Patients with certain types of cervical, uterine and endometrial cancers now have more promising options for surgery, thanks to a team of doctors, nurses, technologists—and a robot.

BWH in August became the first hospital in New England to use the da Vinci robot for gynecological cancer surgery, and more than 20 patients successfully have undergone this type of robotic surgery.

“This tool allows us to perform more complex minimally invasive surgery with a wider margin of safety,” said Michael Muto, MD, of Gynecologic Oncology.

Patients who need hysterectomies that require the removal of lymph node tissue can benefit from robotic surgery. Many of these cases are radical hysterectomies, in which the cervix and all surrounding tissue are removed. With four steady arms, the memory of a computer and the guidance of a highly-skilled surgeon, the da Vinci surgical robot operates with agility capitalizing on minimal invasiveness.

“With the robot, we can accommodate non-traditional patients and ensure they receive the surgery they need,” said Colleen Feltmate, MD, of Gynecologic Oncology.

When laparoscopic surgery is not an option for patients with some cancers, the da Vinci robot provides an alternative to the traditional open hysterectomy. For these complex cases, the benefits of robotic surgery are less pain, a decreased risk of post-operative complications and a shorter hospital stay. These patients often return home the day after their surgery, rather than staying in the hospital for three to four days.

“Seeing patients who normally would stay four to five days go home the next day is incredible, and it goes to show how safe and...”

Continued on page 4

Nominations for Thomson Awards, Scholarships Available
Dennis Thomson, the BWH vice president of Public Affairs who died in 1998, was considered one of the hospital’s most treasured leaders and known as the “conscience of BWH.” Nomination forms for the Leadership Award and Compassionate Care Scholar Awards bestowed annually in his name are now available. See insert for details.

www.bwhpikenotes.org

November 10, 2006

BWH Bulletin
For and about the people of Brigham and Women’s Hospital
Operating with Robotic Precision

Dr. Colleen Feltmate and Dr. Michael Muto operate the da Vinci robot to perform a radical hysterectomy on a cancer patient.

New Educational Financial Assistance Program
The Human Resources Department at BWH is offering an Educational Financial Assistance Program to assist employees with funding their education. To be eligible for this new loan forgiveness program, an employee must be pursuing a career in one of the following targeted fields: exercise physiology, medical records coding, medical radiology, medical technology, occupational therapy, pharmacy, physical therapy, radiation therapy, nursing, respiratory therapy or surgical technology.

“We are offering this program as part of the BWH Workforce Initiative to support employees in reaching their career goals and also to help fill positions in the Shapiro Cardiovascular Center,” said Beverley Sobers, director of Workforce Development.

A selection committee will review applications and determine which employees receive benefits under this program. If selected, an employee can receive a loan up to $10,000 per academic year to assist in completing their education. Funds will be paid directly to the employee.

Those who are eligible must be in the final two years of an accredited program of study in one of the designated professions listed above. The program can be either full- or part-time. In addition, the selected participant must also:

• Be a BWH employee in good performance standing for at least one year;
• Be in good academic standing with their school; and
• Commit to at least two years of employment after graduation in a regularly scheduled position at BWH

The deadline is Nov. 24. For more information, call Human Resources Workforce Development at 617-954-9600 or e-mail bwh-wfd@partners.org

Dr. Marshall Wolf’s Lasting Legacy

continued on page 4
A Lasting Legacy in Medical Education
Katz Chosen as First Incumbent of Wolf Chair in Medicine

BWH honored one of academic medicine’s most influential educators, Vice Chairman for Medical Education Marshall Wolf, MD, by endowing a chair in his name to ensure that his legacy of superior medical education continues. Wolf has trained nearly 2,000 of today’s leading clinicians and academic physicians.

On Monday, staff, patients, family and friends celebrated the establishment of the Marshall A. Wolf Distinguished Chair in Medicine and its first incumbent, Joel Katz, MD, director of the Internal Medicine Residency Program.

