

MedicalMatters

NEWSLETTER FOR THE UM BALTIMORE WASHINGTON MEDICAL STAFF • WINTER 2020

Providing **Award-Winning** Care

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CMO REPORT

During this past year's hospital Gala, we celebrated "The Power of Caring" to acknowledge the impact of UM BWMC's exceptional medical care as well as the everyday acts of kindness, care, and compassion from our staff and community. It highlighted the team approach needed between patients, physicians, advanced practice practitioners, pharmacists, care managers, families, and many more to provide the best care possible.

The connections and bonds created between the hospital and the communities we serve are highlighted in the numerous compliment letters we receive, some of which are shared in this edition of Medical Matters. Not only does it bring satisfaction to the providers, patients, and families involved, but it also improves care. Patients are more likely to listen, to adhere to the recommendations, and to follow up once discharged from the hospital.

"The Power of Caring" has also led to some remarkable quality results for our patients.

- BWMC recently received an 'A' grade for Leapfrog's Hospital Safety Grade.
- The observed mortality rate is 23% lower than expected based on the acuity of patients.
- 18% improvement in readmission rates compared with our base year.
- Compared with last fiscal year:
 - 25% reduction in catheter associated urinary tract infections compared with last fiscal year
 - 40% reduction in harm events compared with last fiscal year
 - 87% reduction in C. difficile cases compared with last fiscal year
 - 23% improvement in timely discharges

As always, thank you for all that you do! It is absolutely having a positive impact on our community!

Sincerely,

**Neel Vibhakar, MD,
MBA, FACEP**

Senior Vice President,
Chief Medical Officer

MedicalMatters

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UM BWMC

Cover, rightside; from top to bottom:

Dr. Esther Liu recognized with the *Baltimore Business Journal's* 40 Under 40 Award.

UM BWMC receives quality award from American Stroke Association.

Cardiac cath lab staff celebrate opening of renovated laboratory.



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BALTIMORE WASHINGTON
MEDICAL CENTER

Medical Matters is created by University of Maryland Baltimore Washington Medical Center's Marketing and Communications Department, in partnership with the office of the Senior Vice President, Chief Medical Officer.

NEWS AND ANNOUNCEMENTS

● **Nominating Hospitals for U.S. News & World Report Best Hospitals**

U.S. News & World Report partners with Doximity to assist with their physician survey process for the annual 'Best Hospitals' rankings. To be eligible to participate in the survey, physicians must be verified members of Doximity as of November 1, 2019. If you are a Doximity user and eligible to participate, please look for the survey in late February through March 2020. You will receive an announcement notifying you when the survey opens. By participating in the survey, you are helping to inform *U.S. News & World Report* and its readership on the leading programs in the region and the country within your specialty, including UM BWMC.

● **Doctors' Day Celebrations Coming Soon**

Doctors' Day is March 30, 2020. As always, we will be hosting a week of celebratory events! Look for more information coming soon from the Medical Staff Services Department.

● **Save the Date for the Tate Cancer Center Symposium**

The annual symposium hosted by UM BWMC's Tate Cancer Center will be held April 30, 2020. Please mark your calendars to join us at the Live! Hotel from 4 to 9 p.m. More details coming soon.

● **Happy Retirement to Dr. Shabazz**

Dr. Bayannah Shabazz has retired from practice. Dr. Shabazz is a nephrologist and is former president of the UM BWMC medical staff. She has provided care at UM BWMC since 1986. Thank you Dr. Shabazz for your leadership and many years of service, and congratulations on your retirement!

● **Happy Retirement to Dr. Oh**

Dr. Mitch Oh has retired from practice. Dr. Oh is a radiation oncologist and the former chair of radiation oncology. He has provided care at at UM BWMC since 1999. Thank you Dr. Oh for your leadership and many years of service, and congratulations on your retirement!

