



BRIGHT FUTURES: Pizarro, left, and Eveline Vilson, a lab assistant in the Molecular Biology Department

Language of success

“I WANT TO IMPROVE MY EDUCATION; I want my people back home to be proud of me,” said Vera Varnie, a unit service associate on the Yawkey 7 Infusion Unit, who recently completed a MGH Workplace Education Program computer class.

On May 30, Varnie and 130 other MGH employees — representing 30 countries and 14 different languages — were recognized at the Workplace Education Program’s 19th annual Celebration of Achievement. The MGH has one of the longest running employer-sponsored workplace education programs in the country. Classes include English for Speakers of Other Languages, computer, citizenship, college preparation and academic coaching services.

“On behalf of the MGH, I congratulate you,” said Jeff Davis, senior vice president of Human Resources, in his welcoming remarks. “All of the MGH benefits from the hard work you have done in these classes. Thank you for serving as role models for others in the institution.”

Francisco Pizarro, a unit service associate on Bigelow 14, said he is very happy his supervisor encouraged him to attend English class. “For the last eight years I have worked at the MGH, and the people who work here are like family, everyone helps each other to do a good job.”

The celebration also recognized the many managers, instructors and volunteers who make the program possible. “Your commitment to education, your continued advocacy for the MGH employees and your endless energy is truly inspiring,” said Kristen Schlapp, lead instructor.

For more information about English or computer classes at the MGH Workplace Education Program, contact Schlapp at 617-726-2388 or kschlapp@partners.org. ■

Partners eCare Revenue Cycle countdown

IN LESS THAN ONE MONTH, the MGH will launch the first phase of Partners eCare, the Revenue Cycle, which will impact registration, scheduling, admissions, coding and billing. To prepare for the July 12 go-live date, almost 9,000 staff members are being trained on the new system as part of an extensive 10-week training process.

“We are very pleased with how well the system is working and the feedback from staff has been positive,” says Kristine Trites, Revenue Cycle program manager. “This is a major undertaking with nearly 700 departments involved, registering users for multiple courses, learning new workflows and system keystrokes.”

Trites says this week marks the last week to register for the training sessions, and as an added incentive, those who attend night and weekend classes are eligible for raffle prizes. Once staff complete training, they are then granted access to the online Epic playground environment which allows them to practice what they have learned to ensure they feel confident ahead of the go-live. Users who feel they need additional assistance are encouraged to attend one of the practice labs, which are staffed by one of 23 credentialed trainers.

Information on upcoming training sessions and practice lab session dates can be found by visiting partnersecare.partners.org > MGH > Training.



FOCUSED: Linda Inserra, a surgical associate in the Department of Surgery, left, participates in a Partners eCare training session, led by instructor Jessica Doyle.



LASTING LEGACY: From left, Slavin; Thoralf Sundt, MD, chief of Cardiac Surgery and director of the Corrigan Minehan Heart Center; James McFarland, MD, Heart Center physician; Katrina Armstrong, MD, MSCE, MGH physician-in-chief; Lois de Menil; Guiney; George de Menil; and G. William Dec, MD, chief of Cardiology

Guiney named the Paul Dudley White, MD, Distinguished Service Chair in Cardiology

THE LATE PAUL DUDLEY WHITE, MD, widely known as the father of modern cardiology, started practicing at the MGH nearly a century ago. He brought the first electrocardiogram to the U.S., founded the MGH Cardiac Unit, helped found the American Heart Association, and dedicated his life's work to preventive heart medicine.

In honor of White's legacy, the MGH recently established the Paul Dudley White, MD, Distinguished Service Chair in Cardiology. Donors, staff, family and friends gathered May 5 at the MGH Richard B. Simches Research Center to celebrate the new chair and its first incumbent, Timothy Guiney, MD, of the MGH Cardiology Division. The chair was established through the support of George de Menil, PhD, and Lois de Menil, PhD, as well as Guiney's many grateful patients, colleagues, family and friends.

"Dr. Guiney is the ideal recipient for this chair," said Peter L. Slavin, MD, MGH president, one of several speakers at the event. "A straight talker with a dry

sense of humor, Dr. Guiney is universally beloved by his patients for good reason. He is a superb cardiologist who has devoted more than 40 years of his career caring for patients with the most severe heart conditions."

