



Radical Views...

from the Department of Radiology September 2011

Mon	Tues	Wed	Thurs	Fri
3:00-4:00 ED section meeting (monthly) [ED annex, WCC] call Sheila Blalock 4-2506	1:00-2:00 MRI meeting (Weekly) [TCC-484]	Weekly Wed Section Meetings: 11:00-12:00 MSK clinical conference 12:00-1:00 Thoracic Imaging, GI Oncology/GU Oncology 3:00-4:00 Mammo [TCC-484]	Weekly Thurs Section Meetings: 12:00 - 1:30 Abd [WCC-354] 12:00-1:00 MSK 7:30 - 8:15 NRC Regulations (Dr. Cabral) 8:15 - 9:00 X-ray production (Dr. Palmer)	2 7:30 - 9:00 Professionalism (Dr. Slanetz)
5 Labor Day	6 7:30 - 9:00 Radiology of the Aorta (Dr. Litmanovich)	7 7:30 - 8:15 U/S Guided Biopsies (Dr. McArdle) 8:15-9:00 Information & Decision Theory (Dr. Parker)	8 7:30 - 9:00 ACR Inservice Review 2:00-3:00 West Med-Rads	9 8:00-9:00 Chiefs' Rounds
7:30 - 8:15 Orthopaedic Hardware (Dr. Yablon) 8:15 - 9:00 Doppler US: What it Can and Cannot Do (Dr. Chris Merritt)	13 7:30 - 9:00 Metabolic Bone Diseases (Dr. Hochman) 10:30-11:30 Nuc Med meeting (GZ-103)	7:30 - 8:15 Pelvis and Hip (Dr. Kung) 8:15 - 9:00 MSK Cases (Dr. Didolkar) 7:15 - 8:00 US meeting (WCC-304A Gallery)	7:30 - 8:15 SHG & HSG (Dr. Mehta) 8:15 - 9:00 Projection X-Ray Imaging (Dr. Palmer)	16 8:00-9:00 No Grand Rounds Event: NERRS
7:30 - 8:15 Cross-sectional Interventions (Dr. Ahmed) 8:15 - 9:00 Bleeding (Dr. Ahmed)	20 7:30 - 8:15 Women's Health IR (Dr. Faintuch) 8:15 - 9:00 IR in Hemodialysis (Dr. Faintuch) 8:00 - 9:00 IR meeting [West Recovery Rm] 2:00-3:00 West Med-Rads	21 7:30 - 8:15 TIPS Ultrasound (Dr. Sheiman) 8:15 - 9:00 Carotid Ultrasound (Dr. Sheiman)	7:30 - 8:15 Biliary Interventions (Dr. Perry) 8:15 - 9:00 Nephrostomy (Dr. Perry)	23 8:00-9:00 Grand Rounds: S.E.R.V.I.C.E. (Q/A Robin Brown, Principal, Spot-On Ventures)
26 7:30 - 9:00 GI & GU	27 7:30 - 9:00 GI & GU 10:30-11:30 Nuc Med meeting (GZ-103)	28 7:30 - 9:00 GI & GU	29 7:30 - 9:00 Professionalism (Dr. Slanetz)	30 8:00-9:00 Grand Rounds: Use of 3D Ultrasound in Gynecology- Beginning of a New Era (Beryl Benacerraf, MD)

SEPTEMBER GRAND ROUNDS: Visiting Professors

Robin A. Brown - S.E.R.V.I.C.E.

Friday, September 23rd 8:00-9:00 am Sherman Auditorium

This year, as a component of our continuous improvement program, we are focusing on customer service and I am very pleased to have Mr. Robin A. Brown of Spot-On Ventures share with us his 35 years of experience in what he aptly calls S.E.R.V.I.C.E. Also, please see our Quality Update by Aideen Snell on page 8.

A graduate of The Hotel School at Southfields College in the United Kingdom, Mr. Brown will present a QA talk entitled S.E.R.V.I.C.E. which draws from his more than 35 years experience in luxury hotels including being responsible for overall project development, i.e., concept, design, construction, and community relations for the Mandarin Oriental project. Currently, Mr. Brown is Principal of Spot-On Ventures, a mixed-use real estate development firm in Boston. In addition, he serves as a member of the Board of Directors of BiddingForGood.com, a national technology/marketing based company which provides online auctions for non profit organizations.

Mr. Brown's reputation as an outstanding hotelier is matched by his personal commitment to the Boston community. He served as Vice Chairman of the Wang Center for the Performing Arts for over 10 years, and is a Trustee for the Beth Israel/ Deaconess Hospital. Mr. Brown is also Director of the Boston Library Foundation, and serves as Vice Chairman of the Back Bay Association of Boston. He recently launched a foundation dedicated to the support of Alzheimer's research in memory of his father, Jim Brown. Due to the guidance of Mr. Brown's fundraising and event planning, the foundation has been able to fund multiple research and care projects at Boston-area facilities as well as underwrite a film and book which are distributed to new Alzheimer patients across the country.