“Marshall’s innovative teaching methods and his unparalleled dedication to his trainees have garnered him a well-deserved reputation as one of the best and most influential medical educators of our time,” BWH President Gary Gottlieb, MD, MBA, said. “The Wolf chair will ensure our ability to recruit and retain the best clinicians and medical educators.”

Eugene Braunwald, MD, chair of the TIMI Study Group, introduced Wolf, noting that BWH’s program attracted many talented students under his leadership. “What distinguishes Marshall from other medical education directors is that for him, this has been a destination position, not a preparation for his next job,” Braunwald said.

Wolf, who received a standing ovation, thanked those who contributed to the endowment of the chair, including donors, patients and residents. “Generations of residents and patients will benefit from what you have done,” he said, thanking Katz for “making the Brigham residency program even better than the one I directed.”

Katz trained under Wolf and served as chief resident during Wolf’s tenure as director of the Internal Medicine Residency Program. “Marshall inspired in me a passion for medicine and a passion for helping others become the best possible physicians and scientists,” Katz said. “To hold a position named for the man who has inspired and motivated my career is truly the highest honor I could hope for.”

Joseph Loscalzo, MD, PhD, chair of the Department of Medicine, presented Wolf and Katz with a framed photograph and chairs inscribed with “Marshall A. Wolf Distinguished Chair in Medicine.”

As a special surprise for Wolf, his longtime friend, patient and supporter Frank Hatch kept guests laughing as he highlighted some of Wolf’s quirks in reading a poem he wrote entitled, “10 Laboring Stanzas About One Man’s Labor of Love.”

Berliner Welcomed as Chief of Hematology

Nancy Berliner, MD, last month was appointed chief of the Hematology Division in the Department of Medicine. In this role, she will oversee the division’s research, clinical and training programs.

“We are fortunate to have Dr. Berliner join us as a leader in the Department of Medicine, and I am confident that her skills and experience will have a welcomed and profoundly positive impact on our institution,” said Joseph Loscalzo, MD, PhD, chairman of the Department of Medicine.

Berliner will help train hematology/oncology fellows and housestaff, see patients in clinic and direct a research lab that examines the molecular basis of normal and abnormal white blood cell differentiation.

“I want to expand the clinical base and recruit new physician-scientists to the division,” Berliner said. “Under Dr. Robert Handin’s able leadership for the past 25 years, BWH has been a national leader in the field of hematology. I will work to maintain and expand that leadership in the years to come.”

Berliner brings to BWH extensive experience as a clinician, educator and scientist. She previously served as interim chief of Hematology at Yale-New Haven Hospital, and as professor of internal medicine and genetics at Yale University School of Medicine.

Berliner received her MD from Yale University Medical School, and completed her internship and residency in Internal Medicine at the Peter Bent Brigham Hospital. She completed her fellowship in hematology at Harvard Medical School and was BWH’s first female chief resident from 1985 to 1986.

Berliner begins in her new role full-time in January.

Reminder:
Open Enrollment Continues through Nov. 19

Open enrollment, when employees can make changes to their benefits without a qualified change of status event, is through Nov. 19. Changes made during open enrollment take effect in January.

Employees should refer to the open enrollment package mailed to their homes for their benefits summary and instructions on enrollment. Enrollment is available online at https://ibridge.partners.org/getaccess and via phone at 1-800-545-2869.

For more information, e-mail the Benefits Department at ibenefits@partners.org or call 617-726-8133. Or, contact your HR consultant at 617-954-9600. BWPO physicians can call 617-582-1117.

