

Health Beat

Fall 2012 | The Newsletter of Speare Memorial Hospital



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More than you expectSM

Patient Safety is Our Priority

By Michelle McEwen, FACHE, President & CEO



As we look back at the summer and fall of 2012, it is not just the headlines related to the presidential race that will stand out, but the state, regional and national headlines about the hundreds of unsuspecting patients who were harmed.

It started with the Hepatitis C outbreak tied to an employee at another New Hampshire hospital who was diverting drugs for his benefit. He was inappropriately accessing medications, injecting himself, and then refilling the syringes with saline and replacing them in their proper place. Subsequently, patients were injected with these same syringes. In doing so he infected at least 31 people. As the investigation went on throughout the summer, it was discovered he had done the same thing at hospitals in several other states across the country.

More recently, it was the outbreak of fungal meningitis related to steroid injections produced at the New England Compounding Center (NECC) in Massachusetts. At press time, 363 people across the country have been affected and 28 have died. While the outbreak is specifically tied to one particular medication, the Federal Drug Administration recalled any medication produced at NECC since May 21, 2012 because it could not guarantee the sterility of these medications.

Naturally, stories like these make you question, “How safe is my care?” We recognize that patients come to Speare Memorial Hospital to get better, and we are committed to do all we can to eliminate preventable harm. Patient falls, adverse drug events (i.e. medication error resulting in the need for further patient intervention and monitoring) and hospital-acquired infections are all examples of what we call patient harm events. We are focused on how we can make patient care safer through the implementation of best practices and the diligence of our nursing staff and others to pursue zero.

It is important to recognize that hospitalized patients are not in their best physical state and are in an unknown environment. Something as routine as getting up to walk to the bathroom or stretching to retrieve an item just out of reach could cause a patient to fall. To help prevent falls our nurses assess each patient for the potential risk of a fall. They gain an understanding of the whole patient, and not just the reason they are in the hospital. By doing so, they are able to communicate the potential level of risk for falls to all clinicians involved in care, and together they take steps to intervene and prevent a patient from falling.

“What medications are you taking?” Unfortunately, it is a question many patients cannot answer. One of the best ways to avoid an adverse drug event is for every patient to know each drug they are taking by name, and the dosage and frequency it should be taken. Medication reconciliation is a process Speare uses to ensure that all providers have the most current and accurate list of medications their patients are taking, how much and how

often. This information then travels with the patient through each care transition (i.e. the Emergency Room to the inpatient unit and back to their primary care provider). Patients are also provided a detailed list of their medications when discharged from the hospital. It includes any new medications they have been prescribed, as well as instructions on whether to continue or discontinue medications previously prescribed.

The use of technology through Bedside Medication Verification is another best practice Speare uses to avoid adverse drug events. Through the use of a handheld bar code scanner, nurses scan a patient’s ID bracelet, and the medication, before administering it to verify that the right patient is being given the right medication at the right time.

These are just a couple examples of how Speare is committed to expanding on what we do every day to positively impact, and provide safer patient care. In addition to the examples above, we are focusing on reducing other preventable harm events such as blood clots, pressure ulcers, catheter-related urinary tract infections, and surgical site infections.

At Speare Memorial Hospital, we not only want to be your healthcare provider of choice, but provide a patient care experience that is more than you expect every day.

Speare Named Hospital of Choice

Speare Memorial Hospital has received a Hospital of Choice Award from the American Alliance of Health Care Providers (AAHCP). The award is given in recognition of quality performance and excellent customer service.

The AAHCP evaluates hospitals based on their competence, public communication, reputation, citizenship and customer service demonstrated by staff. Secret shoppers are used to test the various aspects of service performance including knowledge, courtesy and helpfulness of staff. Additionally, researchers review public documents to evaluate community service events and collaborative relationships established by the hospital.

Established in 2002, the goal of the Hospital of Choice Awards is to ensure patients and family members that their hospital experience will be as comfortable as possible in a safe, effective and friendly environment.



NEW: Transition Care Program

By Kathy Wieliczko, Director of Patient Care Services, Speare Memorial Hospital

The Plymouth Area Transitions Team (PATT) developed the Transition Care Program with a grant from the Office of Rural Health Policy. This is a collaborative effort of several area agencies to ensure continuity of care between healthcare providers and reduce readmissions to the hospital. To reach these goals, the PATT has created the Transition Care Manager position and hired a registered nurse to carry out the objectives of this program. The TCM will:

- Engage patients and families in the hospital, invite them to participate in the program and identify personal care goals.
- Educate patients and their families on how to ask providers the right questions to get the answers they need.
- Empower patients and families to feel more in control of their health care and experience a better quality of life.



