

MOVE TO ELECTRONIC MEDICAL RECORDS IS A WORK IN PROGRESS

The development of ACIS, or Advanced Clinical Information System, brings direct care staff from throughout Southcoast to the table to build consensus on standardization of practice. While the change will be dramatic and the transition challenging, the move will improve the quality of care and compliance with regulations while increasing efficiency and making more time for patient care.

With the major portions of two modules up and running at Tobey Hospital, planners are preparing the next step in transitioning Southcoast to electronic medical records — the introduction of the Medication Administration module at Tobey and the introduction of Emergency Department Management at St. Luke's — by year's end.

Charlton will begin to see ACIS implementation in April 2009.

"The Advanced Clinical Information System project is at a critical juncture," said Chris Baldwin, Vice President of Information Systems. "Our greatest challenge lies ahead with planning and implementing systems, including Computerized Physician Order Entry and bedside medication verification."

The transition to electronic medical records, which began at the end of 2006, is process oriented as well as technical.

"Medical terminology needs to be standardized across all units, departments and sites to develop automated care planning that can be used and understood by all," said Marcia Liggin, RN, NEA-BC, Senior Vice President & Chief Nursing Officer. "The

work requires collaboration effort between MIS, Nursing, Pharmacy and physicians plus other clinical disciplines."

While the change is dramatic and the transition sometimes uncomfortable, the long-term advantages will far outweigh the inconveniences experienced during the changeover.

"ACIS is helping us standardize patient care across all sites," Liggin said. "And we need to standardize our practice — based on evidence-based practice — to increase safety and quality and remain in compliance with the various governing and accrediting bodies including The Joint Commission, Centers for Medicare & Medicaid Services and the Massachusetts Department of Public Health."

Those who will be using the system most are directly involved in the process.

"We have direct care givers from all disciplines and all sites working on creating standardized on-line documentation," said Terry Souza, RN, ANP, BC, Manager of Patient Care on Atwood 3 at Charlton and Interim Director of Clinical Information Systems. "Their input has been invaluable in helping us create documentation

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Move to electronic medical records

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that will work for all health care providers. In addition, standardization has improved the patient experience by decreasing duplication with data collection.”

The change will also help increase compliance within the organization.

“Moving to electronic medical records will help with some of the issues we are currently facing in regard to Joint Commission and CMS regulations,” said Patrick Gannon, RPh, Vice President of Performance Improvement. “They will resolve issues of handwriting legibility, prohibited abbreviations, signing, dating and timing records and physician signoff on verbal and telephone orders.”

The physician’s piece of the puzzle

The early stages of implementation have focused on the portions of the modules designed for nursing and other clinical staff since they will use the system most. Physician pieces will be implemented toward the end of the five-year project cycle.

“We met with physicians in May to begin discussion and planning,” Baldwin said. “There will be a 12- to 18-month planning period, much of which will focus on process — how physicians make documentation in medical records.”



Staffing & support critical

Recruiting staff to aid in the transition and physicians and staff at all sites to support and champion the change is also of utmost importance at this point.

“Right now it is essential to fill the Director of Clinical Information Systems position, which Terry is filling on a part-time basis,” Baldwin said.

The position will report to Liggin and be responsible for process change and standardization within the clinical disciplines.

Other clinical analyst staff will be needed to act as liaisons between clinicians and MIS staff while the transition is being made.

“Physicians and staff at all sites are also needed to provide insight and feedback during implementation and to help their peers become accustomed to using the new system,” Baldwin said.

Wireless access for guests

With the ability to log on to the Internet available everywhere from the local library to the corner coffee shop, physicians, patients and visitors are increasingly asking for Internet access from within Southcoast Hospitals.

“Our initial priority will be to provide access to physicians who want to bring their own devices into the hospitals,” Baldwin said.

Later access will be given to patients and visitors.

“First we need to ensure that we have a firewall that will protect our business information and patient health records from being accessed by visitors or patients,” Baldwin said. “Guest access needs to be tightly isolated from business and clinical information.”