Quality Rounds: Nov. 14
Treating Tobacco Use in Hospitalized Patients
Ann Furey, RN, coordinator, BWH Nursing Services; Nancy Rigotti, MD, director, MGH Tobacco Research & Treatment Center; and Louise I. Schneider, MD, associate medical director, BWPO, present “Treating Tobacco Use In Hospitalized Patients: Challenges and Opportunities” at Quality Rounds on Tuesday, Nov. 14, noon to 1 p.m., in the Anesthesia Conference Room, CWN-L1. Lunch is served at 11:45 a.m. CME credit and 1.2 contact hours for nurses.
Radiologic technologists ensure doctors get the complete picture. They are responsible for taking clear x-ray images of patients to help doctors make accurate diagnoses. This week, BWH celebrated its more than 150 imaging technologists as part of National Radiologic Technology Week—“Seeing More than Meets the Eye.”

Many of these radiographers train and begin their careers at BWH. Through one of five affiliated programs, including Bunker Hill Community College, MassBay Community College, Massachusetts College of Pharmacy and Health Sciences, MGH-Partners Institute for Health Professionals and Regis College, students receive clinical training and classroom instruction at BWH before beginning their careers as registered technologists of radiology. Radiologic technologists can specialize further in advanced modalities, such as angiography, computerized tomography and breast imaging. Alternately, students can enter directly into dedicated programs for MRI and ultrasound apart from the traditional R.T. program.

“The students who train at BWH receive a lot of individual attention through mentoring relationships,” said Carl Fatturell, RT(R), CT, MEd, MBA, director of education for Radiology. “This prepares them to become tomorrow’s leaders.”

Great American Smoke-Out Nov. 16

Learn strategies to quit smoking on Thursday, Nov. 16, 7 a.m. to 6 p.m., in the 75 Francis St. lobby. The Quit Smoking Program, the Asthma Alliance Center and Glaxo-SmithKline will provide smoking cessation information, lung function screening, facial age progression and carbon monoxide testing. For more information, call Pragati Ghimire-Aryal at ext. 2-8983.

Reminder: Security Offers Escorts

Employees are reminded to be aware of their personal safety in and around the Longwood Medical Area. Security will escort employees leaving the hospital to their parking garage or lots and to any local MBTA station or bus stop after 8 p.m. For more information, call Security at ext. 2-6001.

Course Offering: Behavioral Interviewing Talent Selection

This course aims to help staff better evaluate applicants and improve the match between people and jobs. Learn to select skills definitions that reflect essential job functions, develop job-related questions, draw out information from candidates and more.

Staff with hiring responsibilities can enroll in this two-session course, held from 8 a.m. to noon on Nov. 20 and Nov. 22 at One Brigham Circle.

Enroll by Nov. 19 through PeopleSoft, using course code: BWHBEH. E-mail BWHTraining@partners.org with questions.

With New Mission Statement, HR Making Changes

“Great patient care begins with great people.”

That’s at the heart of several recent changes in BWH’s Human Resources Department, including a department-wide restructuring, adopting a new mission statement and revamping the new employee orientation program.

“We’re trying a lot of new things to make sure we can recruit and retain the best people, identify current employees capable of advancement and provide them with the support to grow in their careers,” HR Vice President Lisa S. Ponton, JD, said.

The new HR Mission Statement, in part, says HR will implement best practices for “recruitment, employee and labor relations, training and organizational development.” Ponton said HR consultants strive to provide timely, consistent and courteous service to hospital staff, stay current with HR skill sets and best practices and remain ethical and accountable.

The department restructuring includes new director-level hires in HR. Beverley Sobers was promoted from manager to director of Workforce Development; Ruth Baylis was brought on as director of Employment Services; Melissa McAlchan is HR operations manager; Frank Lenior was brought on as director of Human Resources to oversee consultants (formerly generalists); Angela Crutchfield was brought on as director of Organizational Development and Learning; Maryellen Cotter remains director of Occupational Health Services; and Brooke Zeliff remains HR manager for the BWPO.

