



Healthy Outlook

Tradition. Quality. Progress.

SPRING 2005

ISSUE 1



Golf & tennis classic is May 16

The 17th annual Benefit Golf and Tennis Classic hosted by the Calvert Memorial Hospital Foundation will be held May 16 at the Old South Country Club. "We're excited about the improvements made to the challenging course," said Pat Petricko, event chair. Proceeds will help equip the expanded emergency department. Reservations can be made on-line at www.calverthospital.com or by calling 410-535-8178. □

CMH earns major quality award

Calvert Memorial received the **2004 Campaign for Medicare Excellence Award** from the Delmarva Foundation. CMH, the only hospital in the region to receive this award for two consecutive years, was recognized for "significant and sustained" quality improvement. Specifically, Calvert achieved high marks for preventing surgical infections and treating heart attack, heart failure and pneumonia patients – conditions that affect many Medicare patients. □



CMH cancer program receives accreditation

The Commission on Cancer of the American College of Surgeons has approved Calvert Memorial's cancer program. Only one in four hospitals that treat cancer receive this approval. CMH was recognized for its very active outreach program. Other advances included new clinical trials for chemotherapy patients and specialized training for its oncology nurses. For information, call **1-877-CMH-CANCER**. □



Teri Rice, LPN checks a patient's medication record on-line before administering any drugs. The new technology saves time and reduces errors.

New information technology vital to better patient safety

Calvert Memorial Hospital is planning to spend \$5 million over the next several years to install new information technology that will mean shorter waits, faster treatment, fewer errors and better patient safety.

"Patient safety is at the heart of what we're all about," said Rev. Robert Conway, vice chairman, CMH board of directors. "I don't think there is a single issue that gets more attention."

In 1999, medication errors became front page news with the release of a compelling report by the Institute of Medicine. The IOM report found that errors involving prescription medications kill up to 7,000

Americans a year. The national spotlight triggered closer scrutiny of how errors occur, what causes them and how they can be avoided.

Locally, CMH has made fundamental changes in the way medications are ordered, stored, dispensed and administered. It has also increased its pharmacy staff. To an increasing degree, the hospital is focusing on computerized systems that prevent errors, especially those caused by poor handwriting.

These changes are already producing results, according to Ed Grogan, vice president for information services. In 2003, CMH

began using computerized medication records in the hospital's Transitional Care Unit. Since that time, transcription (handwritten) errors have dropped by 93 percent on the unit.

In December, the hospital installed an automated medication dispensing station in the TCU. The Pyxis system, as it is called, is located in clinical areas throughout the hospital.

'Handwriting' no longer issue

Earlier this year, CMH piloted an electronic MAR (Medication Administration

(continued on page 6)

FOUNDATION NEWS

Major gifts boost campaign to \$1.7 million

Major gifts from community leaders, area businesses and physicians have boosted the capital campaign for Calvert Memorial Hospital close to \$1.7 million. The groundbreaking held on Nov. 30 attracted more than 140 attendees including many state and local officials.

"Your investment is really an investment in people," said CMH President and CEO Jim Xinis at the ceremony. "You are giving our dedicated professionals the tools they need to continue to give you and your loved ones the best care possible in the years to come."

The \$32.9 million project is the largest expansion in the hospital's history. (See back cover) The capital campaign, co-chaired by Wanda and Michael King, is raising \$3 million to equip the new facility with the latest medical technology. To date, the fundraising drive has received 97 gifts and pledges.

Recently, two physician groups – Joseph Fastow, MD, PA and American Radiology Services, Inc. (ARS) – made significant pledges bringing the medical staff total to \$282,200.

"The new emergency department is critical," said Fastow, "to meet the services required of an expanding community." His practice provides 25 doctors to CMH. They staff the hospital's ED and two urgent care centers.

ARS, affiliated with CMH since 1997, provides medical imaging services at two locations in Calvert. "We're committed to the community we serve," said Bob Carfagno, ARS President and CEO. "This expansion will make a real



Calvert County Commissioner Linda Kelley talks with Dr. Robert Schlager, chief of the CMH medical staff at the groundbreaking ceremony.

difference in the quality of care provided for a long time."

