

Connection

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What's Inside...

MRMC Among Top Hospitals In the Nation for Patient Safety for Fifth Straight Year2
1st Quarter Beyond the Stars Recipient Named3
Healing Through Art Program Pictures Future.....6



Tom Vizanko recalls how Connie Colley, RN was his Recovery nurse during his stay. He dropped off a box of seasonal treats for the entire staff.

Patient Forever Grateful to Special Care Received at McLaren

“It is nice to come here and be well taken care of. People are very nice here and do their jobs well.”

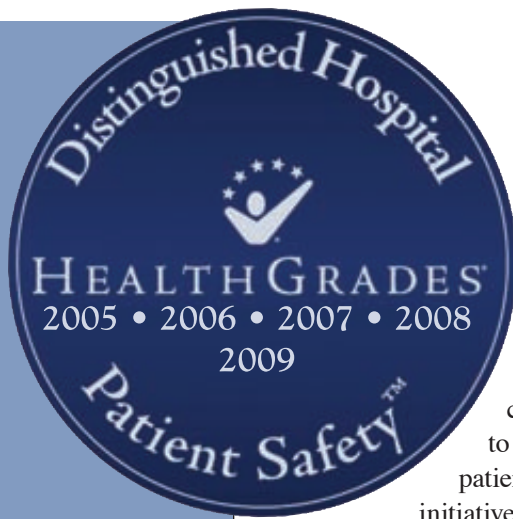
*Tom Vizanko
(Patient)*

Although the memory of his cardiac emergency is vague, Tom Vizanko will never forget the care he received at McLaren. In March of 2001, Tom had undergone a routine procedure on his knee. While in recovery, he experienced ventricular tachycardia (V-tach), a potentially life-threatening arrhythmia. Nurse Connie Colley, RN, his recovery nurse, recognized the emergency and initiated a Code H. The Heart Team responded and was able to provide lifesaving treatment. Mr. Vizanko went on to make a full recovery. Eight years later, the staff in Recovery looks forward to his visits. Mr. Vizanko makes semiannual return visits to MRMC armed with flowers, fresh fruit and/or vegetables to show his appreciation for the care he received as a patient.

“It is nice to come here and be well taken care of,” said Vizanko. “People are very nice here and do their jobs well.”

Mr. Vizanko tries to see the caregivers that were involved in his emergency care back in 2001, including Connie Colley, RN; Bill Sohmar, NA; Brenda Lakies, RN; and Lori Potts, RN.

“It’s nice to see how our patients are doing after they leave here,” said nurse Connie Colley. “It feels good to be reminded you made a difference in someone’s life. I think the entire team feels that way when we see him.” ■



MRMC is 1 of only 3 hospitals in Michigan, and 41 in the U.S., to achieve this top national patient safety excellence designation for the 5th consecutive year (2005-09).

MRMC Among Top Hospitals In the Nation for Patient Safety for Fifth Straight Year

McLaren Regional Medical Center continues to excel in patient safety initiatives as a recipient of the 2009

HealthGrades Patient Safety Excellence Award™. The top five percent of all hospitals in the U.S. were recognized with this award in a report issued recently by the leading independent healthcare ratings organization.

MRMC is one of only three hospitals in Michigan, and 41 in the U.S., to achieve this top national patient safety excellence designation for the fifth consecutive year (2005-09). Less than 1% of all U.S. hospitals achieved this distinction five years in a row.

If all hospitals performed at the level of Patient Safety Excellence Award™ recipients, approximately 211,697 patient safety events and 22,771 Medicare deaths could have been avoided while saving the U.S. approximately \$2.0 billion from 2005 through 2007.

“We have worked hard to develop a culture of safety at McLaren Regional Medical Center, and our physicians and employees are very committed to maintaining and enhancing that initiative,” noted Donald C. Kooy, President/CEO. “The fact that we have earned this award for five consecutive years is a testament to our focus on patient safety and the successful implementation of strategies and processes to promote good patient outcomes. We are honored to be acknowledged by HealthGrades

for our performance in this important area.”

During the course of the HealthGrades study, eight patient safety indicators showed improvement, while seven worsened, across all hospitals nationwide. The overall incidence rate remained virtually unchanged compared to last year’s study.

Between 2005 and 2007, 913,215 total patient safety events were recorded among Medicare beneficiaries, which represents 2.3 percent of the nearly 38 million Medicare hospitalizations. This equates to one reported patient safety event every 1.7 minutes.

“We congratulate McLaren Regional Medical Center because they continually demonstrate their extraordinary commitment to the reduction of patient safety events,” said Rick May, MD, senior physician consultant at HealthGrades and co-author of the study. “Every hospital across the country should continually strive for improvement until their rate of patient safety events is as close to zero as possible.”