Baldwin expects wireless capabilities for physicians, patients and visitors to be available by the end of the summer. Physicians who have transitioned to electronic records at their offices can now view their patient records from a number of Southcoast computers throughout the hospitals. Southcoast has also started transferring lab results to some physician offices electronically.

The home care connection

Southcoast Home Care, Hospice & Palliative Care and Infusions Services and the Visiting Nurses Association of Southeastern

Massachusetts now have automated medical records for their patients (see related story on page 4).

“Hospital records are currently scanned into their systems or entered manually,” Baldwin said.

“But eventually they will be able to download the information automatically.”



The right tool for the right job

The transition to electronic medical records will mean the clinicians will replace pens, pencils, paper charts and bits of paper with electronic devices they will use to review, record and update patient information at the bedside. A team is considering a number of devices staff might use in their daily work.

“Tobey is using laptop computers on wheeled carts and hand-held computers,” Baldwin said. “But there is no one-size-fits-all device. Staff will have equipment available to them that will work best for their jobs.”



Patient Comment

“My hospital stay was made as pleasant as possible. The staff treated me and my family with respect at all times.”

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This July the pizza is on us!

The Southcoast Blood Bank at St. Luke’s Hospital has teamed up with area Domino’s Pizza restaurants in a “Pizza for a Pint” promotion during the month of July.

Anyone who donates blood at the Southcoast Blood Bank at St. Luke’s Hospital, or at any of the community blood drives hosted by the Southcoast Blood Bank, will receive a certificate for a free large one-topping pizza redeemable at any Domino’s in Fall River, New Bedford, Taunton, Somerset, Swansea and Wareham. The offer is good for any pick-up order or can be combined with a home delivery order. The certificate will not be recognized for home delivery orders of a large, one-topping pizza alone.

The Southcoast Blood Bank is the only blood donation venue that directly supports the South Coast communities’ blood supply. When you donate blood at a Southcoast-sponsored blood drive you are helping to keep your local blood supply strong so it is there when you need it.

“Domino’s Pizza is proud to partner with our local community blood bank during the month of July when the need for blood donations is the greatest,” said Nelson Hockert-Lotz, owner of the Domino’s Pizza stores on Kempton Street and Rockdale Avenue in New Bedford.

Seven franchise owners from throughout the area joined Hockert-Lotz so that the offer would be good throughout Bristol County and Wareham.

The Southcoast Blood Bank is located at St. Luke’s Hospital, 101 Page Street, New Bedford, off the main lobby. Walk-ins are welcome **Monday through Friday from 8 a.m. to 4 p.m., Wednesdays 7 a.m. to 7:30 p.m. and Saturdays from 8 to 2:30 p.m.**

For more information or to make an appointment call 508-961-5320 (www.southcoast.org/bloodbank/).



Above & Beyond: Making every experience memorable — in a good way

We will exceed the expectations of our patients and partners, in every encounter, by providing the highest quality care and respectful, friendly and responsive service.

Think about your last memorable experience where someone was providing a service to you — at your pharmacy, in a retail store, at your doctor's office.

Why was it memorable?

Did something extremely good happen or something bad?

Chances are if it was just ordinary, you won't remember much.

"When you can't remember anything about an encounter, it usually indicates you are simply satisfied," said David DeJesus Jr., Senior Vice President of Human Resources. "It takes something memorable to turn an ordinary, satisfactory experience into something memorable in either a positive or negative way."

Southcoast's service priority "Above & Beyond" is about making every patient and partner experience memorable in a positive way.

"Above and beyond requires more than keeping our patients and partners satisfied," DeJesus said. "It is about delivering care and service in a highly personalized manner and taking the time to show someone that you are listening to them and are tuned in to what they really need." 📄

When something goes wrong you can still get to Above & Beyond — just *Make it Right*

Despite our best of efforts, sometimes things may not go according to plan — a patient and their family may wait longer than expected to receive care or a partner may need to work late because of a delay in another department.

Often times a sincere apology will be all that is needed to take care of the situation, but at times it may be appropriate to go a little farther to recognize the inconvenience of the break down in service.

Introduced in January 2006, Make it Right allows front-line staff to provide gift items — **ranging from a coffee voucher to an item from a hospital gift shop to a gift certificate to a local restaurant** — as service recovery for patients and partners.

