



**HELPING HANDS:**  
Buildings and Grounds staff assist with the installation.

## ‘Open Arms’

**WITH THE HEAVY-LIFTING HELP** of the MGH Buildings and Grounds team, a new sculpture has found a home on the Bulfinch Lawn.

The artwork, titled “Open Arms,” is one of the creations of Harold Grinspoon, an entrepreneur, philanthropist, artist and grateful MGH patient whose son is Steven Grinspoon, MD, director of the MGH Program in Nutritional Metabolism.

“The name, ‘Open Arms’ resonates with both our hospital values and for me personally,” said Peter L. Slavin, MD, MGH president. “First and foremost, Mass General is a temple of healing – no matter what our patients look like, what they believe, where they come from or whom they love. The hospital is open to all.”

Grinspoon’s sculptures are made from fallen trees he has come across in the forest surrounding his home, and from Spanish live oaks that he found in the southern U.S. He says he envisions ways to cut and reform the trees to give them a new life. To give back to the MGH – which he says has done so much for him throughout his life – Grinspoon spoke to Brit Nicholson, MD, senior vice president of Development, about displaying one of his sculptures at the hospital.

“During our visit to Harold’s house and studio, we came across one sculpture that really stood out, not only because of its design but also because of its name ‘Open Arms,’” says *(Continued on page 4)*

## Heroes among us

**EIGHT EXTRAORDINARY** MGH employees were celebrated Nov. 19 at the sixth annual Breakfast of Champions hosted by the MGH Employee Disability Resource Group.

“We take great pride as an institution in continuing to make strides to make sure the MGH is accessible to all those who come through our doors,” said Peter L. Slavin, MD, MGH president. “Today is our chance to celebrate eight heroes who go above and beyond in making that possible.”

Jennifer Magee, DMD, director of the MGH Dental Group - Danvers and director of Community Health in the Department of Oral and Maxillofacial Surgery (OMFS), was honored with this year’s Disability Champion Award. Magee commits to spending one day every other month in the operating room to perform dental rehabilitations for patients with autism and other developmental disabilities. She also provides care at no cost to victims of human trafficking.

“Dr. Magee makes it her mission to provide care to those who need it the most, but can access it the least,” said Maria Troulis, DDS, chief of OMFS. “She is a caring and devoted doctor to those who need her the most.”

Troulis said access to care for these patients often is difficult as they may not be able to receive care in the traditional outpatient setting, and Magee never hesitates to spend the extra time needed to provide care in the outpatient or operating room setting.

“This is just what we do,” said Lori Palley, DVM, assistant director of Veterinary Services, who was last year’s award recipient. “I don’t consider it above and beyond, and I bet if you asked most nominees for this award, they wouldn’t either. So to the nominees, if you think you’re not heroic, that what you do is not extraordinary, or that you gain more in return from what you do than what you give, please know that you are a role model, a person whose behavior should be emulated by others in the MGH community.” ■



**ABOVE AND BEYOND:**  
Magee and Slavin



# Alert, alive – but without a pulse

**CHECKING FOR A PULSE** is one way to determine if a person who has collapsed is alive. But what if the person is alert and talking but seemingly without the all-important beating vibration in the neck or wrist?

“There’s a chance that patient has a heart-assist device,” says Janice Camuso, RN, of MGH Cardiology, adding the person may not require CPR, despite an emergency situation.

The MGH hosted an educational event Nov. 9 aimed at raising awareness about the growing use of Ventricular Assist Devices and Left Ventricular Assist Devices (VAD or LVAD) in patients who have heart failure. Participants included employees from the Cardiology and Transplant Divisions, MGH Police, Security and Outside Services, Social Service, Emergency Medicine and Palliative Care.

VADs are surgically-implanted pumps connected to the heart that feature a wire called a driveline exiting a person’s abdomen into a controller. They often are referred to as a “bridge” therapy for patients awaiting a heart transplant. VADs may be used for several months,

or even several years, to help to pump blood throughout the body.

“It’s possible that an employee from any department – clinical or non-clinical – could come across a situation in which a person with a VAD needs assistance,” says Camuso. “We’re really hoping to make people ‘VAD aware.’”




If the flow of blood is disrupted or the mechanics of the device fail, an alarm on a VAD may sound, signaling an emergency, but it’s vital the device remain connected to its power source at all times.

