

Physician FOCUS



News for South County Health Medical Staff

STRAIGHT A'S IN PATIENT SAFETY



For the fifth consecutive year, South County Hospital received straight A's for patient safety. That makes our organization "elite," according to the Leapfrog Group, an independent, non-profit organization that analyzes data from hospitals across the country.

"Not only have you achieved the nation's top honor for patient safety, but you have sustained that performance over time," said Alicia Anderson, a senior licensure agent for the Leapfrog Group in making the announcement.

Leapfrog analyzed more than 2,600 general hospitals across the country, rating each from A through F, representing how safe they are for patients. The Safety Grade represents how well the hospital protects patients from

errors, injuries and infections. The data analysis includes infection rates, surgical complications, use of best practices to prevent errors, the number of safety incidents, and the delivery of care by doctors, nurses and other hospital staff. Hospital performance is rated every six months.

Among the safety initiatives practiced by medical staff at South County Health that help elevate our system are daily huddles, time-outs and Schwartz Center Rounds.

All of these practices enhance safety and hold staff accountable for quality of care. For South County Health, this triumph illustrates leadership and staff dedication to becoming a High Reliability Organization.



April 2017

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Lou's Health Wave





Submariners refer to themselves as the silent service. Here at South County Hospital, and at thousands of other hospitals around the country, another group of highly trained professionals works in similar anonymity. Behind the scenes, the unsung heroes of the medical staff office do the administrative work necessary to

keep our practices running smoothly.

Because so many of their efforts go largely unnoticed, I'd like to point out that within the past year our medical staff office has been completely overhauled. Two new highly competent individuals have been brought on to rebuild an operation that was desperately in need of reorganization and modernization.

Rosie McGee, our medical staff office coordinator, joined us in December from St. Luke's Healthcare System in Idaho where she ran their medical staff office for 10 years. Rosie brings with her a vast reservoir of knowledge and experience and we are thrilled that she decided to move back East.

Many of you know our second recent hire from his numerous prior roles here at SCH. Andrew "AJ" Laperche has worked as a patient sitter, ER secretary, switchboard operator, telemetry monitor technician, and most recently

as team leader for telecommunications. In all of these roles, he demonstrated a can-do attitude and a friendly demeanor. Recently, he received a degree in Healthcare Administration and joined us as a credentialing specialist.

We are thankful and excited to have Rosie and AJ here and look forward to working with them for years to come. Sadly, we will soon be saying goodbye to our third member of the medical staff office, Danne Dunne.

Since Danne arrived here last year on temporary assignment from her home in Mississippi, she has been invaluable in steadying our administrative ship and setting it back on course. We wish her the best in her future endeavors and will miss her unflappable Southern charm, incredible patience and expertise.

For those of you who have not yet done so, I invite you to come by the office and meet these important professionals who advocate on your behalf. Stop in. Introduce yourself. Most importantly, say thanks.

Aaron Weisbord, MD
President, South County Health Medical Staff

Dr. Weisbord can be reached at
South County Cardiology, 401-471-6440 or via
e-mail: aweisbord@southcountyhealth.org.



Physician Focus is a publication for the medical staff of South County Health. Questions or comments should be directed to [Eric Dickervitz](mailto:Eric.Dickervitz@southcountyhealth.org) at 401 788-1137.

MEDICAL STAFF OFFICERS

Medical Staff President
Aaron Weisbord, MD
401 471-6440
aweisbord@southcountyhealth.org

Vice President
Sal Abbruzzese, Jr., DO
401 788-1590
sabbruzzese@southcountyhealth.org

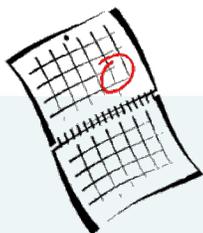


VIDEO OF THE MONTH



In this video, [10 Unbelievable Recent Medical Discoveries](#), advances in medical research appear to have brought science fiction into scientific reality.