Mr. Brown has served as an Overseer to the Boston Symphony Orchestra for over 10 years and is now currently involved in multiple aspects in fundraising, historical renovation, community outreach and community care for Park Street Church in Boston. We welcome his insight into improving quality in healthcare.

SEPTEMBER GRAND ROUNDS: Visiting Professors

Beryl Benacerraf, MD - Use of 3D Ultrasound in Gynecology - Beginning of a New Era!

Friday, September 30th 8:00-9:00 am Sherman Auditorium

Dr. Benacerraf, Professor of Radiology and OB GYN, Harvard Medical School, and Medical Director/ President of Diagnostic Ultrasound Associates, will speak at Grand Rounds and will also give a noon lecture to residents. Dr. Benacerraf is a graduate of Harvard Medical School and completed a surgical internship at the Peter Bent Brigham Hospital in Boston (now Brigham and Women's Hospital), a



radiology residency at Massachusetts General Hospital (MGH) and a fellowship in CT at Brigham and Women's Hospital (BWH). In 2005, she completed the Program in Negotiation for Senior Executives at Harvard Law School. Currently, she is a consultant in obstetrical ultrasound at BWH, consultant on the OB/GYN service and also serves as staff radiologist at MGH. She maintains numerous leadership positions in professional societies, most notably in the American Institute of Ultrasound in Medicine and most recently serves as Editor-in-chief of the society's *Journal of Ultrasound in Medicine*. A much sought after speaker, she has presented nationally and internationally and has also served as course director and organizer for ultrasound programs worldwide. To date, she has published 257 articles in peer-reviewed journals. In 2008, she received the Marie Curie Award of the American Association of Women Radiologists for outstanding contributions to the field of radiology.

DEPARTMENTAL NEWS, AWARDS & HONORS



FROM THE CHIEF
Jonathan B. Kruskal, MD PhD

Welcome to Radiology! Back from our summer hiatus, this month's Radical Views is full of welcome news.

Koenraad Mortele, MD - Chief of MRI

I am delighted to announce that **Dr. Koenraad Mortele, MD**, Associate Professor of Radiology at Harvard Medical School, has been appointed as Director of Clinical MRI in our Department. Dr. Mortele received his MD from Ghent University in Belgium. In 1998, he completed his radiology residency at the University Hospital in Ghent and then joined the faculty there as an Assistant Professor of Radiology. In 2000, he came to Brigham and Women's



Hospital, Boston for fellowship training in radiology management after which he stayed on as a member of the Division of Abdominal Imaging and Intervention. Since then, Dr. Mortele has served as Associate Director of the Division of Abdominal Imaging and Intervention, Director of Abdominal and Pelvic MRI, Director of Continuing Medical Education, Director of the BWH Contrast Agent Safety Committee, and Assistant Fellowship Director of the Division of Abdominal Imaging and Intervention at the Department of Radiology (BWH). In 2005, he was promoted to Associate Professor of Radiology at Harvard Medical School.

A prolific lecturer and author of over 150 scientific manuscripts, Dr. Mortele has a particular interest in imaging of the pancreas, the hepatobiliary system and the GI tract. Skilled in all aspects of abdominal diagnosis and intervention, Dr Mortele brings his international reputation for pancreatic imaging and his abundant energy and enthusiasm to further strengthen our renowned abdominal division.

Dr. Mortele has received numerous awards, including the Society of Gastrointestinal Radiology Visiting Professorship Award in 2009 and 2 BWH Radiology George Marina Teaching Awards. He has edited a textbook on CT and MRI of the Abdomen and Pelvis, authored 15 book chapters, and is frequently invited to lecture and present workshops nationally and internationally. He has also provided leadership in teaching as program director for HMS CME courses in practical applications of new imaging techniques held in Brugge, Belgium and Paris, France. In 2011, he became course director for the annual refresher course in Body MRI for the New England Roentgen Ray Society.

I am very confident that his management skills and clinical expertise in MRI will ensure that our MRI Division maintains its international reputation for innovation, education and clinical excellence.

Please welcome AnnaMarie Monks

Please extend a very warm welcome to Annamarie Monks who has joined the Department of Radiology as our Chief Administrative Officer on an interim basis. Unlike other clinical departments at BIDMC, Radiology has traditionally separated the professional practice and hospital operations and businesses. As our Department transforms and responds to the many changes being brought about by healthcare reform, Annamarie will be helping me to align, optimise and further enhance our many services and business operations.

Annamarie started her career as an Administrative Resident within the BIDMC family and has over 25 years experience in healthcare administration and in academic medical centers, as well as expertise in physician group practice management, contract negotiations, and business plan development and implementation.



Annamarie's office is located in the Radiology Administrative Suite, West Campus CC 307 and she can be contacted at (617) 754-2507.

Please join me in welcoming AnnaMarie and Koenraad to our faculty.