The medical staff campaign has just gotten underway. But already 24 doctors or 18 percent of the active staff have contributed. "My goal," said Dr. Robert Schlager, chief of the CMH medical staff, "is to shoot for 100 percent participation."

Local businesses have stepped forward with key gifts, as well. "I'm very happy to be able to help out," said Gerald W. Donovan, co-owner of the Rod 'n' Reel Restaurant and Chesapeake Beach Hotel & Spa. "I'm very proud of the hospital and what they've accomplished."

"As a community bank, we're committed to supporting CMH," said Lloyd B. Harrison, III, President and CEO, Mercantile Southern Maryland Bank. "For decades, our strong relationship has enhanced the lives of the citizens of Southern Maryland."

In February, the CMH employee campaign kicked off. It is co-chaired by Eileen Moore of plant operations and Connie Trott of human resources. □



The CMH Foundation offers **scholarships** to allied health students in Calvert, Anne Arundel, Charles and St. Mary's counties. To apply, call **410-414-4664**. You can download the form at www.calverthospital.com.

The deadline is April 15.

Collins supports CMH campaign

Ann Collins says her reason for giving is simple. "The hospital is an important part of our community," she said. "I think everyone should be involved."

Collins has lived in St. Leonard for 26 years. She has three children, two of whom are married, and four grandchildren, with another on the way. "When it comes to your family," said Collins, "you want the best care possible."

Since moving here in the late 70s, she's seen the county grow dramatically. This growth has produced a lot of changes, especially more traffic and more accidents. "The new emergency

department will make a vital difference," said Collins.

The proposed expansion will triple the size of the emergency department. The enlarged facilities will include an orthopedic suite to treat complex fractures and two additional trauma care rooms for a total of three.

"CMH has always treated us very well," she said. "I had minor surgery a couple of times. And my husband was treated there after his heart attack."

"This campaign is very important," she added. "It's the only hospital we have."

CMH launches pediatric developmental center



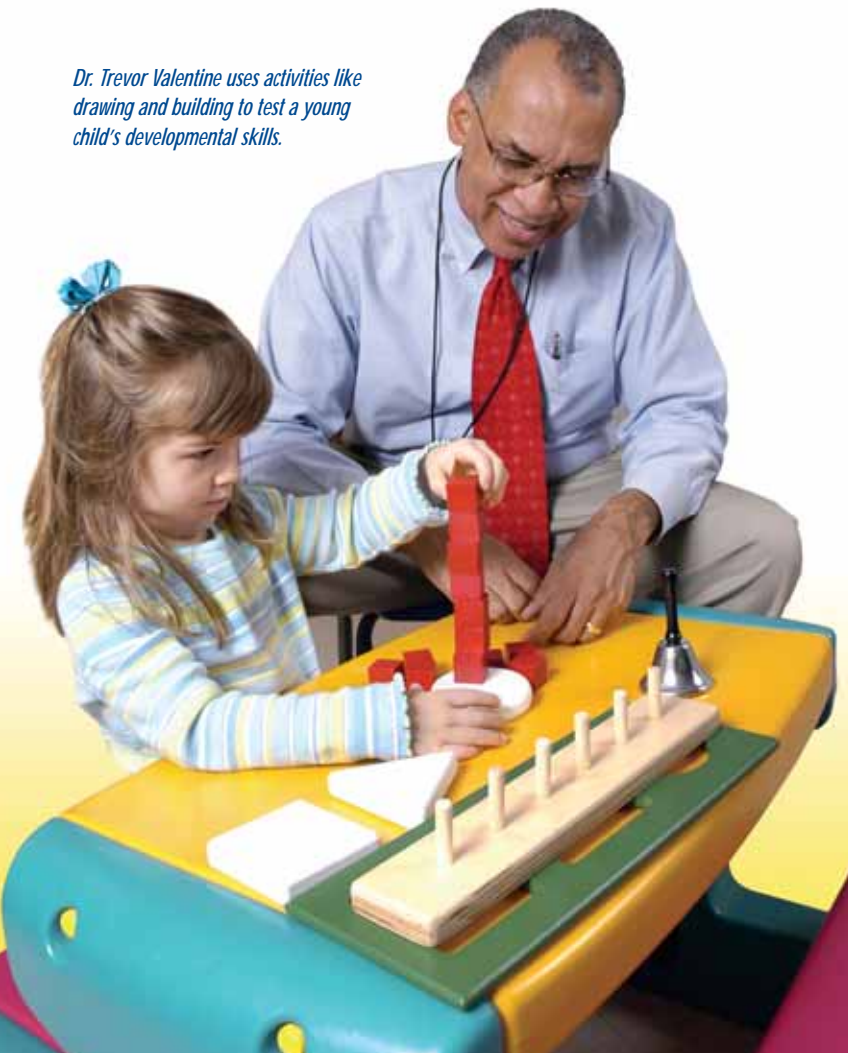
It is estimated that 15 percent of the 90,000 children who live in Southern Maryland have a developmental disability. Some find it hard to learn. Others struggle with speech and language. Some have behavioral or emotional problems. Yet, few of these problems are detected before they go to school.