● **New Subdepartment Chairs**

Please join us in welcoming Dr. Akshar Patel as the new chair of radiation oncology, and thank you to former chair Dr. Mitch Oh for his leadership. Please also join us in welcoming Dr. Kenolisa Onwueme as the new chair of gastroenterology, and thank you to former chair Dr. Mukul Khandelwal for his leadership.

RECENT AWARDS & RECOGNITION



UM BWMC was named a 'Top Workplace' in the Baltimore area by the *Baltimore Sun*.



BALTIMORE SUN
MEDIA

- UM BWMC was awarded an **'A' Hospital Safety Grade** from The Leapfrog Group, a national recognition of our overall performance in preventing harm and providing safer health care.
- *U.S. News & World Report* recognized UM BWMC as a **Top Hospital in Maryland**. The medical center was also ranked High Performing in the categories of COPD Treatment, Heart Failure Treatment, Colon Cancer Surgery and Lung Cancer Surgery.
- UM BWMC received the American Heart Association's Mission: Lifeline® STEMI Receiving **Center Gold Quality Achievement Award** for implementing specific quality improvement measures for the treatment of patients who suffer severe heart attacks. UM BWMC has received the Mission: Lifeline award every year since its inception in 2010.
- For the first time, UM BWMC received the **Get With The Guidelines® Target: Stroke Honor Roll Elite Plus Gold Plus Quality Achievement Award**. The award from the American Stroke Association recognizes a commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.
- UM BWMC achieved **re-accreditation as a Primary Stroke Center and a Cardiac Interventional Center**, and the hospital was re-accredited by The Joint Commission.
- Fifty physicians on UM BWMC's medical staff have been recognized as **"Top Doctors"** in the November 2019 issue of *Baltimore* magazine. In addition, 24 physicians were voted "Top Doctors" in *What's Up* magazine. Congratulations to all who were recognized.
- Congratulations to **Dr. Esther Liu**, chair of pediatrics, who was recognized with the *Baltimore Business Journal's 40 Under 40 Award*. This distinction honors individuals throughout greater Baltimore who stand out from the crowd by going above and beyond in their commitment to their companies, non-profits and community. Dr. Liu leads our pediatrics department and she launched our CenteringParenting® program in 2018. The program groups six to eight families with similar-aged infants together for visits with health care providers during the child's age milestones. UM BWMC is currently the only active and accredited site for this program in Maryland.



Thank You for Supporting The Power of Caring Gala

Special thanks to all the medical groups and practices that attended and supported the Foundation's signature fundraising event, The Power of Caring Gala on November 2, 2019, with honorary chair, The Creston G. and Betty Jane Tate Foundation.

Your participation made for a successful and fun evening!
Thank you to our 450 attendees, sponsors and underwriters for your support:

Guardians of Wellness

Medical Staff of UM Baltimore Washington Medical Center

Men and Women of Steel

UM BW Emergency Physicians, Inc.

Kaiser Permanente

UM Baltimore Washington Medical Group - Primary Care

The Incredibles

Chesapeake Oncology Hematology Associates

Chesapeake Orthopaedic Sports and Medicine Center

UM Baltimore Washington Oncology and Hematology

UM Baltimore Washington Heart Associates

Maryland Primary Care Physicians, LLC

The Vascular Center at UM BWMC

University of Maryland Radiation Oncology

US Anesthesia Partners of Maryland

Woodholme Gastroenterology Associates

Dynamic Duo

Chesapeake Medical Imaging

Drs. Jason and Mojdeh Heavner

Underwriters

Drs. Eric and Marianne Bush

Fields Family Dental, Dr. Kimberly A. Fields, DDS

Hospice and Palliative Board Review

GNR Consulting, LLC

Chase Brexton



Members of the medical staff at The Power of Caring Gala

Pascal Women's Center

CELEBRATES 10 YEARS



First Pascal Women's Center team photo from 2009

The Pascal Women's Center at UM BWMC opened on October 1, 2009. It was named in memory of Robin Elizabeth Pascal, daughter of former Anne Arundel County Executive Bob Pascal. Since its opening, the Pascal Women's Center has experienced great growth. At the end of 2019, we have delivered 10,000 babies in our ten years of deliveries.