“I’ve been trained as a first responder but had never seen one of these devices in person until this event,” says John Petty, operations supervisor for MGH Police and Security. “It was really helpful to know that this is something that’s pretty obvious if you’re up close to someone and considering chest compressions.”

When in doubt about starting compressions, Christopher Neumann, MGH Police and Security officer and EMT, says it is important to call 911 and follow the instructions of the dispatcher.

And, if the incident occurs in the MGH, the on-call VAD coordinator, who is available 24/7, should be paged.

**VAD AWARE:** Participants were given an additional card for their hospital ID badges, including important information on the devices and how to reach to the 24/7 on-call VAD coordinator.

<p><b>MGH Transplant Center</b> Ventricular Assist Device (VAD)</p> <p><b>What is a VAD?</b> A VAD or LVAD, is a surgically implanted pump that helps patients with heart failure.</p>  <p><b>What should you know?</b> The VAD is a life-sustaining device. Power to the pump should never be stopped. Power sources can be batteries or an AC power cord. The VAD is a continuous flow device and patients may not have a pulse.</p>	<p><b>Who do I call for any problems?</b> There is a VAD coordinator on-call at all times who can be reached by calling (617) 726-2000 pager #11045</p> <p><b>Reminder:</b> All policies and clinical protocols are on the VAD Resource Center's SharePoint site: <a href="http://sharepoint.partners.org/mgh/vadresourcecenter">http://sharepoint.partners.org/mgh/vadresourcecenter</a></p> <p>The quality assessment and performance improvement (QAPI) information is in the SharePoint site under the "process improvement" tab.</p>
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like this,” says Neumann. “It helps us accomplish our common mission of helping others.” ■



## Police, pie and a turkey guy

**MEMBERS OF THE** MGH Police, Security and Outside Services Department and MassGeneral Hospital for Children Child Life Services – disguised as police, pie and a turkey guy – gobbled up a good time on the pediatric inpatient units the day before Thanksgiving. The inaugural event – hosted by the newly formed PUPP (Police Uniting with Pediatric Patients) program – was led by McGruff the Crime Dog and Tom Turkey, who handed out lollipops and stuffed animals to patients including Kaiden Noel, left, and Nathan Techem, top right.





## Caring for the Caregiver: Lessons in resiliency

**WHETHER IT IS** a medical professional caring for patients or a family member assisting a loved one, the role of caregiver can be extremely rewarding, and also extremely stressful. This may lead a person to experience burnout or depression.

On Nov. 13, the Dementia Caregiver Support Program of the MGH Division of Palliative Care and Geriatric Medicine sponsored a “Lessons in Resiliency” talk for staff, patients, family and caregivers to

help increase resiliency awareness as part of its “Conversations with Caregivers” series.

Darshan Mehta, MD, medical director for the Benson-Henry Institute for Mind Body Medicine at the MGH, discussed consequences of caregiver stress and ways it can be combated.

“Increased caregiver stress is also associated with declines in physical health – leading to premature mortality – and mental health, such as anxiety and depression,” said Mehta. “It is important to provide the necessary management tools to anyone in a caregiving position as early as possible.”

Recounting his own difficulties in managing stress as a caregiver during a time of personal tragedy, Mehta stressed that self-care and resiliency are not selfish; rather, they are essential for overall well-being, allowing caregivers to better support their patients or loved ones.

Mehta says people should make time for themselves to engage in enjoyable activities such as meditation and yoga, walking, hiking and biking. He also stressed the importance of being socially connected with friends and family, which may lessen stress.

“It is important to keep an open dialogue,” Mehta said. “Talk to providers about your own burden – including both your loved one’s provider as well as your own. The more we are able to have open and frank dialogue around this issue, the more we can do something about it.”



MEHTA



## Facelift for MGH Metal Shop

**OPEN FOR BUSINESS:** Following a year of renovations, MGH Building and Grounds Metal Shop staff gathered in the Gray subbasement Nov. 20 to celebrate the upgrade of the facility. The new space features an expanded floor plan, new flooring, freshly painted walls, updated lighting and state-of-the-art machines. Much of the previous equipment was Army surplus supplies that were more than 50 years old. “It is such a big improvement from the previously cramped space, with great thanks to Ed Raeke (director of Materials Management) who made it all possible,” says William Belyea, Metal Shop foreman. “We do all of our work right here in the shop and need the space and high-output machines to allow us to do our jobs safely and efficiently.”



