A legacy of caring

MGH receives national community service award

IN A YEAR FULL of bicentennial festivities, the MGH has one more reason to celebrate: the hospital is the 2011 recipient of the Spencer Foreman Award for Outstanding Community Service from the Association of American Medical Colleges (AAMC). Presented annually, the award recognizes an AAMC member institution that demonstrates an exceptional commitment to serving its community. The award is one of the AAMC’s most prestigious honors.

A finalist for the award in 2010, the MGH was selected as this year’s winner following a nationwide competition and site visit. While at the hospital, the AAMC review team learned about the MGH Center for Community Health Improvement’s (CCHI) 35 programs and collaborations in Chelsea, Revere and Charlestown – communities where the MGH has maintained health care centers for as many as 40 years – and in Boston, where it conducts programs in support of youth, the homeless, seniors and other vulnerable populations. The team also learned about the work of the MGH Center for Global Health and several community-focused medical education programs. Nearly 100 employees and community partners participated in the daylong site visit, including Boston Mayor Thomas Menino and Massachusetts Department of Public Health Commissioner John Auerbach.

MGH President Peter L. Slavin, MD, formally accepted the award on behalf of the hospital at the AAMC annual meeting earlier this month, and the recognition was celebrated Nov. 10 during an on-campus (Continued on page 4)

Patriots touch down at MGH

NEW ENGLAND PATRIOTS Nate Solder and Brandon Deaderick — as well as former Patriot Thomas Welch, who signed with the Buffalo Bills Nov. 17 — made a surprise visit Nov. 8 to patients at MassGeneral Hospital for Children and the MGH Cancer Center’s Infusion Unit.

“Gosh you’re huge,” said Thomas Coye, 16, as Solder and Welch autographed a football they brought for him. The players spoke with Coye about his role as a defensive end for the Georgetown High School football team.

In the Yawkey Center for Outpatient Care, Johnny Koval, 11, gave the players tips for an upcoming New York Jets game and asked what colleges they had attended. “I bet you don’t remember who your teachers are, you get hit so hard,” Koval said. Solder, Welch and Deaderick laughed and assured Koval that had never happened to them. But Deaderick, a defensive lineman, claimed to hit the hardest.

In the Cancer Center’s Infusion Unit, tears came to the eyes of Kathryn Statires as she described sitting with her husband and son every week to watch the Patriots play. The visit was especially poignant for Statires, since the treatment was her last. “This made my day,” she said.

WINNING SMILES: Solder, left, and Welch, with patient Elsa Nuñez
New team addresses workplace conflict

THE STRATEGIC MANAGEMENT Assessment and Response Team (SMART) is a new resource for recognizing, reporting, responding to and resolving complicated workplace violence or conflict situations. The multidisciplinary group, led by Police and Security, includes members from Human Resources, Risk Management, Occupational Health, the Employee Assistance Program, the Department of Psychiatry, the Office of Patient Advocacy and Nursing Administration.

“SMART is designed to assist with complex situations that have moved beyond an isolated incident,” says Bonnie Michelman, director of Police, Security and Outside Services. “These situations may include criminal or ethical issues, creation of staff unrest or fear, direct threats to others or previous criminal history – all of which may involve patients, visitors or employees.”

SMART meets quarterly to proactively discuss reports and trends related to disruptive, inappropriate, threatening or violent behavior. The team can then assist managers and supervisors with developing the tools and guidelines necessary to better recognize and resolve conflict incidents at their initial stage. In addition, SMART is able to respond immediately to emergency situations. SMART can be activated during business hours by contacting Police and Security Investigative Manager Jennifer Goba at 617-726-1474 or after hours by contacting the manager on duty at 617-726-2121.

Durant Fellow witnesses history while providing aid in Libya

OCT. 20 BEGAN as just another day for Catherine Mullaly, MD, FRCPC, MPH, an MGH anesthesiologist working with Doctors Without Borders in Qasr Ahmed Hospital in Misrata, Libya. Mullaly started the day with morning rounds, assessing patients with colleagues and planning the operating room schedule. Having spent six weeks in Libya with support from the MGH Thomas S. Durant Fellowship in Refugee Medicine and the MGH Center for Global Health, Mullaly had witnessed the horrors of civil war first hand. She knew the day would include surgical cases and patients from both sides of the conflict, but she didn’t know she would soon witness an historical event from the front lines.

While attending to a patient in the operating room, news reached Mullaly that Libyan rebels had taken Sirte, a final stronghold of Muammar Qaddafi and pro-Qaddafi forces. In an email from Libya, she describes watching the scenes unfold on television alongside her Libyan colleagues.

“Inside this small space, I discover five or six female hospital staff whose eyes are all focused in one direction – toward a small television screen now featured prominently in the corner of the room. The screen bursts with the proud national colors of Libya – red, black and green – and shows those present in Sirte dancing in the streets.”