DEPARTMENTAL NEWS, AWARDS & HONORS

Congratulations Karen Lee and Aaron Grant

Announcing the deserved academic promotion of two brightly shining stars in our department! **Drs. Aaron Grant PhD** and **Karen Lee MD** have both been promoted to Assistant Professor of Radiology at Harvard Medical School.





Aaron Grant may not be familiar to many of you outside of MRI but Aaron is a leading researcher in the field of hyperpolorized MR imaging. With this technology, Aaron has extended the capabilities of MR beyond pure anatomical and macroscopic functional imaging and has developed methodologies for the imaging of metabolic function in live animals. This is particularly relevant to tumor characterization. He is at the forefront of translating fundamental chemical principles into imaging techniques and we look forward to his continued advances in this exciting field.

Many of you know Karen as our former Chief Resident, fellow, teacher of the year and friend, and I am thrilled that Karen has received this most deserved recognition. Apart from being a brilliant teacher and clinician, Karen has merged her passions for MRI and emergency medicine to translate MR techniques into practical diagnostic tools in the ED. We are extremely fortunate to have scholars and clinicans such as Karen on our faculty.

Please join me in congratulating Aaron and Karen on their most deserved promotions.

Congratulations 3rd yr resident Mai-Lan Ho, MD

I am thrilled to announce that Mai-Lan Ho is the recipient of the 2011 American Association of Women Radiologists *Lucy Frank Squire Distinguished Resident Award in Diagnostic Radiology*. This award is given in recognition of Mai-Lan's outstanding contribution to diagnostic radiology at this stage of her career. The AAWR is proud to acknowledge that trainees such as Mai-Lan can make a difference not only in their specialty but also to the future of women radiologists. The award will be presented at the AAWR Annual Meeting during the RSNA meeting later this year.



• Congratulations Debbie Levine, Vice Chair for Academic Affairs and now...

As of September Dr. Levine will be Chair of the HMS Longer Service Sub-Committee of the Promotions & Reappointments Committee. The LS subcommittee is a separate standing committee of Professors at HMS/HSDM which reviews and makes recommendations to the Dean regarding appointments to the rank of Assistant Professor for eligible faculty who have dedicated at least 10 years of continuous service as clinicians and teachers at HMS/HSDM. The committee meets six times per year. Dr. Levine takes over the reins from Beverly Biller, MD.



Ultrasound Thanks Debbie Levine, Maeva Stockbridge & Ellen Howe

"The Ultrasound students were treated to a wonderful guest lecturer during the summer weeks. Their program coordinator Cory Finn was out on a leave of absence and **Dr. Debbie Levine** graciously volunteered to help out. Dr. Levine delivered two excellent lectures to the students who were delighted with her presentations. A huge thank you to Dr. Levine for her assistance.

We also wish to thank **Maeva Stockbridge** and **Ellen Howe** for their extra efforts during this time. They were both very supportive to the students and assisted during this time covering the student interesting case conferences and keeping them on schedule. Thank you Maeva and Ellen."

- Bernie Kennedy, Mgr., Ultrasound

Congratulations² Alex Bankier, MD PhD

I am pleased to announce that Dr. Alexander A. Bankier obtained his PhD in *Medical Sciences, Transplantation Medicine* after the final (public) examination at the Faculty of Medicine of the University of Brussels on June 20th 2011. The title of his PhD thesis was *Computed Tomography of the Thorax in Lung Transplant Recipients: Clinical Impact and Technical Challenges*. This work was essentially based on a scientific collaboration between Dr. Bankier's working group and the radiology and transplantation unit at the University of Brussels and spanned more than a decade.



Dr. Bankier together with the Dean and members of his thesis jury.



... and then, at this year's annual meeting of the Fleischner Society in Speyer, Germany, Dr. Bankier delivered the *Felix Fleischner Lecture*. This lecture is given upon invitation by the President of the Fleischner Society and is considered one of the most prestigious lecture opportunities worldwide in the field of thoracic imaging. Dr. Bankier's lecture, entitled "New clothes for an old disease – the changing perception of COPD and its implications for imaging" gave an overview of the contributions of imaging to the understanding of chronic obstructive pulmonary disease and presented an analytical approach to current and potential future research in COPD imaging. Previous Fleischner lecturers have included Ewald R. Weibel (1979), Reginald Greene (1992), James

C. Hogg (1994), Richard W. Webb (2004). The printed version of the "Felix Fleischner Lecture" will be published in a renowned radiological journal.