APRIL 2017

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			Admissions Review Committee 7:30 – 9 a.m. Med Staff Library			1
2	Ob/Gyn Dept. 6 – 7:30 p.m. Potter	3 Tumor Board 7 – 8 a.m. Potter	4 Admissions Review Committee 7 – 8 a.m. Med Staff Library	5	6	7
8						
9		10 Tumor Board 7 – 8 a.m. Potter Credentials Committee 7 – 9 a.m. Potter A P&T Committee 7:30 – 8:30 a.m. DI Conference Room Joint Conference Committee 6 – 8 p.m. Potter	11 M&M Noon – 1 p.m. Potter B&C	12 Leadership Council 7– 8:30 a.m. Med Staff Library	13	14
15						
16		17 Tumor Board 7 – 8 a.m. Potter Medical Executive Committee Meeting 7– 9 a.m. Potter A	18	19 Dept. of Emergency Medicine 7:15– 9:15 a.m. DI Conf. Room	20 Anesthesia Department 7 – 8 a.m. Anes. Dept. Tissue and Transfusion Pathology 1 p.m. Conference Room	21
22						
23 /30	Board Meeting 5 p.m. Potter	24 Tumor Board 7 – 8 a.m. Potter ICU Committee 7:15 – 8:45 a.m. Borda 2	25	26 Quarterly Med Staff Meeting 6:30 p.m. Arturo Joe's	27 Department of Surgery 7 – 8 a.m. Potter	28
						29



Russ Corcoran, MD

OUR PHYSICIANS ARE FOCUSED ON QUALITY

I would like to thank all who responded to the recent Press Ganey referring physician survey. We had a 55 percent response rate with 83 of our 152 active physicians taking part, including those employed, non-employed and from multi-specialty groups. Greater participation helps improve the accuracy of the survey and enables us to assess how South County Health serves the physicians of our community.

“It is special that you are seeing such satisfaction in your hospitalist program. I rarely see that when I evaluate service.”



Statistician who presented initial survey results

The initial evaluation revealed the overall results of the survey, comparing our physician groups to national measures, as available. Overall, your responses showed positive results in physician engagement and alignment with our system. Statistically, there were no concerns among the overall group as compared to national measures; however, as we focus in on some of the subgroup evaluations, there are some concerns. I will discuss those in a future column.



From your responses, the following strengths were identified:

My patients were highly satisfied with care



The Hospital cares about quality improvement



I am satisfied with the hospitalists



The Hospital cares about its patients



The Hospital provides high-quality care and service



Overall, these are very good results. In this very difficult environment, it is gratifying to see the support of our medical staff. I think it is very positive to see such support for our hospitalist program and our excellent quality improvement department.

The statistician who presented the initial results of the survey made the following comment: “It is special that you are seeing such satisfaction in your hospitalist program. I rarely see that when I evaluate service.”

There were many other positives in the survey, along with some ideas for improvements. Again, I will provide you with an update on these in the future. Thank you as always for your care of our patients,

J. Russell Corcoran M.D. VPMA/CMO
rcorcoran@southcountyhealth.org

PAY IT FORWARD WHILE HONORING SOMEONE WHO MADE A DIFFERENCE IN YOUR LIFE

The *Frances McGillivray Tribute Campaign* provides an opportunity for you to recognize a special person who made a positive impact in your life. At the same time, your donation will make a positive impact in the life of someone else.

With your donation, the name of the person you wish to honor or remember will be included among those designated by your peers and displayed in the Hospital's main lobby. In turn, the funds raised support South County Hospital's cardiopulmonary services where, each day, cardiac and pulmonary patients improve their quality of life.

All donors to the 2017 Tribute Campaign will be invited to attend a special dedication ceremony and reception on Thursday, May 11, 2017 from 5:30 – 7 p.m. held in the Hospital's main lobby.

This year, Steven Fera, MD, will be recognized as the 2017 *Frances McGillivray Tribute Campaign* honoree. Over the past 30 years, Dr. Fera has demonstrated the spirit and dedication to South County Health's mission and vision while making significant contributions to improving cardiology care.



Past Honorees include:

- 2016 In Memory of Andrew J. Dowd, MD
- 2015 In Memory of Reverend Doctor Paul F. Bliss
- 2014 In Memory of Archibald Douglas III
- 2013 In Memory of Leonard M. Friel, Jr.

To honor someone through the Tribute Campaign today, contact the Development Department at ext.1492 or developmentoffice@southcountyhealth.org.

