

# synapse

THE CHESTER COUNTY HOSPITAL AND HEALTH SYSTEM MAGAZINE

## EMERGENCY

### rapid reaction required

SAVING YOUR HEART  
STARTS WITH 9·1·1



# CALENDAR

## Screenings

- **Blood Pressure**
- **Cancer Risk Evaluation** – 610.423.4556
- **Breast Cancer\*** – 610.431.5130
- **Cardiovascular – Heart Tracks** – 1/25, 2/22, 3/29
- **Falls Risk** – 610.431.1852
- **Hydration** – 610.431.1852
- **Peripheral Vascular Disease (PVD)** – 610.220.0432
- **Stroke**

*\* This free screening is offered only to women over 40 who do not have health insurance.*

## Support Groups

**Cancer, Cardiac Disease, Chronic Lung Disease, Crohns and Colitis, ICD (Defibrillator), Diabetes, Gluten Intolerance, Insulin Pump, Macular Degeneration, Parkinson's Disease**

## Education

**Childbirth Education  
Diabetes Self-Management  
Nutrition and Weight Management**

## Fundraisers

*Special Events Information 610.431.5329*

- **St. Patty's Day: Beef, Beer, Boogie** – March 19
- **Dash4Diabetes** – April 2
- **May Festival Gala** – May 7
- **May Festival** – May 20–22
- **FORE Health Invitational** – June 6
- **Polo Cup** – June 12
- **Challenge for Cancer Bike Tour** – June 19
- **Chester County Day** – October 1

*Dates are subject to change.*

**HOSPITAL PROGRAMS & SUPPORT :** Throughout the year, The Chester County Hospital offers various types of programs, courses, support groups and fundraising events. Here are a few of the many opportunities that will be taking place in the forthcoming months.

## Wellness Events

**Hot Topics in Joint Health** – January 18

**Healthy Steps to a Healthy Weight** – January 24

**Stop Smoking Now!** – January 24

**Senior Supper Club: Vitamin D – It's Not Just for Bone Health** – January 27

**Preventing Heart Disease – His & Hers** – February 2

**Reversing Pre-Diabetes** – February 16

**Tour The CardioVascular Center** – February 23

**Personal Finance Stress: Don't Take it to Heart** – February 23

**The Undiet Diet: Getting a Healthy Relationship with Food** – March 16

**Supermarket Tour** – March 23

**Hot Topics in Joint Health** – March 29

**Taking Charge of Your Atrial Fibrillation Workshop** – April 9

**Women's Health Annual Spring Event** – April 13

**Reversing Pre-Diabetes** – April 14

**Cancer Survivor's Day** – June 19

## Registration

**Except where noted, call 610.738.2300**

*Please note, some programs have a fee. Pre-registration is required for these programs. Because enrollment is ongoing, these events could potentially be filled.*

[www.chestercountyhospital.org/synapse](http://www.chestercountyhospital.org/synapse)



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## ▼ DEAR NEIGHBORS



In the last edition of *Synapse*, I announced my desire to retire as President and CEO of The Chester County Hospital and

Health System, a position that I have held for more than 30 years. Knowing that a deliberate and thoughtful approach to such a transition would take some months, I happily agreed to stay fully engaged until my successor is able to join our team.

The CEO executive search, however, is well underway. The Hospital has partnered with Witt/Kieffer, a recruiting firm, to assist us with the nationwide search to find the person that best compliments our culture, core values and strengths. The recruiters are considering local and national candidates that possess impressive credentials and experience. I have full confidence that our CEO Search Committee will identify the best person to guide The Chester County Hospital and that our administrators, physicians and employees will provide seamless leadership and care as the transition takes shape.

As the executive recruitment is taking place, the Hospital continues to move forward in its goal to be the leading provider of care in the region and a national model for quality, service excellence and fiscal stewardship. To that end, we are proud to share these articles about the various ways in which we are treating heart attack patients with even greater efficiency – from the 9-1-1 call to a cardiac intervention – and the integration of new technologies into our daily work processes. We do this in an effort to improve the health of our community.

My best,

H.L. Perry Pepper  
President and CEO

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When it comes to matters of the heart, time is essential. Every minute someone is experiencing chest pain is critical because the longer the blockage exists, the more heart muscle is damaged. That is why The Chester County Hospital emergency and cardiovascular teams are partnering with local organizations to educate others and streamline its own life-saving procedures.

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Cancer touches all people in some way. An annual fundraiser called SHINE aims to lessen the burden of the disease by directly benefiting local patients and their families by offsetting the costs of cancer care and support services. The mission is to provide support to the individual so that his or her determination, strength, perseverance and heart will continue to shine.

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# synapse

(NOUN - *sin-aps*)

THE SITE OF COMMUNICATION BETWEEN NERVE CELLS

*Synapse* is the award-winning publication produced by The Chester County Hospital's Corporate Marketing Department. The articles provided in this magazine are solely for informational purposes. It should not be relied on or used in placement of a physician's medical advice or assessment. Always consult a physician in matters of your personal health.

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▶▶ Feedback Welcome

Email [synapse@cchosp.com](mailto:synapse@cchosp.com) to let us know what you think, to make suggestions about future topics or to change your mailing information.

# HOSPITAL RECEIVES NATIONAL AWARD FOR INNOVATIVE I.T. SOLUTION

The Chester County Hospital received a national “Health IT Innovation Award” for use of a Business Process Management (BPM) system to reduce catheter-associated urinary tract infections (CAUTI) in a patient population with indwelling urinary catheters in an acute care setting. This award was featured in the cover story of the September issue of *CMIO Magazine* along with four other U.S. hospitals’ information technology (IT) projects that improved care.

The article noted, “This type of technology has rarely been applied to the clinical care setting. The work at The Chester County Hospital convincingly demonstrates that BPM can improve efficiency, consistency and outcomes in the acute-care setting.”



RAY HESS

Ray Hess, Vice President, Information Management, says, “This project was set forth because CAUTI is associated with increased morbidity, mortality, hospital cost and length of stay. We realized the most effective way for us to minimize CAUTI is to limit and track the use of urinary catheters electronically.”

