



Healthy Outlook

Tradition. Quality. Progress.

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Tony Gross oversees the hospital's new Hostess Program that is getting rave reviews.



BEST
REGIONAL HOSPITALS

& WORLD REPORT
U.S. News

SOUTHERN MARYLAND
GERIATRICS
2012-13

U.S. News & World Report Recognizes CMH as One of the Best

See Back Cover



New Program Eases Transition from Hospital to Home

LAST YEAR, CALVERT MEMORIAL HOSPITAL CREATED THE TRANSITIONAL CARE PROGRAM TO ENHANCE CARE FOR CHRONICALLY ILL PATIENTS AFTER THEY LEAVE THE HOSPITAL.

The innovative community outreach program is designed to:

- ✓ Identify patients with chronic conditions (such as diabetes or hypertension) who are at risk for readmission
- ✓ Provide them with additional support
- ✓ Connect them with the resources they need to stay healthy
- ✓ Reduce preventable hospital readmissions

Pictured top: CMH transitional care navigator Mary Kehrig visits Lusby resident Sophia Brown at home to do diabetic teaching.

Right inset: Linda Brown of Prince Frederick, who has a history of hypertension, needed help getting her medications in order.

“The program is focused on making sure their transition from the hospital to home is smooth,” said **Kathy Pedersen**, who manages transitional care at CMH, “and that all of their follow-up care needs are addressed.”

She said each patient is contacted within 72 hours of discharge by the transitional care navigator. The amount of contact after that is individualized based on the patient’s need.



The leadership team at CMH is pleased to welcome **Eileen Thompson** as our new case management director. She comes to us with an excellent knowledge of quality improvement and patient safety as well as utilization review and case management. Most recently, she left a position after many years at Kaiser Permanente where she led the nationwide transplant program.

“We believe this is a really important program,” said CMH President & CEO, **Jim Xinis**, “and we are confident that it will have a big impact on the lives of many in our community.” A portion of the funding was raised by the hospital’s charitable foundation.

Xinis said the program is already producing positive results in reducing Medicare readmissions at Calvert Memorial. “In 2012, our rate was 12.4 percent,” he said, “that is down from 15.4 percent the prior year.”

Connecting with Follow-up Care

“Many of these people are newly diagnosed with a chronic disease,” said **Mary Kehrig**, transitional care navigator, “and they need more support to understand and effectively manage their condition.”

Kehrig said she spends a lot of time ensuring that the program’s participants understand their diagnoses and care instructions, have filled their prescriptions and scheduled their follow-up appointments.

She said home visits provide a valuable opportunity to do teaching. With a diabetic patient this might involve meal planning and label reading. Another important aspect of the program is connecting them with the resources they need to stay healthy – such as a smoking cessation program at the local health department. At the 30-day mark, they’re turned over to the care coordinator in their physician’s office for continued follow up.

Self Managing for Success

“It’s definitely made me more aware,” said **Sophia Brown** of Lusby. The 47-year-old was diagnosed with type 2 diabetes after she went to the ER with persistent blurry vision and balance problems.

“Mary explained how to evaluate my numbers and helped me with meal planning,” said Brown. She also gave me a log to keep track. It’s showing me what I’m doing and the impact.”

Linda Brown was referred to the program after a hospital stay for complications from high cholesterol and high blood pressure. “Mary helped me set up my medication schedule,” said the 51-year-old Prince Frederick resident, “with dose, how often to take and the reason for taking.”

“She also arranged for me to go to the diabetes education class,” said Brown. “I know I need to lose weight. I just got a brand new pair of sneakers and I’m going walking.”

A MESSAGE FROM THE CEO

Defining the Quality Patient Experience

Defining the quality patient experience is essential to how we provide care at Calvert Memorial Hospital. It’s our chief concern anytime a patient stays with us but it actually begins long before you arrive and continues well after you leave. We are always looking for ways to raise the bar on customer service because we know that a happy patient can mean a healthier patient.



However, a quality patient experience doesn’t happen by accident. At CMH, it is carefully designed, consistently applied and constantly measured. Regular surveys of recently discharged patients give us important insights about how they perceive their hospital experience. Daily rounds by our executives also gather valuable feedback.

A large part of a positive patient experience at Calvert Memorial is the people who go above and beyond to exceed your expectations every day. At the same time, we have put in place a number of new initiatives designed to deliver the kind of patient experience you tell us you want – from free valet parking to nurse navigators who anticipate your needs. We’ve also added guest services and a hostess program that is getting rave reviews.

All of these programs are showing strong gains in improving patient satisfaction. You will read about others in this issue including our patient advocates, bedside medication delivery and the new centralized scheduling system that went live in January.

2012 was definitely a banner year in many ways. *U.S. News & World Report* recognized us as one of the best regional hospitals for geriatrics. We received the prestigious Excellence Award for Quality Improvement from the Delmarva Foundation for Medical Care and earned the Gold Plus Award from the American Heart Association for outstanding stroke treatment.

These accolades are a tribute to our entire Calvert Health System team. Quality care — like the quality patient experience — begins with quality people and that is certainly true here.

James J. Xinis,
CMH President and CEO



CMH Breast Center Draws Wide Community Support

"It's been a little over three years since the Center for Breast Care at Calvert Memorial Hospital opened its doors and the response from the community has been tremendous," said **Kasia Sweeney**, administrative chair for the breast center at CMH. "Today, in addition to our state-of-the-art medical care we offer a broad array of support programs and services to improve the overall patient experience."

"Our breast center has one clear purpose – to provide quality breast care close to home for our patients," she said. "Our multidisciplinary team is dedicated to providing a comprehensive approach that is customized to address the unique needs of each patient."

