



## SOUTHCOAST HOSPITALS HELPS LEAD COMMUNITY WELLNESS INITIATIVE

**S**outhcoast Hospitals has partnered with YMCA Southcoast and community agencies throughout the region on an ambitious initiative aimed at improving wellness and combating obesity and chronic diseases by breaking down barriers to healthy living in the area.

Named “Voices for a Healthy SouthCoast,” the initiative is pooling resources from throughout the area to help make it easier to make healthy lifestyle choices such as walking instead of driving, increasing recreational exercise and making fresh, healthy food widely available in communities.

The initiative is made possible by a grant from Action Communities for Health, Innovation, and Environmental change, known as ACHIEVE, which is supported by the U.S. Centers for Disease Control & Prevention’s Healthy Community Programs.

“Our goal is to bring together members of the community to look at specific issues like community gardens, menus at local schools and safe walking routes both for schools and throughout communities,” said Donna Querim, RN, JD, Nurse Clinician for Southcoast Hospitals’ Cardiac Prevention Program.

Querim is co-coach for the ACHIEVE program along with Nancy LaRue Bonell, Chief Operating Officer for YMCA Southcoast.

YMCA Southcoast is one of just 43 communities in 21 states nation-wide to receive such a grant that is meant to advance community leadership in the nation’s efforts to prevent chronic diseases, such as diabetes and heart disease, and risk factors, including obesity, sedentary lifestyles and tobacco use.

Voices for A Healthy SouthCoast got a jump-start from a two-day wellness summit, called “Healthy SouthCoast by Design,” which took place March 23 and 24.

The summit featured community walks led by Mark Fenton, a public health planning and transportation consultant and host of PBS show “America’s Walking.” Fenton and community leaders walked neighborhoods in New Bedford, Dartmouth, Fall River and Wareham observing safe — and not-so-safe — walking routes, road patterns and land use that either encouraged or created barriers to a more active lifestyle.

The second day of the conference featured a keynote by Fenton and workshops on walking routes, transportation and land use policies and healthy nutrition in schools.

Referring to the attention obesity rates are garnering in the media, Fenton said he would like to see the focus change from primarily people’s weights.

“It’s not just an obesity epidemic,” Fenton said. “It’s an epidemic of physical inactivity and poor nutrition.”

Part of the solution, he said, is in not simply focusing on exercise, which appeals most to those who are inclined to be physically active.

*continued on page 2*

# Southcoast adds OPTIFAST to its weight management program

A third weight management plan — Create Your Weight — is on the horizon.

**S**outhcoast Hospitals has added OPTIFAST®, a new non-surgical component, to its weight management program at Tobey Hospital. OPTIFAST is medically supervised by clinical professionals and focuses on both weight loss and the patient’s overall health.

“OPTIFAST is a weight loss program that involves medical supervision, great tasting meal replacements, comprehensive lifestyle and behavior modification group sessions with ongoing support,” said Stacy Medeiros, RD, Clinical Dietitian and leader of the OPTIFAST weight management program.

Southcoast began offering OPTIFAST in January. As of March, more than 30 people had enrolled and started losing weight.

“We have had one person already achieve a 50-pound weight loss,” Medeiros said.

Southcoast Hospitals is designated a Center of Excellence by the American Society for Bariatric Surgery and offers two types of weight loss surgery: The Rouxen-Y gastric bypass and LAP-BAND®.

“We have a very successful bariatric surgery program but there are many people with weight problems who are unable or unwilling to have surgery,” said Beth Winthrop, RD, Chief Dietitian for Southcoast Hospitals. “We wanted to have another option available for those people.”

OPTIFAST is a non-surgical weight loss program that consists of three phases: active weight loss, transition and long-term weight management. The program is only offered with a doctor’s supervision and has the additional benefits of ongoing group sessions and individual counseling, customized programs tailored to the patient’s needs and helpful tips for keeping the weight off.

“People with diabetes, high blood pressure and heart disease benefit from the OPTIFAST program because they are consistently monitored in a safe health care environment,” Medeiros said.