There are many reasons for this. Many developmental disabilities are subtle. To their parents, these children appear to be developing normally, especially at younger ages. Even when a problem is suspected, diagnostic services in the region have been very limited.

A child's doctor can provide basic screening and monitoring. Locally, programs like *Child Find* and *Infants and Toddlers* offer testing and determine eligibility for services. But often, parents must drive to Baltimore or Washington, DC for more advanced care.

Later this spring, Calvert Memorial is opening a pediatric developmental center to help these families. Dr. Trevor Valentine, a developmental pediatrician, will head the clinic. He is board certified in pediatrics and has more than 20 years experience.

Dr. Trevor Valentine uses activities like drawing and building to test a young child's developmental skills.



Additionally, Valentine is fellowship trained in developmental pediatrics and child psychiatry. For five years, he directed the developmental pediatric clinic at Mt. Washington Pediatric Hospital in Baltimore. He is still a consultant there. Last year, he opened the Center for Pediatric and Developmental Medicine in Crofton.

The CMH center will be located in the medical office building next to the hospital in Prince Frederick. Initially, it will be open one day per week. Valentine will provide diagnostic consultation and developmental testing, as well as patient education and medication management. When needed, he will make referrals for other services such as physical, occupational and speech therapy, which are also available at CMH.

The center will treat children 18 and under with learning, developmental or behavioral disorders, including attention deficit, autism, mental retardation, learning disabilities, speech and language delays, motor disorders, brain injury, birth defects, lead poisoning and fetal alcohol syndrome. □

Choosing a family doctor

Selecting a doctor who best meets your needs takes time, effort and care. Both you and your family need to be able to trust and feel comfortable with the doctor you choose.

Some women choose an obstetrician to provide them with prenatal care and a pediatrician to care for their children. Others decide to go with a family practitioner, whose training can include both of these areas. These physicians offer medical care that covers the entire spectrum of a family's health needs from newborns to seniors.

Many women find it convenient to have most of their needs satisfied by one doctor. They also like being able to develop a relationship with one doctor who knows their entire family. Currently, there are 10 board-certified family practitioners on staff at CMH. To learn more about their medical background, visit the CMH website at www.calverthospital.com or call **1-888-906-8773**.

A face-to-face meeting is suggested before you decide. Practical matters like office hours, waiting times and billing are important but also take the time to share your feelings and concerns. Only you can decide who is right for you and your family. □

Men's health – what women need to know

Recognizing and preventing men's health problems is not just a man's issue. Because of its impact on wives, mothers, daughters and sisters, men's health is truly a family issue.

The facts are scary. Men die younger and more often than women from heart disease, cancer, stroke and diabetes. On average, they die almost six years earlier than women. By age 36 women outnumber men.