The Radiology Department uses a variety of coupons, gift cards and certificates to perform service recovery with its patients at all Southcoast sites. The value of the gift depends upon the level of inconvenience the patient has experienced. Patients who



Schwartz Rounds help us care for our partners and ourselves

When a patient comes through our doors, our hope it always to provide them with compassionate, high-quality care, help them to get well and return them home as soon as safely possible. But that is not always the case.

There are always difficult cases — those involving ethical dilemmas, end of life issues, patients who are behaviorally difficult or those that cause conflict among care givers. Such cases can take an emotional toll on health care professionals, leaving them with the need to discuss their thoughts and feelings but no place to do it. For those instances, there are Schwartz Center Rounds.

Schwartz Center Rounds is a multidisciplinary forum where caregivers discuss difficult emotional and social issues that arise in caring for patients. Some 27,000 clinicians across the country participate in interactive discussions and share their experiences, thoughts and feelings on different topics.

"Clinicians from different specialties look at a patient from very different perspectives," said Robert Ready, RN, NEA-BC, Director of Professional Development. "It is very helpful for them to have a safe forum where they can discuss their perspectives and feelings on a very difficult case."

Kenneth B. Schwartz was a health care lawyer who died of lung cancer in 1995, at the age of 40. Shortly before his death he founded the Kenneth B. Schwartz Center at Massachusetts General Hospital, which is dedicated to strengthening the relationships between patients and care givers and

helping care givers cope with the emotional issues they sometimes face in their jobs.

Southcoast introduced Schwartz Center Rounds at Tobey Hospital in early June, lead by Kevin Murphy, MD, and David Spoor, RN, NEA-BC, Director of Patient Care Services. The two traveled to Boston to receive instruction on how to conduct rounds.

"Schwartz Center Rounds address the needs of the partners who care for patients," Ready said. "They allow caregivers to talk about ethical dilemmas and cases they are having difficulty with and gives them the opportunity to take care of themselves and each other."

Ready said having a physician as a leader is imperative and a condition for receiving funding from the The Schwartz Center to carry our rounds.

"The physician is often the caregiver who spends the least amount of time with a patient," Ready said. "Having a physician lead the rounds enhances the interdisciplinary aspect of the process and forces crucial conversation between the disciplines."

Ready said a St. Luke's physician will be identified to attend rounds at Tobey and receive training on how to run them.

For more information on the Schwartz Center log on to www.theschwartzcenter.org. 📄

How to create an Above & Beyond experience

Actively solicit the needs of patients and partners.

Keep patients and families constantly briefed on condition, delays, tests, treatments and medications.

Communicate any delays to partners who might be involved in a patient's care.

Introduce yourself and explain what you are going to do.

Show empathy — that you understand the other person's point of view or emotional state.

Remember that what you do may be routine for you but not routine for your patient.

Figure out what the other person needs to feel good about the experience. Ask yourself:

- Where are they coming from emotionally?
- What can I do to ease their fear, annoyance or concern?
- What can I say to build their confidence?
- What can I say to connect with them? 📄



report having a hard time finding parking receive \$2 Dunkin' Donuts certificates while those with larger complaints like a slightly longer wait time or a cold dressing room receive a \$5 Dunkin' Donuts gift card. Patients who experience more serious inconvenience, like an extra-long wait due to equipment failure, may receive a \$25 gift card for groceries or gasoline.

Make it Right has a system-wide budget and expense object code from which departments and employees can be reimbursed for money spent for service recovery. Ask your supervisor for more information. 📄

Southcoast RAPPP'S 10th annual Male Conference

Jay Kruger of TV's "The Biggest Loser" shares life-changing decisions

Jay Kruger of NBC's reality TV show "The Biggest Loser" is a life long resident of the South Coast region and understands first hand the challenges that face the region's teenage boys and how hard it is to step beyond them.

"I was just like you. I know the challenges that face you today because I have faced them myself. I know I have to stay healthy and stick with my plan,"



Jay Kruger (left) with Andre Norman, motivational speaker

Kruger told some 200 adolescent males attending the 10th annual Male Conference presented by the Southcoast RAPPP (Responsible Attitudes toward Pregnancy, Parenting & Prevention) Program.