Karen Pinsky, MD, Chief Medical Information Officer, adds, “We began by promoting the use of alternatives to catheter placement and removed standing orders for urinary catheters where possible. We then implemented a BPM to track all patients with urinary catheters and provide daily prompts for clinicians to re-evaluate the need for the catheter.”

The system also monitors nursing documentation and the length of time catheters are in place for each patient. Precise real-time reports are generated and a decision support alert is directed to all physicians caring for patients with an indwelling urinary catheter.



KAREN PINSKY, MD

Through the innovative use of BPM combined with nursing and physician education and cooperation, the Hospital rate of CAUTI was reduced by more than 50%. The rate dropped from 5.61 infections per 1,000 catheter days in the 12 months before the implementation of the BPM to 2.74 infections per 1,000 catheter days after the system was fully deployed.

“This was a team effort,” notes Dr. Pinsky. “Without the cooperation and hard work of physicians and the nursing staff, the potential of the new system may not have been fully realized. We commend their hard work and dedication to ensuring the most effective and safe care is provided to our patients.”

▶▶ To read more about the Hospital of Distinction program, visit [www.chestercountyhospital.org/synapse](http://www.chestercountyhospital.org/synapse).

**There are certain moments in life that stay with you – a wedding day; the birth of a child; a traumatic event. In the middle of an anything-but-typical October afternoon, I witnessed a life being saved. And, I can recall the details with great clarity.**

At 3:01 pm, as I stood in the lobby of Ice Line, a local hockey rink, I watched a man slump to the floor with apparent pain in his chest. Within a minute, he was swarmed by onlookers and Ice Line staff members, who kicked into high gear to help him. They radioed the front desk to call 9-1-1, quickly retrieved the on-site AED (Automated External Defibrillator), and started CPR.

While one employee began chest compressions, another opened the yellow AED machine and listened for further directions

the paramedic quickly attached a heart monitor to the man's chest to get a reading of his heart rhythm.

In anticipation of the ambulance's arrival, the paramedic performed a medical exam, gathered a brief medical history, and prepped the man for the ride to the Hospital. By 3:14, the ambulance from Goshen Fire Company pulled up to Ice Line. The EMTs assessed the man's condition with the paramedic as they readied him for transport. By 3:22, the man was in the ambulance and on his way to The Chester County Hospital Emergency Department.

The experience of watching a life being saved was eye-opening. And, as the Medics and EMTs worked efficiently to stabilize his condition, the only thought that kept going through my mind was... ***"THANK GOODNESS THIS IS JUST A DRILL."***

## TIME IS OF THE ESSENCE TO SAVE A LIFE

– the AED provided audible step-by-step instructions on how to initiate care.

As I stood there watching them perform these life-saving measures, I couldn't help but think how this man's life was so dependent on the knowledge of those around him and of the accessibility of equipment like an AED.

By 3:05, the Ice Line staff had cut open his shirt to apply small sticky pads to his chest to deliver a shock to the heart. The machine directed everyone to stand clear of the man and a shock was delivered at 3:08 and again at 3:10. It worked; his pulse returned.

Even though only a few minutes had passed, I can imagine that time probably stopped altogether for the man's wife who stayed by his side. In just 11 minutes following the 9-1-1 call, The Chester County Hospital Medic 91 Unit arrived at the rink. At 3:12,

On October 14, The Chester County Hospital held the first of many planned STEMI drills. The first was at Ice Line, a local ice hockey and skating establishment. STEMI is an acronym for ST Segment Elevation Myocardial Infarction, which, in layman's terms, means an acute heart attack with a prolonged period of blocked blood supply to the heart.

"When it comes to matters of the heart, 'time is muscle' and every minute when someone is experiencing chest pain is critical," says Ralph Smith, RN, BSN, Chest Pain Center Coordinator. The longer the blockage exists, the more heart muscle is damaged. That is why The Chester County Hospital is partnering with and educating community organizations, like Ice Line. He adds, "It helps everyone to practice the process of treating people experiencing chest pain at the site of the incident, during transport to the Hospital, and ultimately through

*continued...*

the pathway to intervention at the Hospital.”

To make the scenario as realistic as possible, the role of ‘the man’ with chest pain was being played by “3M Man.” This life-size patient simulator equipped with realistic anatomy and active vital signs has the ability to receive and react to treatment in a life-like manner.

#### GRATEFUL PATIENT STORY



**Dottie O'Brien** was enjoying a cup of coffee when she felt a radiating pain in her jaw and then her chest. Her husband’s swift response to call 911 – rather than to drive to the Hospital – quickly mobilized the team of healthcare professionals who saved her life. To read Dottie’s story, visit [www.chestercountyhospital.org/synapse](http://www.chestercountyhospital.org/synapse).

“Every minute from the time of an incident to when medical treatment is delivered is crucial. Knowing the signs of a heart attack, initiating CPR and/or using an AED can be the difference between life and death,” reiterates Christopher Ware, MD, Emergency Medicine. Like many businesses, Ice Line purchased its AED machine because it recognized that emergency situations, like this scenario, could realistically occur at its facility.

Having an AED on-site was integral to saving “the man,” as was the quick response of the staff, the paramedics and the ambulance. The ability of the paramedics to transmit the heart rhythm via an EKG (electrocardiogram)

from “the man’s” side directly to the Emergency Department (ED) was also a key life-saving factor.

When the EKG was received by the ED, the emergency team prepared to receive the patient and an emergency physician read the transmitted reading. Upon realizing it indicated an acute heart attack, the doctor called a “Code PCI.” This code rapidly mobilized the members of the ED, the interventional cardi-

ologist and the cardiac catheterization team that a heart attack patient was en route to the Hospital. Instantly, an ED room was prepped, a nurse gathered and reviewed the transmitted information, an EKG machine was moved to the awaiting bedside, and the Catheterization Lab (Cath Lab) was readied to perform a catheterization, if necessary.

