

MGHers to serve as Innovation Advisors

TWO MGH STAFF MEMBERS are among a group of 73 health care experts that have been tapped by the Centers for Medicare and Medicaid Services (CMS) to help transform health care. Clay Ackerly, MD, MSc, internal medicine resident and future MGH/MGPO Management and Policy Fellow, and Barbara Blakeney, RN, MS, FNAP, innovation specialist at the MGH Center for Innovations in Care Delivery, have been selected to participate in the CMS Innovation Advisors Program, which aims to improve care while reducing costs at local and national levels.



ACKERLY

The program provides participants with an intensive, six-month orientation designed to enhance their knowledge of health care economics and finance, population health, systems analysis, and operations research. After orientation, participants will test and refine new strategies to redesign care at their home institutions, creating collaborations in the community to carry out their work and sharing their findings regionally and across the United States.



BLAKENEY

As part of the selection process, applicants were asked to propose an improvement project. Ackerly has proposed a project focusing on improving care for elderly patients by enhancing coordination between the

MGH and the Partners Continuing Care Network – which includes four post-acute specialty hospitals, 23 outpatient centers, three skilled nursing facilities and a home health agency covering eastern Massachusetts. “I’m excited by this opportunity to work with and learn from the CMS Innovation Advisor network and apply these lessons to improve the health of patients in our community,” Ackerly says.

On behalf of the Center for Innovations in Care Delivery, Blakeney’s project will incorporate a new attending nurse role into the care teams of 11 different units at the MGH. The attending nurse will be responsible for ensuring care continuity and progression along the plan of care, from admission to discharge and post-discharge.

Says Blakeney, “I’m very pleased to be invited to participate as an Innovation Advisor. I look forward to the coming year’s work and the opportunity to engage in some of the most cutting-edge innovation in health care in the country.”



REMEMBER LAST YEAR’S WINTER? It’s hard to forget when more than 80 inches of snow fell in Boston, greatly surpassing the average 41.8 inches. Storms like the blizzard that plowed through the city the day after Christmas 2010 caused messy commutes, power outages and frustration for many. The MGH Emergency Preparedness team says that while severe weather is challenging, there are ways employees can take an active role in staying safe and productive this winter.

“It’s important to remember that the hospital is always open – 24 hours a day, seven days a week. If an employee cannot reach the hospital, they must contact their manager so other arrangements can be made,” says David Reisman, administrative director of Emergency Preparedness. “While the main campus is always open, community health centers or other off-campus sites sometimes have delayed openings. For employees who work at these locations, it’s always best to check in with a manager.”

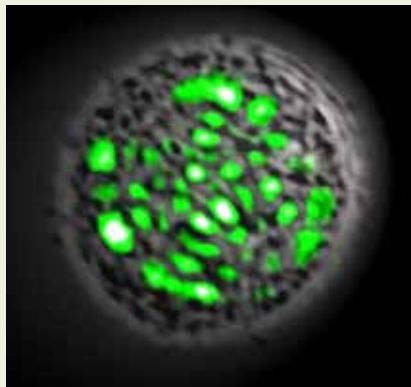
Other recommendations Reisman offers include knowing managers’ expectations, allowing extra time to travel to and from work, wearing proper clothing while outside and being prepared for power outages.

With regard to power outages, Tom Herrmann, administrative manager for Emergency Preparedness, says it is important to have a fully charged phone to stay updated and in contact with others. It’s best to plug in mobile phones at home, but he suggests putting them on standby mode or turning them off to conserve battery. In addition, Herrmann says, many smart phone applications can be useful in severe weather situations.

“Using apps is a great way to receive information while on the go. Many of them are free and push alerts to phones,” Herrmann says.

(Continued on page 2)

“IT’S IMPORTANT TO REMEMBER THAT THE HOSPITAL IS ALWAYS OPEN – 24 HOURS A DAY, SEVEN DAYS A WEEK.”



BIOPHYSICS BREAKTHROUGH:
A microscope image of a single biological cell engineered to produce green laser light.

Living laser named among top 10 breakthroughs

THE LIVING LASER DEVICE developed by MGH researchers Malte Gather, PhD, and Seok-Hyun Yun, PhD – both of the Wellman Center for Photomedicine – has been selected as one of the top 10 breakthroughs in 2011 by *Physics World*. Gather and Yun were the first to create a laser from a single, living cell as reported in the July issue of the journal *Nature Photonics*.

By genetically engineering cells to express green fluorescent protein (GFP) – normally found in jellyfish – and then shining an intense blue light on the GFP molecules, Gather and Yun were able to amplify the light into nanosecond-long pulses of laser light.

Says Yun, “The ability to generate laser light from a biocompatible source placed inside a patient could be useful for photodynamic therapies, in which drugs are activated by the application of light, or for novel forms of imaging.”