OPTIFAST is designed for people with a BMI of 25 or over, which would be a weight of 150 pounds for someone five foot, five inches tall. People must be over the age of 16. People who complete 22 weeks of the program average more than a 50-pound weight loss and also



see a significant reduction in their blood levels of cholesterol, blood sugar and blood pressure.

Tobey also offers a “partial” OPTIFAST program for people who only wish to lose a small amount of weight or who do not need to be medically monitored. The 12-week program involves the OPTIFAST meal replacements and ongoing support.

One of the unique parts to this program is the long-term maintenance plan.

“People can continue to come to the groups forever to get the support they need to stay on track,” Medeiros said.

The cost of the program varies according to the individual. Some of the medical monitoring may be covered by insurance, but the group fees and cost of the food products are paid by the patient. Southcoast provides a 50 percent discount on the weekly group fee to employees, physicians and volunteers.

Information sessions and the program take place at the historic Alden Besse House on 112 Main Street in Wareham.

## On the horizon

Southcoast is in the process of developing a diet, exercise and group support program call Create Your Weight, which it hopes to introduce some time this summer.

“With Create Your Weight, we actually calculate the number of calories a person uses each day in their normal activity and then design an eating program that matches their calories usage,” Winthrop said.

Create Your Weight will be appropriate for people who have never made a formal attempt to lost weight or need additional information to make better choices for how they eat and exercise.

More information on OPTIFAST, including the dates for upcoming information sessions, is available at:

[www.southcoast.org/weightloss/optifast.html](http://www.southcoast.org/weightloss/optifast.html). 📄

## In Memoriam

**Brenda Rather**, a 29-year veteran of the Environmental Services Department at St. Luke’s, died on March 30 after a long illness. She is survived by her companion, Mark Hunt; her son, Anthony F. Rather, and her mother.

**Anne St. Pierre, RN**, a nurse in Perioperative Services at Charlton for seven years, died on March 28. She is survived her three children, Damien St. Pierre, Michelle Maloney and Steven St. Pierre, and her mother, Theresa Roy.

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## Community Wellness Initiative

*continued from cover*

“We need increases in routine, daily physical activity for everyone,” he said. That activity might include walking to school or work or to complete common errands. Doing so, though, requires walk-safe routes and the creation of village centers.

“We need to keep where we live, work, shop, play, learn and pray closer together,” Fenton said. “We have to make active living and healthy eating the easier choices, making them safer, more convenient, less costly and more fun than the alternative.”

Energized by the information shared at the conference, Querim said the members of Voices for A Healthy SouthCoast are now working to make some of Fenton’s recommendations a reality.

“We are going to take the information from the conference and build on it,” she said. “Mark gave us the means to become better organized and to focus on attainable goals.” 📄

# “Sharon’s Walk” raises \$20,000 to benefit cancer care at Southcoast

A little dreary weather did not dampen the spirits of the almost 900 community members who turned out to take part in “Sharon’s Walk, in memory of Sharon & Elaine Fogaren,” raising \$20,000 to benefit the Southcoast Centers for Cancer Care.

“The results of this event were amazing and far exceeded all of our expectations, especially since it was a little rainy,” said Joyce Brennan, Public Information Officer for Southcoast, who served on the walk’s organizing committee. “We were able to double our original goal and raise the awareness of our state-of-the-art cancer program. We are so grateful to all of the Southcoast employees and members of the Southcoast Centers for Cancer Care who came out to show their support.”

About 20 Southcoast employees volunteered at the walk with many more participating, including a team from the Southcoast Centers for Cancer Care.

Sharon’s Walk was organized by FUN 107 and the Fogaren family and took place on April 25 at Fort Taber in New Bedford.

Sharon Fogaren, the co-host of the “J.R. & Sharon” morning radio show on FUN 107, died after a brief illness last September. Elaine Fogaren, Sharon’s mother, died of breast cancer in 2004.

“On behalf of all the people receiving cancer care at Southcoast, we want to thank everyone who made this walk such a success,” said Therese Mulvey, MD, Physician-in-Chief & Medical Oncologist at the Southcoast Centers for Cancer Care. “Their efforts and generosity are helping make advanced, high-quality cancer care a reality in our region.”