The multidisciplinary team at the breast center includes Johns Hopkins breast imaging specialists as well as breast and plastic surgeons, medical and radiation oncologists and pathologists on staff at Calvert Memorial. Cancer resource specialists assist patients with the psychosocial, spiritual and emotional aspects a cancer diagnosis can bring.

According to Sweeney, the breast center team meets weekly to proactively discuss and plan patient care. This multidisciplinary approach allows for ongoing communication and active collaboration. "In this way, the patient can feel more confident that they have explored all of their options."

Heading up the team is breast surgery expert **Dr. Steven Nagel**, who has more than 25 years' experience dedicated to diagnosing and treating women with breast cancer and benign diseases of the breast. Last summer, he replaced interim director Dr. Theodore Tsangaris, who stepped in for Dr. Sheldon Goldberg, who died in a tragic rafting accident in 2011.

The Center for Breast Care at CMH was the dream of Dr. Goldberg, who worked tirelessly for two years to create the facility that became the first of its kind in Southern Maryland. The Center, which opened in 2010, brings together a team of breast health experts with an experienced navigator backed by the latest technology in one comfortable, convenient location.

"Every step of the way through your facility was impressive," said **Connie Taylor** of Chesapeake Beach. "It seems there are not enough words available to describe their special care." She was diagnosed in October and had a partial mastectomy on her left side followed by radiation therapy.

"After my surgery, I received the most beautiful pink and



The leadership team at the breast center includes Johns Hopkins radiologist Dr. Nagi Khouri, medical director of breast imaging; breast surgeon Dr. Steven Nagel, the center's medical director and breast care navigator Linda Walton.

white crocheted blanket," she said, "along with a beaded bracelet and a card of encouragement. I appreciated it so much. It really touched my heart."

Volunteers from local churches make and donate the blankets. "We're just trying to do our part to help them through their journey," said **Denise Whalen White** of *All Shades of Pink*.

An important part of the treatment process, said Sweeney, is identifying those patients who have higher than normal risk for breast cancer so having a genetic counselor on the team is important for care planning.

Survivorship coordinator **Denise O'Neill** continues to foster the center's peer-to-peer mentorship program and received funding from the Maryland Affiliate of Susan G. Komen for the Cure® to offer "Transition to Wellness" workshops for survivors evolving from treatment to wellness.

A recent addition is the "Stepping Stones" retreat offered for the first time in November. At the all-day event, survivors came together to share common experiences, explore healthful practices that promote healing and wellness and celebrate their own survivorship.

"It was awesome," said **Janice Lewis** of Dunkirk. "I especially enjoyed the reflexology, yoga and meditation. The nutritional talk was very informative."

The two-year survivor said the retreat "was like a sisterhood being with people who went through the same thing. It did a lot for me. It was so encouraging."

For more information about programs and services offered at the center, call the breast care navigator at **410-414-4700** or visit www.calverthospital.org. Women interested in a screening mammogram can also call this number.



More than 200 family, friends and colleagues joined breast center supporters last summer to mark the dedication of the Sheldon E. Goldberg Center for Breast Care at CMH in honor of its founder and original medical director.



Funds Raised for Vital Patient Services

A sea of pink-clad supporters from across Southern Maryland surged into Solomons on Oct. 13 for Calvert Memorial Hospital's 3rd Annual Breast Cancer 5K Walk/Run. The spirited crowd of 780 easily topped last year's turnout and raised over \$10,000 to benefit the Sheldon E. Goldberg Center for Breast Care at CMH.

"We are very grateful to all of the participants for their wonderful energy and overwhelming support," said **Linda Walton**, the breast center's navigator. "Their support will make sure our patients get the help they need to boost their spirits and make their treatment a little easier."

From six to 77 they laced up to hit the pavement to also raise awareness about the importance of scheduling routine mammograms. Studies show that one woman in eight will develop breast cancer in her lifetime. And as survivors know, early detection can make all the difference.

Proceeds from the race, said **Kasia Sweeney**, administrative chair for the breast center at CMH, will be used to expand support services available to all patients of the breast center as well as to support a special fund for patient financial assistance.

The 3rd annual **Pink and Blue Golf Tournament** at Old South Country Club raised another \$14,100 for breast and prostate cancer programs. The event honored the memory of **Dr. Glenn Marinelli** who passed away in 2011 after a valiant battle with colon cancer. An ardent supporter of the hospital's foundation, Dr. Marinelli is best remembered for his sense of community.

A standout effort was turned in by **Eric Grenis**, 13, of Huntingtown (*pictured at right with his dad*). The Northern Middle School eighth grader raised \$655 selling pink breast cancer awareness wristbands to family, friends, classmates and neighbors.

Additionally, this year's hospital ball raised a record-setting \$140,000 for new technology at the breast center. (*See Foundation News, Page 15*)



Teresa Farrell joined 36 others from Southern Maryland Oral Surgery Group at CMH Breast Cancer 5K.

CPRCC Offers New Therapy for Breast Cancer Patients

By *Dr. Kathleen Settle, board certified radiation oncologist*



The **Chesapeake Potomac Regional Cancer Center** is pleased to announce that it now offers "prone breast cancer therapy" at its facilities in Charlotte Hall and Waldorf. With this technique, the patient lies face down on a special board that allows their involved breast to hang down.

Research has shown the prone position may be beneficial for women with very large and/or pendulous breasts by reducing the severity of skin burns and the swelling that can occur after treatment. Studies also demonstrate that this position may reduce the lung and heart's exposure to the X-ray beams.

While not everyone is a candidate for the prone position, Dr. Settle encourages anyone diagnosed with breast cancer to see a radiation oncologist for an initial consultation prior to making any surgical decisions. "The potential role of radiation therapy in the treatment of your breast cancer may influence your surgical decision (i.e. – lumpectomy versus mastectomy)," she said. "Therefore, having all available information will only aid in a patient making the best decision for them."

