

Group Talk

FROM THE ADMINISTRATIVE OFFICES OF THE UMASS MEMORIAL MEDICAL GROUP

DECEMBER 2009

Our
Medical Group
Newsletter

**From Medical Group
Senior Medical Director Eric Dickson, MD**

High response rate to physician engagement survey



Dr. Dickson

This fall Morehead and Associates conducted a physician engagement survey for UMass Memorial Medical Group. For those that responded, thank you for taking the time to fill out the survey and for helping us identify oppor-

tunities for improvement. We had a great response rate with 55 percent of Medical Group members answering the survey questions and sending in comments. I have not seen the specific comments yet, but look forward to reading all of them.

Physician engagement is an important measure of our capacity to change; by definition, an engaged physician is "aware of and responsive to the needs of their organization." And with the rapid changes that are occurring in health care, we need all the change capacity we can get.

So how engaged are our physicians? This question will be answered once we have fully compiled our survey results. As promised, I will send a summary of the results to all group members and stop by as many faculty meetings as possible to talk about them. Plus, I will work with you to develop a plan for addressing areas of concern.

Until then, enjoy the holidays!

Welcoming new physicians to the Medical Group



Mary Lee, MD, chief of pediatric endocrinology and vice chair of pediatrics for academic affairs, represents the department in introducing new members.



Demetrius Litwin, MD, chair of surgery, talks with Weiru Shao, MD, director of the Cochlear Implant Program, and Raymond Magauran, MD, ophthalmology.

UMass Memorial Medical Group is committed to making new physicians quickly feel part of our vibrant medical community. Establishing solid relationships with other new physicians and leadership is the goal of our Physician Welcome Event Program held twice a year.

Nearly one hundred physicians and staff gathered in October for a Physician Welcome Event honoring new members of UMass Memorial Medical Group. Chairs and members of senior administration from UMass Memorial, UMass Medical School and the Medical Group were on hand to welcome the new physicians.

Medical group welcomes renowned diabetes physician



Dr. Harlan

When he starts as division chief of diabetes and associate director of the Medical School's Diabetes and Endocrinology Research Center this month, **David Harlan, MD**, has three goals:

- Build a patient-centered clinical care system focused on providing the most up-to-date therapies while exploring new methods of treatment
- Capitalize on the strengths of our basic science research and expand investigation into autoimmune disease

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**UMassMemorial
Medical Group**

Diabetes
Center of Excellence
at UMass Memorial Health Care

- Promote translational research and bring promising laboratory advances safely into clinical trials

To help accomplish these goals, Dr. Harlan will also lead the newly recognized Diabetes Center of Excellence. "As diabetes continues to cause significant health complications for more and more patients, we are creating a Diabetes Center of Excellence to be among the best in the country in clinical excellence, innovative medical care and cutting-edge research," noted Medical Center President Walter Ettinger, MD, when announcing Dr. Harlan's appointment.

Dr. Harlan is the former diabetes branch chief at the National Institute of Diabetes and Digestive and Kidney Diseases of the National Institutes of Health. He received his medical degree from Duke University and completed his residency and fellowship in endocrinology at Duke University Medical Center. During his career, Dr. Harlan has immersed himself in diabetes care and research and is particularly interested in tolerance mechanisms and organ/tissue transplantation, and autoimmune illnesses, especially insulin-dependent diabetes mellitus.

"The breadth of work underway at the Medical School and Medical Center is impressive," he noted. "There's a brilliant scientific base and fertile ground for using current and future therapies. The leadership is obviously committed to driving the science to improve the care delivery system, and I am eager to help make it happen."

Flu Info

Your resources for updated
information on the flu –

OurNet – link from homepage

www.umassmemorial.org –
link from "For Providers"

Hotline – 877-358-2602

Precise surgery cures skin cancer



Dr. Maloney

With its very high cure rate of 96 to 99 percent, Mohs surgery is the most effective treatment for common skin cancers, including basal and squamous cell carcinoma. It is frequently used for cancers in cosmetically sensitive areas such as the face, neck and scalp, and for aggressive tumors.