In the last ten years, the Pascal Women's Center and its staff have received various recognitions from the March of Dimes >39 Week Inductions; Vermont Oxford Network Center of Excellence for neonatal abstinence syndrome (NAS); Maryland Department of

Health and Mental Hygiene; Association of Women's Health, Obstetric and Neonatal Nurses (AWHONN); Top Docs Awards; Baltimore Magazine's Excellence in Nursing; and local recipients of the President's Award of Excellence and DAISY and Sunshine Awards. The team also participates in community outreach events and statewide and UMMS collaboratives to ensure quality outcomes for patients and families. Thank you to everyone who makes it all possible.

The Pascal Women's Center team consists of compassionate nurses, obstetricians, anesthesiologists, pediatricians, midwives, technicians, and laborists. We are home to a satellite office of the University of Maryland Center for Advanced Fetal Care. Our obstetrical care goes beyond the inpatient setting, with childbirth and babysitting classes, Stork's Nest program for underserved expecting mothers, safe sleep initiatives, CenteringPregnancy® and CenteringParenting® programs, and our three outpatient offices of the UM Baltimore Washington Medical Group — Women's Health.

You can learn more about the Pascal Women's Center at umbwmc.org/pascalcenter.

Pascal Women's Center by the Numbers:

5 Labor and Delivery Rooms
(the fifth one was opened this year)

2 Triage Rooms

2 Operating Rooms Dedicated to Cesarean Sections

4 Recovery Beds

18 Postpartum Rooms

4 Rooms in the Ultrasound Center

8 Beds in the Special Care Nursery

10 Beds in the Pediatric Unit

DEPARTMENT UPDATE:

New Neurology and Critical Care Technology



Continuous EEG recording (CEEG) is the latest technology that we have brought to the Neurology and Critical Care departments for our patients. CEEG monitors cerebral function. Critically ill patients are at high risk for a variety of neurological events, including seizures, ischemia, edema, infection and increased intracranial pressure, which can

result in permanent neurologic disability if untreated. The goal of continuous EEG is to identify changes in brain function, such as nonconvulsive seizures or ischemia, which may not be evident by examination alone, to facilitate early identification and treatment.

Up to this point, if we have had a continuous need we had to transfer our patients to a larger institution. CEEG fits nicely into our goals of improving patient outcomes and shortening ICU and hospital length of stay. This service takes a team of individuals, including EEG technologists (who set it up and maintain it), bedside RNs, intensivists and the interpreting neurologists. The team will use the recorded data to look for things like seizure activity, ischemia, adjusting levels of sedation for paralyzed or delirious patients, charting trends in brain function and prognosis. UM BWMC is one of the first community hospitals in Maryland to utilize this technology.

CAMPUS ENHANCEMENT UPDATES

In 2019, UM BWMC began many capital projects to continue to enhance our facilities and patient care programs. Here's a look at what has been completed:

- In May 2019, an additional labor and delivery room opened in the **Pascal Women's Center**.
- In August 2019, renovation completed on one of UM BWMC's **Cardiac Catheterization Labs**.
- In November 2019, a new state-of-the-art **MRI machine** replaced an outdated machine.

Construction is still ongoing for the following projects:

- The **employee parking garage** is being expanded to accommodate more parking spots. This will be complete in spring 2020.
- A new **Medical Office Building** will be added to our campus between the Emergency Department and the employee parking garage. It will feature outpatient physician offices, a community and staff wellness center, a staff simulation training center, conference center and more. This will be complete in fall 2021.
- A new **30-bed inpatient nursing unit** is being built on the 8th floor. This will be complete in summer 2020.