POPP campaign is on a roll

HUNDREDS OF MGH STAFF participated in last fall’s Protect Our Patients’ Privacy (POPP) quiz contest, which featured a weekly privacy question in the Daily Broadcast email for a six-week period. Questions covered a range of topics, including the proper response to found paperwork or stolen smart phones, new Information Security policies and Send Secure, MGH’s email encryption program. At the end of the contest, the MGH Privacy and Security Office awarded a signed Tom Brady Patriots jersey to Kate Cappetta, research technician in Transplant Surgery, whose name was randomly selected from those who correctly answered all six questions.

Throughout the month of January, the MGH Privacy and Security Office is hosting another fun educational effort: a “POPP into the New Year” rolling cart. MGHers who share their resolution on how they will protect patients’ privacy will be automatically entered to win Pop-Tarts, popcorn and other POPP-themed prizes. All participants will be entered into a raffle for a special POPP gift basket.

To review the POPP quiz answers from last fall or for more information about POPP, visit the MGH Privacy and Security intranet site at <http://intranet.massgeneral.org/hipaa/index.html?popp.html>. ■

FOR THE WIN: Cappetta, right, receives a signed Tom Brady jersey from Elizabeth Brennan, privacy specialist, of the MGH Privacy and Security Office.



– Winter

(Continued from page 1)

The Emergency Preparedness team offers the following resources for staying informed:

- Look for the latest updates in Daily Broadcast emails or on www.massgeneral.org.
- Contact the MGH Severe Weather Line for updates at 617-724-6100.

- Follow MGH’s Twitter handle, @massgeneralnews, or visit the Facebook page, www.facebook.com/massgeneral.
- Check for MBTA service delays at www.mbta.com/winter.
- Watch local news reports for road closures or other critical infrastructure information.

Overall, Reisman has one key message for staff. “The best piece of advice I can give is to

plan ahead. For example, if you are coming to work before a severe storm is predicted, consider what you need to bring or do if you cannot get home immediately after the end of your shift.”

For more information about Emergency Preparedness at the MGH as well as the MGH Severe Weather Policy, access <http://sharepoint.partners.org/mgh/emergencypreparedness>. ■



GRADUATION CEREMONY: From left, Perreault, Graham, Brennan, Hurley, Kelleher, Perry and Zollfrank

CPE graduates reflect on past, plan for future

CLINICAL PASTORAL EDUCATION (CPE) graduates stood at the front of the MGH Chapel to present a sampling of their reflections and outcomes from the program: Be a better listener. Renew and strengthen my original call to my profession. Be welcoming and accessible to all. Improve the quality of family-centered care. Be more attuned to spiritual distress in my patients.

During the Interfaith Graduation Service on Dec. 20, the graduates – Stephen Brennan, RN, Rev. Lorna Graham, Cynthia Hurley, Michael Kelleher III, Sarah Perreault, RN, and Rev. Catherine Perry – celebrated their completion of the program by sharing readings, songs and poems with family and friends in attendance.

“Mass General and the Schwartz Center share a firm commitment to compassionate care of the body, mind and spirit. It’s such an accomplishment to complete a CPE program, and they have lots to be proud of and to celebrate,” said Rev. Angelika Zollfrank, MDiv, BCC, ACPE, director of CPE.

The interdisciplinary CPE Program for Advanced Chaplain Interns and Health Care Professionals is a 16-week program held three times each year. This most recent session included staff from area hospitals, as well as three MGH chaplain interns. During the program, students learn how to provide spiritual and culturally sensitive support to

help improve the overall care of patients. “To provide support without superimposing any spiritual beliefs, that’s what this is about,” Perry said. “I learned that each of the health care providers in my peer group view their professional role at least in part as service to God. And I realized that they often need just as much care as families and patients.”

At the end of the ceremony, Zollfrank and Michael McElhinny, MDiv, director of the Chaplaincy, presented certificates to the graduates. “Patients don’t come to the hospital for spiritual care. But when they experience cultural and spiritual sensitivity, they know they are in the best place,” Zollfrank said. ■

Protecting patients from pneumococcal disease

IN EARLY JANUARY, the MGH announced increased inpatient screening for vaccination against pneumococcal disease. In addition to patients 65 years and older with associated risk factors – including chronic heart or lung disease, diabetes, renal failure, immunocompromise, smoking and alcohol abuse – MGH’s electronic clinical system now automatically flags patients for potential vaccination if they are ages 6 through 64 and have



PREVENTING DISEASE: Hooper, left, and Nordberg

risk factors. Vaccination is highly effective in preventing pneumococcal disease, which can lead to serious illness.

This new policy and the technology developed to support it are the result of years of collaboration among the Infection Control Unit, the Center for Quality and Safety, Patient Care Services and Information Systems. Those involved in the multidisciplinary project anticipate it will benefit a large number of patients each year and may even save lives.