Mohs surgery is performed in stages. The tumor is removed initially with a thin rim of normal

skin. Next, the specimen is processed in the lab and the edges are checked microscopically by the Mohs surgeon to ensure all cancerous cells are removed. It takes about 20 to 40 minutes to process the tissue for each stage. "The average tumor requires two to four stages to remove. We take as little normal tissue and leave the smallest scar possible," said **Mary Maloney, MD**, chief of dermatology and director of dermatologic surgery.

Mohs surgeons are also trained in facial reconstruction and discuss with patients repair options depending on wound size, shape and location. In most cases, the skin is repaired the day of the surgery using stitches. Some cases require a skin graft or flap to provide the best results. For referrals, call 508-334-5979.

Dr. Irwin honored with Master Fellow Award



Pictured: Dr. Irwin (right) with James Mathers, MD, president of the American College of Chest Physicians.

The American College of Chest Physicians recently gave its most prestigious award to **Richard Irwin, MD**, chair of critical care operations. The Master Fellow Award honors members who have achieved national or international prominence because of their character,

leadership, eminence in practice, contributions to research or outstanding service. Only 28 physicians have achieved this honor since 1935, the year the college was established.

Dr. Irwin and the critical care operations group also received the Medalist Award for practicing a new model of critical care delivery that is patient focused, interdisciplinary, and uses telemedicine to implement practice guidelines and monitor patients.

MOLST pilots locally



Dr. Valliere

Respect for patient autonomy and self-determination is reinforced this spring when the Commonwealth pilots the MOLST program here in Central Massachusetts. MOLST — Medical Orders for Life-Sustaining Treatment — allows people with serious health conditions to express wishes around cardiopulmonary

resuscitation, intubation and ventilation, and transfer to a hospital for treatment. Directives around respiratory support, dialysis, and artificial nutrition and hydration can also be given.

Completing a MOLST form is an adjunct to a health care proxy in that the latter only becomes active when the patient is unable to express his/her health care wishes. The MOLST form is a valid and standing medical order, signed by the provider and kept by the patient, to be honored across the health care continuum.

According to **Mary Valliere, MD**, palliative medicine, who is instrumental in the pilot here at the Medical Center, MOLST is currently in use in all or part of 20 states. “In March, we will mount an informational campaign to educate both providers and patients on MOLST. I hope many Medical Group members will plan now to attend a launch event February 10 at 8 am.” Details on the launch event will be announced shortly.

Cancer Center of Excellence director named



Dr. Valliere

In February, UMass Memorial welcomes **Michael Blute, MD**, as director of the UMass Memorial Cancer Center of Excellence and interim director of the Division of Urology. Dr. Blute also joins the Medical School as professor of surgery. He will be responsible for developing and implementing clinical cancer services across the UMass Memorial system, as well as clinical and translational research within the Cancer Center.

Dr. Blute joins us from the Mayo Clinic. He is a widely recognized leader in the treatment of urological cancers in clinical trials and clinical practice. He was a key contributor to the work of the Mayo Clinic Cancer Center, including roles as co-investigator on research grants in community clinical oncology, genetic susceptibility in cancer and chemoprevention.

During his career, Dr. Blute has been funded by the National Cancer Institute (NCI), National Institute of Diabetes and Digestive and Kidney Diseases, and the American Cancer Society. Currently, he is co-investigator of a 10-year, multidisciplinary study funded by NCI to significantly reduce mortality from prostate carcinoma.

A native of the region, Dr. Blute is a graduate of St. John's in Shrewsbury and the College of the Holy Cross. He is a graduate of the Creighton University School of Medicine.

What our patients are saying about UMass Memorial Medical Group members

These comments are taken from a recent Press Ganey Patient Satisfaction Report.



Dr. Morris

“Dr. Jane Morris, neurology, is a bright, brilliant neurologist who saved my husband's life.”