"You will get tempted every day and you will be faced with making the right

decisions, no matter how hard it is," Kruger said.

Sharing his experience on the hit NBC TV series and his success in losing 103 pounds, Kruger told the group that he was forced to face many fears beyond the grueling six- to eight-hour daily workouts and drastic change in eating habits.

"Society offers you many quick and easy outlets, but they are not necessarily the right choices. If you believe in yourself, you can do the right things," Kruger said. "Finding balance in your life helps to build your self-esteem and keep you on track."

Ken Bell, Sports Director at ABC 6 News in Providence, emceed the event for the ninth year in a row.

Schools from Fall River, New Bedford, Rochester, Somerset, Taunton, Wareham and Walpole attended the conference including New Bedford High School, Greater New Bedford Regional Vocational Technical High School, West Side Junior/Senior High School, Durfee High School, Old Colony High School, Somerset High School, Wareham High School, Taunton High School, Norfolk County Agricultural High School and students from Old Colony YMCA in Fall River.

"We need to empower adolescent boys to believe that they have choices — whether it is living a healthy lifestyle or saying no to gang violence," said Cindy Guilbeault, Coordinator of the Southcoast RAPPP program. "We choose topics that reflect the issues facing teen boys in our region such as teen pregnancy, violence prevention, drug and alcohol abuse, anger management and life skills like money management and drinking responsibly."

About Southcoast Hospitals' RAPPP Program

The Southcoast Hospitals' RAPPP (Responsible Attitudes toward Pregnancy, Parenting & Prevention) program began as an adolescent pregnancy prevention program designed to be used within the curriculum of the health or science department of high and junior high school systems. Since its inception the RAPPP program has touched more than 20,000 teens and parents, including more than 12,000 students through its in-school programs at area senior and junior high schools. All materials, models, staff support and training are free of charge to the participating schools as part of the Southcoast Hospitals Group community benefits program.

The Southcoast RAPPP also operates the Southcoast RAPPP Family Education Youth Resource Center at Dartmouth Place, 49 State Road, Pequot Building, Suite 105 in Dartmouth, which offers free information, tools and workshops for today's parents, youth and practitioners. Call 508-994-0548 for hours and more information or log on to www.southcoast.org/rapp/.

Home Care Automated Medical Records

Where once Southcoast's visiting nurses and other clinicians lugged reams of paper with them on their visits to patients' homes, they now tote laptops.

A new automated medical records system has been installed at Southcoast Home Care, Hospice & Palliative Care & Infusion Services and the Visiting Nurses Association of Southeastern Massachusetts.

The wireless, electronic system — manufactured by Cerner — allows home care staff to document patient visits via computer and automatically update patient records right from the patient's home. The system includes intake, medication reconciliation, billing and receivables modules.

Hospital referrals are either scanned or manually entered into the system at the office and wirelessly transmitted to clinicians on the road. The ultimate goal is to eventually have home care records interface with Southcoast's Meditech system.

"Once the information is verified during the admission visit, it is available to all clinicians caring for a particular patient," said Paula Shiner, RN, CHE, Director of Southcoast Home Care, Hospice & Palliative Care & Infusion Services. "Having all the patient information available and accessible improves the quality of patient care."

In the past, nurses, physical therapists, home care aides and other home care clinicians kept separate paper charts. Home care clinicians had to try to reach each other via telephone to share information on a patient.

"This is a tremendous improvement," said Elaine Crofford, RN, a nurse with Southcoast Home Care. "I have a tremendous amount of information available to me all the time and I can treat the patient

holistically."

The system allows clinicians to leave electronic notes on the patient's file for others.

"I might go into a home and the patient will show me a new medication their physician gave them," said Terry Hopkins, PT, a Physical Therapist with Southcoast Home Care. "I can add that new medication into the patient's record and leave an electronic note for the nurse to follow up on it on his or her next visit."


The system also allows access to Southcoast's Meditech system so clinicians can view results from medical tests patients undergo.

"Patients really like the fact that we can confirm their tests for them," Crofford said.