“Public authorities are increasingly looking to hospitals to assume an active role in vaccination screening,” says David Hooper, MD, chief of the Infection Control Unit, who led the project with Paul Nordberg, senior consultant for Performance Improvement. “Hospitalization is an important window of opportunity for caregivers to identify at-risk patients and provide the vaccinations that can protect them.”

“From encouraging a new line of thought about the role of hospitals in vaccination to developing the technology to identify patients who should be vaccinated, this project required a remarkable amount of teamwork,” Nordberg adds. “We hope it will serve as a framework for future vaccination screening efforts.”

For more information about pneumococcal disease, visit www.cdc.gov. For more information about the MGH pneumococcal disease vaccination policy, email Nordberg at pnordberg@partners.org.

WHAT'S HAPPENING**Change in MGH Hotline schedule**

MGH Hotline will not be published Jan. 20 due to the Martin Luther King Jr. holiday. The regular printing schedule will resume Jan. 27.

MLK celebration

Partners HealthCare is sponsoring "A Celebration of the Legacy of Rev. Dr. Martin Luther King Jr." Feb. 10 from 9 to 10 am in the Simches Center, Room 3.110. The speaker will be John Payton, president and director-counsel of the NAACP Legal Defense and Educational Fund. A reception will follow. A Partners or MGH ID badge is needed to attend this event. For more information, contact Partners Employee Programs at 617-724-3965.

Patient-Centered Computing and eHealth

The Harvard Medical School Continuing Medical Education program, "Patient-Centered Computing and eHealth: Transforming Healthcare Quality," will be held April 30 through May 2 at The Conference Center at Waltham Woods. Participants will learn best practices for health information technology and how to effectively use those skills in the clinical care setting. Course presenters will be Blackford Middleton, MD, MPH, MSc, corporate director in Clinical Informatics Research and Development at Partners HealthCare; and Patricia Dykes, DNSc, MA, RN, instructor in

medicine at Harvard Medical School. To register, visit www.cme.hms.harvard.edu/courses/ehealth.

Clinical Research seminars

The MGH Clinical Research Program is offering the following seminars:

- "Best Practices for Bio-Specimen Collection and Processing" Jan. 31 from 12:30 to 1:30 pm in the Simches Center, Room 3.110. The speaker will be Patrick Sluss, PhD, co-director of the MGH Clinical Laboratory Research Core.
- "Understanding and Writing Clinical Research Literature" Feb. 1, Feb. 8 and Feb. 15 from 9 to 10:30 am in the Simches Center, Room 3.120. This seminar

is designed to introduce clinical research coordinators and research nurses to the basics of clinical research literature.

- "Welcome to the Genetic Code: An Overview of Basic Genetics" Feb. 6 from 2:30 to 5 pm in the Simches Center, Room 3.110. Speakers will be Jordan Smoller, MD, ScD, and Susan Slaugenhaupt, PhD, both from the MGH Center for Human Genetic Research.

Register at <http://hub.partners.org/catalog>. For more information about the first two seminars, contact Lauren Michaels at lmichaels@partners.org. For information about the third seminar, contact Suzanne Powell at spowell@partners.org.

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Start the new year off right: Donate blood

FOR MANY MGHERS, giving back to others is on their list of New Year's resolutions. This month is the perfect time to make good on that promise and help up to three patients by donating blood at the MGH Blood Donor Center.

For those who included seeking adventure and increasing physical fitness on their resolution list, donating could be the ideal opportunity to combine all three goals. In honor of January being National Blood Donor Month, all blood donors will be entered to win a pair of lift tickets to Bretton Woods, Cranmore, Pats Peak or Okemo ski areas.

Throughout the year, the MGH Blood Donor Center hosts regular promotions such as raffle prizes and special food sampling events. Each time MGH employees donate, they also receive a choice of a \$5 gift certificate to Eat Street Café or a parking voucher. Employees who donate consistently throughout the year receive special recognition at the annual Employee Donor Appreciation Breakfast.

The MGH Blood Donor Center is located in the main lobby of the Gray Building. Whole blood donation hours are Tuesdays, Wednesdays and Thursdays from 7:30 am to 5:30 pm and Fridays from 8:30 am to 4:30 pm. Platelet donations can be made Mondays from 7:30 am to 5 pm, Tuesdays, Wednesdays and Thursdays from 7:30 am to 5 pm, or Fridays from 8:30 am to 3 pm.

For more information or to make an appointment, call 617-726-8177 or email mmacphee@partners.org. Visit the center on Facebook at www.facebook.com/MGHBloodDonor.



GIVING BACK: Jessica Condon, RN, of the MGH Blood Donor Center, and Josue Castillo, phlebotomist.