She went on to add, "At CPRCC, we strive to individualize patient care and balance efficacy of treatment with side effects. Our breast cancer patients are evaluated and provided with all available treatment options." Dr. Settle provides consultations at the Center for Breast Care at CMH. She and her partners, **Dr. Boris Naydich** and **Dr. Simul Parikh**, are part of the breast center multidisciplinary team.



CMH Customer Services Elevate Patient Experience

“A QUALITY HEALTHCARE EXPERIENCE REFERS TO THE TOTAL EXPERIENCE,” SAID DEAN TEAGUE, CHIEF OPERATING OFFICER AT CALVERT MEMORIAL HOSPITAL “FROM THE MOMENT YOU CALL FOR AN APPOINTMENT TO THE DAY YOU GO HOME AND EVERYTHING IN BETWEEN. IT ALL MATTERS.”

“At CMH, we strive to make that experience the best that it can be,” he said, “not just medically, but personally.” One measure of how well the hospital is doing in that area is patient feedback.

“Regular surveys of recently discharged patients give us important insights about how they feel about their hospital experience,” said Teague. Daily rounds by CMH executives also gather valuable comments.

“In almost every situation, the patient and often times their family members are pleased to have the opportunity to speak with hospital leaders about their care,” he said. “It also shows that our concern for them starts at the very top of our organization.”



Above: Guest services provide the extra touches that help make your stay more comfortable.

Dialing Up the Hospitality

“While you’re here, you’re not just a patient,” said **Kasia Sweeney**, associate vice president for client service at CMH. “You’re also our guest.” Need a cell phone charger or an extra blanket? **Guest Services** is here to make your stay a little easier.

The program, which includes the hospital’s patient advocates and a large group of volunteers, is taking the patient experience to a new level. Sweeney said these volunteers round on patients, provide them with information about what to expect in the hospital and how to ask for help if they need it.

CMH also added more staff and volunteers to its **Patient Advocate** team. Don’t know who to ask for help?

Call our Patient Advocate at ext. 4623. Whatever your concern, they’re here to help you find solutions to special needs and answers to any questions you may have.

Another recent addition is the hospital’s new **Hostess Program**. “We know that meal service is an important part of any patient’s hospital experience,” said Sweeney. “That is why we launched our new Hostess Program that enables us to give more individualized attention to our patients.”

The service allows patients to speak directly with a host or hostess about their dining options. Patients are given a dedicated phone number to call if they have any food-related special needs, concerns or requests.

Additionally, a host or hostess visits each patient twice a day – in the morning to select lunch and in the evening to order dinner and breakfast the next day. Together, they develop menu choices that satisfy the patient’s nutritional needs and suit his or



Above: Bedside medication delivery allows you to get your prescriptions before you go home.

her specific tastes. The program is already getting rave reviews for order accuracy, prompt delivery and customer service.

And when it’s time to go home, patients appreciate the convenience of the newly added **Bedside Medication Delivery** service. “We know the last thing you want to do on the way home is make another stop,” said Sweeney. “That’s why we partnered with Walgreens to bring your prescriptions right to your bedside prior to leaving the hospital.”

“Our patients appreciate the convenience of bedside delivery,” she said, “but studies show it also increases medication compliance and reduces avoidable readmissions.” Data suggests that one-third of patients being discharged never get their prescriptions filled.

The CMH Bedside Medication Delivery program operates Monday to Friday from 10 a.m. to 6 p.m.

Here’s how it works:

- Walgreens is notified of patient discharge
- Dedicated Walgreens representative gathers patient info & scripts
- Prescriptions are processed
- Payment is arranged with patient or caregiver
- Medication instruction is offered
- Medications are delivered to patient’s bedside
- Patient receives follow-up call from pharmacist 48 hours after discharge

“We spend a lot of time focusing on what we can do to make your patient experience better,” said Teague. “It’s more than just awareness and attitude, although that is a big part. It’s also attention to detail and commitment to customer service – that’s where our employees really excel.”



Above: With free valet parking, just drive up and give the attendant your keys.

From Start to Finish

Making appointments just got a lot easier, too. Now, with just one call to Calvert Memorial Hospital's new **Patient Access Service Center** centralized scheduling service, residents can:

- Schedule multiple visits
- Learn what their insurance covers
- Get instructions about their diagnostic test or procedure

Read more about how the new streamlined process is eliminating unnecessary duplication and can save you time. (See *Centralized Scheduling, Page 10*).

Confused about what to do next? CMH created the **Transitional Care Program** that is designed to provide a smooth transition from hospital to home. The innovative community outreach program identifies high-risk patients and connects them with the resources they need to stay healthy and prevent hospital readmissions.

The program is especially helpful for those who are newly diagnosed with a chronic disease – such as diabetes or hypertension – and need more support to understand and effectively manage their condition. (See *Transitional Care, Page 2*)



Left: Our patient advocate uses a "bubble break" to relieve a little one's anxiety.

Dear Ms. Sweeney and Mr. Teague:

My son, Christopher Kuhn, was a patient at Calvert Memorial Hospital on August 21-24, 2012. Everyone at the hospital from the Emergency Department to the staff on the third floor was very nice. We did not have to wait long at all to be seen in the Emergency Room. And as soon as Christopher was admitted on the third floor, the patient advocate came in and asked us if we needed anything. The hospital showed us very good customer service and made us feel special!