As the drill continued and the ambulance arrived with “the man” at 3:27, the ED’s clinical team was already waiting to escort him to his exam room.

The ED team expedited his care. Within two minutes of his arrival, an emergency physician and nurse completed an assessment of the patient, another EKG was taken and intravenous medicine was started. By 3:33, a cardiologist greeted the patient and transported him to the Catheterization Lab. The team, including the paramedics and EMT personnel, continued on with the patient to follow through on the full continuum of his care.

#### CATHETERIZATION LAB



By 3:38 – just 37 minutes after 9-1-1 was called – “the man” was in the Cath Lab. His information was reviewed and double-checked by the team and the Cardiologist simulated the beginning of the intervention. A cardiac intervention involves inserting a catheter guidewire into the blocked artery and inflating a small “balloon” to restore blood flow.

Ware says, “The national standard for “door-to-balloon time” – the time when a patient enters the Hospital’s doors to the time they receive the cardiac intervention – is 90 minutes or less. The Chester County Hospital’s average time is 64 minutes and through exercises like this, it intends to further decrease this time.”

Just as they do in a real situation, all members involved in the continuum of care for this drill met afterward to discuss the process and identify areas for improvement.

“By conducting mock scenarios, the Hospital is looking to be even more efficient in the chest pain care that it provides to the community,” says Smith. “It focuses on how the different emergency systems work together, including the 9-1-1 Dispatcher, Police, Paramedics, Basic Life Support Ambulances, the Emergency Department, the Cardiac Catheterization team and other key members of the Hospital’s Chest Pain Center team.”

And, by educating local businesses about how to help with the provision of emergency care, more heart muscle – and lives – can be saved.

*By Lauren A. Speakman*

## CALL 911 IMMEDIATELY

### Heart Attack Warning Signs

- **Chest Discomfort**
- **Upper Body Discomfort – arm(s), back, neck, jaw or stomach**
- **Shortness of Breath**
- **Cold Sweat**
- **Nausea**
- **Lightheadedness**

### Cardiac Arrest Warning Signs

- **Sudden Loss of Responsiveness**
- **Abnormal Breathing**

*\*Source: American Heart Association*

## DOOR TO BALLOON TIME

NATIONAL STANDARD < 90 MIN

THE CHESTER COUNTY HOSPITAL AVERAGE = 64 MIN

- **The Chester County Hospital earned the Chest Pain Center Accreditation with Code PCI (see page 8), as a result of its systematic approach to patient management.**
- **The Joint Commission awarded the Hospital its Gold Seal of Approval™ for heart attack and heart failure care in 2008 and 2010.**



THE CARDIOVASCULAR INSTITUTE  
IS ESTABLISHED AT  
THE CHESTER COUNTY HOSPITAL

## *Creating a Seamless Approach*

People who develop cardiovascular disease—the general term for any conditions affecting the heart, blood vessels, or both—often need to work with more than one type of cardiovascular specialist. Traditionally, patients are responsible for finding their way from specialist to specialist, and then

interventional cardiologist who treats conditions such as blocked arteries and valve problems through catheterization (insertion of a thin, hollow tube in an artery in the leg or arm to access the coronary arteries and heart); and/or an electrophysiologist who diagnoses and treats heart rhythm disorders. If surgery is necessary, that care team could expand to include not only a cardiac surgeon, but also a thoracic surgeon, who specializes in surgeries of the chest cavity, and perhaps a vascular surgeon, who handles procedures involving the blood vessels.

in separate practices.

“Some of this is about creating new systems and processes, but it’s also about building a mindset,” says Nicholas Vaganos, MD, Chief of Cardiology at The Chester County Hospital and Medical Director of The CardioVascular Institute. “Instead of each specialist focusing just on his or her distinct ‘job,’ as a group we will address patients’ needs with a much more collaborative, integrated approach. We believe this is the right model for making our quality and our outcomes, which are already excellent, even better.”

In a real sense, The CardioVascular Institute represents the next step forward in the care philosophy that already guides the Hospital’s CardioVascular Center, which has been organized as a “home base” where cardiac patients can stay in one unit and have any needed services come to them.

“Now we want to take all of the separate medical disciplines that might work with any given patient and bring them together even more seamlessly in

This is why The Chester County Hospital is hard at work on a more streamlined, patient-centered model of care called The CardioVascular Institute, which will bring all of the Hospital’s cardiovascular specialists together under one umbrella. The Institute will provide the structure that enables physicians to organize themselves in coordinated teams around the needs of the patient, breaking down barriers that can often separate different specialties housed



CARDIOVASCULAR SURGEONS MARTIN  
LEBOUTILLIER, III, MD AND BRIAN PRIEST, MD

making sure that each physician knows what the other is doing. This can be a daunting task for anyone, and it increases the odds of missteps or other problems.

Consider this: A single patient’s care team could include a cardiologist who helps with managing symptoms, lifestyle changes, and medications; an





this patient-centered model of care," says Jean Caulfield, Senior

Vice President of Business Development. "This means that each patient will have the best minds working together on his or her care, rather than in isolation from one another, and

makes you a better surgeon."

Dr. Priest is looking forward to advancing that quality even further by leading his fellow physicians in the development of the Institute model. Not only will it help to "wrap care around the patient," he says, but it also will position the Hospital to take advantage of emerging surgical technologies that require the combined expertise of different specialists. Many procedures that once required large open incisions are moving toward less invasive

## to Specialty Heart Care

there will be more continuity and less potential for confusion."

This work took an important step forward in October with the arrival of the new Chairman of The CardioVascular Institute, noted Cardiac Surgeon Brian Priest, MD, who came to The Chester County Hospital from Lourdes Health System. Dr. Priest says he first became aware of the Hospital's reputation for quality cardiac care in the early 2000s, when he was developing the cardiac surgery program at Doylestown Hospital—and the subsequent affiliation with Cleveland Clinic impressed him even more. Dr. Priest completed a three-year cardiovascular surgery residency there with Bruce Lytle, MD, Chairman of the Cleveland Clinic's Heart and Vascular Institute.