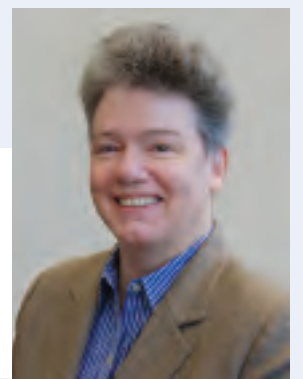


Walkers are all smiles despite the dreary weather.



Hannah Mateus and Southcoast employees Bernie Mateus, Nancy Blythe, Beth Larson, RN, and Kathy Moraes, RN.

## Readiness Corner: Notes from Team Chapter Leader, Nancy Manchester, R EEG T, LHC, MM



At the head of Southcoast’s regulatory readiness efforts is a team whose members are each assigned a certain area — or chapter — of responsibility. These chapter leaders are responsible for assessing Southcoast’s compliance with the regulatory standards within their chapter. Each month, *Coastlines* will feature one Chapter Leader and explain Southcoast’s current status within that chapter.

**Team Chapter Leader:** Nancy Manchester, R EEG T, LHC, MM.  
Director, Regulatory Readiness

**Name of Chapter:** Accreditation Participation Requirements (APR)

### What does the chapter include?

The APR chapter is essentially a “rules of the road” chapter that delineates The Joint Commission’s expectations of organizations seeking to attain and maintain accreditation status. The elements of performance for this chapter cover areas such as potential conflicts of interest, expectation of truthfulness and accuracy in the submission of data to The Joint Commission and of promotion of the organization’s accreditation status. All organizations that participate in the accreditation process must meet these defined requirements that are intended to promote and ensure the credibility of the survey process. For example:

- APR 2 states that an organization must promptly notify The Joint

Commission of any changes to the information provided in the application for accreditation.

- APR 3 states that an organization must permit the performance of a survey.

### What is our status for the chapter and/or elements of performance in it?

We are currently in full compliance with the participation requirements.

### What educational efforts are taking place to improve compliance?

Our compliance with Accreditation Participation Requirements is monitored by the Regulatory Readiness department staff. Organizational awareness of these requirements is promoted and monitored through printed and electronic material, presentations and ongoing interactions with organizational leadership.

45

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40

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35

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30

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25

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20

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15

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10

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### 5

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 Mary Dupuis  
 Katherine Durette  
 Aimee Eckersley  
 Michelle Efthimiades  
 Bernadette Elias  
 Maria Ellis  
 Edward Enokian  
 Matthew Enos  
 Immaculee Examond  
 Andre Faria  
 Elizabeth Farias  
 Linda Ferreira  
 Cidalia Fidalgo  
 Dina Forgue  
 Maria Fortes  
 Eulalia Fortuna  
 Meghan Freitas  
 Cori Fries  
 Kiernan Fuller  
 Ana Furnas  
 Christine Furtado  
 Sharlene Furtado  
 Alyshia Gangemi  
 Kristal Garifales  
 Vera Gassar  
 Eloida Georgadarellis  
 Leigh Giovannini  
 Dyonne Gocking  
 Lisa Gold  
 Amanda Gomes  
 Lauren Gomes  
 Mary Gomes  
 Rochelle Gomes  
 Connie Gonsalves  
 Nadine Gonsalves  
 Angela Gray  
 Mary Gunnison  
 Dionisia Hanson  
 Gerald Hebert  
 Joseph Henchy  
 Jennifer Henriques  
 Christine Hill  
 Tyler Hill  
 Cheryl Holden  
 Thomas Hopkins  
 Lillian Horigan  
 Thaddeus Irzyk  
 Cheranne Johnson  
 Shaunelle Johnson  
 Mary Jones  
 Nancy Jordan  
 Ralph Joseph  
 Robert Joseph  
 Mary Kinnane  
 Robert Kuliga  
 Mary Kuy  
 Norma Lachapelle  
 Felicia LaFrance  
 Darbi Lambert-Matos  
 Sara Lambert  
 Sheila Lambert  
 Rute Lameiro  
 Michelle Lange