The fall of Sirte began a new era for the Libyan people, expressed Mullaly in her report from Libya. “After 42 years, Libyans experienced the first uncensored joy of a now victorious, free nation state.”

Mullaly returned home to the MGH on Nov. 14 and will present about her experience Dec. 5 at 3 pm in the Thier Conference Room. To read her full account from Libya, visit www.massgeneral.org/about/newsarticle.aspx?id=3051.

A decade of caring

MGH CANCER CENTER EMPLOYEES filled the Goitein Conference Room at the Francis H. Burr Proton Therapy Center Nov. 8 to commemorate the 10th anniversary of the first proton patient treated at the center. Historical reflections were mixed with personal memories during the hour-long celebration, which included a slideshow and cake. “It’s been an amazing history,” said Jay Loeffler, MD, chief of Radiation Oncology. “Thank you all so much for what you’ve done for our patients and what you’ve done for the institution.”

10TH ANNIVERSARY: Speakers at the event were, from left, Tom DeLaney, MD, medical director of the Proton Center; Jay Flanz, PhD, technical director of the Proton Center; James Matthews, RTT, assistant director of the Radiation Therapy Service; Judy Adams, CMD, director of Dosimetry; Herman Suit, MD, PhD, former chief of Radiation Oncology; and Loeffler
Honoring MGH servicemen and women, past and present

"THANK YOU for your service. " “God Bless America.” “We are so proud of you.” The tributes, accompanied by colorful drawings, were created by MGH pediatric patients to decorate tables at the Veterans Day Appreciation Breakfast Nov. 11 in the Bulfinch Tent. Similar accolades were shared throughout the rest of the day’s events – which included two panel discussions and a prayer service – as employees and senior leaders expressed their appreciation to service members and veterans as well as their families in attendance.

“I believe the military, like the medical field, is a calling. Those who serve give their hearts, their souls, and sometimes their lives so we can live in freedom,” said Krista McCabe Knight, associate director of MGH Development, whose husband, Roger, is a veteran. “On Veterans Day, I am honored to stand before you and say that I am married to one.”

Knight was one of several speakers who kicked off the breakfast event, which was hosted by Peter L. Slavin, MD, MGH president; David F. Torchiana, MD, chairman and CEO of the MGPO; Human Resources; and the Red Sox Foundation and MGH Home Base Program. Cameron Wright, MD, MGH thoracic surgeon and colonel in the U.S. Army Reserve Medical Corps, gave the keynote address, discussing why in 2007, at the age of 51, he followed his son into the military and served two tours of duty, one in Iraq and one in Afghanistan. He concluded his talk by thanking employees who are currently deployed. “I want to call out, wish well and pray for all of the members of the extended MGH family who are in harm’s way,” he said.

Elspeth “Cam” Ritchie, MD, retired U.S. Army colonel and chief clinical officer for the District of Columbia Department of Mental Health, spoke as part of a panel for clinicians regarding the “invisible wounds of war.” Following the panels and prayer service, members of the U.S. Army Boston Healthcare Team served cake to MGH veterans to share their gratitude.

Throughout the day, commemorative ribbons with the word “Remember” were distributed by the Home Base Program in the Main Lobby. It was something many of the presenters urged those in attendance to do more often. "Veterans Day for many is just one day,” said Lori Pugsley, RN, BSN, MEd, nursing director for Obstetrics, Newborn and Family Units, whose son recently returned from serving in Afghanistan. “Remember their service and sacrifice. Remember that every single day is Veterans Day.”

Faculty Mentoring Award established to honor Potts

THROUGHOUT HIS CAREER at the MGH, John T. Potts Jr., MD – chairman of the Department of Medicine and physician-in-chief from 1981 to 1996 and director of Research from 1995 to 2004 – has served as an advisor and guide to countless staff members. In honor of his contributions through mentorship, the John T. Potts Jr., MD Faculty Mentoring Award was created to support senior faculty members who have demonstrated excellence in helping junior faculty and trainees succeed for 10 years or more. Potts is the inaugural recipient of the award, which was presented to him Nov. 8 by Peter L. Slavin, MD, MGH president.

“I am grateful to receive this award,” says Potts. “I’m especially pleased that despite the many fiscal and regulatory pressures the MGH faces, it still elects to celebrate mentoring, a tribute to our leadership and its values.”

The award, which will be given annually, is sponsored by the Center for Faculty Development.

SERVICE AND SACRIFICE: Mary Lou Nichols, RN, NP, and Peter Hayes, RN, both of the Preadmission Testing Area

GIVE AND RECEIVE: Michael Sullivan, PT, DPT, MBA, a United Way Committee member and director of Physical Therapy, congratulates an employee donor who received a spot prize.