Through call backs and visits with patients and families in their home, the Transition Care Manager will coach people on how to best advocate for themselves and benefit from the health care services available.

Bev Bolduc, RN is your Transition Care Manager, with support from the PATT: (l-r back row) Holly Wentworth, Speare Memorial Hospital; Mary Ellen McCormick, Pemi-Baker Community Health; Kathy Wieliczko, Speare Memorial Hospital; Beth Perry, RN, Mid-State Health; Deb Hall, North County Home Health & Hospice; (l-r front row) Pat Wentworth, RN, NANA; Mary Ann Adams, Family Advisor; Bev Bolduc; Barbara Noyes, Family Advisor; Christine Farrell, Golden View Health Center.

A Patient's Perspective

By Melissa Howard RN, BS, CPHQ

Over year ago, prior to becoming the Director of Quality and Safety at Speare Memorial Hospital, I was a patient myself; a customer within the healthcare system. One consecutive year of tests, x-rays, surgeries and Physician office visits; although it felt like a lifetime.

When I think about what made my healthcare experience exceptional and what got me through, my conclusion is THE LITTLE THINGS! A genuine look, a smile behind the glass, a warm blanket, kindness and caring, information readily available to me, and a health care system affiliated with exceptional resources to care for me during a critical time in my life.

As The Director of Quality and Safety, my responsibility is to assure you receive all of these and are provided quality care and a safe environment for you or your family member to heal every day and EVERY time you enter Speare.

The next time you or your family member receive care at Speare, we want to hear from you. Our Press Ganey survey helps us to evaluate our care provided to you; your feedback is important.

Tell us how we can provide an exceptional care experience to you or your loved one. It's the LITTLE THINGS! Together we can be more than you expect, every day!



Alison Ritz Named NHHA Trustee of the Year

Speare is pleased to announce Alison Ritz of Holderness, a member of the Hospital's Board of Directors since 2008, has been named Outstanding Trustee of the Year by the New Hampshire Hospital Association (NHHA). The award is given annually to a hospital trustee whose achievement serves as an example to others in the pursuit of excellence in hospital governance.

Ms. Ritz was nominated by Michelle McEwen, FACHE, Speare's president and CEO, based on her previous clinical and hospital experience, which have been an invaluable asset to Speare. In nominating Ms. Ritz, McEwen says, "Quality and patient safety are near to Alison's heart, and under her leadership, we have become one of the top performing critical access hospitals. She insisted that we hard-wire processes and systems to ensure that we deliver the right care, to the right patient at the right time, every time." McEwen says Ms. Ritz has also promoted medical staff relations, helped to support "friend-raising" events and engaged the community to help forward the concept of patient and family centered care.



Alison Ritz celebrates being named the Outstanding Trustee of the Year by the New Hampshire Hospital Association with Speare Memorial Hospital President & CEO Michelle McEwen; Clint Hutchins, chair of the Speare Board of Directors; and Steve Ahnen, president of the New Hampshire Hospital Association

Time of Transition for Tenney Mountain Internal Medicine

Charles R. Hulse, FACMPE, Director, Physician Practices

Speare Memorial Hospital understands the importance of, and is committed to, a strong primary care presence in our community. Tenney Mountain Internal Medicine and Gennaro Family Practice are direct examples of our commitment to primary care. Therefore, it is with concern for our patients that we announce the departure of Dr. Reisert and Dr. Pearson.

As we navigate through this transition, we have engaged a terrific, experienced Family Physician to serve in the interim at Tenney Mountain Internal Medicine while our recruitment efforts get

underway to replace Dr. Reisert and Dr. Pearson. We are also pleased to announce that Dr. Mandy Gennaro will merge her practice with Tenney Mountain Internal Medicine and relocate to Boulder Point in January 2013. She will join Britt McDonald, PAC, and we will be welcoming Anne Thatcher, MSN, APRN, to create the foundation for a patient-centered primary care practice.

We have a rich history at Speare Memorial Hospital, and a bright future with a solid medical community. Thank you for your support during this difficult transition.



Speare Successfully Attests To Meaningful Use Stage 1

Demonstrates progress in the implementation of electronic health records

Speare Memorial Hospital is among the first Critical Access Hospitals in New Hampshire to successfully attest to stage one of meaningful use, demonstrating compliance with federally regulated goals set forth in the Health Information and Technology Act under President Obama's American Recovery and Reinvestment Act of 2009. Meaningful use is the term used to describe the progress hospitals and physicians are making to become "meaningful users" of electronic health records (EHR).

As Speare's Director of Information Systems Alexis Jeannotte explains, "Documentation, quality metrics, and data trending are the key outcomes of 15 clinical measures we had to demonstrate meaningful use for in stage one. This gives us a firm foundation on which to standardize our EHR, leading to better, safer care."