In addition to his role in the Cardiology Division, Guiney has led several major initiatives, including founding and directing the Exercise Testing Laboratory and serving as the first medical director of the MGH International Patient and Family Center. For the last 25 years, Guiney has collaborated with Martha's Vineyard Hospital, visiting on a weekly basis, year-round to treat cardiac patients. He also played a pivotal role in establishing the formal relationship that brought Martha's Vineyard Hospital into the Partners HealthCare System and served on its board of trustees. Upon his retirement, the chair will be renamed the Timothy E. Guiney, MD, Distinguished Service Chair in Cardiology.

"Dr. White established a standard to which we all should aspire," said Guiney. "I am grateful for the honor of being appointed to a chair that bears his name." ■

The art of comfort

THE LUNDER 6 LOBBY looks a little different these days.

On May 22, Robert Martuza, MD, chief of MGH Neurosurgery Service and director of the Stephen E. and Catherine Pappas Center for Neuro-Oncology, unveiled his 800-pound black marble sculpture featuring a woman with a black and white quilt flowing from her heart.

The sculpture, "Comforter," was dedicated to the MGH Comforters – a group of MGH employees, patients and volunteers – in recognition of their hard work creating quilts to provide comfort to MGH patients during their hospital stay. The group was formed in 2001 by Martuza's wife, Jill. Several times throughout the year, the MGH Comforters donate their handmade quilts to patients, and twice a year they host a quilt show at the hospital.

"I made it for the quilters, to recognize all their hard work," Martuza said. "These women do it out of the kindness of their hearts and they have made more than 1,000 quilts for patients at the MGH."

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FROM THE HEART: Martuza polishes the Lunder sculpture.

Every second counts

WHEN IT COMES TO TREATING STROKE PATIENTS, every second counts which is why the MGH Acute Stroke Quality Taskforce has a motto – “time is brain.” American Heart Association standards suggest that hospitals strive to treat stroke patients within 60 minutes of arrival at an emergency department (ED), and in the fourth quarter of 2013, a MGH team trumped that national standard by obtaining a “door-to-needle” time for one patient of just nine minutes.

The Door-to-Needle Time Campaign at the MGH – measuring the time from when a stroke patient arrives in the ED, until a doctor administers the clot-busting drug tissue plasminogen activator (TPA) – was launched in 2010 under the direction of Natalia Rost, MD, director of Acute Stroke Services. To date, the campaign has proven successful. In 2012, the MGH record was 16 minutes, and in 2011 it was 20 minutes.

The team of 13 caregivers who responded to the recent case in under 10 minutes was recognized and awarded for their efforts during the second annual MGH Acute Stroke Breakfast Gala. At the May 30 event, Lee H. Schwamm, MD, executive vice chairman of Neurology, director of the MGH Stroke Service and a leader in the Institute for Heart, Vascular and Stroke Care, attributed the record-breaking treatment to the hospital’s planning, preparation and readiness.



EXTRAORDINARY CARE: From left, David Brown, MD, chief of the MGH Department of Emergency Medicine; Laurie Pagnottaro, MGH patient and guest speaker; and Schwamm

“This is a remarkable case,” Schwamm said. “First, for the timeliness of care and the dedication of ensuring that every patient gets this drug as fast as humanly possible; and second, for going that extra mile to make sure that patients have the opportunity to receive this treatment because it is so effective. The program we built here has become the model for a national campaign to improve door-to-needle time.”

Aneesh B. Singhal, MD, vice chair and director of Quality and Safety in the MGH Neurology Department and director of the Stroke and Neuro-ICU Observership Program, was the attending physician during the nine-minute door-to-needle treatment. Singhal said the MGH is now among the top performing high-volume centers in the Northeast and among the top globally as well.

“We are doing the right thing based on scientific evidence and plain logic,” he said. “We are developing an infrastructure to identify stroke and respond to patients’ needs as quickly as possible. To reduce the time to administer TPA and improve patient outcomes it has taken strong collaboration among paramedics,

the ED staff, nurses, radiology teams, residents and the acute stroke fellow and attending physician. I think nine minutes is extraordinary. The system is clearly working.”

Journey of discovery

SOME VIRTUOSOS PLAY THE PIANO TO PERFECTION, others paint like Picasso, but for MGH physician-researchers, talent lies in the art of discovery.

On May 20, the Department of Surgery and MGPO Board of Trustee Art Goldstein, hosted an evening lecture, “Starting the Wheel of Discovery: The Surgical Engineering and Innovation Center,” at the Paul S. Russell, MD, Museum of Medical History and Innovation.