Current activities within HR include:

- Establishing a flow process for recruitment to ensure standardization and response to candidates
- Enhancing new employee orientation
- Launching Retention Check-in Process
- Auditing files and job descriptions for JCAHO compliance
- Launching BWH HR Policy Review Committee
- Establishing FMLA flow process and Protocol
- Enhancing the BWH Manager/Leader Training Series
- Creating a Web enabled managers tool box
- Creating data dashboard for reporting and benchmarking HR services

The members of the human resources team stand committed to providing the type of support to the Brigham and Women’s Hospital that will distinguish it as the “Employer of Choice” for the
effective robotic surgery is,” Muto said.

Robotic surgeries require collaboration among all members of the team before, during and after surgery. During the procedure, surgeons use a hand-held manipulator to control the robot’s every move while peering through binoculars at a computer console to view a 3-D image of the patient from above. Because it is controlled mechanically, the da Vinci surgical robot maintains perfect balance and its steady arms allow for the most delicate and precise dissections.

Before the surgery, nurses and surgical technologists dedicate time to ensuring the robot’s 90 pieces—including four arms, a tower with a camera, microscopes, lenses, lights and a computer control station—are fully functional.

“The robot requires extensive set-up and maintenance, but the extra effort is well worth it because it improves patients’ experience,” said Rose Passamonte, RN, who, along with certified surgical technologist Jackson Sammah, is trained to set-up the da Vinci surgical robot for gynecologic procedures. Circulator nurses Jocelyn Johnson, RN, and Patricia Sears, RN, collect and arrange robotic parts prior to surgery and maintain the supply throughout the operation.

BWH also has used the da Vinci surgical robot in cardiac, bariatric and urologic surgeries. Jim C. Hu, MD, MPH, of Urology, and hazards.

This week’s JCAHO readiness tip:

Anyone suspecting a potential hazard with a medical product or device should:

• Set the device aside
• Label the device as broken and explain what it did or didn’t do
• File a safety report
• Contact a member of the Product Notification Group, the multidisciplinary group throughout the Partners facilities that manages the product recall and product failure process across the sites.

Anyone receiving recall notices from outside sources should fax them directly to the Partners Recall Coordinator at 617-623-5471 or contact Risk Management at ext. 2-6442.

For more information, visit www.bwhpikenotes.org/HospitalwidePoliciesAndManuals/AdministrativePolicyManual/VI-4.doc

Send news tips and information to:

Elizabeth Smallcomb, editor
Emily Goodyear, writer
321 Columbus Ave., 5th floor
phone: 617-534-1600
e-mail: BWHBulletin@partners.org

BWH Bulletin is published every Friday by Public Affairs.

NOVEMBER 10, 2006 PAGE 4
Elizabeth Glaser, vice president of Clinical Services, Lisa Whittemore, BWPO department administrator, and Gail Morrissey, Clinical Compliance manager, left no closet unopened or question unasked when they posed as JCAHO surveyors and swept through Southern Jamaica Plain Health Center (SJPHC) last week.

“Without any notice at all, the staff at SJPHC were able to pull together, answer our questions and show us how they comply with organizational policies,” said Morrissey, who, along with members of the Ever Ready Team and executive leadership, conducts practice surveys to help staff prepare for BWH’s upcoming, unannounced JCAHO survey. “When JCAHO surveyors show up at the hospital sometime in 2007, we will be notified the morning of their visit, and we need to be prepared, just as SJPHC was last week.”

SJPHC Executive Director Tom Kieffer, Regina Harvey, RN, nurse manager, and Marisol Figueroa, practice coordinator, led the “surveyors” on a tour of the facility while answering questions about systems and processes in place at the community health center.

Morrissey quizzed Kieffer, Harvey and Figueroa on everything from the National Patient Safety Goals to advanced directives and how managers communicate policy changes to employees. She inspected medication cabinets for expired medications, checked that supply closet doors were locked if necessary and that patient rights information was posted where appropriate.

At the end of the survey, Morrissey, Glaser and Whittemore congratulated SJPHC staff on a job well done, and admired the center’s patient suggestion board located in the waiting area of SJPHC. Patients write suggestions, which are posted on a bulletin board along with an answer from staff at SJPHC.