"I knew The Chester County Hospital would be a quality place to practice cardiac surgery," Dr. Priest says. "I also knew that Cleveland Clinic would be holding the Hospital to a high standard. Such scrutiny ensures the highest quality patient care and

**We will address patients' needs with a much more collaborative, integrated approach... this is the right model for making our quality and our outcomes, which are already excellent, even better."**

approaches that access the heart and blood vessels through smaller incisions using catheters.

"For example, aortic valve replacements will soon be done percutaneously (through catheters) rather than with full open-heart surgery," he says. "The cardiologists know how to use the catheters, but the cardiac surgeon has the expertise to access the larger arteries in the heart. Other procedures are moving in this direction as well—so hospitals with any vision for the future have to figure out how to bring these specialists together."

Dr. Vaganos agrees, adding that newer techniques to treat peripheral vascular disease (diseases of the blood vessels outside the heart and brain) often require the expertise of a cardiologist skilled in catheterization as well as a vascular surgeon.

He sees The Chester County Hospital as an ideal environment for making the Institute's cross-disciplinary model a success.

"The beauty of doing it here is that we are one Hospital, not part of a larger health network, and our cardiovascular specialists tend only to work here," he says. "So we feel we can do this more quickly and more effectively than other places might be able to."

"I have seen the Hospital bring many 'firsts' in cardiac care to Chester County," adds Dr. Vaganos, who has practiced here since 1983. "The CardioVascular Institute will be yet another."



CHIEF OF CARDIOLOGY  
NICHOLAS VAGANOS, MD

By Kristine M. Conner

▶▶ Visit [www.chestercountyhospital.org/synapse](http://www.chestercountyhospital.org/synapse) to learn more about cardiovascular health services.

# CHEST PAIN CENTER ACCREDITATION



The Chester County Hospital received full accreditation with percutaneous coronary intervention (PCI) from the Society of Chest Pain Centers (SCPC) on November 1—the first hospital in Chester County to earn this honor.

“While The Chester County Hospital has steadfastly provided superior care to those experiencing chest pain, it is a great honor to now have these processes recognized for their quality and their positive impact on our community,” states H.L. Perry Pepper, President and CEO.

Heart attacks are the leading cause of death in the United States, with 600,000 people dying annually of heart disease. More than five million Americans visit hospitals each year with chest pain. SCPC’s goal is to significantly reduce the mortality rate of these patients by teaching the public to recognize and react to the early symptoms of a possible heart attack, reduce the time that it takes to receive treatment, and increase the accuracy and effectiveness of treatment.

An Accredited Chest Pain Center’s protocol-driven and systematic approach to patient management allows physicians to reduce time to treatment during the critical early stages of a heart attack, when treatments are most effective, and to better monitor patients when it is not clear whether or not they are having a coronary event. Such observation helps ensure that patients are neither sent home too early nor needlessly admitted.

With the increase in Chest Pain Centers nationwide came the need to establish standards designed to improve the consistency and quality of care provided to patients.

SCPC’s accreditation process ensures that Centers meet or exceed quality-of-care measures in acute cardiac medicine. The Chester County Hospital has demonstrated its expertise and commitment to quality patient care by meeting or exceeding a wide set of stringent criteria and undergoing an onsite review by a team of SCPC’s accreditation review specialists. Key areas in which an Accredited Chest Pain Center must demonstrate expertise include the following:

- **Integrating the Emergency Department (ED) with the local emergency medical system**
- **Assessing, diagnosing and treating patients quickly**
- **Effectively treating patients with low risk for acute coronary syndrome and no assignable cause for their symptoms**
- **Continually seeking to improve processes and procedures**
- **Ensuring the competence and training of Accredited Chest Pain Center personnel**
- **Maintaining organizational structure and commitment**
- **Having a functional design that promotes optimal patient care**
- **Supporting community outreach programs that educate the public to promptly seek medical care if they display symptoms of a possible heart attack**

“When experiencing chest pain, people tend to put off seeking help and that’s a mistake,” states Timothy Boyek, MD, Medical Director of the Cardiac Diagnostic and Interventional Catheterization Laboratories. “The average patient arrives in the ED more than two hours after the onset of symptoms, but what they don’t realize is that ‘time is muscle’ and the sooner a heart attack is treated, the less damage to the heart and the better the outcome for the patient.”

If you or anyone around you experiences chest pain, call 9-1-1 immediately. The faster you receive care, the better the chance of salvaging heart muscle and ultimately saving your life.

▶▶ Visit [www.chestercountyhospital.org/synapse](http://www.chestercountyhospital.org/synapse) to read more Points of Pride.

# point of care

INFORMATION WHEN AND WHERE IT'S NEEDED



**From the moment you are admitted to the hospital as a patient, every single thing that happens to you is important to the clinicians providing your care. And all of those things are documented in your medical record.**

In the past, all medical records were kept on paper, including the observations and decisions nurses and doctors make at a patient's bedside. That has changed over the years with advances in technology. Now electronic medical records are the norm. But, in many hospitals, accessing and updating a patient's electronic medical record is still a cumbersome process that does not take place in "real time" or take place where patient care actually happens. Instead, patient care is often documented on paper and physician orders are often written after the fact in a location away from a patient's bedside.

Already ahead of the curve by imple-

menting electronic medical records long before most local hospitals, The Chester County Hospital is now at the forefront again with new technology that is improving the use of electronic medical records and bringing the process closer to the patient. Working in collaboration with Siemens Healthcare and Unified Medical Solutions, The Chester County Hospital has developed

**THE CHESTER COUNTY HOSPITAL IS THE ONLY HOSPITAL IN THE REGION WITH THIS INNOVATIVE SOLUTION — RECORD ACCESS AT THE POINT OF CARE.**

a cutting-edge system that makes it possible for information to be shared by clinicians instantaneously across the Hospital as patient care happens and where it happens, including at the patient's bedside.