Yet, every year men make 150 million fewer trips to the doctor than women. Why don't they go? There are many reasons. Some see it as a sign of weakness. Many are afraid or embarrassed. They don't want to reveal a personal or private part of themselves. Still others are in denial.

There's a lot women can do to help the men in their life stay healthy no matter what their age. They can share information and provide support. They can encourage men to get regular checkups and take advantage of screening tests that can find diseases early when they're easier to treat. Most of all, they can help them reduce their risks by practicing healthy behaviors.

Men's top health threats

Heart disease is the greatest health threat to men in the United States today. Twice as many men than women die from heart disease. All men need to take this disease seriously and understand that this #1 killer can often be prevented.

Calvert Memorial's HeartWell program (*at right*) offers free blood pressure screening as well as low-cost cholesterol testing. Do you smoke? They can help you quit and get you started on a fitness program. Do you know how many calories you really need? A registered dietitian at CMH can develop a diet just for you.



CMH health services address men's needs

Behavioral Health: provides broad range of services to help you and your family deal with any emotional crisis, call 410-535-8144.

Cancer Help Line: for questions about cancer care, call the hospital's toll-free help line at 1-877-CMH-CANCER (264-2262).

Colorectal Cancer Program: provides information about risk factors, signs and symptoms, screening and prevention, call 410-414-4775.

Diabetes Self-Management Education: nutrition, medications, monitoring and support group, call 410-535-8176.

Fitness Center: individual, supervised exercise program, fitness assessment and body composition, call 410-535-8245.

Healthy Alternatives: acupuncture for weight loss, biofeedback, hypnotherapy for tobacco cessation, taiji, therapeutic massage and yoga, call 410-414-4507.

HeartWell: blood pressure screening, cholesterol testing, vascular screening, weight loss and other classes, call 410-535-8233.

Prostate Cancer Screening: free service includes a PSA blood test and a digital rectal exam by a board-certified physician, call 410-535-8233.

By age 75, men die at twice the rate of women from cancers. There is little education for men in cancer self-detection or prevention. CMH offers free screenings for prostate cancer. For those without insurance, who need a colonoscopy, funding is available through the Colorectal Cancer Program.

Stroke is not only the #3 killer of men, it's also one of the leading causes of disability in the US. High blood pressure, smoking, lack of exercise and a diet high in fat and cholesterol are risk factors you can control.

Diabetes is a disease that has no cure but may be preventable. Advanced diabetes can cause blindness, kidney disease and severe nerve damage. People with diabetes are also two to four times more likely to have heart disease and suffer from a stroke. The CMH program can give you the tools you need to make a real difference in your health. □

Men's Health Fair
will be held Saturday,
June 18 from
9 a.m. – noon
at the KeepWell
Center at CMH.



New physicians join CMH medical staff



Nissa Novas, MD

Dr. Nissa M. Novas has joined the Emergency Department at Calvert Memorial Hospital. She graduated from MCP-Hahnemann School of Medicine in Philadelphia in 2001. She completed her residency at the Drexel University College of Medicine in 2004.

Located in the heart of Philadelphia, the hospital functions as a busy Level 1 trauma center, where Novas became skilled at treating life-threatening emergencies. The hospital also receives Medivac flight transfers from the surrounding area of patients with complicated injuries.

Novas has specialized training in critical care and toxicology. She is also certified in the use of emergency medicine bedside ultrasonography. She treats patients at the CMH Urgent Care Centers in Dunkirk and Solomons.

Dr. Czarina Santos-Borja, board certified in psychiatry, is joining the practice of Andrew Gergely, MD in July. For the past three years, she has worked at the Wisconsin Resource Center. She also does consultation liaison work at the Aurora Medical Center.

Gergely is medical director of behavioral health services at Calvert Memorial. His practice, located in Owings, specializes in the diagnosis and treatment of psychiatric disorders in children, adolescents and adults. It offers psychiatric medication monitoring and individual, family and group psychotherapy. For information, call **410-286-0664**.