The sixth annual HealthGrades Patient Safety in American Hospitals Study applies methodology developed by the U.S. Department of Health and Human Services’ Agency for Healthcare Research and Quality to identify the incident rates of 15 patient safety indicators among Medicare patients at virtually all of the nation’s nearly 5,000 nonfederal hospitals.

Additionally, HealthGrades applied its methodology using 12 patient safety indicators to identify the best-performing hospitals, or

Patient Safety Excellence Award™ Hospitals, which represent the top five percent of all U.S. hospitals. HealthGrades developed this award to give patients more information about choosing a hospital.

HealthGrades’ individual hospital ratings can be viewed for free at HealthGrades.com.

The following are the patient safety indicators studied:

- Complications of anesthesia
- Death in low mortality Diagnostic Related Groupings (DRGs)
- Decubitus ulcer (bed sores)
- Death among surgical inpatients with serious treatable complications
- Iatrogenic pneumothorax
- Selected infections due to medical care
- Post-operative hip fracture
- Post-operative hemorrhage or hematoma
- Post-operative physiologic and metabolic derangements
- Post-operative respiratory failure
- Post-operative pulmonary embolism or deep vein thrombosis
- Post-operative sepsis
- Post-operative abdominal wound dehiscence
- Accidental puncture or laceration
- Transfusion reaction ■

First Quarter Beyond the Stars Recipient Named

Congratulations to Amy Tyler, who was selected as MRMC's first quarter 2009 Beyond the Stars recipient.

The Beyond the Stars Program was established to recognize outstanding performance on behalf of McLaren Regional Medical Center. Recipients of the Beyond the Stars award make a personal commitment to providing exceptional customer service. Amy always thinks about the patient first and keeps their needs at the forefront at all times. Amy is a big advocate for the American Cancer Society. She has been actively involved in raising funds for the Cancer Society through bake sales and community events. When the suggestion was made to raise funds for GLCI, Amy jumped right on board. Amy initiated the "Extra Mile" Program. Amy contributed money out of her own pocket to get the program up and going. She continues to come up with great fund-raising ideas such as bake sales and candy

sales to raise funds to purchase nutritional supplements as well as groceries and gas cards for GLCI patients. Amy's nominator says, "She is very proactive in assisting patients at the Institute. She is very approachable, friendly and willing to help in any way she can. She is more than willing to go out of her way to help any patient."

Amy is a clerk at GLCI-McLaren. She has been with McLaren for almost three years. Although the Flint campus is her "home," Amy has provided support at all three campuses and is always more than willing to go where she is needed. Amy's supervisor says that Amy energizes her team. "She not only has great ideas, but she implements them and does



Amy Tyler

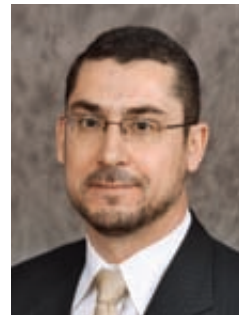
so all with the patient in mind. She is a huge asset to the team." Amy's "can do" attitude and commitment are an inspiration to all. Congratulations, Amy! ■

Welcome to the Medical Staff

Mustafa Alnounou, M.D., a board certified gastroenterologist, has joined the medical staff and is seeing patients at the McLaren Specialty Center, G-3200 Beecher Rd., Flint. Dr. Alnounou has completed the following three fellowships:

Clinical Gastroenterology at Indiana University Medical Center in Indianapolis, Transplant Hepatology at Albert Einstein Medical Center in Philadelphia, and Advanced Therapeutic Endoscopy/EUS at Fox Chase Cancer Center in Philadelphia.

He completed his residency at St. Vincent Hospital in Indianapolis, Indiana. Dr. Alnounou received his medical degree from Damascus University School of Medicine in Damascus, Syria.



Mustafa Alnounou, M.D.

Applause



Cathleen Hipps, RN, has been promoted to Assistant Nurse Manager of the Heart & Vascular Department. Cathy has been employed at McLaren for 22 years in nursing and brings 12 years of open heart expertise to the Heart and Vascular leadership team.



Denise Maginity, RD, has recently been promoted to Manager of the McLaren Bariatric Institute (MBI). Denise has been an integral component of MBI's success over the last five years and brings a wealth of experience and compassion in the care of the bariatric patient to her new role. ■

2009 FAME Awards



Best Case Oral Presentation - Second Place, Julie Zielinski MD, MS

The 11th Annual Flint Area Medical Education (FAME) Community Research Forum highlighted original case presentations by area medical residents and faculty. The awards ceremony was held on April 1 at the Holiday Inn Gateway Centre. Each year, staff from Genesee County's three major teaching hospitals collaborate for the juried medical research forum. The following awards were bestowed upon McLaren physicians.