Donate by Nov. 30 to win

THE MGH UNITED WAY CAMPAIGN has been extended through the end of November, and all employees who donate will be eligible for special grand prize drawings Nov. 23 and Nov. 30. Remaining prizes include two tickets to the Dec. 4 Patriots game and a big screen television. It takes only a minute to pledge online at www.massgeneral.org/unitedway, and donations can be made in any amount. While on campus, MGHers who donate should wear a United Way pin – available at the Employee Access Center in Bulfinch 107 – to win spot prizes. This year’s campaign aims to inspire 2,011 employees to donate. Make a gift today and be counted.
Change in Hotline schedule

MGH Hotline will not publish Nov. 25 due to the Thanksgiving holiday. The regular publication schedule will resume Dec. 2.

Senior HealthWISE

MGH Senior HealthWISE will offer free hypertension screenings for seniors ages 60 years and older Nov. 28 from 1:30 to 2:30 pm at the West End Library. For more information, call 617-724-6756.

Run the 2012 Boston Marathon

The MGH Marathon Team, “Fighting Kids’ Cancer … One Step at a Time,” in partnership with John Hancock Financial Services, has raised more than $6.7 million to support care and research initiatives that enhance the quality of life for the hospital’s youngest cancer patients. Runner applications are being accepted through Dec. 31. For more information, visit www.massgeneral.org/marathon.

Free nicotine patches

The Boston Public Health Commission is offering a free two-week supply of nicotine patches for people who smoke 10 or more cigarettes per day and live or work in Boston. Boston residents may have the patches delivered to their homes and those who live outside the city may have them sent to the MGH Occupational Health Service at 165 Cambridge St., Suite 404, where they can pick them up. Call 1-800-QUIT-NOW to arrange delivery. The program ends Feb. 28.

Palliative Care lecture

The MGH Palliative Care Service will host the Robery Leffert, MD, Memorial Lecture, “Connecting with Patients: Where Art Meets Science,” Nov. 29 from 5 to 6 pm in the O’Keeffe Auditorium. The speaker is Anthony Buck, MD, professor in the Oncology Division of the University of Washington School of Medicine. To register, call 617-643-4402.

Nominate a cancer hero the one hundred

The one hundred is an annual fundraiser for the MGH Cancer Center, honoring 100 individuals and groups whose diligence and discoveries, philanthropy and passion have helped advance the fight against cancer. To nominate a cancer hero, visit www.theonehundred.org. Nominees do not need to be MGH employees. Each MGHer who submits a nomination will be automatically entered into a raffle for a chance to win a Kindle. For more information, email theonehundred@partners.org.

Farahe Maloof Lecture

The MGH Endocrine/Thyroid Unit will host the 25th annual Farahe Maloof Lecture Dec. 6 from noon to 1 pm in the Ether Dome. Yaron Tomer, MD, professor of Medicine and chief of the Division of Endocrinology, Diabetes and Bone Disease at Mount Sinai School of Medicine, will present “The Evolving Story of Autoimmune Thyroid Disease: From Genetics to Epigenetics.” Registration is not required. For more information, contact Lynn Moulton at 617-726-9345.

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Computer training

Partners Information Systems Training is hosting several computer courses. “Outlook 2003: How to Get Out of Email Jail!” is a webinar focused on tips for organizing and managing email volume. “InfoBytes” are instructor-led, 90-minute sessions on Dec. 1 at 165 Cambridge Street, second floor. Topics include Excel, Word and PowerPoint. To register, access http://ibrigde.partners.org. For more information, visit http://istraining.partners.org.

CSSA seminar

The MGH Chinese Scientist and Staff Association (CSSA) will host a seminar, “Traditional Chinese Medicine and Inflammation-Related Disease,” Dec. 1 from 6:30 to 9:30 pm in the Simches Center, Room 3.120. The seminar will feature two sessions, followed by an interactive question-and-answer period. Registration is required for CME credit. To register email cssa@partners.org. For more information, call 617-724-1757.

HOTLINE 11/11/11

200 Year and Extraordinary

The MGH formally incorporated community service into its mission statement in 2007, but serving neighbors in need has been at the heart of the institution since it was established in 1811. To view a retrospective video about the MGH’s 200-year legacy of community involvement, visit www.massgeneral.org/cchi/news/multimedia.aspx?id=465.

Community service award

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event hosted by the MGH and CCHI. Approximately 150 guests attended, including employees, community members and the MGH Bicentennial Scholars – 26 area youths selected to receive financial aid and mentorship to help ensure their success in college. Providing remarks were Slavin, Joan Quinlan, executive director of the MGH CCHI, and Gary L. Gottlieb, MD, MBA, Partners HealthCare president and CEO.

“The award underscores that, while MGH is well-known for its outstanding clinical care and scientific inquiry, its legacy of caring for and about the underserved locally and globally is equally strong,” said Slavin.

Quinlan credited Slavin’s commitment to the community as the reason the MGH received the AAMC award. “Under Peter’s leadership, we have changed the mission of the institution to include community service; every clinical department is being asked to participate in carrying out that component of mission. This is a first in the nation and extraordinary,” she said.

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