New computer workstations have been installed in all patient rooms. The computers use innovative, first-of-its-kind software to provide clinicians with immediate, easy access to each patient's electronic medical record. The system allows doctors, nurses, and other authorized clinicians to accomplish a wide range of tasks at the patient's bedside, such as administering medications, documenting key assessments and activities, placing orders, or checking on test results such as X-rays or lab results.

"The software we developed for The Chester County Hospital puts the Hospital in a unique position within the entire region, as the only Hospital with an innovative Clinical Virtual Desktop (CVD) solution and easy 'tap-in, tap-out' access to computers at the point of care," said David Holdan of Unified Medical Solutions. "Now clinicians can spend more time focusing on their patients and providing better or more attentive care instead of on the technologies they need to do their jobs."

With the new software and Siemens bedside computers, clinicians can get the information they need and input new information without leaving a patient's room. They are able to stay with the patient while they check on a lab test or make notations about the patient's condition. If a patient has a

*continued...*

# real-time@bedside

concern, their doctor or nurse can answer the question immediately instead of getting back to the patient at a later time. The doctor can check on an X-ray and show the image to the patient, order another test, or increase pain medication right there on the spot.

“It adds a level of transparency to the patient care process that I think is ultimately a very beneficial thing. It empowers patients and strengthens the patient/doctor relationship,” said Karen Pinsky, MD, Chief Medical Information Officer. “When something needs to be done, the patient knows why it needs to be done and knows that the physician did it, because they are having a conversation literally as it is happening. There’s no mystery. And, that is very reassuring to patients.”

Not only is the new system advanced in the information it provides and the speed with which it provides it, the system is also sophisticated in how that information is accessed and shared.



**“WHEN SOMETHING NEEDS TO BE DONE, THE PATIENT KNOWS WHY IT NEEDS TO BE DONE AND KNOWS THAT THE PHYSICIAN DID IT, BECAUSE THEY ARE HAVING A CONVERSATION LITERALLY AS IT IS HAPPENING... IT’S VERY REASSURING TO PATIENTS.”**

## SIEMENS AND THE CHESTER COUNTY HOSPITAL

**The Chester County Hospital is a cooperative partner of Siemens and among the first hospitals in the nation to integrate and analyze its innovative processes and devices. Siemens Healthcare is one of the first companies to bring together medical imaging and therapy, laboratory diagnostics, and healthcare IT solutions across the continuum of care – from prevention and early detection, to diagnosis, therapy and ongoing care.**

The process of logging in and out has been streamlined and security has been enhanced by the use of high-tech “smart card” badges.

“Nurses and physicians log on with one password, which gives them secure access to any applications they are authorized to use,” explained Kathy Zopf-Herling, MSN, RN-BC, Director of Nursing Informatics. By tapping their ‘smart card’ against a reader on the computer in any patient room, clinicians are logged on or off that device. When they tap out, they are not actually logged off our system completely; their current session is just disengaged from the computer they are working on at the time. They can then move on to the next patient’s room, tap their card, and pick

up exactly where they left off.”

This also helps to ensure that patient privacy is maintained, as the ease of tapping in and out eliminates the concern that work is lost when a caregiver has to leave a workstation.

Many hospitals use wireless computers on wheels for bedside documentation and medication verification, but they have some drawbacks that the new in-room computers do not.

“Computers on wheels have to be moved from room to room. The battery life on them is too short, and they aren’t powerful enough for the robust applications we are now using,” explained Mary Buckley, Vice President of Information Technology. “We wanted something better and more efficient that would allow for more flexibility. We wanted to give our nurses and clinicians access to the tools they need in the locations where they need them the most.”

When the Hospital identified the benefits that would come from giving clinicians convenient access to their patients’ medical records at the bedside, the Hospital didn’t wait for current technology to catch up with the need. Instead, it engaged Unified Medical Solutions to adapt and develop technology to make it happen. Clinicians now have the tools and information necessary to make the best decisions quickly and precisely at the bedside, giving them more time to spend with their patients. And, that is exactly where they want to be.

*By Beth Eburn*

▶▶ Visit [www.chestercountyhospital.org/synapse](http://www.chestercountyhospital.org/synapse) to learn more about technology achievements.



# correct meds



## 'MEDICATION ADMINISTRATION CHECK' DIGITALLY VERIFIES ACCURACY BEFORE PRESCRIPTIONS ARE ADMINISTERED

Medication Administration Check, known at The Chester County Hospital as MAK, is the Hospital's newest patient safety technology. Through digital bar-coding, its purpose is to assist the clinical team by ensuring that the patients are receiving medication accurately.

**THE GOAL: THE RIGHT PATIENT, THE RIGHT DRUG, THE RIGHT DOSE, THE RIGHT ROUTE, THE RIGHT TIME.**



"MAK serves as an additional safeguard for patients," says Angela Coladonato, RN, MSN, NEA-BC, Senior Vice President for Nursing. "Medication is always being double-checked – both manually and electronically – before it is given to the patient every time."

All patients on every unit and their prescribed medications are assigned digital identifications within the Hospital's electronic medical record system. MAK works by digitally aligning the patient with their prescribed medicine. Prior to receiving any medicine, MAK will do an instant data check to guarantee that

the right patient is receiving the proper medicine, including the correct amount at the appropriate time using the accurate method. If any of the elements are incorrect, MAK will promptly alert the clinician to ensure that no inadvertent mistakes are made. MAK communicates automatically with the Hospital's Pharmacy and the rest of the patient's electronic medical record, giving the clinical team the full, up-to-the-minute picture of a patient's care.

Joe Minkiewicz, RPh, Pharmacy-MAK Analyst (*pictured*), considers the MAK process to be a triangle connecting the patients, the nurses and the Hospital's pharmacists. "MAK is a marriage between the Hospital Pharmacy and the clinical team working together to meet the needs of the patients," he says.

In the Pharmacy, the MAK process begins with the arrival of the medications at the Hospital. Each item is checked for a manufacturer's bar code or given a bar code. The item is scanned by the Pharmacy staff to assure proper identification when the medication is ordered, scanned and administered by the nurse at the patient's bedside.