Dr. Hatem

“Dr. David Hatem, internal medicine, is the best doctor I have ever had and I highly recommend him to others. He listens, doesn't rush the visit, and is very thorough in asking and answering questions.”



Dr. Hargreaves

“Dr. Allison Hargreaves, family medicine, is a great doctor. She helped in so many ways throughout my pregnancy. I would recommend her to anyone in a minute. I have been very pleased with her and Barre Family Health Center.”

New mental health clinic opens



Dr. Lundquist

The Department of Psychiatry in partnership with the Department of Obstetrics and Gynecology opened a Women's Mental Health Clinic. "Our teams are improving the quality and effectiveness of obstetric/gynecologic and psychiatric care we provide to women whose needs overlap both specialties," said director

Rebecca Lundquist, MD, psychiatry.

The clinic offers consultation and short-term treatment to women suffering from mental health concerns related to the premenstrual, pregnancy, postpartum or menopausal phases of life. Some of the services provided include preconception consultation for patients on psychotropic medications, consultation and short-term treatment of psychiatric illness in the peripartum, consultation about complex premenstrual syndromes, and interventions for conditions related to pregnancy or the menstrual cycle. For referrals, call 508-334-5101.

Neurologists provide stroke care via videoconferencing



Dr. Hall

In November UMass Memorial launched its own Telestroke Program, having previously worked with an outside vendor to provide the service. Medical Center neurologists with expertise in stroke care are available to assess and diagnose stroke patients as soon as he/she enters an emergency room at three of our UMass Memorial community hospitals — Clinton, HealthAlliance and Wing Memorial.

By combining the latest in video, networking and software technology, our neurologists examine and talk to a patient or his/her family as well as the emergency room physician in real time through videoconferencing. The neurologist can also view CT scans with the physician and work collaboratively throughout the patient care process.

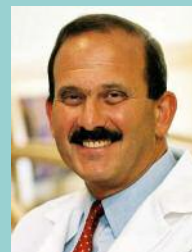
"Once a diagnosis is made, we can decide on the most effective treatment plan to quickly lessen the symptoms and improve outcomes of the stroke," said **Wiley Hall, MD**, director of the program. "Our experts are examining patients via remote audio and video to eliminate the need to spend precious time transferring them to the Medical Center."

Led by Dr. Hall, the Telestroke Program physicians are **Raphael Carandang, Majaz Moonis, Jane Morris, Susanne Muehlschlegel, Shashidhara Nanjundaswamy, Narendrakumar Sodha** and **David Paydarfar**.

An invitation to act on our beliefs

By **Michael Aronson, MD**

Director of Women's Health Services and Physician Quality Officer



Dr. Aronson

As physicians, we know that the best health care is care organized around the needs of the patient and his/her family. We also know that involving family and loved ones in the delivery of care contributes to the healing process.

However, in a large and complex Medical Center, it is sometimes difficult to achieve these objectives unless every member of the health care team — from physician to support staff — believes in and acts on the principles of patient- and family-centered care.

The Medical Center is refocusing efforts on achieving patient- and family-centered care following the well-recognized Planetree approach. Planetree, a nonprofit organization with 30 years of experience, is widely recognized in the health care industry for pioneering methods for personalizing, humanizing and demystifying the health care experience for patients and their families.

This transformational effort begins with hour-long introductory informational sessions during which Planetree officials describe its philosophy and process, and next steps at UMass Memorial. Sessions are on all three campuses, Tuesday, December 15 through Friday, December 18. Link to full schedule from the homepage of OurNet.

Thank you in advance for being an active participant in this effort over the coming years and helping to kick it off by attending one of the informational sessions.

Medical Group updates

■ Electronic medical record continues to rollout

Allscripts, the ambulatory electronic medical record (EMR) of the Cornerstone program, continues to



roll out to our ambulatory areas. At the end of October, 439 providers were on Allscripts. In October, there were 70,000 prescriptions written, 53,000 charges entered and 96,000 documents scanned into Allscripts.