Santos-Borja completed her fellowship in consultation liaison psychiatry in 2001 at the University of Maryland and her residency at Sheppard and Enoch Pratt Hospital in Baltimore in 2000. She obtained her medical degree from the University of Santo Tomas in Manila in 1991.

Dr. John Harvey, board-certified general surgeon, has joined Shah Associates in Solomons. He is fellowship trained in vascular surgery including the latest minimally invasive techniques.

Harvey specializes in the treatment of varicose veins, diabetic foot problems and aneurysms. His office is located in Suite 2100 of the Solomons Medical Center. To make an appointment, call **410-394-2700**.

He obtained his medical degree from the University of Edinburgh Medical School in Scotland in 1992. Harvey completed his



Czarina Santos-Borja, MD



John Harvey, MD

Pain services offered

Dr. Shubhinder Puri, who has 27 years clinical experience, is board certified in anesthesiology and pain management. He has joined Chesapeake Anesthesia Associates, who provide anesthesia services to CMH patients. Additionally, he offers a pain clinic several times per month at CMH.

Services include fluoro-guided injections, such as epidurals and nerve blocks, for pain management. Special X-ray machines are used to help place the needle precisely. This not only increases effectiveness but safety as well. A physician's referral is required. For more information, call **410-535-8295**.

Since 1978, Puri has been on staff at Norwalk Hospital in Connecticut. He served as chairman of the anesthesiology department from 1987-2004. He was also a clinical assistant professor at Yale University School of Medicine from 1986-2005.

Puri completed his fellowship at Yale in 1978 and his residency at Monmouth Medical Center in New Jersey in 1977. He obtained his medical degree from the Government Medical College at Punjabi University in India in 1971. □



Shubhinder Puri, MD

residency at the Montefiore Medical Center in New York in 2002 and his fellowship at Englewood Hospital in New Jersey in 2004.

Dr. Shahid Siddiqui, board certified in internal medicine, has joined Shah Associates in Solomons. His special interests include the treatment of hypertension, cardiovascular diseases and hormonal disorders.

The practice, which has offices in Prince Frederick and Hollywood, offers a full spectrum of primary care and specialty services. For information, call **410-394-2700**.

Siddiqui completed his residency at the Medical College of Georgia Medical Center in 2004. He obtained his medical degree from the Health Science Center in Kuwait in 1997.

Dr. Manoj Mathur, board certified in internal medicine, has joined the practice of Mukesh Mathur, MD in Prince Frederick. He also sees patients at the CMH Urgent Care Centers in Dunkirk and Solomons.

Mathur completed his residency at West Suburban Hospital Center in Illinois in 2004. He obtained his medical degree at the University of Iberoamerica in Santo Domingo in 1999.

His office is located in Suite 305 in the Calvert Medical Office Building. To make an appointment, call **410-535-1451**. □



Shahid Siddiqui, MD



Manoj Mathur, MD

Record) in the 18-bed unit. With this system, the doctor writes a prescription. The order is faxed to the pharmacy and entered into the hospital's information system. At the same time, a pharmacist reviews the order to make sure the dose is correct and checks for allergies or potential interactions with other drugs the patient is already taking.

This is critical, said CMH Pharmacy Director Vince Jackson, because many acute patients have multiple health problems. "For instance," he said, "we may have a pneumonia patient who also has diabetes, high cholesterol and hypertension." He estimates that most acute patients are taking 10-12 different medications.

The electronic MAR includes other safety features, according to Jackson. "It alerts the nurse if a medication has special requirements," he explained. "It will say if the medication must be given with food or if the patient's blood pressure must be taken beforehand."

The new system also saves time and reduces errors, according to Kathy Marshall, RN, who manages the TCU. "Handwriting is no longer an issue," she said, "and documentation is done on-line."

"With the electronic MAR, the pharmacist can verify that medications were given on time," added Marshall. Additionally, she said, there is a complete medication profile for each patient even if they're transferred to another floor.