HOME HEALTH NEWS

JULIE KOVACH EARNS OMS CERTIFICATION



Julie Kovach, RN, BSN, CCP, ICCM, recently added OMS to her list of credentials, becoming the first nurse in Washington County, and the second in RI, to hold the Ostomy Management Specialist (OMS) certification.

A nurse for 29 years, Julie has worked with South County Home Health for the past 10 years. This added credential will allow her and South County Home Health to provide another high-quality service to its home care clients.

Research shows that successful adjustment to a colostomy and proper instruction in self-care with the support of a specialized ostomy clinician goes hand-in-hand with improved quality of life and comfort surrounding the patient's condition.

If your patients require home care upon discharge, contact South County Home Health at 401-782-0500 or [click here](#) to visit them online.

CONRAD-NESTOR SCHOLARSHIP SEEKS APPLICANTS

In 1999, the Conrad-Nestor Scholarship was created as a way to honor Robert L. Conrad, MD and Thomas A. Nestor, MD, by awarding high school seniors who are continuing with higher education and who demonstrate a combination of academic achievement and financial need.



Robert L. Conrad, a general surgeon, was on staff from 1965 to 2000. He was instrumental in improving the facilities, staff, and patient care at South County Hospital, serving as both president of the medical staff and chief of surgery.

Thomas A. Nestor, MD, a surgeon and family doctor at South County Hospital from 1946 to 1986, was known for his compassion for his patients. He exemplified South County Health’s values, making house calls throughout his career until his retirement.

Each year, the Conrad-Nestor Scholarship committee invites area high school teachers to nominate students who are interested in a healthcare profession and who demonstrate academic and civic engagement.

Awards will be made on an objective, non-discriminating basis. If you know a deserving high school senior, [download the application](#) and have them submit the required material to the selection committee. The deadline for applying is April 15.



NEW PROVIDERS

WELCOME TO SOUTH COUNTY HEALTH

The following professionals were appointed to the South County Health Medical Staff in March 2017:

Luke J. Ackroyd CRNA MS
(Anesthesia Dept. – per diem)

Luke Ackroyd, a certified registered nurse anesthetist, received his master of science in nurse anesthesia from State University of New York at Buffalo. Prior to joining the medical staff at South County Health, he worked at several hospitals and medical centers, including Rhode Island Hospital, Boston University Medical Center and most recently, North Shore Medical Center in Salem, MA. In addition to his clinical experience, he holds several licenses, certifications and memberships from professional, field-related organizations.

Nancy Adler Moye, CRNP, MSN, MA
(Urgent Care)

Certified Nurse Practitioner, Nancy Adler Moye, received her master of science in nursing from the University of Maryland where she also completed post-master’s studies as a family nurse practitioner. Prior to joining the staff at South County Health, she worked as a family nurse practitioner at several healthcare organizations, most recently, WellOne Primary Medical & Dental Care in North Kingstown RI where she engaged in a variety of clinical and administrative duties associated with the diagnosis, treatment and management of primary medical care for all age groups.

CME OPPORTUNITIES

Cardiology & Pulmonology for Primary Care

(Four-day conference earns 14 AMA PRA Category 1 credits)

Casa Marina, A Waldorf Astoria Resort, Key West, FL ~ April 27–30, 2017

This conference is targeted to office-based primary care providers and other health professionals with updates in primary care medicine. Topics include: Controversies in the treatment of common respiratory infections; Everything you need to know about COPD; Deep Venous Thrombosis and Pulmonary Embolism; Sleep Apnea; A Primary Care Approach to Lung Cancer Screening and Pulmonary Nodules.

Endocrinology: Diabetes and Obesity for Primary Care

(See website for CME credit information.)

Washington D.C. – Fairmont at Georgetown ~ June 2–4, 2017

This CME program provides primary care healthcare professionals with knowledge and skills to be effective in helping reduce and manage obesity and diabetes in patients.

Clinician and Patient Wellness Program Series

(See website for CME credit information.)