About Medical Group members and services

■ Physician provides innovative surgery



Dr. Cui

Hongyi Cui, MD, PhD, associate director of the UMass Memorial Medical Center Acute Care Surgery Service, is performing innovative minimally invasive surgery for patients with gallbladder diseases. The procedure, called single port laparoscopic surgery, leaves patients with only one small belly button scar versus the typical four scars in the abdomen from standard laparoscopic gallbladder removal. Since May 2009, he has performed 18 gallbladder removals with this technique without complications. Dr. Cui has also removed appendixes using the single port technique. He noted that the procedure is not appropriate for obese patients or for cancer patients.

■ Dr. Metz receives national award for excellence



Dr. Metz

W. Peter Metz, MD, child psychiatry, is the recipient of the American Academy of Child and Adolescent Psychiatry's 2009 Norbert and Charlotte Rieger Service Program Award for Excellence in recognition of his work with the Medical School's Communities of Care Program, dedicated to helping area youth lead productive and happy lives at home.

The program advocates for an integrated system of care for families by providing comprehensive mental health and support services.

"My experience with Communities of Care has greatly expanded my understanding of how a child and adolescent psychiatrist can best provide leadership and otherwise fit into the larger system of care," said Dr. Metz. "It has fundamentally changed the way I think about working with children, adolescents and their families."

■ Three stars three years in a row



Dr. Tam

Stanley Tam, MD, chief of cardiothoracic surgery, announces that for the third year in a row, our Cardiac Surgery Program was recognized by the Society of Thoracic Surgeons with its three star designation, the highest rating given. The comprehensive rating system allows for comparisons regarding the quality of cardiac surgery among

hospitals across the country. Only 13 percent of the 1,000 participating heart programs nationwide receive this designation.

■ Orthopedic trauma model lauded as best practice



Dr. Ayers

The November 2009 issue of *Orthopaedic Practice Management* highlighted a five-year study conducted at UMass Memorial and UMass Medical School to look at the efficacy of having a dedicated hospital fracture room. **David Ayers, MD**, chair and professor of orthopedics and physical rehabilitation, along with orthopedic colleagues **Patricia Franklin, MD**, **Walter Leclair, MD**, and **John Wixted, MD**, and anesthesiologist **Shubeet Kaur, MD**, conducted a cost-benefit analysis on the establishment of a dedicated orthopedic trauma room and reorganization of the call structure in the trauma center. Outcome measurements included the development of a subspecialty model of care, surgeon satisfaction and financial return to the hospital and the Orthopedic Department.

Trauma leaders in both academic and private centers lauded the UMass Memorial approach as sound methodology and a valid approach to implementing an effective orthopedic traumatology program. (Read article: orthopedicsrightthere.org.)

■ New treatment for migraines offered



Dr. Nukta

Surgery is a new and promising way to treat migraine headaches, and fellowship-trained plastic and reconstructive surgeon **Fadi Nukta, MD**, is offering the breakthrough technique to patients on the Hahnemann Campus and at UMass Memorial Surgery at Milford. First, Botox is used to identify trigger points; if there is a positive response, surgery is then indicated. Several studies show that up to 85 percent of patients experienced a significant improvement in their symptoms and number of migraine attacks.

■ Neurology vice chairs named



Dr. Fontneau



Dr. Paydarfar

The Department of Neurology named two new vice chairs. **Nancy Fontneau, MD**, neurologist and clinical associate professor of neurosurgery, was recently named vice chair for faculty affairs and education. **David Paydarfar, MD**, neurologist and professor of neurology and physiology, is now vice chair for clinical operations and research.

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■ Bariatrics accredited



Dr. Kelly



Dr. Perugini

The Medical Center's Bariatric Surgery Program and Weight Center have been granted reaccreditation by the Bariatric Surgery Center Network Accreditation Program of the American College of Surgeons.