Most staff have adjusted their practice and complete their documentation in the patient's home during the home visit.

"It felt like a barrier at the beginning," Hopkins said. "Because we were getting used to documenting in a whole new way and getting used to how the system worked. Many of us did not have a lot of experience with computers until this time."

But, Crofford said, once past the learning curve, things are getting easier.

"I used to be writing all the time while I was talking to patients," she said. "Now I am just typing. The biggest difference is now I look for an electrical outlet when I enter a patient's home." 



Shapiro Healing Garden offers St. Luke's patients and families a tranquil place

St. Luke's Hospital unveiled a new location for patients and their families to find tranquility and stop for reflection during a hospital visit. The Shapiro Healing Garden was made possible by a generous donation by Dr. Gilbert and Frima "Timmy" Shapiro.

Located outside the main entrance of the hospital and visible from the glass exterior walls of the new Emergency Department waiting area, the Shapiro Healing Garden has intricate terraces aligned with brick paths for walking that are decorated with plants and trees. The garden is an extension of Southcoast's Art & the Art of Healing project and part of The New St. Luke's construction and renovation project.

"We hope this special spot will provide a wonderful and unique environment, where one can nurture one's spirit, reflect on the day and take a few moments out of one's busy day," said John Day, President & CEO of Southcoast Health System, at a dedication ceremony for the garden.

"Hospitals are great places for treating illness — and our physicians and staff do a remarkable job every day, but there is often a need for reflection and respite, and we hope the Shapiro Healing Garden will do just that."

The Healing Garden honors the long legacy of Gilbert L. Shapiro, MD, and his wife, Timmy, both of whom have supported St. Luke's Hospital for decades.

"We are very appreciative to Dr. Shapiro and his wife for their ongoing support of St. Luke's Hospital," said Barbara H. Mulville, CFRE, Senior Vice President of External Affairs. "The Shapiros have a long history of support to St. Luke's Hospital and the entire New Bedford community. The gift of this garden will extend the walls of the hospital to a tranquil healing environment for all those who walk its paths."

Dr. Shapiro is the chair of the Board of Trustees for Southcoast Health System and a member of the development, executive, finance, governance and investment committees. He was also co-chair of the St. Luke's Hospital Capital Campaign Committee.

Dr. Shapiro has been an orthopedic surgeon at St. Luke's since 1963, when the couple moved to New Bedford.



Gilbert L. Shapiro, MD, and his wife, Timmy, at the unveiling of the Shapiro Healing Garden

"When people are experiencing stress and trauma, it is important to be able to get away — even for just a few minutes," Dr. Shapiro said. "One needs to be able to catch his breath and gather his thoughts. The Healing Garden is a nice place to do that."

Timmy Shapiro worked closely with the garden's designer, John Jennings of Vanasse, Hangren, Brustlin Inc. Mrs. Shapiro is an avid gardener and has been a 30-year member of the Garden Club of Buzzards Bay, which is a member of The Garden Club of America (GCA). She has served on many national committees including on the GCA Board of Directors, and currently serves as its Vice President.

"We are both avid gardeners and have been working on the gardens at our home for 30 years," Mrs. Shapiro said. "When the opportunity to help develop the Healing Garden arose I became very enthusiastic to be involved in the project, as this is so important for the hospital to have this garden on the hospital grounds."

Healing gardens have become an increasingly popular addition to health care settings, being recognized for their calming effect on people's psyches. There is also a healing garden at Tobey Hospital in Wareham. 📍

Why I give: "It makes sense to give a little back."

With 38 years' experience working for Southcoast at the Charlton site, Deb Guimond, Secretary to the Director of Medical/Surgical Services, can tell you that the Pharmacy was located in the basement of the Stevens Building when it was still standing and that birth records used to be done on the obstetrics floor and not in medical records.

She remembers when Occupational Health was in its infancy, when she met the fellow employee who would become her husband and when she first became a donor to the Employee Appeal.

"Pretty much as soon as they started asking," Guimond recently said of her 15-year history as a Southcoast supporter. "The organization has given so much to me it only made sense to give a little back."