Plans are already underway to build the infrastructure needed to expand its use throughout the hospital, according to Grogan.

Safety measures stressed

In the interim, CMH has put in place other measures like pre-printed order sets that have proven effective in reducing errors, according to Susan Dohony, vice president for performance improvement.

She said standardized orders are used for high-risk, high-volume drugs like insulin and blood thinners. The preprinted forms specify how the medication is given, predefined doses, how to monitor, safety issues and additional therapies.



Safety is a primary consideration when selecting new medical equipment. The new chemotherapy hood for the pharmacy creates a sterile environment similar to an operating room. This protects the staff and patients

Exciting developments

"There are exciting developments on the horizon," said Jim Xinis, CMH president and CEO, "but they will require careful planning and the support of our physicians and clinical staff to successfully implement."

He went on to add, "It will also take time and money. We need to build the infrastructure to support the new technology." Xinis estimated that it will cost \$300,000 for staff training.

The hospital's emergency department when expanded will feature two major improvements – a computerized patient tracking system and digital radiography – that will give physicians immediate access to the information needed to make decisions.

Other plans on the drawing board like bar coding and computerized physician order entry (CPOE) offer built-in safeguards to prevent mistakes. A bedside verification system, like bar coding, said Grogan, could potentially reduce administration errors by 65-86 percent, according to literature.

CPOE is an electronic prescribing system that intercepts medication errors when a prescription is ordered, enforces prohibited abbreviations and eliminates physician handwriting legibility issues. Each order is screened against patient data and checked for potential problems, including drug interactions and allergies. Studies have shown these systems could reduce medication errors overall by 50 percent.

Grogan is working with a physician advisory council to develop a five-year plan to automate the ordering process. The new information system would also incorporate evidence-based clinical content.

Long-term plans include the development of a PACS (Picture Archival Communication System) that would enable CMH to store medical images such as a CT scan as part of the hospital's electronic medical record. □

The hospital has also changed the way it treats "look-alike" drugs to prevent the wrong one being given by mistake. "They are labeled differently and stored separately," said Jackson. "There are also warnings on the shelves and automatic alerts built into our computers."

He explained that the tall/short man labeling used on "look-alikes" helps staff tell them apart at a glance. For example, VINcrisTINE and VinBLAsTine are both anticancer drugs.

Dohony said CMH has banned certain abbreviations that have been directly linked to medical errors. For example, doctors are now required to write out "daily" instead of using "QD" on prescriptions.

Even more importantly, she stressed, is the culture shift within the organization. "Every year, we develop new safety goals and monitor their progress," she said.

"Employees are encouraged to report adverse events." According to Dohony, this data is carefully analyzed for trends.

"We need to get away from paper," she said. "Technology solutions could reduce medication errors by 50 percent."

According to Jackson, there were 700,000 medications administered at CMH during 2004 and 561 errors reported. Of that number, 37 percent were attributed to prescription error, 15 percent to dispensing error, 19 percent to transcription error and 29 percent to administration error.

"There are many different types of errors," he explained. "It could be the wrong medication or dose was given or a dose was missed or given at the wrong time."

Walking can prevent illness in seniors

While the health benefits of regular exercise are well known, it may also decrease the risk of disability by lowering body weight and reducing the risk of painful arthritis and osteoporosis.

There is strong evidence that moderate physical activity – like walking – has the potential to substantially reduce disability later in life. Current recommendations call for 30 minutes per day, five days a week.

Walking is a good exercise for anyone, even for those with arthritis. It's an endurance exercise, which means it strengthens the heart, helps lungs work more efficiently and adds more stamina so individuals do not tire as easily. This can help lower blood pressure and reduce the risk of another heart attack or stroke.

As a weight-bearing exercise, walking helps strengthen bones, reducing the risk of osteoporosis. Walking also helps control weight, strengthen muscles and helps maintain joint flexibility.