Destin, Florida - Sandestin Golf and Beach Resort ~ July 21–23, 2017

This conference is designed to provide primary care practitioners with evidence-based information on commonly encountered clinician and patient wellness issues, while suggesting pragmatic approaches to clinical management. The conference is designed with audience participation and hands-on workshops. The successful completion of this interactive program should improve attendees' confidence in diagnosing, treating and prescribing the most effective courses of treatment, with the ultimate goal of improving clinician and patient outcomes.

OF INTEREST...

Walking in Another Caregiver's Shoes

Getting students to shadow is relatively easy because we can make it part of a course. However, it can be a struggle to make this happen among clinical staff members, because time spent shadowing someone else is time you aren't spending on your normal duties. It's thus "unproductive time." But clinicians should give shadowing a try. Use it to prevent handoff errors and improve care coordination, by understanding how your work affects those "upstream" and "downstream" from you, and vice versa. This essay offers that when you make the commitment, it can be worth it.

The Risks of the 15-Minute Doctor's Appointment

How would you react if you sent your sputtering car to the auto mechanic and they stopped trying to diagnose the problem after 15 minutes? You would probably revolt if they told you that your time was up and gave back the keys. Yet in medicine, it's common for practices to schedule patient visits in 15-minute increments—often for established patients with less complex needs. This essay provides a perspective of the pressures that physicians face to mind the clock while they examine you.

Hospitals Helping Hospitals Improve Patient Safety

The moment that an accreditation team shows up unannounced can spike the pulse of even the most seasoned hospital executive. The visit amounts to one big exam for the safety and quality of care, as surveyors meet with executives, managers and care teams, and watch first-hand as care is delivered. Make the wrong move or give a wrong answer, have them see rust on a ceiling sprinkler, and your hospital may get dinged. Get dinged too many times or have findings of serious patient risks, and your accreditation (and the federal funds attached to that) may be in jeopardy. This essay discusses a "peer-to-peer" approach among hospitals to help each succeed.

DEPARTMENT CHIEFS

Anesthesiology

Henry Cabrera, MD

hcabrera@southcountyhealth.org

Diagnostic Imaging

James Blechman, MD

jblechman@southcountyhealth.org

Emergency Medicine

William Sabina, MD

wsabina@southcountyhealth.org

Medicine

Stuart Demirs, MD

sdemirs@southcountyhealth.org

Family Medicine

Dariusz Kostrzewa, MD

OB/GYN

Mary Christina Simpson, MD

msimpson@southcountyhealth.org

Pathology/Laboratory

James Carlsten, MD

jcarlsten@southcountyhealth.org

Pediatrics

Roger Fazio, MD

rfazio@southcountyhealth.org

Orthopedic Surgery

Michael Bradley, MD

mbradley@scortho.org

Surgery

Arnold Sarazen, MD

asarazen@southcountyhealth.org

GOT AN IDEA?

Do you want to submit an idea or story for the next issue of *Physician Focus*? Contact [Eric Dickervitz](mailto:Eric.Dickervitz@scortho.org) at 401 788-1137.

Yield: 4 servings | Heart Healthy Recipe | Diabetes Recipe | Gluten-Free Recipe



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View this and more Health eCooking recipes:
[Lemon Garlic Shrimp with Herbed Quinoa](#)

Recipe courtesy of
<http://www.webhealthyrecipes.com>

This Lemon Garlic Shrimp with Herbed Quinoa is perfect fare for brunch, lunch or a light dinner. High protein and low carb, this healthy, easy seafood dish makes a great impression.

INGREDIENTS

For the Quinoa

1 cup cooked quinoa
 1 tsp olive oil
 1/2 cup chopped onion
 1 tsp lemon zest
 1 Tbsp lemon juice
 1 cup cherry tomatoes, halved
 1/4 cup chopped fresh basil
 1/4 cup chopped fresh parsley
 1 Tbsp chopped fresh thyme
 Black pepper to taste

For the Shrimp

1 Tbsp olive oil
 1 Tbsp trans fat free margarine
 5 garlic cloves, chopped
 1/8 tsp red-pepper flakes, optional
 1 1/4 lb large shrimp, peeled and deveined
 3/4 cup dry white wine or low sodium chicken broth (gluten-free if needed)
 1 Tbsp lemon zest, plus lemon wedges for serving
 1 Tbsp fresh lemon juice
 1/8 tsp salt
 1/3 cup chopped fresh parsley
 1/3 cup chopped fresh chives

PREPARATION

Place cooked quinoa in a large bowl. In a skillet, heat 1 teaspoon of the olive oil over medium heat until hot. Add onion and sauté for 3 minutes, or until onion is softened. Add onion, lemon zest, lemon juice, cherry tomatoes, herbs and black pepper to quinoa. Toss to combine. Keep warm.