In her almost four decades of employment, Guimond has worked in a number of departments and had the opportunity to see the good that is done with donor dollars.

"I feel I have a small part in all the help we give people through my donation," she said. "And it is so easy to give through payroll deduction.

I never miss the money."

Guimond also took advantage of the Employee Appeal's new feature — donating earned time.

"I have a lot of time built up because of how long I've worked here so it was absolutely painless to donate some time back," she said. "In fact, I made a donation of time in addition to my payroll deduction."

To those who are hesitant to become involved in the Employee Appeal, Guimond has only encouragement.

"It doesn't have to be a large amount — just what is comfortable for you," she said. "And it gives you a great sense of satisfaction." 📍



Deb Guimond



Quality & Safety

Ronald B. Goodspeed,
MD, MPH, FACP, FACPE
Executive Vice President, Southcoast Health System



Patient Satisfaction: Inpatient and outpatient satisfaction rates remained constant through March, but were still worse than the fiscal year 2008 goals. Emergency Department satisfaction worsened in March. As discussed previously, the volume surges of January through March have had a negative impact on satisfaction. In fact, a statistical control chart for ED rates show a change in pattern for March, indicating that something very different likely occurred that month — patient volume was higher than budget and patients were being held in the ED for many hours while waiting for an inpatient bed. This also created long wait times for all ED patients.

All previously reported action plans are still in place:

- Frequent patient rounding,
- Scripting for staff to use,
- Prompt investigation of complaints and
- Efforts to improve survey return rates.

Nothing works better than frequent, open, informative and friendly conversations with our patients and their families.

Clinical Outcomes: Cardiac surgery measures for complications and mortality continue to be better than U.S. and Massachusetts benchmarks. Valid readmissions were within the benchmark. The 30-day readmission rate (for any cause, including non-surgery related events) identified four patients who were readmitted but, upon review, did not truly require readmission.

Efficiency: Length-of-stay is not improving. The current action plans address large problems and barriers, and will require several months to implement before any results can be seen. This measure will not meet the FY08 goal. We continue to have barriers with nursing home placements and patients who require one-on-one safety sitters due to patient behavior problems. The LOS at Tobey, however, continues to be better than the CMS expected LOS. The Tobey success is partly due to available nursing home beds in the Wareham area and the positive impact and scope of the Hospitalist program.

Joint Commission and CMS Survey Readiness

Outdated supplies to be monitored: Materials Management is beginning monthly inspections of official inventory and supply

areas to identify supplies that have expired or will soon expire. It is essential that we do this in order to be in compliance with Joint Commission regulations.

The inspections will be in addition to the routine rotation of stock as it is put away. Inspections will take place in all supply and medication rooms on patient care units as well as the inventory areas in Perioperative Services that Materials Management is responsible for.

Departments need to check the other areas such as individual surgical suites, clinical rooms, patient rooms or areas where departments manage their own supply needs. If you find any expired or soon-to-expire products and you need to have them picked up, please call or e-mail Materials Management at any of the sites. **Do not take the items from your rooms and place in other inventory or supply areas.** Here are the contact numbers and names for Materials Management departments:

Charlton

James Almond, Supervisor, Materials Management, ext. 2327 or 2328

Pamela Driscoll, Manager, Central Sterilization, ext. 2322

Francine Russell, Team Leader, Central Sterilization, ext. 2470

St. Luke's

John Cabral, Manager, SPD, ext. 5224

Robert Fernandes, Team Leader, Central Sterilization, ext. 2223

Gerald Perron, Team Leader, Distribution & Receiving, ext. 2229

Tobey

Penny Jones, Supervisor, Materials Management, ext. 4324 or 4326

Reminders:

- Sign/date/time every entry in the medical record.
- Verbal and telephone orders must be signed, dated and timed by a physician within 48 hours.
- Pain assessment must be documented using the pain scale for all patients in all areas.
- "Do No Use Abbreviations" are never permitted in the medical record.
- Wash your hands before and after every patient encounter.
- Control clutter: No carts can be parked in areas that block egress and never store or park rolling equipment on both sides of a corridor.
- Smoke only in authorized areas. 🚭

News Briefs

Dionisia Hanson, Chief Philanthropy Officer for Charlton Memorial Hospital, was named Fundraiser of the Year by the Rhode Island Chapter of the Association of Fundraising Professionals. The announcement was made at the organization's Annual Conference held May 21 at Bryant University in Smithfield, R.I.