Above:
Rendering of the new medical office building

Right:
Employees tour the new cardiac cath lab

Top row, left; pictured from left to right:
Chair of Pediatrics Dr. Esther Liu,
Director of Women's and Children's Services
Kendra Ellison and Chair of Obstetrics
and Gynecology Dr. Pablo Argeles

Top row, right:
Cardiologist Dr. Bassim Badro,
Chair of Cardiology Dr. Jorge Ramirez
and a nurse cut the ribbon
to the new cardiac cath lab

Bottom row, left:
New GE 1.5T Signa Artist MRI Scanner

Bottom row, right:
Dr. Argeles and Kendra cut the
ribbon to the new labor and delivery room

Thank you for your patience as we grow to serve our community.



DOCUMENTATION

Incomplete charts can have a negative effect on patient care, expose providers to medicolegal risks, and have financial implications for both the provider and the Hospital. With open charts:

- The next provider is potentially working with incomplete information.
- Documenting farther from the original encounter potentially creates a less specific representation of the patient encounter, thereby increasing the medicolegal risk.
- This may delay charges and make it more difficult for reinvestment into the organization.

It is essential that we complete our History & Physicals, Consult notes, Operative notes, and Discharge summaries in a timely fashion. The Medical Staff Bylaws outline these expectations — please refer to the Bylaws for complete details. In summary:

A History and Physical is to be completed no more than 30 days before or 24 hours after admission.

An Operative Note must be completed within 24 hours of surgery.

Discharge Summaries must be completed within 30 days of discharge.

Verbal Orders must be signed within 48 hours.

Hospital-based physicians' interpretations of tests performed at UM BWMC must be completed within 24 hours of completion of the relevant study.

Within the Rules and Regulations of our Medical Staff, it states: *"If a medical staff member has delinquent medical records, a notice may be sent by mail and a phone call may be made to the physician's office that he or she is obligated to complete the delinquent medical records by the following week. If the medical staff member has not completed their medical records by the thirty-first day after their patient has been discharged, then a \$50 fine will be levied. After seven weeks a \$100.00 fine will be levied and after nine weeks, a \$150 fine will be levied."*

While fining is not a measure we hope to invoke, it is an action that will be enforced with H+Ps, Consult notes, Operative notes, and Discharge Summaries if there continue to be challenges with delinquent charts. The procedures for penalties and enforcement are determined by the rules and regulations of the Medical Executive Committee.

In the interest of quality patient care, please make every effort to complete your charts timely. Thank you.

SECURE TEXTING ETIQUETTE

Securing texting has become an integral part of how we communicate with each other and how we improve patient care. Secure texting allows us to safely share patient information, provide updates on a patient's status, ask questions, and take pictures.

However, if not used appropriately, it slows the adoption and use. Our goal is to have everyone utilizing this technology, but we also understand that if we want to achieve that goal, we need to make sure it is being utilized as intended. Here are some Do's and Don'ts of Secure Texting:

DO'S

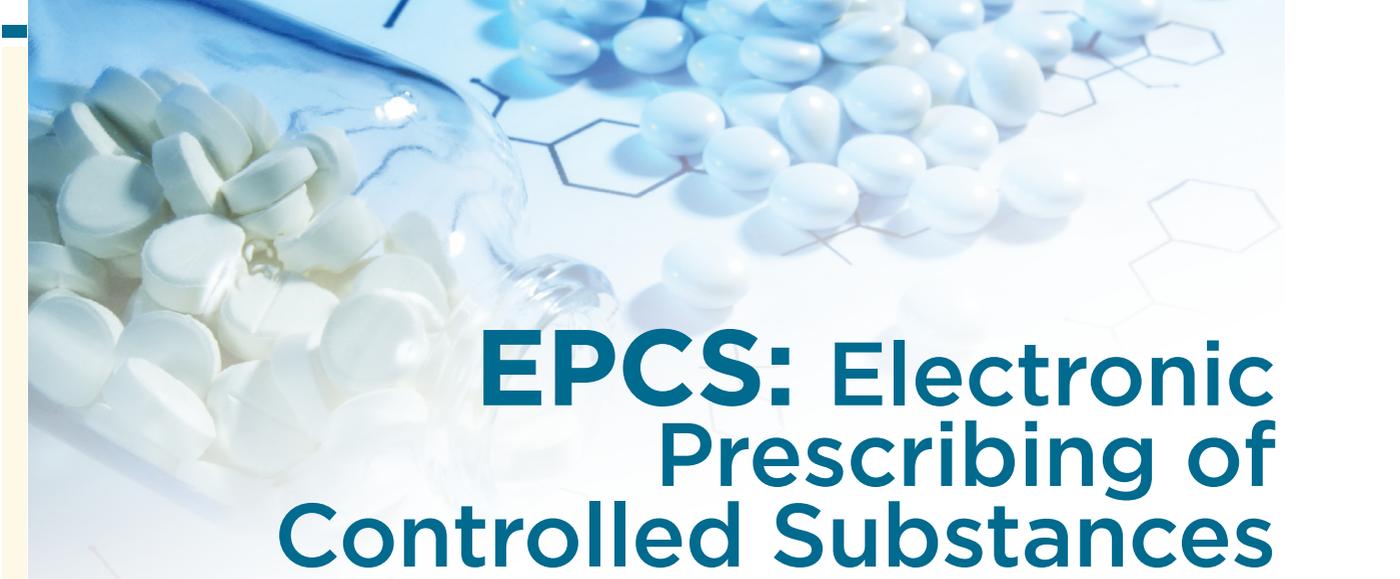
- Stay in contact with your practice
- Communicate quickly with medical staff who request consults
- Send or receive PICTURES of a patient's condition (wound, rash, EKG, x-ray) to help inform your decision-making
- Communicate with the medical staff, nurses, pharmacists, and care managers on the floor

DON'TS

- Do not place orders through secure texting
- Do not text non-urgent issues in the middle of the night
- Do not contact the attending out of convenience when someone else should be contacted first (such as the resident or fellow)
- Do not presume who the contact person is prior to checking notes or the call schedule
- Do not push a text through about patient care if the provider states they are "off" within the app
- Do not text for personal reasons because your personal doctor is available on secure texting

Contacting the Covering Provider is the most important first step. Simply hover over the Attending Physician's name on the EPIC StoryBoard and see who is on the treatment team. We would encourage you to both add yourself to the team and to use the list to check who to best contact.

Secure texting is a valuable advancement in how we communicate — let us take advantage of that only when it is appropriate to do so! The more respectful we are in our use, the greater the adoption will become.



EPCS: Electronic Prescribing of Controlled Substances

A federal law passed last year mandates that prescriptions for all controlled substances covered under Medicare Part D must be transmitted electronically beginning on January 1, 2021. In anticipation of the law, Walmart and Sam's Club are moving ahead more quickly and will no longer accept paper prescriptions for controlled substances as of **January 1, 2020**.

The University of Maryland Medical System's Information Systems & Technology Department has installed new hardware and software throughout the hospital and outpatient offices in order to facilitate electronic prescription of controlled substances (EPCS). You will be prompted to provide two-factor authentication whenever you write a schedule II-V prescription in Epic. Depending on the setup of individual workstations, you will accomplish two-factor authentication with two of these three methods:

1. Enter your Epic password after placing the order
2. Use a fingerprint reader (attached to some but not all of the computers)
3. A push token or hands-free token on your phone will communicate with the computer via Bluetooth (requires a new Imprivata app to be installed on your phone)

In January 2020, EPCS will be live at UM BWMC and this will be the only option to prescribe controlled substances for any patient (at any pharmacy) using Epic.

What do you need to do?

EPCS enrollment began in November 2019. Thelma Askew from the Medical Staff Services Office sent an email to providers in November with enrollment instructions. If you have not yet enrolled, follow these steps:

1. Download the Imprivata app on your phone. 
2. Come to the Medical Staff Office to enroll **your phone app** and **your fingerprint** into our Imprivata system. Enrollment must be done in person in the Medical Staff Office because the DEA requires identity checking.
3. Bring ID when you come for enrollment (DEA mandate).

If you work at more than one UMMS hospital, you only need to enroll one time, at whichever hospital you choose.