In an ovenproof skillet, heat the olive oil and margarine over medium-high heat. Add the garlic and red-pepper flakes (if using) and sauté for 1 minute. Add the shrimp and toss to coat. Add the wine, lemon zest, lemon juice and salt and cook for 1 minute. Turn the shrimp and cook about 1 to 2 minutes more, or until no longer pink. Garnish with parsley and chives. Serve with quinoa and lemon wedges.

WASHINGTON DC: A MONUMENTAL DESTINATION



Politics and politicians aside, Washington DC is an historical, cultural and governmental mecca, with iconic buildings and monuments, making the country's capital a popular tourist destination.

Situated along the Potomac River, Washington DC borders Maryland and Virginia, approximately 400 miles from Providence, RI. DC is made up of 21 distinct neighborhoods with such recognizable names as Capitol Hill, Columbia Heights, Georgetown and the National Mall among them.

THINGS TO DO AND SEE

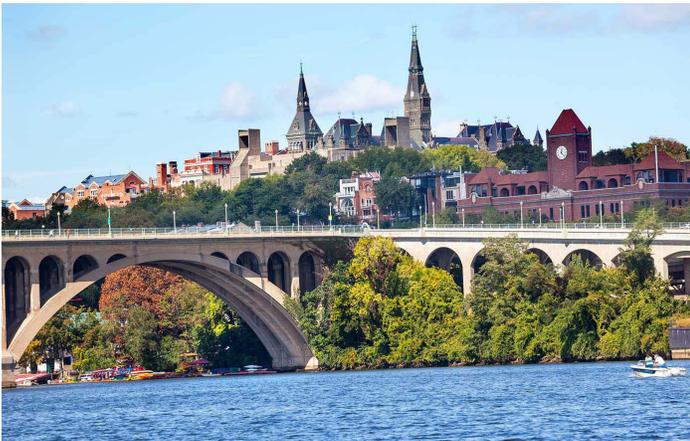
Many of the attractions and activities offered in Washington D.C. are free or nearly free. From governmental buildings to museums and monuments, this is a great place to experience not just a slice of Americana, but the whole pie.

Visitors who go to the nation's capital during early spring (March – April) may be in for a botanical treat with the [National Cherry Blossom Festival](#). Over 3,700 cherry trees are spread around the Tidal Basin in West Potomac Park, in East Potomac Park (Hains Point) and on the Washington Monument grounds.

The [U.S. Capitol Building](#) is one of the most recognizable buildings in the world. Visitors can tour the famous domed building where members of the House of Representatives and Senate conduct business, debate bills and enact laws on behalf of the American people. When visiting the U.S. Capitol Building, be sure to take the tunnel that leads to the [Library of Congress](#). Tours of the Capitol Building are free, however passes are required. To obtain passes, visit the [U.S. Capitol website](#) or contact the offices of Senators [Jack Reed](#) or [Sheldon Whitehouse](#) or Representatives [David Cicilline](#) or [Jim Langevin](#).

Public tours of the [White House](#) at 1600 Pennsylvania Avenue are also available—and free—however, advance planning is required. Requests to tour the White House must be made through your Congressional representatives (see contact links above) and submitted up to three months in advance and no less than 21 days prior to your visit. Tours may be canceled at the last minute based on the official White House schedule. Visitors are allowed to tour the public rooms in the East Wing, including the Blue Room, Red Room and Green Room, the State Dining Room, and the China Room, and take in views of the White House Rose Garden. Secret Service members are stationed

[continued on page 10](#)



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in each room and are available to answer questions about the history and architecture of each room.

The National Mall is home to the [Jefferson](#) and [Lincoln](#) Memorials, as well as the [Washington Monument](#). Each is not to be missed during the daytime, as well as in the evening when they are illuminated.