Ronald B. Goodspeed, MD, MPH, FACP, FACPE, Executive Vice President of Southcoast Health System and former President of Southcoast Hospitals Group, received an honorary doctoral degree from the University of Massachusetts at Dartmouth at its undergraduate commencement ceremony on May 25.

Frank Byrne, Corporate Compliance Officer for Southcoast Health System, was recently elected President of the Board of Directors for the Southcoast Health System Federal Credit Union. The Credit Union has more than 5,000 members and provides a wide range of financial services including certificates of deposits, checking and savings accounts, debit and credit cards, personal loans, car loans and mortgages. Southcoast employees, family members, volunteers, medical staff and their employees are eligible to join the credit union.

the Interview



In its first five weeks of operation, the St. Luke's Shuttle has earned high marks in user satisfaction.

"We're hearing great stories from our many Shuttle riders," said Jim Rattray, Vice President of Marketing & Public Affairs. "Rider satisfaction is really high. Those who are regular riders love the convenience and say the drivers are friendly and helpful — and everyone seems to enjoy the camaraderie."

Since it started running on April 28, the shuttle has provided more than 1,450 rides to Southcoast employees with an average of approximately 60 riders a day. Rattray said he would like to see that number rise to 70 to 75 a day.

"There are still cars parked outside of designated spots in the lot at the corner of Hawthorn and Page streets," Rattray said. "That can be dangerous for drivers and increases the risk of cars being damaged in the lot. If a few more people used the shuttle, that issue could be easily corrected."

Here, some "frequent riders" talk about why they choose to take the shuttle. 📍



Anna Dean with shuttle drivers Bob Boucher (left) and Bob Rose (right)

"I work from 6 a.m. to 3 p.m. and, even though it is easy to find parking on site at that time, I thought I would try it out and save a spot for someone else. It turned out to be really convenient for me — and a lot of fun! I have worked here for 30 years and I always say "hello" to people in the halls but never get to know them. Riding the shuttle, I've gotten to know people who I've seen in the hospital for years but never met."

— Anna Dean

Editor's Note: Dean was the very first person to ride the shuttle.

"We try to make the service as comfortable and convenient as possible. I've met a lot of nice people — I even recognize some of them from the community. Driving the St. Luke's Shuttle has been a very nice experience."

— Bob Rose, Shuttle Driver



"It's nice to have time to chat with people from other departments, which is something we usually don't have time to do during the day. Riding the shuttle gives the feeling of having a community. The drivers are very nice and the shuttles run frequently enough that I have never had to wait for one."

— Dawn Richards, RN, Bourne, KDP, Outpatient Clinic



(left to right) Lesley Ventura, Curt Paradis and Heather Guay

"I take the shuttle Monday through Friday, unless I have to travel to other sites during the day. There's no hassle involved and I've never had to wait more than a few minutes. It's really worked out well for me."

— Curt Paradis, RRT, Respiratory Therapy

"I think the shuttle is great and I like all the drivers. They are very friendly and accommodating. They even wait to be sure we get to our cars safely at the end of the day. Plus, having the free beverage coupon reminds me to take a break during the day."

— Heather Guay, RN, Resource Nurse, Bourne

"I find the shuttle to be quick and responsive. I have had to go to school for my children during the day; I call the shuttle and it is there in minutes to drive me back to my car. Riding also gives me the opportunity to connect with other people and de-stress a little at the end of the day before I have to drive home."

— Ursula Crowell, RN, Quality Outcomes Coordinator, Stroke Program

And the winners are...



\$25 Gas Card

- Week of May 16, **Jane Mellon**, Pharmacy
- Week of May 23, **Heidi Hacking**, Care Coordination
- Week of May 30, **Antonio DeSousa**, MIS
- Week of June 6, **Mary Lou Butero**, Psychiatric



May iPod winner

Patricia Hachey, Recovery