Medical Staff PRAISE

Thank you for providing extraordinary care.

From a patient: I wanted to thank and recognize **the ED team**. My young son was having trouble breathing and the team mobilized quickly and got him the attention he needed. I especially wanted to recognize **Dr. Andrea Sarchiapone (pediatrics)** who provided a thorough explanation and provided excellent care. We had a great experience thanks to the staff of the ED, and I cannot thank all of them enough.

From a nurse: I wanted to express a personal thank you to **Dr. Krista Tookhan and Dr. John Straumanis (pediatrics)** for your calmness, awareness, and expertise that took place in an emergent situation during and after a delivery. It is always a pleasure to know that both of you are on. The ability to work with the nursery staff when knowing we may not have had certain situations before, and teach and walk us through procedures/situations as we are part of the team, and the calm attitude during crisis is very much appreciated.

From a physician: **Dr. Faith Armstrong (critical care medicine)** did an amazing job navigating an extremely challenging case. Dr. Armstrong was able to navigate through a sea of consultants and neurosurgeons and deliver timely, effective and truly lifesaving intervention. She possessed great composure and fought for her patient to get him an emergent procedure within hours as opposed to delaying for the next day. I greatly admired her fortitude and resolve when facing a challenging situation.

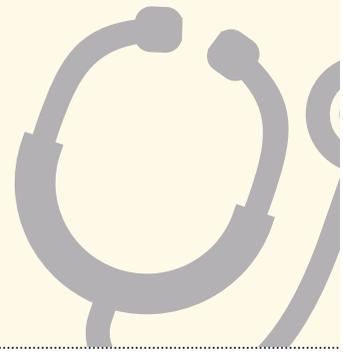


From an employee: We brought my mom who lives out of state into the ED to get checked out after a fall. As a new UM BWMC employee, I was cautiously optimistic to bring my family here for treatment — hopeful for a good experience so that they would also be proud of the facility where I work. **Dr. Bonnie Kerr (emergency medicine)** was kind and patient with my mom and listened to all of our concerns. We greatly appreciate the time that she took to thoroughly answer our questions and ease our fears. I realized later that she was at the end of her shift and preparing to go home, but you would have never known by her pleasant demeanor.

From a physician: I want to let you know that the **cardiac cath lab team** at UM BWMC is incredible. We took care of a young man with no medical problems who had a cardiac arrest at home. When he arrived to the cath lab, he was quite sick. The cath lab team worked so smoothly and professionally that the care for this patient truly was best in class. I would also like to specifically thank **Dr. Peter Olivieri (critical care medicine)** who came over to assist, which helped tremendously in vent management while we concentrated on his heart. It is a privilege to be able to take STEMI call here.

From a patient's husband: **Dr. Jason Heavner (critical care medicine)**, thank you, thank you! Your team members here are true professionals and I will recommend care here to everyone I know. From the initial greeting with **Dr. Jeff Marshall (critical care medicine)**, he showed so much compassion, asking great questions, quickly putting together a plan of action, was truly wonderful and I knew immediately I made the right decision to come here. When I met **Dr. Amrik Ray (critical care medicine)**, again amazing. He went through the CT scan, explained everything perfectly, and put me at ease with how and what they were going to do. The care and attention you all have given is more than words can express.

University of Maryland Baltimore Washington Medical Center and the Medical Executive Committee are pleased to announce the appointment of the following providers to its medical staff between **May 2019 and October 2019**:



ANESTHESIOLOGY

Donald Charney, MD

US Anesthesia Partners of Maryland

Ronald Flax, MD

US Anesthesia Partners of Maryland

Shiris Patel, MD

US Anesthesia Partners of Maryland

Rosana Themistocles, CRNA

US Anesthesia Associates of Maryland

Andrea Vella-Camilleri, CRNA

US Anesthesia Partners of Maryland

Kristi Wallin, CRNA

US Anesthesia Partners of Maryland

CARDIOLOGY

Natalia Berry, MD

Kaiser Permanente

Benjamin Galper, MD

Kaiser Permanente

John Golden, MD

Kaiser Permanente

Amey Kulkarni, MD

Kaiser Permanente

COLON AND RECTAL SURGERY

David Juan, MD

Kaiser Permanente

CRITICAL CARE

Tyler Goldberg, PA-C

UM BWMC Critical Care Intensivist Team

Sara Viola, MD

UM Baltimore Washington Medical Group - Lung Associates

DIAGNOSTIC RADIOLOGY

Abimbola Ayoola, MD

Advanced Radiology

Randall Schultz, MD

Advanced Radiology

EMERGENCY MEDICINE

Danielle Cox, PA-C

BW Emergency Physicians, Inc.

Jeffrey Katz, MD

Kaiser Permanente

Kelli Kitts, CRNP

BW Emergency Physicians, Inc.

Luis Gomez, MD

BW Emergency Physicians, Inc.

HEMATOLOGY/ONCOLOGY

Ikumi Suzuki, MD

BW Oncology & Hematology

INFECTIOUS DISEASE

Brandon Eilertson, MD

Kaiser Permanente

INTERNAL MEDICINE

Shivani Bassi, MD

UM BWMC Inpatient Team

Christina Butterly, CRNP

UM Baltimore Washington Medical Group - Primary Care

Adeel Choudhary, MD

Kaiser Permanente

Faith Makka, CRNP

Adfinitas Health



welcome to UM BWMC

Yared Medhane, MD
Kaiser Permanente

Barbara Truscott, PA-C
Adfinitas Health

Brandon Woolford, PA-C
Adfinitas Health

NEUROLOGY

Matthew Wong, MD
SpecialtyCare

OBSTETRICS AND GYNECOLOGY

Michelle Clausen, CNM
UM Baltimore Washington Medical Group –
Women’s Health

Jennifer Glorioso, CNM
UM Baltimore Washington Medical Group –
Women’s Health

Lahaina Hall, MD
UM BWMC Pascal Women’s Center

Kristina Yablonski, CNM
UM Baltimore Washington Medical Group –
Women’s Health

ORTHOPAEDIC SURGERY

Ericka Clark, CRNP
UM BWMC Orthopaedics

Mark Hesseltine, PA-C
Kaiser Permanente

Aaron Johnson, MD
University of Maryland Medical Center

PATHOLOGY

Whitney Green, MD
UM BWMC Pathology

PEDIATRICS

Johana Diaz, MD
University of Maryland Medical Center

PODIATRY

Tomika Coleman, DPM
Kaiser Permanente

Amin Jahedi, DPM
Elite Ortho & Musculoskeletal Center

PSYCHIATRY

Santosh Ghimire, MD
UM BWMC Psychiatry

John Kasckow, MD
UM BWMC Psychiatry

Yang Roby, MD
UM BWMC Psychiatry

RADIATION ONCOLOGY

Matthew Ferris, MD
Kaufman Cancer Center at UM Upper
Chesapeake Medical Center

Avani Rao, MD
Dept. of Radiation Oncology

Melissa Vyfhuis, MD
Chesapeake Oncology/Hematology
Associates

RADIOLOGY

Paul Bailey, MD
Advanced Radiology

Wilbur Chang, MD, PHD
Kaiser Permanente



UROLOGY

Julio Chong, MD

Chesapeake Urology Associates

Christopher Graziano, MD

Anne Arundel Urology, P.A.

Kaitlin Jaqua, MD

Anne Arundel Urology, P.A.

Alan Kaplan, MD

Chesapeake Urology Associates

Andrew Kramer, MD

Chesapeake Urology

Beatrice Muma, CRNP

Chesapeake Urology Associates

Troy Sukhu, MD

Anne Arundel Urology, P.A.



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Do you have an announcement, update or news to share with your medical staff colleagues?

Contact **Luci Gens** in the marketing and communications department to have your news included in the next issue of **Medical Matters** at luci.gens@umm.edu or **410-787-4237**.