DEPARTMENTAL NEWS, AWARDS & HONORS

Congratulations Radiology Members of the BIDMC Academy of Medical Educators

On August 2nd, the Academy of Medical Educators at BIDMC confirmed the membership of 48 faculty, fellows and senior residents based on teaching experiences and letters of recommendation and we are proud to see our department so well represented:

Associate Academy Members

Catherine Dewhurst Yiming Gao Jean-Marc Gauget James Knutson Mai-Lan Ho Senior Academy Member

Priscilla Slanetz

Academy Member
Corrie Yablon

The mission of the BIDMC Academy is to enhance and foster the development of physicians and scientists as educators throughout the Beth Israel Deaconess Medical Center community....visit their website at http://www.bidmc.org/MedicalEducation/ProfessionalDevelopmentinMedicalEducation/Academy

Congratulations Monica Agarwal

2nd yr resident **Monica Agarwal** has been selected to participate in the Introduction to Academic Radiology Program sponsored by the RSNA/AUR/ARRS. She will be attending the Radiological Society of North America (RSNA) program beginning on Sunday, November 27, 2011, in Chicago. This is a great opportunity!

• Wine & Cheese, anyone?

In July, we held our first wine and cheese social event of the year in the Clouse conference room on the west campus. Originally held at the end of each clinical rotation, the wine and cheese party was a great opportunity for the staff, residents and fellows to get to know each other better, to network and to learn about wine! Special thanks to **Richard Jennette** and **Laura Major** for creating a memorable event. We look forward to more of them!













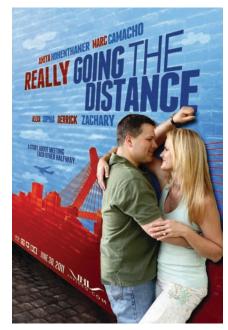
Artist & CT Manager

It has been said that many people will have had multiple careers in their lifetime. For me... people know me for my career in Healthcare; and, tomorrow others will get to know me as an *Artist*... I've been particularly drawn toward 3D sculpture, what with all the foundries, furnaces and flame throwing tools . . . it's fascinating, somewhat like being a little kid again, yet no one is telling me not to touch! So instead of mud pies, mountains of Legos and just plain things of mystery, I'm off again creating, making use of these new toys that I'm allowed to touch and inspiration from my youth's mind. . . come in and see what I've created today.

- Tim

DEPARTMENTAL NEWS, AWARDS & HONORS

Congratulations Marc and Anita Camacho



Alas for Radiology, long distance relationships can only last so long and Dr. Camacho will be relocating permanently to Tampa in the near future. We wish him the best!

In July, Dr. Marc Camacho tied the knot with Anita Hohenthaner surrounded by their children Sophia, Alexa, Derrick and Zachary. Max Rosen kindly represented the department at this joyful event and Dr. Camacho's in-laws produced a video available at http://vimeo.com/25260551:

Really Going the Distance (July 3, 2011 by tbapvavideo)

"Our latest Save-the-Date Concept Movie Trailer – A romantic comedy centered on a guy and a gal who try to keep their love alive as they shuttle back and forth between Tampa and Boston to see one another. When the couple described their relationship as thier favorite movie, *Going the Distance*, it was a no brainer the Save-the-Date had to be a spin off of the orginal trailer."





Meanwhile the department celebrated the Dog Days of Summer

... with a fun lottery sponsored by BIDMC Radiology and the HMFP Radiology Practice. At the drawing on August 29th, the following lucky winners were drawn:

<u>Dunkin Donut gift cards</u>: Cynthia Webster, Administration and Joanne Carmichael, General DX

Café card: Subhendra Sarkar, MRI

<u>Movie tickets</u>: Jeremy Storrman, MRI, Ricardo Stewart, Gen DX, and Robert Croce, Gen Dx

Red Sox tickets: Connie Mulcahy, Breast Imaging

Thank you to all – Donna Hallett



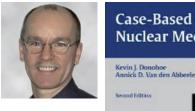
Congratulations Kevin Donohoe, MD -

on the publication of the second edition of his book, *Case-Based Nuclear Medicine* (K. Donohoe and A. Van den Abeele, editors) published by Thieme. Both editions of this book have earned terrific reviews:

Praise for the first edition:

"Recommend[ed]...for novices and masters alike. It will improve the reader's breadth of knowledge and ability to make sound clinical decisions."—Clinical Nuclear Medicine

Ideal for self-assessment, *the second edition of Case-Based Nuclear Medicine* has been fully updated to reflect the latest nuclear imaging technology, including cutting-edge cardiac imaging systems and the latest on PET/CT. Each chapter is packed with high-quality images that demonstrate the full-range of commonly encountered disease manifestations as seen in the practice of nuclear medicine. The lavishly illustrated cases begin with the clinical presentation and a concise patient history followed by imaging findings, differential diagnoses, the definitive diagnosis and follow-up information, a brief discussion of the background for each diagnosis, and a list of pearls and pitfalls.





Features

- Comprehensive coverage of everything from single photon emission computed tomography to PET/CT imaging
- Cases presented as 'unknowns' enable readers to develop their own differential diagnoses -- just like on the exam
- Over 400 high-resolution images, including full-color PET/CT and cardiac scintigraphic images, document the cases
- Numerous tips, tricks, pearls, and pitfalls highlight key points at the end of each chapter
- A scratch-off code provides 12 months of access to RadCases, a searchable online database of 250 must-know nuclear medicine cases

This user-friendly atlas is an essential resource for all residents and fellows in radiology and nuclear medicine as they review for exams and prepare for rounds. Clinicians will find the succinct presentation of cases an invaluable quick reference in daily practice.