All the staff was friendly and attentive to Christopher's needs. A special thank you goes to the following people: Dr. Poddar, Pediatric Hospitalist and Dr. Meraj, as well as nurses Suzanne, Michelle, April and Pam and techs, Donna, Aisha, Shanae, Bonnie and Eileen. In addition, we'd like to thank the ER nurse, Kim, and Dr. Glenn. The room was clean and the housekeeping staff was helpful and friendly. Everyone was nice, caring and professional and showed very good customer service.

Lastly, a special shout out goes to Tony in Food & Nutrition Services. He was very upbeat and enthusiastic about his job. He followed up to ensure that the meals that were ordered were received and satisfactory and asked if there was anything else he could get us. The cheeseburgers were great!

It appears the employees of Calvert Memorial love what they do and think of the patient as number one!

Thank you again.

Sincerely,

The Kuhn Family
Christopher, Nicholas, Amy and Victor



CMH Center Offers Personalized Approach to Wound Care

AS A CONSTRUCTION SUPERINTENDENT DENNIS DORSEY IS ON HIS FEET ALL DAY EVERY DAY – UNTIL A MOTORCYCLE ACCIDENT LEFT HIM SIDELINED WITH A LARGE WOUND ON HIS RIGHT LEG. THEN HE SOUGHT HELP AT THE CENTER FOR WOUND HEALING AT CALVERT MEMORIAL HOSPITAL.

“I slammed into a speed limit post,” said the 54-year-old Owings resident. “It was badly swollen and really painful.” The healing process was further complicated by poor circulation due to a prior injury.

After months of treatment – sometimes twice a week in the beginning – he is back to work and his active lifestyle. “It’s a 100 percent now,” he said. “I don’t know what I would have done without them. It was one of the best experiences I ever had.”

For most people, cuts and scratches will heal within a few days or weeks. However, for individuals who suffer from diabetes or poor circulation, their natural healing process is hampered. A simple sore can become a complex medical problem that can significantly alter a person’s quality of life.

Owings resident Dennis Dorsey (center) with the CMH wound center team (left to right) Melissa Laughrey, Peggy Estevez, Diann Parran and Dr. Nancy Clark, the center’s medical director.



When to Get Professional Help

According to **Dr. Nancy Clark**, the wound center’s medical director, when circulation is compromised, healing occurs very slowly. Dr. Clark is a board-certified vascular surgeon and has 10 years’ experience in treating patients with complex circulation or blood flow problems.

“Typically, a wound that does not respond to normal medical care within 30 days,” said Dr. Clark, “is considered a problematic or chronic wound.”

She went on to add, “If a hard-to-heal wound is not treated, it may get bigger and deeper over time.” Dr. Clark said this may significantly increase the patient’s chance

of infection, which if severe enough could require hospitalization.

The Center for Wound Healing at Calvert Memorial Hospital offers expert care in the treatment of various types of wounds, such as those stemming from traumatic injury, diabetic complications and post-operative wounds.

Advancing the Healing Process

The CMH wound specialists work closely with a patient’s primary care doctor and other specialists to create personalized treatment plans designed to promote healing. They use state-of-the-art treatment methods to promote wound healing and enhance the patient’s comfort, including electrical stimulation/ultrasound (to promote skin growth) and pulsed lavage/hydrotherapy for wound irrigation (to remove dead skin and clean infection).

“Our nurses and technicians have advanced training in the care of difficult, non-healing wounds,” said Dr. Clark. “They provide one-on-one attention to each patient to ensure the best possible outcome.”

A key aspect of the program is patient and caregiver education. “I learned quite a lot about wounds and the proper care,” said Dorsey.

The CMH wound center is conveniently located just off the hospital’s main lobby on the outpatient concourse. Patients have easy access and ample nearby parking. Treatment is covered by most insurance plans but a physician’s referral is required.

Appointments are scheduled through the hospital’s Patient Access Service Center. In Calvert, call **410-414 APPT (2778)**. Outside the county, use the toll-free line at **1-855-414-APPT (2778)**.

What We Offer:

- ✓ Comprehensive Evaluation
- ✓ Knowledgeable Staff
- ✓ Individualized Treatment
- ✓ Specialized Services
- ✓ Patient Education

Smart Pumps Place CMH at Forefront of Medication Safety

CALVERT MEMORIAL HOSPITAL HAS INVESTED OVER \$825,000 TO FULLY IMPLEMENT NEW “SMART” INTRAVENOUS (IV) PUMPS THROUGHOUT ITS FACILITY. THE ADVANCED SYSTEM FEATURES MANY BUILT-IN SAFEGUARDS AND PROVIDES SUPERIOR ACCURACY.

Coupled with existing initiatives like bar coding and electronic prescribing, the new technology puts CMH at the forefront of medication safety in the state.

“We have dedicated considerable resources to this new technology because we believe it will be of great benefit to our patients,” said CMH President and CEO **Jim Xinis**, and reassure them they are receiving the best possible care.” A portion of the funding was raised by the hospital’s charitable foundation.

CMH added the new smart IV pumps in the hospital’s infusion therapy center, operating rooms and intensive care unit along with its emergency department and family birth center for use with post-partum patients and mothers in labor.

Last year, Calvert Memorial Hospital scored 96.3 percent for medication safety on an annual survey conducted by the Institute of Safe Medication Practices – surpassing the national average of 71 percent and the statewide median of 77 percent by a wide margin.

“We are continually looking at ways to improve our medication safety,” said CMH Pharmacist Kara Harrer. “There is no doubt that smart pumps will significantly strengthen those efforts.”

Studies at major medical centers have shown that this new technology has a critical

The Smart Pump Advantage

- ✓ Features built-in safeguards
- ✓ Provides superior accuracy
- ✓ Sends warning alerts
- ✓ Tracks data for quality improvement
- ✓ Benefits patients throughout CMH

impact in preventing potentially serious IV medication errors. So, what makes the pumps so smart?