Karen Lapointe  
 Scott LaRosa  
 Holly Lestage  
 Carol Levesque  
 Veronica Levesque  
 Susan Levin  
 Jaclyn Lewis  
 Sarah Lillie  
 Diane Lima  
 Crystal Lister  
 Mario Lopes  
 Judith Louro  
 Susan Lovell-Guinazzo  
 Michelle Lucabaugh  
 Erin Lynch  
 Jamie Macedo  
 Kelly Machado  
 Holly Maciel  
 Amy Manchester  
 Ana Marcos  
 Beverly Marmelo  
 Jennifer Marshall  
 Terri Martin  
 Jocelyn Martins  
 Tyler Mascarello  
 Lisa Masterson  
 Holly McFall  
 Susan McGarvey  
 Elizabeth McGuire  
 Carrie Means  
 Anna Medeiros  
 Carlos Medeiros  
 Manuela Medeiros  
 Michele Medeiros  
 Natalia Medeiros  
 Peter Medeiros  
 Shannon Medeiros  
 Kasey Mendoza  
 David Michael  
 Odilia Miguel  
 Sharie Miles  
 Marilyn Miller  
 Ashley Mitchell  
 Diana Moniz  
 Karin Moniz  
 Kerry Moniz  
 Robert Moniz  
 Jennifer Mooney  
 Wanda Morales  
 Sarah Morgan  
 Ashley Morris  
 Reid Motha  
 Celeste Moyen  
 Caroline Mpofo  
 Diane Mullen  
 Joyce Murteira  
 Russell Neitlich  
 Jessica Nicolosi  
 Jonathan Nogueira  
 Colleen Norton  
 Kimberly Nunes  
 Rachel Ortiz  
 Jennifer Pacheco  
 Jill Pacheco  
 Michael Pacheco  
 Jessica Paul  
 Sorothona Penh  
 Maria Pereira  
 Sandra Pereira  
 Sara Pereira  
 Elyse Perry  
 Judith Peterson  
 Monique Phillips  
 Kalinka Pina  
 Laurel Pinto  
 Stephen Plante  
 Corissa Pond  
 Lisa-Anne Poulin  
 Rebecca Pounds  
 Maureen Prouty  
 Camille Quarles-Wilson  
 Diana Ragas  
 Madelin Ramos  
 Melissa Randall

Ermelinda Raposo  
 Nelia Raposo  
 Jillian Rapoza  
 Stephanie Rapoza  
 Robert Ready  
 Candice Rego  
 Mary Rego  
 Deborah Richard  
 Patrick Riley  
 Ada Rivera  
 John Rivera  
 Sandra Roa  
 Chin Robinson  
 Joanna Romero  
 Rui Rosario  
 Jane Santos  
 Phyllis Santos  
 Paul Saucier  
 Thomas Saunders  
 Jeffrey Sears  
 Rita Sequeira  
 Elizabeth Sharp  
 Christine Silva  
 Deborah Silva  
 Jennifer Silva  
 Jose Silva  
 Sandra Silva  
 Sergio Silva  
 Stephanie Silva  
 Andrea Simonin  
 Lisa Sinclair  
 June Smallwood  
 Carole Smith  
 Lauren Smith  
 Maura Soares  
 Michael Soares  
 Maryann Sorensen  
 Beth Souza  
 Jessica Souza  
 Jonathan Souza  
 Kristen Souza  
 Robert Souza  
 Dianne Sprague  
 Anne St. Gelais  
 Rosalie Stabile  
 Olga Staskievich  
 John Steele  
 Peggy Stone  
 Paula Sullivan  
 Chien Chien Sun  
 Jessica Swanson  
 Nancy Sweeney  
 Bethany Swenson  
 Linda Sylvia  
 Summer Sylvia  
 Theresa Sylvia  
 Sueli Tabares  
 Graciett Tavares  
 Lita Tidwell  
 Barbara Tonelli  
 Margarida Torres  
 Teresa Travis  
 Susan Tweedy  
 Mary Twomey  
 Amy Vasconcelos  
 Maria Vaz  
 Tamara Verville  
 Derrick Victorino  
 Sarah Viera  
 Lori Violette  
 Nathan Waddicor  
 Teresa Webb  
 Kelly Weeks  
 Kathryn Wemett  
 Jessica Wengenroth  
 Vivian White  
 Christine Wilson  
 Lurene Wilson  
 Rebecca Wyatt  
 Lisa Young  
 Patricia Young  
 Donna Zeigler