This allows the program to remain

officially recognized as an American College of Surgeons Level 1a Accredited Bariatric Center. The reaccreditation confirms that our bariatric surgery program, led by **John Kelly, MD**, chief of general and minimally invasive surgery, and **Richard Perugini, MD**, surgical director of the Weight Center, has demonstrated its commitment to providing the highest quality care for our morbidly obese patients, as well as the support and resources necessary to address the entire spectrum of care and needs of bariatric patients. The Medical Center was also approved as an Accredited Outpatient Bariatric Surgery Center.

■ Reminders helping primary care physicians



Dr. Luckmann

The UMass Memorial Managed Care Network is collaborating on a mail and telephone reminder service, known as Reminders for Your Health. Led by **Roger Luckmann, MD, MPH**, family medicine, the program is effective for patients to arrange cancer screenings, schedule routine assessments and complete monitoring of chronic conditions.

Evidence shows that mailed and telephone reminders are beneficial for patients, however, for many practices it is difficult to commit the necessary resources to track these patients. The program customizes the tracking, mailing and calling service for each practice participating in the pilot so that patients experience communications as if coming directly from their PCP.

■ Dr. Frazier joins review board



Dr. Frazier

Jean Frazier, MD, vice chair of child and adolescent psychiatry, serves as a member of the Neural Basis of Psychopathology, Addictions and Sleep Disorders Study Section, Center for Scientific Review. Members are selected by the Department of Health and Human Services on the basis of their demonstrated competence and achievement in

their scientific discipline as evidenced by the quality of research accomplishments, publications in scientific journals, and other significant scientific activities, achievements and honors.

■ Another UMass Memorial first



Dr. Sturrock

With the launch of our colorectal cancer da Vinci program this fall, UMass Memorial became the first academic medical center in New England to offer robotic surgical services across four cancer specialties. Colorectal surgeon **Paul Sturrock, MD**, recently performed a procedure with da Vinci to treat mild rectal cancer with no need for

chemotherapy or radiation. Using da Vinci provides enhanced visualization of the pelvic floor for more precise dissection and appears to be most beneficial in rectal cancer resection cases and as an abdominal approach to rectal prolapse repair. Other cancer specialties using the robotic technology include urologic, gynecologic and thoracic surgery.

■ Dr. Sattler visits Thailand



Dr. Sattler

Ann Sattler, MD, chief of adolescent medicine, recently visited Thailand where she was invited to speak to a group of physicians at the Mahidol University Medical School in Bangkok. The school is eager to start a program in adolescent medicine and wanted to begin by addressing risk-taking behaviors among their youth. Dr. Sattler offered her expertise and experiences with the adolescent medicine program at UMass Memorial.

■ Heart attack ranking saluted



UMass Memorial Medical Center was honored recently by the Worcester Chamber of Commerce at its popular Breakfast Club event for being the number one hospital in New England for surviving a heart attack according to a report from the U.S. Centers for Medicare and Medicaid.

The chamber salutes individuals, businesses and organizations for achievements and milestones. Pictured is **Robert Phillips, MD, PhD**, (right) director of the Heart and Vascular Center of Excellence and senior vice president at the Medical Center, accepting the award on behalf of UMass Memorial.

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■ Physician oversees use of H1N1 grant



Dr. Shlimak

Tri-River Family Health Center, a UMass Memorial primary care practice in Uxbridge, recently received an \$8,000 grant from Massachusetts League of Community Health Centers to support caring for patients and staff affected by H1N1. **Ilia Shlimak, MD**, internist, noted the money will be used for vaccinating employees, distributing health education materials, ensuring employees are fit-tested, and providing review and updates to emergency care plans.

■ Dr. Sagor receives presidents award



Dr. Sagor

Linda Sagor, MD, chief of general pediatrics, received the 2009 President's Public Service Award given to one person from each UMass campus by University President Jack Wilson. The awards recognize faculty who have provided exemplary service in the Commonwealth. Dr. Sagor received the award for her compassion and advocacy work on

behalf of children on multiple levels, from promoting school breakfast programs to teaching medical students about the importance of primary care. Dr. Sagor leads our FaCES (Foster Children Evaluation Services) Clinic, which provides health assessments to facilitate excellent medical care for these vulnerable children.