Pharmacy Director Karen A. Novielli, RPh, MBA, adds, "The pharmacists have worked diligently to make the MAK process as efficient as possible for the nurses, physicians and the patients."



Patients will notice a new computer monitor in every room, which serves as a convenient bedside nurse's station (see page 9). At the bedside, nurses, physicians and other clinicians will swipe their high-tech identification badges, called "smart cards," to access the patient's electronic medical record. On every patient identification wristband, there are a series of black-and-white bar codes. The clinician uses the hand-held MAK scanner to match the bar codes on the wristband with the prescribed medication before every medication administration.

Kathy Zopf-Herling, MSN, RN-BC, Director of Nursing Informatics, says, "Although some hospitals have introduced bar-coding to their medication administration practices, we are the only local hospital to introduce 'smart card' technology right in the patient's room." The presence of the in-room workstation allows for medications to be documented and verified right at the bedside, allowing the medical record to be updated immediately at the point of care.

Coladonato adds, "The advantage of our cutting-edge design is it enables the nurses and physicians to listen more, provide more education and better address the patient's individual health needs."

*By Lisa M. Huffman*

# vital signs



Putting the spotlight on some of the extraordinary work being done by our Medical Staff.



## Outstanding Performance Award

Breast Surgeon **Pamela Scott, MD, FACS**, a Cancer Liaison Physician (CLP), recently received an Outstanding Performance Award for going above and beyond the scope

of the normal duties of serving as a liaison between the cancer program and the American College of Surgeons (ACS) Commission on Cancer (CoC). As a CoC Cancer Liaison Physician, Dr. Scott is serving a three-year appointment and is one of just 39 Cancer Liaison Physicians named as a recipient of this award.

Dr. Scott is Medical Director of the Women's Specialty Center and the Breast Health Program at The Chester County Hospital. She has been an active member of the Hospital's Medical Staff for 25 years.

The award is given to recognize liaison physicians' work in developing and/or implementing an idea(s) that improved the quality of care delivered at their facilities; directly contributing to the accreditation status of their cancer programs; exceeding the expectations set forth for CLPs to strengthen the cancer programs; demonstrating leadership and support for cancer control activities in their communities and with the ACS; or serving as role models for other staff and exhibiting characteristics that truly make them physician champions for their cancer programs.

## In Addition...

The March of Dimes Pennsylvania Chapter honored Dr. Scott with the 2010 Achievement Award for Excellence in the Field of Health. This presentation took place during the 21st Annual Salute to Chester County Women of Achievement Awards Dinner, which recognized women in the fields of public service, health and business.

## Reaching the Summit Two Years in a Row

For the second consecutive year, Press Ganey Associates has named Professional Providers, Inc., a physician practice management subsidiary of The Chester County Hospital, a Summit Award Winner. The Press Ganey Summit Award is the healthcare satisfaction industry's most coveted symbol of achievement bestowed annually, and Professional Providers is just one of the nation's four medical practice groups to receive this prestigious honor in 2010.



The healthcare providers within Professional Providers who received this award include **Angela Davis Brown, MD** and **Trish Bankes, CRNP** (Kennett Care Medical Associates); **Stacey Kuhns, MD** and **Rashna Staid, MD** (Whiteland Medical Associates for Progressive Health); and **Brian Priest, MD, Martin LeBoutillier, III, MD, Chris Aylsworth, PA-C, Jen Dempsey, PA-C** and **Jen Law, CRNP, RNFA** (Chester County Cardiovascular Surgical Associates).

## Cardiovascular Team Recognized for Achievement by STS

The Section of Thoracic and Cardiovascular Surgery under the supervision of Cardiac Surgeon **Martin LeBoutillier, III, MD**, has been recognized for achievement in the early extubation of isolated coronary artery bypass graft surgery patients by the Society of Thoracic Surgeons (STS). The Thoracic and Cardiovascular Surgery team includes **Christopher Aylsworth, PA-C; Jen Law, PA-C; and Jen Dempsey, PA-C**.



Their abstract or thesis, "Facilitation of Early Extubation Following Isolated Coronary Revascularization: The Use of Precedex and Shorter Acting Narcotics" demonstrates a reduction in initial ventilator times by 14.2 hours compared to historical controls, and a near halving of the STS mean initial ventilator time of 16.1 hours. By modifying the existing anesthetic and analgesic regimen, the cardiovascular surgery team was able to achieve a higher percentage of patients extubated within six hours of surgery despite no change in reintubation times.

▶▶ To see more, visit Physician News at [www.chestercountyhospital.org/synapse](http://www.chestercountyhospital.org/synapse).

ATTENDING STAFF



**Christopher Bruno, DO**



**Department of Medicine, Section of Endocrinology.** Dr. Bruno graduated from Philadelphia College of Osteopathic Medicine, completed an internship at Delaware County Memorial Hospital, a residency at Mercy Catholic Medical Center and Crozer-Chester Medical Center and a fellowship at SUNY Upstate Medical University in New York. Dr. Bruno is Board Certified in Internal Medicine and has joined Endocrine Associates – Gateway Medical Associates.

**Brian Priest, MD**



**Department of Surgery, Section of Cardiac Surgery.** Dr. Priest graduated from the University of Medicine and Dentistry of New Jersey, completed his general surgical residency at Temple University Hospital and a cardiovascular surgical residency at the Cleveland Clinic. Dr. Priest is Board Certified in General and Thoracic Surgery and has joined Chester County Cardiovascular Surgical Associates and is Chairman of The CardioVascular Institute at The Chester County Hospital.

**Ramadevi Mandapati, MD**



**Department of Medicine, Section of Internal Medicine.** Dr. Mandapati graduated from Osmania Medical College in India, and completed an internship and residency at Pinnacle Health System in Harrisburg. Dr. Mandapati is Board Certified in Internal Medicine and has joined Penn Primary Care.

**Marcus Williams, MD,**

**Department of Medicine, Section of Internal Medicine.** Dr. Williams graduated from Wake Forest University School of Medicine, and completed a residency at New Hanover Regional Medical Center. Dr. Williams is Board Certified in Internal Medicine and has joined Hospital Care Specialists.