# Employee Anniversaries



# Quality & Safety

Keith A. Hovan  
President & CEO, Southcoast Hospitals Group



*In April, I talked to you about multidisciplinary task forces, called "pods," that were each given the task of finding \$1 million in savings within the organization in 120 days.*

I have some great news to report on their progress. Each pod reached their goal within just 60 days — what an accomplishment!

Most of those savings were realized through changes in materials, equipment and supplies and through contract negotiations with vendors. The impact, for the most part, has been that staff are being asked to familiarize themselves with new equipment and supplies.

We are already reaping the benefits of some of the savings identified in the first 60 days. Many of the product substitutions have already been implemented or are in the process of being implemented. Some of the identified savings will run over into fiscal year 2011, contributing toward a stronger budget.

More to their credit, the members of the pods have decided to continue their work to see just how much they can save Southcoast in their 120-day timeframe.

When we initiated this project we thought the pods might become competitive in their efforts to find the best savings opportunities at Southcoast, and at the beginning they were. Now, a collaborative spirit has emerged, which is helping each pod succeed in seeking out additional savings that will ultimately benefit all. Pod members are proving they are not working to bring recognition to their departments, their pods or themselves. Instead, they are trying to do the best possible job for Southcoast as a whole

You may be wondering why the first \$5 million in savings were so easy to find and why they weren't found sooner. That's a valid question. Some of the ideas for savings have been around for awhile, but the dedicated resources or time were simply not available to investigate them. Often we are so busy doing our regular jobs and responding to unforeseen events, non-urgent projects are placed on hold.

Many of the product changes were for devices, or supplies that are used across the organization or in multiple departments. Making changes to products used under such circumstances requires efforts and input from diverse groups of people. The focused nature of the pods allowed that to happen.

Here are a few examples of the savings pods have realized so far:

- A service that was once outsourced has been taken back in-house at a savings of \$250,000 per year.

- Obsolete telecommunications networks that we no longer used were discontinued at a savings of \$72,000 per year.
- A change in vendor contracts for specialty patient beds realized a savings of more than \$200,000.
- Opportunities to create savings through a special purchasing program for pharmaceuticals generated additional savings. Through the expanded use of one medication alone we are seeing a savings of \$165,000.
- A change in the kits nurses use to start IVs is bringing about a \$95,000 per year savings.
- We stopped printing a large report that was run on a frequent basis but found not to be used at a savings of \$10,000 each year in toner and paper.

For the second 60-days of their existence, the pods developed two lists of projects they are pursuing. One list includes additional ideas for savings. Those ideas that are not accomplished within the 120-day period will be given to administration for further investigation.

And, while the initial task of the pods was to find savings — not generate income — the second list contains ideas to create revenue in ways we haven't before. These potential revenue streams were discovered through due diligence of the teams and by taking a close look at the way things are done.

One of the ideas being worked on might even be considered to have a "green" element because it provides a way for us to reuse equipment and furniture. A pod is finalizing operational details for development of an intranet tool that will allow departments to list furniture, equipment and supplies they no longer have use for. Other departments can look at the lists and see if there is anything they need that they can get from another department instead of purchasing. It's actually a lot like a Southcoast "eBay."

As a reminder, all pods are made up of employees in leadership positions and are led by Directors or Vice Presidents. Each team has a dedicated finance person whose job it is to ensure that the savings found are "real." None of the members have been relieved of any of their regular responsibilities to take part in this project. They have truly gone above and beyond to excel at the task set before them. We should congratulate them and look forward to what they accomplish in the second 60 days of their project. 📌

## 2010 Employee Appeal: So many reasons for giving

Employees choose to donate to the Southcoast Employee Appeal for many reasons. Recently, employees from each site took a moment to tell *Coastlines* why they choose to support Southcoast.