Among the metrics demonstrating meaningful use in stage one, the required federal benchmark and Speare's actual performance, expressed in percentages, are:

Standard of Care	Federal Requirement	Speare Actual
Active medication list	80	99
Obtaining advanced directives	50	79
Acute allergy list	80	94
Computerized physician order entry	30	94
Obtaining smoking status	50	98
Medication reconciliation	50	83

"Adopting EHR in a meaningful way is a process," admits Jeannotte. "It requires our physicians, nurses and clinicians to work together differently and in new ways." She explains that it is important to realize that many of these initiatives are not new. The issue was that every provider captured and documented information differently.

"As patients transition between providers, EHR leads to better care coordination because of the required data capture," notes Jeannotte. "Ultimately the goal is not only to provide every patient the highest standard of care, but to positively impact the overall health of our communities."

On the cover: Chief Nursing Officer Kris Hering, RN, BSN, and Director of Quality & Safety Melissa Howard, RN, CPHQ, review process improvements by nursing staff that relate to patient safety, satisfaction and work flow efficiency.

The intent of the *Health Beat* newsletter is to provide useful health-related news in a timely, accurate manner. It is not intended to provide medical advice on personal health matters. Such advice should be obtained directly from a qualified health care provider.

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Emergency Medical Service Award Winners

Congratulations to Jeanne Erickson, RN, EMT-1, EMS coordinator and nurse in the Emergency Department at Speare, and Rebecca "Becky" Bordonaro, EMT-B, a member of the Warren-Wentworth Ambulance and Rumney EMS, for their recent Emergency Medical Service Awards. Presenting their awards were (left) Jason Gray, president, NH Association of EMTs and Dr. David Strang, chairman, EMS Coordinating Board.

Jeanne was honored with the Pamela Mitchell/Richard Connolly Emergency Medical Services Achievement Award recognizing her outstanding contributions to the EMS system of New Hampshire. This is Jeanne's second EMS award. In 2005 she received the Dr. David Connor Memorial EMS Appreciation Award for her heartfelt dedication to emergency medical services in New Hampshire and changing the face of the profession.

Becky was awarded the NH Association of EMT's - David F. Dow Memorial EMS Provider of the Year. This award recognizes a dedicated

individual who has demonstrated exemplary pre-hospital patient care providing consistently strong clinical skills to the patients she cares for.



Jeanne Erickson, RN, EMT-1



Rebecca "Becky" Bordonaro, EMT-B



Giving Matters

By Susan Durgy, MBA, CFRE

During the past few days alone, I have received several communications from people who just wanted to express their appreciation for care they received here at Speare Memorial Hospital. Some of the calls are from folks who are regular donors and have used our services before. But then something unexpected happens – an emergency surgery or a heart attack. Then the true value of having Speare here, close to home, becomes a reality for the patient and family.

Speare's fiscal year is well underway, which means that departments have prioritized the need for upgrading and purchasing new equipment so that we are able to offer the best care when the unexpected happens. One of the biggest purchases this

year will be the upgrade of a radiology room to digital imaging. Faster imaging processing means not only more efficient service, it also means reduced exposure to radiation for the patient. New sound-proof flooring is going in the hallways on the medical/surgical floors, resulting in a more comfortable environment for our in-patients. Replacement and upgrade of operating room equipment and tools is an on-going process, because we want to have the best for our patients.

An annual gift to Speare is an important way to show how much it means to you to have excellent care available when you need us. Some people donate stock. By using appreciated stock as your gift, you receive a charitable deduction and avoid capital

gains...a double win. Your gift is used right away to provide care, purchase equipment and keep our hospital running smoothly.

Another way is to include Speare in your estate plan. Giving to Speare in your will or as a beneficiary of a retirement account is easy and has lasting impact for years to come. Let me know if you'd like to talk about how you can help Speare and your community.

As the holidays approach, please consider making a gift to Speare. You'll feel good knowing that your gift will be spent here, close to home, for your friends, co-workers, family and neighbors.

Thank you for being such a valuable part of the Speare family!

Between July 1, 2012 and October 16, 2012, the following individuals and organizations generously contributed \$27,033 to Speare Memorial Hospital. On behalf of all of us at Speare, thank you for your support!