Farewell Bob Lenkinski





Fellow scientist Dave Alsop presents Bob Lenkinski with a succession of Harvard mementos including a ball cap and golf balls!



UT Southwestern Medical Center, Dallas, otherwise known as BIDMC Radiology Southwest campus

On July 8th, we said good bye to Robert Lenkinski, Vice Chair for Research, who has followed Neil Rofsky and Ivan Pedrosa to UT Southwestern Medical Center in Dallas. Dr. Lenkinski has been appointed Director of Research and CPRIT Scholar in Cancer Research (Cancer Prevention and Research Institute of Texas). Well wishers included most of the hospital as well as faculty alumnus Joshua Hirsch!

Alumni News



Where in the world is....

Nahum Goldberg? and how about Liat Appelbaum and Jacob Sosna?

In 2008-2009, Dr. Goldberg undertook a sabbatical year as a Fulbright scholar at the Goldyne-Savard Gene Therapy Institute of the Hadassah Hebrew University Medical Center in Jerusalem, Israel. The goal of this study period was to work with Prof. Eithan Galun, director of the institute, to extend the paradigm of interventional therapies by developing new image-guided methods to improve gene and stem cell therapy. Early results increasing gene transfection and stem cell delivery by transcatheter and percutaneous ablation techniques, respectively, were sufficiently promising for Dr. Goldberg to transfer his permanent appointment to Hadassah where he continues to pioneer interventional oncology, gene and stem cell therapy as the Unit Chief of Image-guide therapies and interventional oncology and Director of the Applied Radiology Laboratory. Tight ongoing collaboration with the Minimally-invasive Tumor Therapies Laboratory in our department continues within the framework of an NCI center for nanotechnology excellence for which Dr. Goldberg is the clinical PI. These efforts are facilitated by Dr. Muneeb Ahmed who has risen through the ranks of BIDMC from NCI training fellow to resident to staff radiologist and now serves as Director of interventional oncology programs.

BIDMC "Middle East" Campus



L to R: Dr. Liat Appelbaum (wearing her BIDMC white coat), Unit Chief, Ultrasound; Professor Jacob Sosna, Radiologist in Chief, elect; Professor S. Nahum Goldberg, Unit Chief, Image guided Therapies and Interventional Oncology at Hadassah University. Both Drs. Appelbaum and Sosna served as abdominal imaging fellows at BIDMC in 2004-2005 and 2001-2003 respectively.

Speaking of trainees, please note that the **2011-2012 Residents and Fellows Roster** is out and available from Trish Gardner on the East Campus and Donna Wolfe on the West Campus; copies are also available in the Radiology Executive offices WCC-302. The faculty roster will be out soon!



On July 4, the 2011 M+Visión Fellows were welcomed to Madrid with a reception hosted by Turismo Madrid at its rooftop terrace (in Plaza de la Indepencia), overlooking the Puerta de Alcalá. Along with spectacular views of the city, the Fellows received a cultural orientation to living and navigating the great world city that is to be one of their two homes in the coming year.



On July 4, the 2011 M+Vision Fellowship program began in Madrid. The Fellowship program is one of the central programs of the Madrid-MIT Consortium, a new venture dedicated to accelerating innovation in biomedical imaging. Faculty from the BIDMC Radiology Department have been active in the program in a number of ways: **Deb Burstein**, who is on the Management Committee, Chaired the Fellowship Selection Committee, and **Ivan Pedrosa** and **Priscilla Slanetz** were members of the Selection Committee. Ivan traveled to Madrid in March to participate in the Fellowship interviews, and Priscilla traveled to Madrid in July to teach a week of anatomy to the Fellows.

In addition to the anatomy mini-course, the Fellows were busy throughout July in Madrid with rotations through clinical departments in Hospital Fuenelabrada and workshops in the Business School. They also took minicourses in pathology and physiology, and on imaging technologies including optics, PET, MRI, and CT taught by an international faculty. July also saw the debut of the Horizon Lecture Series in Madrid. These lectures, open to the community and held in venues around Madrid, were given by an international faculty including several BIDMC Radiology alumni, including **Bob Edelman** and **Mark Griswold**.