*"I decided to give this year because of the tough economic times. If we all contribute, it will add up. I think it's important to give back."*

*– Sally Fernandes, Patient Accounts, Fairhaven*



*"I believe in the cause and we need to help each other during these difficult financial times."*

*– Michael Wainio, NP, Atwood 4, Charlton*



# the Interview

**Beth Winthrop, RD**  
Chief Dietitian

*As Chief Dietitian for Southcoast Hospitals, Beth Winthrop, RD, supervises the clinical dietitians, dietitians working in outpatient settings and the Southcoast/Sodexo dietetic internship program. She also represents Nutritional Services on a wide range of multi-disciplinary teams on issues and initiatives with nutritional components. Winthrop can be heard on WSAR-AM 1480 radio at 8:15 a.m. on the last Thursday of every month speaking on healthy eating. Here she talks about the Dietetic Internship program at Southcoast, which is celebrating its 20th anniversary this year.*

## **How did Southcoast's dietetic internship program get started?**

For many years, the Commission for the Accreditation of Dietetic Education only accredited programs in tertiary or teaching hospitals. The commission began allowing community hospitals to provide dietetic education in 1988. Our program began in 1989 and we graduated our first group in 1990. We originally had six students each year, but the commission asked us to increase that number since there is a shortage of internship programs in the U.S. Now we have eight interns each year.

## **How long is an internship?**

The internship is 10 months long.

## **How do people become dietitians?**

They start with an undergraduate degree in nutrition, go on to complete an internship and then must pass a national registration exam.

## **What has changed in the 20 years since Southcoast started its program?**

The importance of the role nutrition has in treating patients with many issues, including cancer, has become better understood. As a result, dietitians are working in a broader spectrum of modalities, including home care and cardiac disease prevention, just to name two. Two graduates of the Southcoast program even run employee wellness programs for companies.

## **What is the internship program like?**

Interns spend more than 40 hours a week on the job. They have one class day a week where not only dietitians but nurses, physicians, speech and language pathologists, social workers and representatives from many other departments in the hospital provide education. Interns also attend education events with dietary interns from the Boston teaching hospitals 15 times a year, which is beneficial for the interns both from the community setting and the tertiary setting.

## **What areas do they rotate through?**

With their dietitian preceptors, interns complete specific learning objectives on all the inpatient units, including critical care.

They complete rotations through a wide variety of areas throughout the hospital, including inpatient areas and ambulatory areas including the diabetes management program, bariatrics, outpatient nutrition and oncology clinics. They also work with patients in the dietary offices, beginning by observing dietitians and eventually working with patients themselves.

Their education goes beyond the hospital sites to community programs like the Greater New Bedford Community Health Clinic and the Expanded Food & Nutrition Education Program.

## **Does having the internship program benefit Southcoast in any way?**

Having a dietary intern program here at Southcoast puts us at a definite recruiting advantage. While we are never able to hire all our interns we have hired a number of them including Amanda Szot of the Cardiac Prevention Program, Barbara Canuel of Southcoast Home Care, Cathy Bowers of the Diabetes Management Program and Stacy Medeiros, who works with the bariatric surgery program and runs Southcoast's OPTI-FAST medical weight loss program.\* Interns also support Southcoast in many community outreach programs.

## **Does a community hospital internship program appeal mostly to local students?**

Most people think you have to go to a Boston teaching hospital for a good internship experience, but Southcoast's program has been very competitive and strong and people from all over the country apply to it. For instance, the next round of interns includes people from Iowa, Nevada, Florida, Pennsylvania and Maine as well as Massachusetts and Rhode Island.

We also hear good things from employers that hire our interns. We are told they are very well prepared for the work force. 🍴

*\* Editor's Note: Read more about Southcoast's OPTIFAST Weight Loss program on page 2.*