According to Harrer, the smart pump’s “brain” consists of customized software that contains a drug library. This software essentially transforms a conventional IV pump into a computer that sends an alert if an infusion is programmed outside a particular medication’s recommended limits for dose, rate or concentration based on a patient’s age, weight and medical condition.

Going above or below the limit will prompt the machine to sound an alarm, notifying the clinician of the error and how to fix it. “So even if a staff person accidentally presses the wrong button,” she said, “the smart pump lets you know before you administer the medication.”

According to Harrer, the pumps also log data about all such alerts, including the time, date, drug, concentration and programmed rate, thus providing valuable continuous quality improvement information.

Harrer said the smart pumps have other built-in safeguards that provide an extra layer of protection. “For example, if you have a surgical patient who is on continuous pain medication and his oxygen level drops,” she said, “the smart pump will automatically shut off the medication even before the nurse reaches the patient’s bedside.”

In addition, Harrer said, the pumps are programmed with specific drug dictionaries that ensure the drugs are administered according to best practices. They also have free-flow protection – a key safety feature that is designed to prevent unintentional overdoses of medication or fluid.

CMH Pharmacist Donna Dennino demonstrates the many safety features that are built into the new “smart” intravenous (IV) pumps recently installed at CMH.



Making Appointments Just Got A Lot Easier



“We believe our customers will appreciate the ease and convenience of the new centralized system.”

*– Franklin Smith,
director of
Patient Financial
Services at CMH*

Now, with just one call to Calvert Memorial Hospital's new Patient Access Service Center centralized scheduling service, residents can:

- ✓ Schedule multiple visits
- ✓ Learn what their insurance covers
- ✓ Get instructions about their diagnostic test or procedure

At the same time, patients will be able to find out what, if any, out-of-pocket expenses apply and if any preparation is required. The centralized scheduling facilitator will also advise what time to arrive, where to check-in and what patients should bring with them.

Hospital officials say the new Patient Access Service Center streamlines the entire registration process and eliminates unnecessary duplication. The result is a well-organized system that saves patients time.

According to **Franklin Smith**, director of Patient Financial Services at CMH, the center was created to provide Calvert Memorial's customers with the opportunity to use one call to handle multiple tasks while working with the same individual throughout the scheduling experience.

“We believe our customers will appreciate the ease and convenience of the new centralized system,” he said.

The local number to reach the CMH Patient Access Service Center is **410-414-APPT (2778)**. There is also a toll-free number for those calling from work or another location outside the county. That number is **1-855-414-APPT (2778)**.

In the past, scheduling appointments typically involved making calls to different offices, speaking with different persons who would have needed to ask the same questions over and over again.

According to Smith, the new Patient Access Service Center will handle making appointments for most CMH outpatient services, including:

- Anti-Coagulation Clinic
- Cardiopulmonary Services
- Cardiac/Pulmonary Rehabilitation
- Diabetes Self-Management Program
- Diabetic Counseling
- Diagnostic Imaging
- Endoscopy Center
- Family Birth Center
- Magnetic Resonance Imaging
- Medical Nutritional Therapy
- Nuclear Medicine
- Occupational Therapy
- Pain Management Center
- Physical Therapy
- Same Day Surgery
- Spine Clinic
- Sleep Disorders Center/EEG
- Speech Therapy
- Ultrasound
- Wound Center

He said a completed physician's order is needed for tests and exams to be scheduled. These can be faxed to the Patient Access Service Center at **410-535-8789**. The center is open from Monday to Friday from 7 a.m. to 5 p.m. Fax requests are available after business hours.

Now, with just one call to Calvert Memorial Hospital's new centralized scheduling system, you can make multiple appointments, check on insurance coverage and get instructions about your test or procedure.



Calvert Memorial Pursuing 'Baby Friendly' Designation

INITIATIVE PROMOTES BREASTFEEDING AS HEALTHIEST OPTION



In January, Calvert Memorial kicked off a hospital-wide campaign to promote breastfeeding as the healthiest option for infants and mothers. It is part of an ongoing effort to pursue "baby-friendly" designation.

Although breastfeeding is one of the most effective preventive health measures for infants and mothers, half of US-born babies are given formula within the first week, and by nine months, only 31 percent of babies are breastfeeding at all, according to the Centers for Disease Control and Prevention (CDC).

The "Baby-Friendly" Hospital Initiative was established by the World Health Organization (WHO) and the United Nations Children's Fund (UNICEF) in 1991 to recognize facilities that foster a culture of support for breastfeeding mothers. Currently, there are 149 "baby-friendly" hospitals out of an estimated 3,250 birth facilities in the U.S.

Calvert Memorial already offers prenatal instruction in breastfeeding and has certified lactation consultants on staff that provide one-on-one instruction as well as outpatient lactation services for breastfeeding moms who need assistance after they go home. There is also a free breastfeeding support group that meets weekly at the hospital. The baby-friendly designation will enhance these services.

To earn that designation, hospitals must show they have successfully integrated a series of 10 steps to encourage breastfeeding. These include having a written breastfeeding policy, informing all pregnant women about the benefits of breastfeeding, helping mothers initiate breastfeeding within one hour of birth, and giving no pacifiers to breastfeeding infants. Additionally, they encourage breastfeeding on demand and "rooming in" – to allow mothers and babies to remain together, as well as referring mothers to breastfeeding support upon discharge.

Research shows breast milk is best

"Evidenced-based research tells us that breast milk is best for babies," said **Betty Ellis**, certified lactation consultant at CMH. "Good eating habits start at hour one for a lifetime of health and well-being. Our goal is to give every family the best start possible."