Best Case Oral Presentation

- Second Place

A Rare Case of Deltoid Compartment Syndrome
MRMC

Authors: Julie Zielinski MD, MS, Casey Beran MD, Charles Safley MD

Best Case Poster Presentation

- Second Place

Postpartum Pneumomediastinum with Subcutaneous Emphysema
MRMC

Authors: Sachin Chandrasenan MD MPH, Mohamed Mansour MD

Best Study Oral Presentation

- First Place

Biomechanical Performance of A Critical Sized Segmental Tibia Defect Fixed with an Intramedullary Nail in Rabbits
MRMC

Authors: David McNiel, Allison Tenfelde MD, David Lecronier, John Papakonstantinou MD, Norman Walter MD, Vineetha Gheeverughese, Steve Bandurski, Patrick Atkinson PhD

Best Study Oral Presentation

- Second Place

Development of an in-Vitro Rabbit Model of Intramedullary Rod Fixation Assessed via

Aggressive Fatigue Loading
MRMC

Authors: David Lecronier, John Papakonstantinou MD, David McNiel, Allison Tenfelde MD, Vineetha Gheeverughese, Casey Beran MD, David Martineau MD, Shrishail Nashi BA, Norman Walter MD, Patrick Atkinson PhD

Faculty Investigator Award

- McLaren

Sukamal Saha, MD
Department of Surgery

Resident Investigator Award

- McLaren

Saad Sirop, MD
Department of Internal Medicine

Specialty Award -

Family Practice

Postpartum Pneumomediastinum with Subcutaneous Emphysema
MRMC

Authors: Sachin Chandrasenan MD MPH, Mohamed Mansour MD

Specialty Award -

Internal Medicine

Unusual Presentation of Monoclonal Gammopathy of Undetermined Significance in an Adult
MRMC

Authors: Saad Sirop MD, Maral Kojaian MD, Devakinanda V Pasupuleti MD

Specialty Award - Surgery

Correlation of Bone Marrow Micrometastasis to TNM Stage of Colorectal Tumors
MRMC

Authors: Mehul Soni MD, Sukamal Saha MD, FACS, Alpesh Korant MD, Bishan Chakravarty MD, Shagun Arora MD, Douglas Iddings MD, Saad Sirop MD, Rohit Bishnoi MD, David Wiese MD, Trevor Singh MD ■



(Above) Best Case Poster Presentation - Second Place Sachin Chandrasenan, MD, MPH, Mohamed Mansour, MD



Best Study Oral Presentation - First Place Allison Tenfelde, MD



Mehul Soni, M.D.



Saad Sirop, M.D. and Raghni Bundesmann, Ph.D.

Congratulations 6 Central



A custom award was presented to 6 Central patient care staff for their achievement. Standing from l to r: Joan Maten, V.P. Nursing; Lesley Bates, RN; Brenda Auten, RN; Tammie Rubel, Nurse Manager; Virginia Moultrup, RN; Robin Lutz, Unit Clerk; Suzanne Kosa, LPN; Don Kooy; Annetta Wilbon; and Ken Deighton. Kneeling l to r: Cheryl Jones, NA; Bethany Jarema, RN; Myra Otte, Housekeeping.

Staff on 6 Central received the Service Excellence Award from the McLaren Customer Service Council for showing the most improvement on their Patient Satisfaction Scores from first quarter fiscal year 2007-2008 as compared to fiscal year 2008-

2009. All three shifts received a free lunch and a special plaque to be displayed on the floor to honor the achievement. At a monthly Directors and Managers Meeting, Tammie Rubel, Nurse Manager of the unit, shared some of the steps her staff has taken to improve

their scores. These included concerted efforts to decrease the noise level and to ensure prompt response to call lights. ■



6 Central was recognized for achieving the biggest jump in patient satisfaction scores over the past year. Pictured left to right are: Ken Deighton, Chairman, Customer Service Council; Debbie Main, Director of Critical Care Services; Tracy Johns, RN 6 Central; Nicole Wickware, Monitor Tech 6 Central; Molly McGillen, RN 6 Central; Annetta Wilbon, Manager, Customer Service, Patient Relations and Pastoral Care; and Tammie Rubel, Nurse Manager 6 Central.

Guests look over the artwork donated to the silent auction by local artists.



“We are excited for our patients to discover the emotional and physical benefits of art therapy.”