**Ian Butler, MD**

**Department of Medicine, Section of Critical Care Medicine.** Dr. Butler graduated from the University of Michigan Medical School and completed an internship, residency and fellowship at Cooper University Hospital in New Jersey. Dr. Butler has joined Chester County Critical Care Medical Associates.

**Adam Mariotti, MD**



**Department of Surgery, Section of Otolaryngology.** Dr. Mariotti graduated from Jefferson Medical College, and completed an internship and residency at Loyola University Medical Center in Illinois. Dr. Mariotti has joined Ear, Nose and Throat Associates of Chester County.

**Nicole Henwood, MD**

**Department of Surgery, Section of Anesthesiology.** Dr. Henwood graduated from Cornell Medical College in New York, and completed an internship at Penn Presbyterian Medical Center and a residency at the Hospital of the University of Pennsylvania. Dr. Henwood has joined West Chester Anesthesia Associates.



COURTESY STAFF

**Jacob Dubroff, MD, Department of Radiology.** Dr. Dubroff graduated from SUNY Upstate Medical University in New York, completed an internship at Frankford Hospital, and a residency and fellowship at the Hospital of the University of Pennsylvania. Dr. Dubroff is part of the Penn Radiology service at The Chester County Hospital.

**Rodolfo Perini, MD, Courtesy Staff, Department of Radiology.** Dr. Perini graduated from Universidade Federal de Goias in Brazil. He completed an internship and residency at University of Miami/Jackson Memorial Hospital in Florida as well as a residency and fellowship at the

University of Pennsylvania. Dr. Perini is Board Certified in Nuclear Medicine and is part of the Penn Radiology service at The Chester County Hospital.

**John Hornick, MD**

**Department of Family Medicine.** Dr. Hornick graduated from the Virginia Commonwealth School of Medicine, and completed an internship and residency at Lancaster General Hospital. Dr. Hornick has joined Gateway Medical Associates—Myers, Squire and Limpert Family Practice.



**Michael Lattanzio, DO**

**Department of Medicine, Section of Nephrology.** Dr. Lattanzio graduated from Philadelphia College of Osteopathic Medicine, completed an internship and residency at Lehigh Valley Hospital and a fellowship at the University of Maryland Medical Center. Dr. Lattanzio is Board Certified in Internal Medicine and has joined Clinical Renal Associates.

**David Hoffman, MD, Courtesy Staff for Coverage Only in the Department of Pediatrics, Section of Neonatology.** Dr. Hoffman graduated from SUNY Upstate Medical University in New York, completed a residency at St. Christopher's Hospital for Children and a fellowship at Children's Hospital in Philadelphia. Dr. Hoffman is Board Certified in Neonatal-Perinatal Medicine and has joined CHOP Newborn Care at The Chester County Hospital.

**Saeid Sajadi, MD, Courtesy Staff, Department of Medicine, Section of Cardiology.** Dr. Sajadi graduated from Shiraz University School of Medicine in Iran, and completed an internship, residency and fellowship at Drexel University College of Medicine/Hahnemann University Hospital. Dr. Sajadi is Board Certified in Cardiology and is in practice in Limerick.

▶▶ To find a Doctor, call 610.738.2300, do an online search at [www.chestercountyhospital.org/synapse](http://www.chestercountyhospital.org/synapse) or email us directly for a Medical Staff Directory at [marketing@cchosp.com](mailto:marketing@cchosp.com).

These physicians hold Medical Staff privileges at The Chester County Hospital but they are not necessarily employees of The Chester County Hospital and Health System.

## Chester County Day Celebrates 70 Years

Celebrating its 70th anniversary, the oldest house tour in the nation welcomed a great crowd to the northeastern quadrant of the county, including Chester Springs and West Chester. Attendees experienced original, reclaimed, restored, new and historically significant homes, while supporting the Hospital's ongoing mission to provide world-class care locally. Organized by a dedicated committee and sponsored by businesses like Fox Rothschild, LLP, the "Day" raised more than \$124,000 for the Hospital.

## The Sipping Scene

On a beautiful mid-October afternoon, our biggest gathering yet enjoyed the finest wines and sumptuous fare at the 19th Annual Dilworthtown Inn Wine Festival. Made possible through the hard work of the restaurant's planners and the Brandywine and Greystone branches of the Women's Auxiliary, the event successfully raised more than \$55,000 for local cancer care and hospice programs. The presenting sponsors included Fulton Bank and Clermont Wealth Strategies.

# newsmakers



## Diabetes Day Maps the Road to Good Health

This past November, The Chester County Hospital Diabetes Self-Management Program hosted nearly 200 guests at the 16th Annual Diabetes Day held at Universal Technical Institute in Exton. The Day included keynote speakers, vendors, break out sessions, and the presentation of the Whittaker Award, named in honor of the late Sissy Whittaker, a long-time supporter of the diabetes program. Recipients of the 2010 award were (pictured from left) Thomas and Dina Ciccarone of Parkway Enterprises, and Nancy and Peter Shoudy, 2010 co-chairs of the Dash4Diabetes. They were awarded for their work to raise funds and awareness for diabetes in our community.



## Ronald McDonald House Charities Helps Open Maternity Family Lounge

The Chester County Hospital received a \$25,000 Ronald McDonald House Charities (RMHC) grant during a check presentation held at the Hospital on July 27. The grant was made possible through the endorsement of local RMHC board members Charlie and Helen Ehlers, the owners/operators of several local McDonald's franchises. The generous grant helped fund the new Maternity Family Lounge, which provides a comfortable environment for mothers to bond with their newborns and allow space for families to gather for the welcoming of the new baby.