## Flashback Friday: Sculpture in bronze honors a courageous patient

**FLASHBACK FRIDAY** is an installment highlighting stories from the MGH Hotline archive. This week's flashback from the Oct. 28, 1976 edition features the dedication of a new bronze sculpture at the hospital symbolizing the courage of the human spirit. Here is the full story:



*Triumph, bronze sculpture erected in memory of the late Bettina Ware, is admired by her father, Robert H. Cook, (left), Dr. Charles A. Sanders, MGH General Director, and her brother, Robert H. Cook, Jr., the sculptor, in Cox Center.*

### Sculpture in Bronze Honors a Courageous Patient

A bronze sculpture symbolizing the courage of the human spirit was dedicated October 1 at the MGH in memory of a former cancer patient who devoted her last years to helping others with the same disease.

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Erected in the lobby of the Cox Center for cancer treatment and research, the 44-inch-tall statue, entitled "Triumph," honors Bettina Ware (Mrs. John Ware, Jr.) of Dover, who died on September 17, 1974.

"Her life was a triumph. Her spirit lives on," said Mrs. Ware's father, Robert H. Cook of Milton, in brief remarks dedicating the sculpture. "We

hope it will be a continuing inspiration to those of you who carry on the work of this magnificent temple of endeavor and hope."

The statue was executed by Mrs. Ware's brother, Robert H. Cook, Jr., of Rome, Italy, whose works adorn major buildings from Boston to Canberra, Australia. He has had more than 41 exhibits on three continents. His works include a 20-foot fountain figure for the Civic Center in Canberra; a statue of a violin quartet for a Frank Lloyd Wright structure in Racine, Wisconsin; and a bronze relief for a newspaper plant in Johnson City, Tennessee.

The inspiration for "Triumph" came from an unusual chalk formation on the White Cliffs of Dover, England. The sculpture starts with a massive base, a swirling round mass which grows from another rounded inner form. Moving upward gracefully, the swirls gradually narrow, gaining speed and strength, until at the top they open like a flower.

Mrs. Ware fought cancer for 11 years. While under the treatment of MGH specialists – principally Drs. Rita M. Kelley, medical oncologist, and Chiu-Chen Wang, radiation therapist – Mrs. Ware became impressed with the need to comfort others. Patients in the busy Radiation Therapy Clinic sometimes sat alone in a waiting room for lengthy periods.

At Mrs. Ware's suggestion, the hospital's Ladies Visiting Committee, of which she was a member, provided a more cheerful reception area and facilities for light refreshments. Mrs. Ware assembled a group of women who themselves had been patients and arranged schedules so that there would always be someone present to extend courtesies. She coordinated these schedules and worked in the clinic until shortly before she died.

Upon her death, Mrs. Ware was lauded by the Ladies Visiting Committee for having made an enormous contribution to the hospital and, in particular, to the lives of the thousands who had visited the Radiation Therapy Clinic. The volunteer service program which she had the vision to initiate continues today. ■

## –Sculpture

(Continued from page 1)

Nicholson. "Immediately, I was struck, given the credo of the Mass General and what is currently happening in our political climate. It seemed perfect for the hospital."

A dedication and ribbon-cutting ceremony took place Nov. 26. Hosted by the Development Department,



**GRATEFUL GIFT:** From left, Troderman, Nicholson, Harold Grinspoon, Steven Grinspoon, Slavin and Jeremy Ruskin, MD, director, MGH Cardiac Arrhythmia Service

the event honored Grinspoon and his team, his wife Diane Troderman and the MGH Buildings and Grounds crew, whose expertise was cited as being instrumental in the installation of the sculpture. The tree – which will be displayed at the MGH for two years – is one of the Spanish live oaks, and thought to be roughly 200 years old, about the same age as the MGH.

"There is such a sense of history with this tree, we realized if we were going to have a sculpture on the lawn, this was the one to have," Nicholson says. ■

## Upcoming Hotline editions

**THERE ARE THREE** editions of MGH Hotline left in 2018.

Dec. 14 will be the final standard edition of the year. Then be sure to pick up the Dec. 21 holiday edition to enjoy coverage of the fun and festive happenings at the MGH this holiday season.

The final year-in-review edition will be distributed Dec. 28 and will include highlights from the 2018 year and a 2019 fold-out calendar with a list of MGH holidays. The first edition for 2019 will be available Jan. 11.