In addition to Kieffer, Harvey and Figueroa, several SJPHC staff proved they are survey-ready. Morrissey rewarded staff with fun prizes including candy, plastic jewelry and small toys.

Mazie Anckle, RN, came running when Morrissey tested the nurse call button in the patient restroom. Anckle also detailed the policy for receiving critical test results.

Flavia Teixeira, RN, let the survey team know how patients are informed of their rights at SJPHC.

Abigail Ortiz, health educator, answered questions about the National Patient Safety Goals and the fire escape routes and staff meeting place.

<table>
<thead>
<tr>
<th>2007 National Patient Safety Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Improve the accuracy of patient identification.</td>
</tr>
<tr>
<td>2 Improve the effectiveness of communication among caregivers.</td>
</tr>
<tr>
<td>3 Improve the safety of using medications.</td>
</tr>
<tr>
<td>4 Reduce the risk of health care associated infections.</td>
</tr>
<tr>
<td>5 Accurately and completely reconcile medications across the continuum of care.</td>
</tr>
<tr>
<td>6 Reduce the risk of patient harm resulting from falls.</td>
</tr>
<tr>
<td>7 Encourage patients’ active involvement in their care.</td>
</tr>
<tr>
<td>8 The organization identifies safety risks inherent in its patient population.</td>
</tr>
</tbody>
</table>

Now you can fit almost everything you need to know for a JCAHO survey in your pocket. BWH Clinical Compliance created an information-packed pocket guide to help staff during the upcoming, unannounced 2007 JCAHO hospital and laboratory surveys.

“The guides serve as a reminder for staff on hospital policies and information about JCAHO that they may need to know during the survey,” Gail Morrissey, BWH’s manager of Clinical Compliance, said. “The guides also should prove helpful to staff even when we are not undergoing a survey. The details on policies and procedures and emergency phone numbers are a resource for staff everyday.”

The guides include:
- BWH mission, vision and values
- National Patient Safety Goals
- Emergency preparedness
- Fire safety
- Sentinel and adverse events
- Medical device/equipment safety
- Human Resources and employee education

Clinical Compliance is working with department directors and managers on distributing the handbooks across the organization.
Nominations Available for Thomson Leadership Award, Compassionate Care Scholars

Nominations for two recognition awards originating from the remembrance and impression of one of BWH’s most treasured leaders, the late Dennis Thomson, who was widely known by his peers as “the conscience of BWH,” are due Jan. 3.

The eighth annual Dennis Thomson Leadership Award and Compassionate Care Scholar Awards will be presented March 28, at 4 p.m., in the Bornstein Family Amphitheater.

From 1991 to 1998, Thomson served as BWH’s director and then vice president of Public Affairs, overseeing all internal communications and external media outreach. Thomson died Nov. 10, 1998, following a battle with cancer. He was 49. Months later, hospital leadership and Thomson’s colleagues initiated a leadership award and scholarship program in his name.

The Leadership Award is presented to a staff member who exemplifies leadership as defined by Thomson, who set a strong example from which BWH’s leadership commitment statement and competency model were derived. Awardees are recognized at the annual Thomson Leadership and Compassionate Care event and receive up to $2,500 to attend a leadership program of their choice. Past Thomson leaders include Janet Razulis, Nawal Nour, Dot Goulart, Paula McNichols, Mary Lou Moore, Nancy Hickey, and Maria Damiano.

The Compassionate Care Scholar Awards recognize employees from any discipline who embody the principles of compassion in their daily work and exemplify it most at the bedside of patients. The scholarship awards provide $1,000 as seed money to support projects that benefit BWH patients.

For additional information and nomination forms in English and Spanish, visit www.bwhpikenotes.org/AwardsRecognition/thomsonawards.asp

Nominations are available at www.bwhpikenotes.org/AwardsRecognition/thomson.asp
Deadline for nominations: Jan. 3
Awards ceremony: March 28, at 4 p.m., in the Bornstein Family Amphitheater.