Breastfeeding Benefits

- ✓ Easier for baby to digest
- ✓ Protects against illness
- ✓ Helps prevent obesity later
- ✓ Supports brain growth

Breastfeeding has multiple health benefits for both infants and mothers. For infants, it decreases the incidence and severity of many infectious diseases, reduces infant mortality, and optimally supports neurodevelopment. It also decreases the infants' risk of becoming obese later in childhood. For mothers, breastfeeding decreases the risks of breast and ovarian cancers, diabetes, rheumatoid arthritis and cardiovascular disease.

Ellis said the pathway to "baby-friendly" designation has four phases that typically take about two years to complete. CMH has just finished the discovery phase and is moving forward with the development phase, which involves creating a task force and a work plan. This is followed by the dissemination phase that involves collecting data and training staff before the on-site assessment that leads to designation.

According to **Holly Dooley**, director of Maternal Health Services at Calvert Memorial, the hospital is collaborating with physician offices to provide early education about options for feeding methods. "As healthcare professionals, we provide the best information so that parents can make an informed decision."

She went on to add, "We recognize that it is the mother's choice to breastfeed or supplement. It is never our intent to make the mothers feel guilty. If mom opts to bottle feed or supplement, the hospital will have formula available."

(left) Calvert Memorial offers a free support group for breastfeeding moms that meets weekly at the hospital.



Bhogte Joins Calvert Surgical Care

GENERAL SURGEON DR. ERVIND BHOGTE HAS JOINED CALVERT SURGICAL CARE, A CALVERT PHYSICIANS ASSOCIATES PRACTICE IN PRINCE FREDERICK.

The group offers comprehensive surgical consultation and treatment for the full spectrum of general surgical needs for adults and older children. Fellowship trained in surgical critical care at Washington Hospital Center, he has a special interest in thyroid, breast and GI malignancies.

Dr. Bhogte is experienced in all aspects of general surgery with particular emphasis in caring for critically ill patients. He completed his surgical residency and fellowship at Washington Hospital Center. One of the largest hospitals on the East Coast, it operates the region's premier shock trauma and surgical critical care center.

"As part of a major urban medical center," he said, "we saw a broad range of patients with complex problems. We would often get referrals from throughout the region that would require more sophisticated care."

"The fellowship exposed us to a wide variety of severely injured patients with many complications," said Dr. Bhogte.

"I'm very comfortable taking care of critically ill patients who are on a lot of medications and have multiple diseases."

Dr. Bhogte has performed a lot of abdominal laparoscopic procedures, including gastric tumors, hernias, small bowel and ulcer surgery. "The main thing I want patients and their families to know is that they can be at ease with me and always feel free to ask any question," he said. Calvert Surgical Care is located in Suite 210 of the Calvert Medical Office Building next to the hospital.



Calvert OB/GYN Welcomes Soffer

Diana Soffer, MD, an OB/GYN specialist with a particular interest in minimally invasive gynecologic surgery, has joined Calvert OB/GYN Associates of Southern Maryland. She sees patients at the group's Dunkirk and Prince Frederick offices.

Dr. Soffer graduated from Albany Medical College in New York in 2008 and went on to complete her OB/GYN residency at Kaiser Permanente Los Angeles Medical Center (LAMC). "We cared for patients from all over Southern California with all levels of need, including the most critical cases," she said. "I gained extensive experience caring for patients of diverse backgrounds and a wide range of obstetric and gynecologic issues, which is experience I look forward to sharing with Calvert County."

Dr. Soffer said she emphasizes good communication with her patients. "I want my patients to feel free to ask any questions they might have," she said, "and to feel confident they have all the information they need to take an active role in their health care." She also speaks medical Spanish.



Meraj Enhances Pulmonary Care

Calvert Memorial Hospital is pleased to announce the addition of pulmonary specialist **Dr. Riffat Meraj**. She cares for patients of all ages with a wide spectrum of respiratory disorders and specializes in the diagnosis and treatment of patients with asthma, chronic bronchitis, COPD (emphysema) and lung cancer.

Dr. Meraj completed her internal medicine residency at SUNY Upstate Medical University in Syracuse. She acquired advanced training in pulmonary and critical care medicine during her three-year fellowship at the University of Cincinnati, a recognized national leader in that field.

Her pulmonary training there also included interventional procedures such as the placement of chest tubes and catheters as well as bronchoscopies. "The critical care component was very helpful," said Dr. Meraj, "because a lot of these patients have chronic lung disease that requires ongoing care even after they're discharged."

"I want my patients to feel comfortable asking me any questions they may have," she said. "It's important to me they feel we spent enough time addressing any issues or concerns." Her office is located in Prince Frederick.



New Specialists At CMH

IN 2012, 46 NEW PROVIDERS JOINED THE MEDICAL STAFF AT CMH – GIVING US A TOTAL OF 209 ACTIVE AND 51 CONSULTING PHYSICIANS.

We are pleased to welcome pediatrician **Dr. Rishika Sharma**, (pictured right) who has joined Dr. Bhargesh Mehta's group, which has offices in Dunkirk and Prince Frederick. She has a special interest in gastroesophageal reflux disease (GERD).

Dr. Sharma is a graduate of Kasturba Medical College in Mangalore, India. She completed her internship and residency in pediatrics at the St. John Hospital & Medical Center in Detroit in 2012.



Podiatrist **Dr. Eric Soffer** (pictured middle) has joined Family Foot Care and sees patients at the Owings and Prince Frederick locations. He specializes in diabetic foot care and limb salvage, sports medicine and biomechanics. He is also trained in acute trauma, reconstructive and minimally invasive surgery.

He attended New York College of Podiatric Medicine and Midwestern University-Arizona School of Podiatric Medicine. He completed his specialty training at the Department of Veterans Affairs-Greater Los Angeles Healthcare System in 2012.

