Prompt Care is a service that treats minor illnesses and injuries. The suite now has three blood draw stations including one that is wheelchair accessible.

At the formal opening, **Michael V. Sack**, president and chief executive officer, Hallmark Health System, noted, "As you can see, this new area is larger and more accessible. We believe it offers a welcoming atmosphere that allows our patients to get their blood work done quickly and efficiently."

Michael J. McGlynn, mayor of Medford, spoke of his strong support for LMH and Hallmark Health. "Hallmark Health has done a tremendous job taking care of the people of Medford with great care and expertise. It is very important to have a high quality hospital like Lawrence Memorial in our community. We must all support it."



Pictured in the photo above at the ribbon cutting ceremony are: Michael V. Sack, (l.), president and chief executive officer, Hallmark Health System; Donna West, chairman, Hallmark Health Board of Trustees; Michael J. McGlynn, mayor of Medford and John Hackett, Hallmark Health trustee and past chairman of the LMH Golf Committee.

Hallmark Health named 'Best Place to Work' for eighth year

Once again, Hallmark Health System has been named to the *Boston Business Journal's* "Best Places to Work" list for the eighth year in a row. The award recognizes an organization's achievements in creating a positive work environment that attracts and retains staff through a combination of employee satisfaction, positive work conditions and company culture.



The award recognizes Hallmark Health as one of the best large-size businesses in the state based on employee-satisfaction surveys. The surveys examined factors such as employee pride in their company, company encouragement, support and recognition of achievement and relationships with co-workers and supervisors.

Along with the *Boston Business Journal* recognition, Hallmark Health has also been named to *The Boston Globe's* Top Places to Work for the past two years.

Patient satisfaction scores are important

By William J. Doherty, MD, chief medical officer, Hallmark Health System

Like all hospitals, Hallmark Health participates in a patient satisfaction survey (known as HCAHPS). The results of these surveys are publicly available on the Centers for Medicare & Medicaid Services website, www.hospitalcompare.hhs.gov and are increasingly used for adjusting reimbursement rates in Pay for Performance plans, including Medicare, as of next year.

The survey includes 18 questions concerning a range of issues, from communication by nurses to noise levels at night to information provided at discharge. Patients can answer "always," "usually," "sometimes" or "never." Hospitals are judged based on the percentage of patients who answer "always."

Three questions specific to patients' experiences with physicians are:

- How often did MDs treat you with courtesy and respect?
- How often did MDs listen carefully to you?
- How often did MDs explain things in a way you could understand?

For members of the medical staff who admit or consult on inpatients, please think about these questions and how you can ensure that every Hallmark Health patient will answer "always!"

IMAGING INFORMATION

Cardiac holter monitoring system added

Hallmark Health's Cardiology Department has installed a brand new GE Cardiac Holter Monitoring System.

The GE Cardiac Holter Monitor is a 24-hour continuous recording of a patient's EKG. It helps to diagnose problems with patients who have symptoms such as palpitations, dizziness, sensations of a fast or irregular heart beat and blackouts. Because it is a continuous 24-hour recording it's much more inclined to detect heart arrhythmias than an EKG. It can also help to evaluate the patient's EKG during occurrences of chest pain during which time there may be EKG changes to suggest ischemia.

The new GE Cardiac Holter Monitoring systems are now available at Lawrence Memorial Hospital of Medford and Melrose-Wakefield Hospital seven days a week with same day availability.

To schedule your patient for a holter monitor, please call (781) 338-7111.

NEW PHYSICIANS

Richard Olans, MD, has returned to Hallmark Health after serving as the territorial director of infectious diseases for the US Virgin Islands Department of Health.

At Hallmark Health, he previously served as the chief of infectious diseases and infection control programs. Dr. Olans is board-certified in internal medicine and infectious diseases and a graduate of the Tufts University School of Medicine and the State University of New York. His office is located at 830 Main St., Melrose and his phone number is (781) 665-1053.



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