After the busy schedule in July, August gave an opportunity for the group to work directly with each other and with faculty one-on-one to further develop their ideas for research projects. These ideas will continue development as the Fellows move to Boston for the fall. The Consortium will have its first official event in Boston with an Open House scheduled for Oct 12 and 13

- Deb Burstein, PhD, Director, Center for Basic MR Research & Functional Imaging of Cartilage Lab







Quality Update - Aideen Snell, MSW

Performance Excellence in Health Care

In order to compete in the Boston healthcare market, we have to be the best at what we do and deliver the highest quality of care possible. The Radiology Department at BIDMC is committed to making this happen! One of the ways to accomplish this is by reviewing the results of the Press Ganey Satisfaction Survey, which is sent to our MRI and Breast Imaging patients, and set



goals to improve the patient experience. From the results of the survey, we have learned what is important to our patients through what is called The Priority Index, which then allows us to create very specific goals for our department. To date, all these goals focus around the need for superior customer service, or a patient-centered focus from the moment the patient arrives. Our goals for this year have been for staff to be sensitive to patient's needs and worries, to be responsive to concerns/complaints during the visit; for patients to have greater ease in finding their way around our numerous campuses, for reduced waiting time in registration; to increase both the patients' overall rating of care and the likelihood of the patient recommending BIDMC Radiology.

In addition to reviewing this data quarterly and working on ways to improve, we will be sharing the survey results via a scorecard with all radiology staff, technologists and radiologists in order to implement programs or changes that improve performance and our environment with your help. The goal is to provide the best experience for our patients, truly exemplify our reputation as a "center of excellence". I know that together we can work as a team to make noticeable improvements to this scorecard and I encourage anyone who is interested in getting involved to contact me. This is an exciting opportunity for everyone to share their ideas! Although this information will be shared with the staff in MRI and Breast Imaging quarterly, these goals and the changes made in these areas should be utilized across the entire department. They are all geared towards creating a better experience for the patient and that is the ultimate goal for 2011-2012.

Some of the changes made as a result of the Press Ganey survey data has been the improvements to the Shapiro 4 Radiology Reception area regarding appearance and signage; and the implementation of the upcoming Radiology Customer Service Training. This new course has been developed for Radiology employees with patient contact with the

support of the Simulation Skills Lab. The objectives of the course are:

- Understand a Customers' Basic Needs and better identify them
- Utilize thoughtful words and body language to communicate
- Utilize your skills to leave the patient with a positive memorable impression of BIDMC Radiology
- Have a better understanding of communication and create an Attitude of Excellence
- Provide empathy to patients and resolve conflict
- Be able to clearly define Good Customer Service and Quality Customer Care
- Demonstrate an "I'm happy to help you" attitude and exceed customer expectations
- Uncompromising service at every contact point

This course is expected to be rolled out this fall and I look forward to hearing from you!

 Aideen Snell, MSW Recruitment & Retention Program Manager Radiology Department BIDMC x72570

> This is a poster planned for the Breast Imaging and MRI waiting areas to encourage patients to complete the Press Ganey survey.

At Beth Israel Deaconess Medical Center, our goal is to provide patients the highest quality health care and service possible. To accomplish this, we would like to hear from you about what we are doing right and what we need to improve... We depend on patients and families to keep us informed and we value your opinions tremendously. The enclosed patient satisfaction survey asks about the care and service you recieved during your recent radiology visit. May I ask you to kindly take a few minutes to complete this survey and then return it in the postage-Thank you in advance for taking the time to help us. If you have any questions about this survey, please don't hesitate to call us at 617-632-0359. Regards, S. Pare aurie Pascal Beth Israel Deacones Medical Center Thank you for filling out our survey! REGISTRATION Tell us how we're doir

KUDOS - Please join us in congratulating the following staff for outstanding patient care and service

In light of the department's goal to improve the patient's experience in radiology, as detailed in Aideen Snell's Quality Update, we were pleased to receive the following letters.







Connie Mulcahy



Vandana Dialani

"To whom this may concern, This is a long overdue note to tell you that the women in your breast imaging dept and breast care center are the kindest most caring most professional group of people. I feel grateful to be under their care and watchful eye. Rose Stanley, Connie Mulcahy, Martha Kleinerman [NP, Breast Care Center] and Dr. Vandana Dialaniare the group of people I was most recently involved with. I thank them, they are exceptional."

- Name withheld to protect patient confidentiality



In a letter to Dr. Kruskal, a staff member lauds 3rd yr resident **Leo Tsai**: "Too often in our jobs we focus on what was missed or a negative interaction. This email is laud one particular resident. I have been impressed with many of the residents in your program but Leo Tsai (hope I got the spelling right) stands out. He is always pleasant when I talk to him either here or at Needham (he even apologizes if he takes an extra 5 minutes). His reads are correct and I often learn something from them. I can only think of superlatives in describing him. If he is thinking of an academic career, we should try to keep him."

Breast Imaging



When **Karen Coyle** started working at BI, she was asked to be responsible for completing the Mammography Audit reports as required by regulatory agencies. At that time, the process required performing running several reports on *CCC* as well as confirming pathology results on OMR. The results then needed to be entered on an excel spreadsheet. Not only did Karen ensure that the regulatory requirements were met but also provided the specific reports as requested by the Radiologists.