■ Spine Surgery Division wins national award



Dr. Connolly

The UMass Memorial Spine Division won a national award at the Cervical Spine Research Society's annual meeting held recently. **Patrick Connolly, MD**, chief of the division, was senior author of a live poster presented by resident Mark Eskander, MD. Entitled "Aberrant Course of the Vertebral Artery as Demonstrated by Magnetic Resonance Imaging: Review of 281 Consecutive Patients," the poster was awarded first prize. The research work defines the percentage of patients undergoing cervical spine surgery that have an atypical course of the vertebral artery that can be detected by careful examination of the preoperative MRI, and what abnormalities are most common and where to look for them. Dr. Connolly's full team included **Drs. Jessica Aidlen, Katherine Boyle, Elizabeth Costa, Jacob Drew, Jason Eck, Eskander, Julianne Marvin, and Nihal Patel.**

Welcome to new Medical Group members

Diabetes and Endocrinology

John Paul Lock, MD



Dr. Lock, a longstanding private practice physician in Worcester, has joined the Medical Group. A specialist in diabetes, he received his medical degree from St. Louis University School of Medicine and did a fellowship in endocrinology at the University of Colorado. He is a clinical associate professor of medicine at the Medical School. Dr. Lock is board certified in endocrinology, diabetes and metabolism, and internal medicine. His clinical interests include development of new glucose meters and continuous sensors for diabetes. Dr. Lock sees patients on the University Campus. Telephone: 508-334-3206. He also sees patients at HealthAlliance Hospital, Leominster. Telephone: 978-466-4212.

Emergency Medicine

Katherine Harrison, MD

Dr. Harrison received her medical degree from the University of Massachusetts Medical School. She also completed her residency at UMass Memorial/UMass Medical School. Dr. Harrison is board certified in emergency medicine. She sees patients in the Emergency Department on the University Campus. Telephone: 508-421-1400.

Family Medicine

Srilakshmi Anamandala, MD



Dr. Anamandala is a graduate from Kilpauk Medical College (India). She completed her residency at Marquette General Hospital and is board certified in family medicine. She was formerly on the medical staff of St. Vincent Hospital. She joins Shunian He, MD, and Rachel Vuolo, MD, at Marlborough Primary Care, 640 Bolton Street, Marlborough. Telephone: 508-481-0200.

Marie Caggiano, MD



Dr. Caggiano received her medical degree from Boston University School of Medicine. She completed her residency and a fellowship in preventive medicine at UMass Memorial/UMass Medical School. Dr. Caggiano's clinical interests include adolescent and college health, and preventive medicine. She was appointed assistant professor of family medicine and community health at the Medical School. Dr. Caggiano sees patients at Hahnemann Family Health Center on the Hahnemann Campus. Telephone: 508-334-8830.

Psychiatry/Psychology

Christine Runyan, PhD



Dr. Runyan received her doctorate of philosophy at Virginia Polytechnic Institute and State University. She completed a postdoctoral fellowship in clinical health psychology at Wilford Hall Medical Center in San Antonio, TX. Dr. Runyan will see psychology patients at Hahnemann Family Health Center. Telephone: 508-334-8830.

Weight Center

Nancy Dragoon, MD



Dr. Dragoon has spent more than 20 years practicing primary care in the community. She received her medical degree from State University of New York at Stony Brook. Dr. Dragoon completed a residency at St. Vincent Hospital. She is board certified in internal medicine. During the past several years, Dr. Dragoon has increased her focus on the treatment of obesity and its health-related consequences. At the Medical Center, she will focus on medical evaluation and management of patients who are participating in the behavioral or surgical tracks of the Weight Center. Telephone: 774-443-3886.

The Blood Donor Center offers autologous blood donation. Fax a request to 508-421-1955 or call 508-421-1950

A new telephone number for heart and vascular testing is now available. Physicians can call 508-334-0350 to schedule patient tests in the echo, heart station and vascular labs on the University and Memorial Campuses.