Podiatrist **Dr. Royden Stanford** (pictured bottom) has joined Solomons Foot & Ankle Care. He is a member of the American College of Foot and Ankle Surgeons. He specializes in sports medicine, biomechanics and pediatrics. Dr. Stanford is also trained in reconstructive surgery, limb salvage and wound care.

He is a graduate of the Ohio College of Podiatric Medicine and completed his residency in podiatric surgery at the Louis Stokes Cleveland VA Medical Center in Ohio in 2011.



We'd also like to congratulate **Dr. Vinod Abraham**, neurology; **Dr. Bilal Ahmed**, hematology/oncology; **Dr. Saad Haque**, gastroenterology; **Dr. Ziad Hubayter**, reproductive endocrinology and infertility; **Dr. Angela Jung**, internal medicine; **Dr. Maryida Klimowicz**, emergency medicine; **Dr. Nham Le**, anesthesiology and **Dr. Hassan Rasheed**, internal medicine; on successfully passing their board examinations.

A board certification exam is a national exam given to doctors in a specialty to test their knowledge and experience. At CMH, 95 percent of the active medical staff is board certified or board eligible.



Looking for a Physician?

For more information about these physicians or other practices, please call our toll-free Physician Referral Line at **1-888-906-8773** or visit www.calverthospital.org.

Foley Joins Vascular Center



Dr. Paul Foley, III has joined the Center for Vascular Care at Calvert Memorial Hospital. The center, a clinical alliance with Washington Hospital Center, treats a full range of vascular disorders and conditions that involve narrowing of the arteries, caused by buildup of plaque, thereby reducing blood flow to the arteries and veins.

Since opening in 2008, CMH has seen significant growth in the demand for this service – in clinic visits, surgical and interventional procedures and vascular lab studies.

“There is no doubt that vascular disease is a growing problem” said CMH President and CEO **Jim Xinis**, “and access to quality medical treatment is very important. Our collaboration with one of the nation's leading vascular centers allows local residents to receive some of the most advanced vascular therapies close to where they live and work.”

Dr. Foley has a background in general surgery and completed two years of advanced specialty training in vascular surgery and endovascular therapy at the University of Pennsylvania. “My fellowship there exposed me to the full spectrum of vascular diseases,” he said, “and as such I have a wide range of experience in both open and endovascular procedures.”

His clinical interests include aortic surgery, open and endovascular repair of thoracic and abdominal aortic aneurysms, carotid endarterectomy and carotid stenting, open and endovascular treatment of peripheral arterial disease, renal and visceral occlusive/aneurysmal disease and dialysis access. The vascular center is located in Suite 213 of the Calvert Medical Office Building next to the hospital.

Brooks Named VP for Medical Affairs

Longtime local physician **Dr. J. Michael Brooks** of Calvert Family Practice Associates has been named vice president of medical affairs at Calvert Memorial Hospital. He joined the CMH medical staff in 1990 after serving seven years as a doctor in the US Navy.

Board certified in family medicine, Dr. Brooks has served as chairman of the hospital's department of family medicine multiple times as well as numerous other committees over the past 22 years. He was a member of the CMH board of directors from 1996-2003. He is also a member of the American Academy of Family Physicians and the American College of Physician Executives.

"He is the right physician to lead us into the future as the hospital grows and continues to enhance the quality of care provided at CMH," said Calvert Memorial Hospital President and CEO **Jim Xinis**. "His experience with patient care and hospital administration make him an ideal advocate for our many quality and care improvement initiatives."

Dr. Brooks was recognized twice by Calvert Memorial for his leadership and service to the community. In 2004, he was honored for his work on the CMH Physician Leadership Development Program and again in 2005 for his participation in county athletic programs.



CMH Board Names New Member, Chairman

Owings resident **Eric W. Franklin**, (*opposite*) president and CEO of one of the fastest-growing private information technology companies in the region, has joined the board of directors for Calvert Memorial Hospital. Longtime board member **Kevin J. Nietmann**

(*far right*) was named chairman for the coming year. CMH board members are all volunteers and play a vital role in ensuring that the organization meets the needs of the community.

"I see this as an opportunity to use my prior experience and knowledge of healthcare technology to positively affect medical outcomes of the people who live in my community, especially those who are underserved," said Franklin. In 2001, he founded ERIMAX, Inc., a consulting management company, that specializes in providing acquisition, program management and information technology services.

Nietmann has been a member of the CMH board for eight years. The Huntingtown resident is senior technical advisor to the Office of the Inspector General for the US Nuclear Regulatory Commission.

The other officers for the coming year are **Henry S. Trentman**, vice chairman; **Laurie A. Uherek**; secretary and **Donald M. Parsons, Jr.**, treasurer. The board also welcomed orthopedic surgeon **Dr. Uday Patel**, who was chosen as the medical staff representative.



Burroughs Chosen Neuroscience Navigator

Dawn Burroughs, LPN has been chosen as the new navigator at the Center for Neuroscience at Calvert Memorial Hospital.



She has eight years' nursing experience and expertise in clinical coordination and practice management.

The center's multidisciplinary team includes the expertise of neurosurgeons from Georgetown University Hospital, Chesapeake Neurology Associates

and Physical Medicine and Pain Management Associates.

As navigator, her primary role is to serve as liaison for patients receiving care at the neuroscience center. Burroughs is available to answer questions, schedule appointments, provide one-on-one support for patients and connect them with resources that benefit their care.

"That is why I'm here," she said, "to make sure their care is coordinated and to help guide them to proper and timely treatment."

"I believe in the center's holistic approach to caring for patients," said Burroughs. "Educating patients helps them understand their diagnosis and allows them to be actively involved in their treatment plan. It also helps them feel more comfortable and confident that they are making the right decisions regarding their medical care."