The [Smithsonian Institution](#) consists of 17 museums, galleries and a zoo, with free admission at every location. Among the displays for visitors to view are the Star-Spangled Banner, also known as the Great Garrison Flag that inspired Francis Scott Key, President Lincoln's trademark stovepipe hat, the ruby slippers worn by Judy Garland in *The Wizard of Oz* and the original Teddy Bear that was named after President Theodore Roosevelt. Inside

the Smithsonian's Air & Space museum, visitors will find a restored, large model Enterprise from the original Star Trek TV series.

GETTING THERE

Washington D.C. is approximately 405 miles from Providence, RI. By car, it is just over a seven-hour drive down Route 95 South. For air travel, several airlines offer non-stop flights from Providence (approx. 1 hr. 40 min.) and Amtrak offers service from Providence with travel times from just over six hours (Acela Express) to just over seven hours (Northeast Regional).

LOOKING FOR NEW PATIENTS?

One of the best ways to capture new patients is to get out in front of your target audience with an evening lecture. The South County Health Marketing Department can help make that happen. We can also get you an interview on radio or television. Contact us and we'll get started.

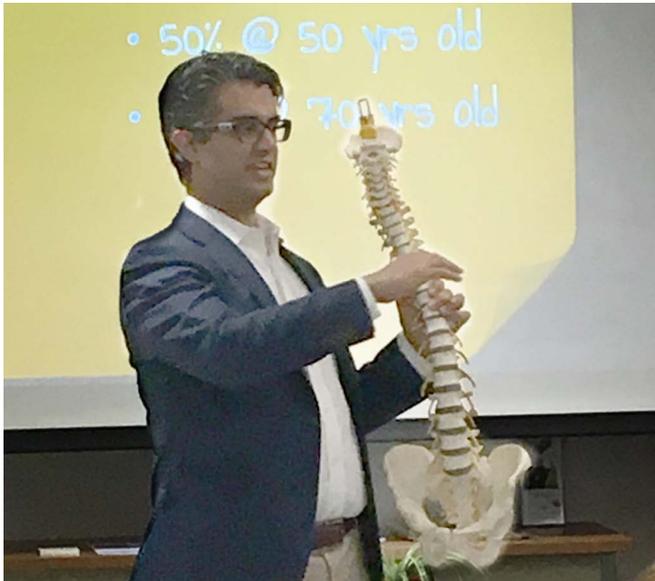
Eric Dickervitz

edickervitz@southcountyhealth.org / ext. 1137

Marketing Department

marketing@southcountyhealth.org

RECENT COMMUNITY EVENTS



Approximately 25 people attended a recent lecture given by orthopedic spine surgeon Ian Madom, MD, to learn about the causes and treatment options for neck pain.



A panel of experts from the Center for Women's Health – (l-r) Jackie Aldrich, RN, Laura Smart, RN, Megin Dalton, MD, Roberta Bowen, NNP and Lori Kelley, CNM – offered insights into the birth experience and answered questions to help ease the concerns of expectant parents. Approximately 10 people attended.

UPCOMING COMMUNITY LECTURES

South County Health's ongoing free community lectures are a great way for physicians to forge extraordinary connections with our community and increase patient volume. Here's what's coming up. To reserve a seat, please click the highlighted link.

April 20

SPORTS INJURIES:

PREVENTION IS THE BEST MEDICINE

Charlotte Moriarty, MD, Ph.D. and **Sidney Migliori, MD**, of Ortho RI – South County will give a presentation on overuse injuries. The event will be held at the Medical & Wellness Center in Westerly from 6:30 – 8 pm.

April 26

FOOT HEALTH

James McCormick, DPM will host a lecture on foot health and some of the common reasons people experience pain and discomfort. The event will be held at the Medical & Wellness Center in Westerly from 6:30 – 8 pm.

May 2

LYME DISEASE

Infectious disease specialist **Fred Silverblatt, MD** will discuss Lyme Disease, its transmission, effects and treatments. The event will be held in the Potter Conference Room from 6:30 – 8 pm.