Diagnostic Imaging

Due to an equipment failure, all outpatients had to be rescheduled to the West campus on Monday 5/16. This resulted in an overbooked day with inpatients and outpatients. These techs worked in fluoro that day and they kept the schedule moving with minimal delays. Stacey McKinnon, Karen Faich, Lauren Senesi Finn, Kevin Sands, and John Worcester worked together as a cohesive team which made a difficult situation workable.



Stacey McKinnon



Karen Faich



Lauren Senesi Finn



Kevin Sands



John Worcester



Betsy Grady facilitated a new Radiation Apparel purchasing process across multiple departments after significant defaults were found in the current process by TJC. The new purchasing process will provide consistency with apparel, pricing, as well as ensuring necessary inspection and documentation for State, TJC and CMS.



Zach Bubar



David Manyok

Zach Bubar and David Manyok covered the July holiday 11p-7a shift on short notice. Without their coverage the shift would have been short staffed and without transport for ED patients.





From a senior resident, "I just want to mention how great **Jonas Okoye** is. I am impressed by the quality of CTA studies he does. Very professional."

KUDOS² - Please join us in congratulating the following staff for outstanding patient care and service

MRI



Ines Cabral Goncalves provided great customer service on the return visit of a very challenging patient that had had a poor experience in MRI. The patient did not get a complete study the first time around and Ines spent many hours in preparation and on the day of her visit to ensure that everything went smoothly. The patient was so pleased with her follow-up visit that she went straight to the Office of the President to rave about her experience.



Jeff Fuller has been a huge help to the department in terms of covering sick calls and staying late when we have been shorthanded during the last few weeks. On days when we can't find tech coverage for evening shift sick calls, Jeff has stayed until 9pm or later with last minute notice. His knowledge of where things are in Shapiro and how we operate is often taken for granted - until he in on vacation and everyone notices his contribution. He also makes several cross campus supply runs during the week as needed and brings patients back and forth to the east campus.



The week of June 13th, Ray Airhart spent many hours coordinating a complex case on a developmentally challenged inpatient at the west. The patient needed an unusual MR exam of the arm prior to surgery. In the preparations of the patient Ray noted that the patient had a different venous access line than was listed in the procedure notes and that the device was not MRI compatible. He made several calls to the team to alert them and requested an

attending physician come down to verify that the device was not what was listed in the notes. The device was removed and replaced with the proper unit. Ray's diligence meant this patient avoided potential injury and he helped get the complicated exam done to aid the team in their surgical planning. Exceptional effort by Ray in a truly trying situation.

PACS



Jim Brophy





Phil Purvis

Allen Reedy

Jim Brophy and Phil Purvis have been working with the Office of Business Conduct and with Allen Reedy to improve the overall security of all workstations within the department. This has been a complicated and challenging process due to new regulations and they have both handled it professionally and with a real sense of ownership and teamwork (with IS, with OBC, and with GE) to understand and resolve issues and to prevent future problems.

Do you know. . . Rajeev Krishnapillai, MS – Advanced Imaging Informatics Specialist

As our department grows and requires the skills of many types of technical specialists, it is hard to get to know everyone. Many of us may have seen Rajeev Krishnapillai walking around the hallways but few of us know what he does!



Rajeev is a member of the CT Advanced Imaging Lab *aka Image Processing Lab*. The primary mission of the lab has been to develop innovative 2D/3D/4D image processing tools and algorithms to support research and academic activities within Radiology. Many of the image processing products developed by our group have also been deployed for use in the clinical environment.

Rajeev has been working as an Advanced Imaging Informatics Specialist at BIDMC since March 2004. With his background in software engineering and computer aided design, he is primarily involved in various informatics projects in the Advanced Imaging Lab and associated radiology sections. He was the developer for some of the key web applications currently used by the Imaging Lab including the 3D Lab Dashboard, Oncology Tables and AAA Reporting Tool. He maintains the server systems i.e., Vitrea Enterprise Suite and Terarecon as well as various Advanced Imaging Workstations used by the Imaging Lab. Some of his key Informatics research activities include CT Dose Tracking, Automatic Extraction of DICOM Image Annotations, and the RIS Report parser. He is also responsible for the Imaging Lab web presence as the portal editor.

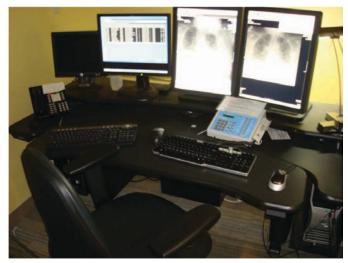


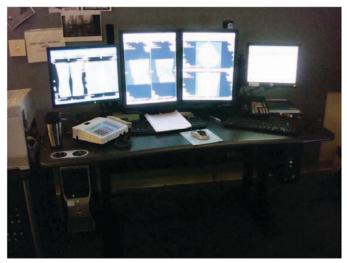
On a personal note Rajeev was born and raised in Kerala, India, a very prominent tourist destination in South Asia. He completed his Bachelors in Mechanical Engineering at the College of Engineering, University of Kerala and worked briefly in India as a software consultant for a firm doing projects for General Electric. In September 2000, he moved to the US to pursue a Masters Degree in Software Engineering and Computer Aided Design at Northeastern University. While he worked on his master's program, he was hired part-time as a Computer Aided Design consultant by Dr. Morris Simon. From there, Rajeev got involved in creating 3D Designs and simulations for his patented Pill-Pack system and was later hired full time by Dr. Raptopoulos as the Software Specialist of the 3D Imaging Lab. One of his favorite activities is to play and watch cricket (the sport, not the bug).