Rosnage Promoted to Surgical Services Director

Debbie Rosnage, RN has been promoted to director of the hospital's surgical services



department. She has over 14 years nursing experience in a wide array of clinical settings including intensive care, surgical services and pain management.

Rosnage joined Calvert Memorial in 1999 on a medical-surgical unit but transitioned to surgical services in 2000 where she became a certified operating room nurse.

This allowed her to work with all of the specialties offered at CMH. She was surgical systems analyst from 2004-2007, went on to become coordinator of the Pain Management Center and in 2010, was tapped as the first navigator at the hospital's neuroscience center.

In her new position, Rosnage will direct the same day surgery and post anesthesia units along with pre-admission testing, central sterile processing and pain management. She oversees a staff of 80 and six operating rooms that handle some 6,000 surgeries annually.

"My focus for the coming year is to ensure that our patients continue to receive the highest quality, safest and most compassionate care in the area," she said.

Foundation NEWS



Memorable evening unfolds at CMH Ball

More than 550 friends, family and colleagues came together at the 24th Annual Calvert Memorial Hospital Foundation Ball to raise awareness and a record-setting \$140,000 to benefit the Sheldon E. Goldberg Center for Breast Care at CMH.

Emcee **Doug Hill** of ABC7 Weather presided over the evening of heartfelt emotion and excitement. The ball's theme "*When Gold Blossoms*" was chosen to honor the vision and legacy of the late Dr. Sheldon E. Goldberg in creating a facility

that provides the same quality of care you would find in a major metropolitan area.

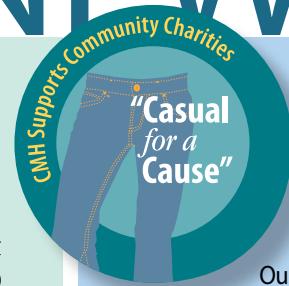
CMH was honored to have Dr. Goldberg's wife, **Dr. Ramona Crowley-Goldberg**, serve as the honorary ball chair this year. "I thank you from the bottom of my heart for so charitably supporting the Sheldon E. Goldberg Center for Breast Care," she told the largest ball crowd ever. "The proceeds will continue to give meaning to Sheldon's labor, and meaning to his life."

The annual charity gala is the single most significant and successful fundraising event for the hospital. Since it began 25 years ago, the ball has raised over \$1.3 million for medical technology and equipment at CMH.

Proceeds from this year's ball will directly benefit the breast center and allow the purchase of a new dedicated breast ultrasound that will increase access, reduce wait times and provide superior imaging quality for making diagnoses and performing biopsies.

CMH President & CEO **Jim Xinis** thanked all the 2012 ball sponsors for helping Calvert Memorial Hospital provide the highest quality breast care possible for Southern Maryland residents. He extended special thanks to top sponsors **Associates in Radiation Medicine, The Curtis Investment Group, Chesapeake Beach Resort & Spa, Comcast, Corinthian Contractors, Dickinson Jewelers, Hargrove, Mamma Lucia's Restaurant and Wilson & Parlett**. He singled out **Plan B Technologies** for their participation as the ball's entertainment sponsor.

A great number of local business owners generously donate to the silent auction even if they can't attend. Together, they contributed over 200 items that raised more than \$30,000 for the breast center.



Giving Back!

Our employee giving program "Casual for a Cause" continues to grow each year. In 2012, participants contributed over \$22,000 to selected local charities.



Golf benefit raises \$60,000 for new outreach program

Through the gracious support of our sponsors, attendees, donors and volunteers, the 23rd Annual Benefit Golf Classic raised \$60,000 to support a new community outreach program to enhance the care of chronically ill patients after they leave the hospital.

The 'transition to home' program provides added support from a care coordinator and even a home visit to ensure that they are equipped with the tools and information they need to stay healthy at home. (See *Transitional Care, Page 2*)

Since the tournament began in 1990, it has raised over \$872,500. We want to thank each person who played in the tournament, sponsored a team or helped out in any way...you are the reason the event was a success.

Mark your calendar now... for Monday, May 20 at the Old South Country Club in Lothian.



Miller Named CMH Foundation Director

After a yearlong search, **Dixie Miller**, of Dowell has been selected as the new director of the Calvert Memorial Hospital Foundation. She will be responsible for managing day-to-day operations and will take the lead in all fundraising efforts, including special events along with annual, planned and corporate giving.

"I am confident that her fundraising experience, coupled with her professional background in leadership, public speaking and service delivery," said **Jim Xinis**, president and CEO at Calvert Memorial, "will be great assets as we continue to grow and develop the foundation."

A longtime hospital volunteer, Miller has lived in the county since 1981 and has been active in fundraising for CMH as well as the Cancer Gala, the United Way, Calvert Hospice and the Calvert Marine Museum. Additionally, she served on the CMH Foundation board from 2001-2006, the 2004 Capital Campaign Steering Committee, the hospital ball committee for 24 years and three times co-chaired the event.

Miller has 22 years' experience as a corporate trainer – developing and conducting seminars for government agencies, Fortune 500 companies and healthcare organizations around the country.

"During the past 25 years, I have seen Calvert Memorial grow and expand beyond what anyone would have dreamed possible," said Miller. "I share that passion and it's exciting."



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CMH Receives Major Quality Care Awards!

In 2012, *U.S. News & World Report* recognized Calvert Memorial Hospital as one of the best regional hospitals for geriatrics. For the fourth time, we received the prestigious **Delmarva Excellence Award** for "significant and sustained" quality care. We also earned – for the second year in a row – the **Gold Plus Award** from the American Heart Association for outstanding stroke care.



Delmarva Foundation