Other studies reveal powerful findings connecting lifestyle habits, like regular exercise, and reduced disease risk. A September study published in the Journal of American Medical Association (JAMA) found that elderly women who walked at least six hours per week or did similar activities had a 20 percent lower risk of cognitive impairment than their less active peers.

The Diabetes Prevention Program clinical trial reported in 2002 that people at risk for type 2 diabetes cut their risk by almost 60 percent by exercising (30 minutes per day) and losing weight (5 to 7 percent of body weight).

A 2003 JAMA report, based on the Women's Health Initiative, found that increased activity for a few hours per week, despite intensity, can lower the risk of breast cancer in post-menopausal women.

The Surgeon General's 1996 report on physical activity and health, citing more than 30 studies, concluded that physical activity can protect against the risk of colon cancer. Although it was unclear whether this was due to the activity or resulting weight loss.

New program at CMH

Need help getting started? Calvert Memorial Hospital offers a free walking program for local residents. The program, funded by a \$40,000 grant from CareFirst Blue Cross Blue Shield, began in January. Participants describe the classes as informative and like the support the group provides. To sign up, call **410-535-8245**. □

Brisk walking burns roughly the same calories per mile as does running.

Practical tips

The Arthritis Foundation offers these practical tips to make it easy to start a walking program.

- ✓ Check with your doctor before you begin.
- ✓ Wear well-fitting and supportive shoes.
- ✓ Wear comfortable clothes that "breathe."
- ✓ Walk at your own pace.
- ✓ Be sure your family knows your route.
- ✓ Don't go too far, too fast.
- ✓ Choose flat, firm, level surfaces.
- ✓ Keep it fun. Listen to music.
- ✓ Find a partner.
- ✓ Stay motivated by varying your course.

Why walk?

For seniors, walking is the easiest and least costly type of exercise.

It will:

- Give you more energy
- Reduce stress
- Help you sleep better
- Tone your muscles
- Help control your appetite



Construction begins on expansion

The first phase of the largest expansion in Calvert Memorial's history is now underway. With the new parking lot finished, work began in January to prepare the site and relocate the helipad.

"The (construction) phases will be done in a way that least disrupts patient care and maximizes safety," said Jim Xinis, CMH President and CEO.

When complete, nearly one-third (or 71,767 square feet) of the hospital will be new or rebuilt. The \$32.9 million project includes a greatly expanded Emergency Department, a new 10-bed Critical Care Unit and 16 additional acute care beds. It also features a modernized laboratory and a concourse dedicated to outpatient services.

During this phase, it will be necessary to dig up the back parking lot to re-route water, sewage, storm water, power and medical gas lines, which will be moved for construction that will occur later. A flagman will direct traffic while work is done on the lines under the service road.

At this time, the incinerator will be removed to make room for a new emergency generator plant that will support the entire hospital including the expansion. The existing helipad will be

demolished to clear the way for the emergency department addition. The temporary helipad will be located in the parking lot next to the annex.

It will also be necessary to tear down the ambulance bay canopy. A temporary walkway will be erected at the ED entrance. "Volunteers will be on hand to help, as needed," said Kasia Sweeney, PR and Marketing Director, "and wheelchairs will be provided." Additionally, patients affected by the noise have been provided with headsets and moved whenever possible. "We're doing everything we can to limit the impact on patients and visitors," she added.

Sweeney said a new patient shuttle has been ordered and is expected to arrive in April. During peak hours, volunteers circulate the parking lots in a covered, six-seat cart and provide those who need transport with a lift to their destination.

A large crane arrived in February to erect the steel beams that will support that the new Critical Care Unit on the third floor. This phase will usher in the new construction that will continue through 2005. The older areas will be renovated once the new emergency department and lab are completed. □



Learn more ...

Read about the project at
www.calverthospital.com
See floor plans.
Take a virtual tour.



CALVERT MEMORIAL HOSPITAL
Tradition. Quality. Progress.

100 Hospital Road, Prince Frederick, MD 20678

Non-Profit Org.
U.S. Postage
PAID
Prince Frederick, MD
Permit No. 34

POSTAL PATRON