May 3

NECK PAIN

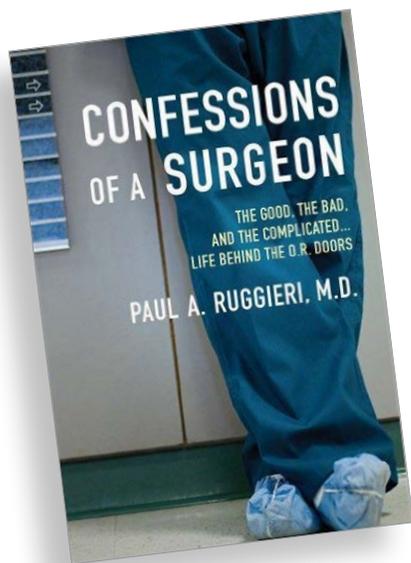
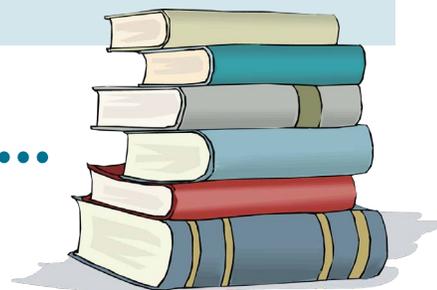
Orthopedic spine surgeon **Ian Madom, MD** will explain many of the misconceptions about neck pain and discuss available treatment options. This lecture will be given at the North Kingstown Library from 6:30 – 8 pm.

May 31

BABY-READY PETS

This lecture is designed for families that own pets and are preparing for the arrival of a newborn or toddler into the family. **Jane Deming**, director of education for educateHUMANE!, offers strategies to pet owners on how to prepare their pets for the arrival of a new addition to the family and prevent potentially dangerous interactions between pets and babies. The presentation will take place in the Potter Conference Room from 6:30 – 8 pm.

ON THE BOOKSHELF...



[Confessions of a Surgeon: The Good, the Bad, and the Complicated... Life Behind the O.R. Doors](#)

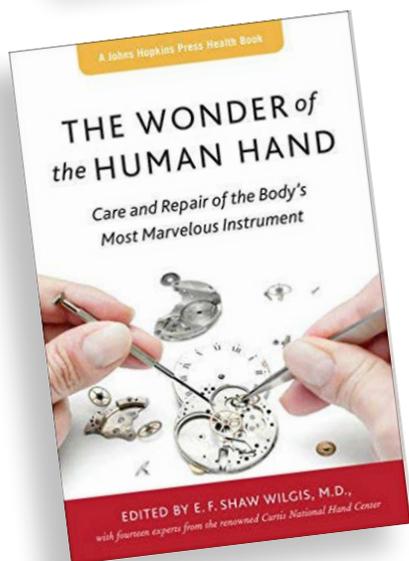
by Paul A. Ruggieri, MD

In *Confessions of a Surgeon*, Dr. Paul A. Ruggieri pushes open the doors of the O.R. and reveals the inscrutable place where lives are improved, saved and sometimes lost. He shares the successes, failures, remarkable advances and camaraderie that make it exciting.

[The Wonder of the Human Hand: Care and Repair of the Body's Most Marvelous Instrument](#)

by E. F. Shaw Wilgis, MD

In *The Wonder of the Human Hand*, surgeons and hand specialists from the Curtis National Hand Center describe how the hand is used in work, sports and music, and trace the human fascination with hands in religion and art. They relate stories of people throughout history—including major league pitcher Jim Abbott, orthopedic surgeon Dr. Liebe Diamond and pianist Leon Fleisher—who accomplished great things with one hand, or with impaired or injured hands, and they tell of marvelous surgeries that create fingers where none exist. The book underscores the importance of the hand to people who cannot see or hear, and how its functions combine harmoniously in everyday activities.



[Ending Medical Reversal: Improving Outcomes, Saving Lives](#)

by Vinayak K. Prasad, MD and Adam S. Cifu, MD

Medical reversals happen when doctors start using a medication, procedure or diagnostic tool without a robust evidence base—and then stop using it when it is found not to help, or even to harm, patients. Drs. Vinayak K. Prasad and Adam S. Cifu narrate fascinating stories from every corner of medicine to explore why medical reversals occur, how they are harmful, and what can be done to avoid them. They explore the difference between medical innovations that improve care and those that only appear to be promising.