*Pictured (front row, from left): Charlie and Helen Ehlers, Owners/Operators of several McDonald's franchises, H.L. Perry Pepper, President and CEO of The Chester County Hospital; and Ronald McDonald with Ellis Madagan, whose mother had a baby earlier in the day.*



## 'Little Smiles' Artistic Gift Creates a Cheerful Mood

Little Smiles, a philanthropic organization, generously donated funds to renovate the hallway in the Pediatrics Unit, making it a more friendly and upbeat environment for the children and the staff. Custom murals featuring children, animals, flowers and dragons were painted on the walls by LouLou's Whimsicals. In addition, the wallpaper and flooring were replaced. The Pediatrics Unit now has a fresh, new look that is bright and inspiring. The Chester County Hospital is affiliated with The Children's Hospital of Philadelphia (CHOP), and its Pediatric Unit is staffed round the clock by CHOP physicians.

► Visit [www.ChesterCountyHospital.org/synapse](http://www.ChesterCountyHospital.org/synapse) to read more Hospital news.

*Pictured from left: Pediatric Nurse Kathy Urbine, RN, Paul Gouge, Kate Patterson, Matt Patterson, muralist Lou Marshall, and Pediatric Nurse Lori Plans, RN. All are members of the Little Smiles board of directors.*

*Pictured from left to right: Stephanie Cballis, Catbleen Gabrielson, Julie Weidinger, Michelle Kennedy, Kathleen Connors, Patrick Kocks, Harry Kennedy, Carla Berman, Dennis Berman, MD, Sherry Kennedy.*



## SHINING NEW LIGHT ON PATIENT CARE

*SHINE's mission is to help local cancer patients who need assistance*

In what can be a complicated, sometimes frightening world after a cancer diagnosis, The Cancer Program of The Chester County Hospital offers a support system that has a surprisingly simple goal: **to eliminate any obstacle – big or small – a patient may encounter during his or her fight against cancer.**

Called SHINE, the event has existed for 12 years, with more than 90 patients benefiting from it in just the last year, says Director of Events and Volunteer Fundraising Thomas Gavin. SHINE is primarily funded by an annual dinner dance and this year's event took place on November 6 at Mercedes-Benz of West Chester.

Among other things, SHINE provides anti-nausea medications, transportation assistance, funding for follow up care for patients who have no insurance and have undergone one of our free breast or skin cancer screenings, reimbursement for massage therapy sessions, and the Living With Cancer Program, which offers financial assistance for patients to pay a home bill, to buy a wig or to pay directly for a service which the patient needs, and the Coping with Cancer Together program. Most recently, SHINE provided money for Neighborhood Hospice to renovate and

furnish six new rooms, thus allowing the inpatient hospice unit to expand to meet the community's need.

"We offer a service that is not provided by anybody else," said SHINE co-chair Julie Weidinger, on behalf of a committee that has 30+ dedicated volunteers. "Every year, as our funding increases, we can do more and more for the community and the patients in the community."

Weidinger got involved with SHINE four years ago and has seen how it can help a patient beat cancer. "You never know when cancer is going to touch you," she said. "We have such a direct impact on the success of patient treatment."

Oncologist David Grossman, MD, has seen first-hand the effects SHINE has on patients. From its inception – its first big project was building a garden-inspired gazebo outside Chester County Hematology/Oncology Services – SHINE has been "strictly patient driven," he says.

What Dr. Grossman considers to be SHINE's most useful aspect is the funding of a patient care coordinator for Chester County Hematology/Oncology and the provision of initial seed funding for an oncology social worker for the Cancer Program. He compared the care coordinator's

role to that of a hotel concierge: whatever a patient needs – how to get medicine, finding a second opinion or just a helping hand – is only a phone call away.

"Our care coordinator guides patients through the process of their illness," Grossman said. "That is an amazing benefit of SHINE because it can seem so complicated." The care coordinator's services, especially critical in the first few weeks after a cancer diagnosis, are intended to remove the barrier of feeling overwhelmed.

"How do you measure the relief of stress for someone when you take care of a problem for them?" Dr. Grossman asks. "How do you measure that drop in anxiety when somebody has a big task to accomplish, and when you can say, 'We'll take care of everything for you.' It's an immeasurable benefit when somebody has a go-to person. And, SHINE has made that possible for so many people in our community."

*By Lauren C. McCormack*

*Photos by Julian Kornacki Photography*

►► Visit [www.chestercountyhospital.org/synapse](http://www.chestercountyhospital.org/synapse) to learn more ways to support The Chester County Hospital Foundation.

# OUTPATIENT RADIOLOGY:

## *Locations and Services*

Radiology Services provide the community with high quality, comprehensive diagnostic testing. The Chester County Hospital and Health System offers the most advanced technical capabilities and modern facilities. Excellence and quality are at the core of the diagnostic and interventional radiology services found within the Hospital and outpatient programs at each of its three satellite radiology locations.

Through a joint program with the University of Pennsylvania Health System, patients have the added comfort of knowing that The Chester County Hospital's board certified radiologists are on staff at the University of Pennsylvania and are highly skilled at interpreting diagnostic images.



### Fern Hill Medical Campus

915 Old Fern Hill Road  
Building D, Suite 400  
West Chester, PA 19380  
Information: 610.738.2556

#### *Services Offered*

X-Ray (No Appointment Necessary)  
Digital Mammography  
DEXA Scan  
Ultrasound  
MRI  
CT Scan

### Exton Medical and Diagnostic Center

Commons at Oaklands  
700 West Lincoln Highway  
Exton, PA 19341  
Information: 610.518.6691

#### *Services Offered*

X-Ray (No Appointment Necessary)  
Digital Mammography  
DEXA Scan  
Ultrasound  
CT Scan

### Radiology at Kennett Square

Kennett Medical Campus  
402 McFarlan Road, Suite 204  
Kennett Square, PA 19348  
Information: 610.444.2665

#### *Services Offered*

X-Ray (No Appointment Necessary)  
Digital Mammography  
Ultrasound  
MRI  
CT Scan

## RADIOLOGY APPOINTMENTS 610.431.5131

Appointments are required for all outpatient services, except where noted. Patients can pick up X-ray images or barium for CT procedures at these locations during regular business hours Monday through Friday.

701 East Marshall Street  
West Chester, PA 19380

[www.chestercountyhospital.org/synapse](http://www.chestercountyhospital.org/synapse)



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