*Roxanne Caine,
Director of Fund
Development for the
McLaren Foundation*

Healing Through Art Program Pictures Future

Friends of the Art Therapy Program initiative gathered at the Great Lakes Cancer Institute-McLaren on April 29 to celebrate the program becoming a reality. Roxanne Caine, Director of Fund Development for the McLaren Foundation, announced at the gathering that the program has been given the “green light” to move forward. Initiating an Art Therapy program at MRMC was contingent on securing enough financial support from the community to cover the program’s

operating expenses. Supporters contributed over \$62,000, enabling the job search for a part-time art therapist to begin.

“We are ready to get the ball rolling,” said Roxanne Caine. “We are excited for our patients to discover the emotional and physical benefits of art therapy.”

Art Therapy is a therapeutic use of art making, with a professional trained in both art and psychology. Through creating art and reflecting on the art products and

processes, patients can increase awareness of self and others, cope with symptoms, stress and traumatic experiences; enhance cognitive abilities; and enjoy the pleasures of making art.

The evening’s activities included live music, a silent auction, and presentations by Addie Langford, Assistant Director of the Art School at Flint Institute of Arts, and Trevor Singh, M.D., Director of Medical Oncology at GLCI-McLaren. ■

Applause



Marius Chivu, M.D., a third-year Internal Medicine resident at MRMC will be traveling to Seattle, Washington in June to present his work to this year’s Annual Meeting of the Associated Professional Sleep Societies. Dr. Chivu and Frazer Wadenstorer, M.D., authored the abstract titled “Sleep during Mechanical Ventilation: Assist-Control vs. Biphase Positive Airway Pressure Ventilation”. This is the first time McLaren physicians have had original work accepted for a presentation at this meeting and is a notable achievement.



Jill Adams, RN, has been chosen as the nurse manager for 8 South Med/Surg Orthopedics. Jill began her career in long term care at Fostrian Manor in Flushing, MI. She came to McLaren Regional Medical Center in 2002 as the nurse manager for the Transitional Care Unit and performed those duties until the TCU closed in 2007. She served most recently as the Assistant Nurse Manager for 9 South Med/Surg. ■

Business to Business Expo

McLaren Regional Medical Center was a major sponsor of this year's Business 2 Business Expo hosted by the Genesee Regional Chamber of Commerce. The event was held Thursday, April 16 at the Genesee Business Center in Flint. Besides showcasing McLaren's Therapy Services, the Medical Center hosted two demonstrations. One on "Deskercise," which covered ways to improve your ergonomics at work. The other was a healthy cooking demonstration. Thanks to Gai Clemmer, Manager Therapy Services, Mary Ellen Rinks, P.T., and Executive Chef Mike Price and Sarah Easlick, Clinical Nutritional Manager for their participation. ■



Executive Chef Mike Price and Sarah Easlick, Nutritional Clinical Nutritional Manager demonstrated two different lunch options that were healthy and quick and easy.

March for Babies April 26

MRMC once again sponsored the March of Dimes annual walk, March for Babies held Sunday, April 26. Money raised in March for Babies supports the March of Dimes mission to give every baby a healthy start. The registration, kick-off and lunch following the walk was held at Bicentennial Park in Grand Blanc. Members of MRMC's Physical Therapy Department walked to support the March of Dimes. ■



(Left to right) Deon Harper, Tiffany Cannon, and Terry Striggow

The Heart of a Woman

McLaren hosted its third annual "The Heart of a Woman" event on Thursday, May 7 at the Holiday Inn Gateway Centre in Mundy Township. Nearly 150 women took advantage of various heart health related screenings and educational stations followed by an educational program. Dr. James Chambers, McLaren's Chief of Cardiology, facilitated the program which featured Dr. Leslie Cho, Director of the Cleveland Clinic's Women's Cardiovascular Center. She was joined by colleague Dr. Russell Raymond who helped answer questions from the audience. ■



Pictured l-r are James Chambers, D.O., Leslie Cho, M.D., Russell Raymond, D.O.

Community Connection



*MMMI employees,
family members
and friends.*



*MRMC therapy
services employees,
family members
and friends.*

Big Brothers Big Sisters Bowling Challenge 2009

Over \$150,000 was raised for the Big Brothers Big Sisters Program of Flint during the annual Big Brothers Big Sisters 2009 Bowling Challenge. McLaren employees once again were big supporters of the event through both participating in the event and financial contributions. The Bowling Challenge represents the most beneficial fundraiser for the BBBS agency each year. ■

Connection

A monthly publication for employees and friends of McLaren Regional Medical Center.

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