Keith Lillemoe, MD, MGH chief of Surgery, welcomed guests to the third annual lecture series that featured four speakers from the Division of Surgery, Science and Bioengineering in the Department of Surgery – Ronald Tompkins, MD, ScD, director of the Division of Surgery, Science and Bioengineering; Mehmet Toner, PhD, director of the BioMEMS Resource Center; Daniel Irimia, MD, PhD, associate director of the BioMEMS Resource Center; and Biju Parekkadan, PhD, a bioengineer in the BioMEMS Resource Center.

“When you identify significant clinical challenges without an immediate solution, sometimes new fields of investigations emerge,” said Tompkins. “Science remains the core of our operation.”

The lecture focused on the ways in which physician-researchers are collaborating beyond traditional boundaries to bring together knowledge and tools from life sciences, physical sciences, medicine, engineering and beyond to stimulate innovative research.



PUSHING BOUNDARIES: From left, Lillemoe, Tompkins, Parekkadan, Irimia and Toner

“It is not what we do; it is the journey,” said Toner. “When you go to the extreme, you discover – and we do that well. We are constantly pushing the boundaries of our knowledge.”

The annual lecture series focuses on different aspects of surgery, to demonstrate the breadth and depth of the department’s range of service.

“This was a wonderful opportunity to highlight the role of engineers in medicine,” said Lillemoe. “By viewing the human body as a chemical engineering machine, our work has an even greater impact on human health and preventative medicine.” ■

**Announcements
available online**

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"What's Happening"
items, visit

<http://intranet.massgeneral.org>.

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— Art of comfort

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The sculpture was inspired not only by the MGH Comforters, but also by the Gee's Bend Quilters, a group of women in Alabama who create quilts that are displayed at prominent museums across the country, including the Museum of Fine Arts in Boston.

In a studio at his Marblehead home, Martuza worked on the sculpture every other weekend for about three years. The block of black marble came from a quarry near Lake Champlain.

"It is extraordinary," said Jill Martuza. "When he was making it, I had no idea what he intended. I kept saying, 'Where are you going to put that?'"

The sculpture unveiling ceremony brought together hospital faculty, staff and members of the MGH Comforters, who donated 25 quilts to the Neurosurgery Intensive Care Unit.

**Swap it out**

THE PRICE IS RIGHT: The MGH Office Supply Swap and Recycle Event on June 2 was a treasure trove of treats, with departments swapping more than \$16,000 worth of new and unused office supplies. The semi-annual event allows departments to cut costs by trading unwanted supplies. Tanya Behnan, a clinical research coordinator in the MGH Vincent Department of Obstetrics and Gynecology, picked up \$1,200 worth of toner for her department. Supplies that are not swapped get recycled, allowing the MGH to save green while going green. Pictured from left, Joe Raho, Staples account leader; Alys Myers, Center for Community Health Improvement; Dulce Cardona-Rivera, Materials Management office coordinator; and Behnan.

Nesson Awards honor MGH projects and programs

NAMED IN HONOR of the Partners HealthCare System's (PHS) first CEO, the H. Richard Nesson awards are given annually to Partners clinicians and their teams whose work exemplifies Nesson's commitment to improving care.

These awards showcase projects and programs that help fulfill the mission of enhancing both the provider-patient relationship and the clinicians' experience through innovation in practice and collaboration among colleagues, practices, and hospitals in pursuit of excellence.

This year, MGH teams received three Nesson Awards. Awardees were recognized at the 2014 Partners Annual Meeting:

2014 H. Richard Nesson, MD, Award for Collaboration – Partners Critical Care Collaborative

"The Critical Care Collaborative provides a forum for critical care team members across PHS institutions – including physicians, nurses, therapists, pharmacists and administrators – to share best practices and improve the quality of care. It's a great honor for our collaborative to receive the 2014 award in memory of the important and lasting contributions of Dr. Nesson."

— J. Perren Cobb, MD, chair of Partners Critical Collaborative, director of the MGH Critical Care Center, vice chair for Critical Care in the Department of Anesthesia, Critical Care and Pain Medicine

2014 H. Richard Nesson, MD, Award for Innovation – Attending Registered Nurses for the Phase I Innovation Units

"I feel very honored to be a part of this group of attending registered nurses to receive this very prestigious award."

— Anne Fonseca, RN, Ellison 17 and 18

2014 H. Richard Nesson, MD, Award for Excellence – Procedure Order Entry

"We are honored to receive the Nesson Award. It is a reflection of the Procedure Order Entry team's hard work and a product of our clinical and administrative champions' support to address procedural appropriateness – one of the most challenging problems in health care. Thanks to multiple stakeholders, we continue to make significant progress."

— Creagh Milford, DO, Internal Medicine ■