Janet K. Adams	Ruth E. Harlow	Tony and Joan Roy	Brian P. Moriarty, Sr.
David A. Adey	Barbara Hendrick	Mary Sampson	by Norma R. LaVoie
Anonymous	Highland-Mills Foundation	Dan Stack	Eileen Senior
Ashland Woman's Club	Chris and Tiffany Hodges	Frank E. Stas	by Zita Bello & Joe Vittum
Scott and Sharon Bartlett	Kristen King	Jack and Ellie Tishler	Sara A. "Sally" Stas
Zita Bello & Joe Vittum	Earl and Barbara LaFlamme	TOSA Foundation	by Frank E. Stas
Kim Brace	Norma R. LaVoie	Town of Thornton	
Linda Byam	Joy Leda	Peg Trimby	<i>In Honor of</i>
Dorothy B. Capeci	Sue Lopes	Drs. Elizabeth A. and William S. Trought	Dr. Mark Banister
Catholic Medical Center	Nancy Mace-Benham	Phil and Betsy Twombly	by Linda Byam
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Anonymous	Eugene Morgan, Woodlot Management	Karen A. Young	by Linda Byam
Sara J. Dembiec	Patrick and Linda Nestor		Speare Memorial Hospital Oncology Staff
Marilyn and Robert Derrickson	Newfound Knitters	<i>Tributes</i>	by Angie and Keith Harger
John and Anita Downing	Patty Stewart & Associates Insurance Agency	<i>In Memory of</i>	Speare Memorial Hospital Volunteers
Susan Durgy and Charles Barilla	Anonymous	Rolla Blake	by Richard and Jean Chisholm
Douglas Fife and Daniel Fife	Procter & Gamble Company	by Douglas Fife and Daniel Fife	
Katie Foley	David and Enid Reed	by Claire Moorhead	
George V. Durgin Charitable Trust	Neil and Agnes Robertson	Joyce A. Grier	
Nancy W. Grady	Robert and Sara Rothschild Family Foundation	by Zita Bello & Joe Vittum	
Mrs. Rita E. Grote		Charles A. Haines	
"Mil" Haines		by "Mil" Haines	
Angie and Keith Harger		Dale LaFlamme	
		by Earl and Barbara LaFlamme	



Speare Dances for New Hampshire Enters national pink glove dance competition

Speare Memorial Hospital employees came together to raise awareness about breast cancer with its Pink Glove Dance 2012. “We are once again the only hospital in New Hampshire to enter the national Pink Glove Dance competition,” states Speare’s Director of Community Relations Michele Hutchins. “Participating is not only an opportunity to raise awareness about this important women’s health issue, but it really brings the community together.

Hutchins continues, “Our vision was to share love and hope, and give strength to those diagnosed with breast cancer, from survivors who had taken the journey before them. Two women in our video are featured lip-syncing the lyrics. Both are survivors of breast cancer. They are strong women who exude confidence and are willing to share their story to provide hope to others. By featuring them, surrounded by fellow employees, Speare Memorial Hospital is not only embracing and supporting them, but our greater central New Hampshire community, as our patients are our family . . . our friends . . . our coworkers.”

Melissa Howard, Speare’s director of quality and safety, takes a starring role, and the lead, lip-syncing in the video. For her, participating in the Pink Glove Dance video was a chance to put closure on her own journey. She says, “At first I was simply going to help with production of the video, but when I had the opportunity to do more, I realized it was a way for me to share hope with other women at various stages of their own breast cancer journey. That you are not alone. There are many people surrounding you with love and support.”

You can watch the video by visiting: <http://on.fb.me/TvMRsd>



Health Tips for Holiday Eating

1. Plan ahead and budget your calories for eating at special meals.
2. Include a walk in your daily plans and stay on your exercise schedule!
3. Look for your favorite vegetables and load your plate with these foods.
4. Bring your favorite foods in healthy versions!
5. Don't arrive at the party hungry! Have a small snack before the party.

Healthy Holiday Recipe

Spinach Vegetable Dip

Ingredients

- 10 oz frozen , no salt added chopped spinach
- 5 green onions with tops, chopped
- ½ cup watercress, large stems removed
- ¼ cup fresh parsley
- 8 oz plain nonfat yogurt
- 1 tsp garlic powder
- 1/8 tsp black pepper
- 1/8 tsp hot pepper sauce or to taste

Directions:

1. Drain juice from spinach.
2. Finely chop spinach, onions, watercress, and parsley.
- 3 Drain excess liquid and transfer to medium bowl.



4. Place remaining ingredients in a processor and process until smooth.
5. In medium bowl, combine vegetable and yogurt mixture. Mix well until blended.
6. Cover and refrigerate at least 2 hours.

Serve in a hollowed out red or green pepper with your favorite vegetables!

Nutrition Facts: 1 TBSP: 25 calories, 1.5 gms Fat, 20mg Sodium, 2 gms Carbohydrate, 1 gm Fiber, & 1 gm Protein. (adapted from Hannaford's@ www.guidingstars.com)