Your PACS workstation:

How to set-up your workstation to support you and to maximize your comfort

PACS Ergonomics/Human Factors study





Beth Israel Deaconess Medical Center (BIDMC), Harvard University, Liberty Mutual Research Institute for Safety (LMRIS) Project Researchers: Drs. P. Boiselle, R. Eisenberg, D. Siegal, S. Ammar (BIDMC) Dr. M. Robertson; A. Garabet, N.O'Brien, M. Dainoff (LMRIS) Drs. J. Dennerlein & J. Chang; J. Bruno (Harvard University)







In conjunction with Liberty Mutual and the Harvard School of Public Health, we recently developed an ergonomic training guide for PACS to help reduce the risk of repetitive stress symptoms and injuries. This guide includes tips for optimal set up of your chair, workstation, monitor and input devices. The following pages have been excerpted from the guide for your convenience. If you need further assistance with ergonomics, you may find the ergonomics site on the BIDMC web portal helpful: https://portal.bidmc.org/Employee-Central/EmpOccHeal/Ergonomics.aspx

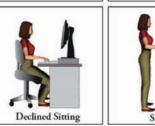
Vice Chair for Quality, Safety & Performance Improvement



Ergo-guide

Ergonomic Tips to Maximize Your Comfort When Computing









CHAIR and POSTURE

- Use the backrest of the chair to provide full support to your lower back
- Make sure your chair allows clearance behind your knees when seated against the backrest Maintain proper body posture by:
- Sitting with your hips and knees at a 90 degree or greater angle
- Keep your feet flat on the floor or on a footrest
- Keep your arms relaxed at your sides; ideally with elbows at 70-135 degrees
- Change posture frequently; common postures include upright sitting, reclined sitting, declined sitting and standing

ACCESSORIES

- Place the monitor directly in front of you—about an arm's length away
- Position the top of the monitor screen at, or below, eye level

KEYBOARD and INPUT DEVICES

Adjust the keyboard or chair height to

■ Place mouse and other input devices

keep forearms, wrists and hands in a

near to and at the same height as your

■ Keep your elbows close to your body

straight line

keyboard

- WORK AREA and LIGHTING Allow ample clearance to move your knees and legs under the keyboard and
- Avoid contact stress with the edge of the desk and keyboard

To reduce glare and shadows on your work

- Adjust window shades or decrease overhead lighting
- Adjust the monitor screen or add an antiglare filter
- Add a task light to properly illuminate paper references

Get a head-set if you regularly talk on the phone for extended periods of time. Use a lowered voice Use an adjustable document holder to:

- HEALTHY COMPUTING HABITS ■ Use a softer touch when keying; relax your grip
- Avoid working too long in one position
- Change your body posture frequently
- Take frequent breaks. Stretch periodically
- Give your eyes a visual break
- Keep materials at the same height and distance as your computer screen ■ Use your ergonomic accessories to support body posture (e.g. lumbar support, arm rests,

■ Place reference materials as close to the

monitor blocks, external keyboard)

ed codes, standards or regulations. , and limitations, and provided that no The illustrations, instructions and principles Please refer to the appropriate code-, standar

computer screen as possible

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The Chair and Your Posture(s)

- · Feet flat on ground
- Behind knee clearance
- Forearm & thighs parallel to ground
- Arm relaxed & supported
- · Full back & torso support
- Forearm support
- Vary your working postures
 - Sit: upright, recline, & decline
 - Stand



Your PACS Workstation Adjustments: Supporting your Upper Body

- After chair adjustments, make appropriate workstation height adjustments
- Workstation height with keyboards & mice should provide full forearm
- Arms relaxed & elbows close to body
- Forearm support with arm rests







Adjusting Your Monitor

- Place primary viewing monitors in front of you
- Secondary monitors nearby
- Adjust the monitor distance

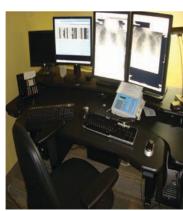


- Place monitor about an arm's length away
- Place the top of the monitor screen at or below eye level
- Be aware of viewing angle with eyeglasses



Setting Up Your Work Area and Lighting Consideration

- Ample clearance under workstation
- Avoid contact stress with edge of workstation
- Use of wrist support to reduce contact stress
- Adjust task lighting to illuminate keyboard surface or dictation phone system
- Reduce any glare from lighting source(s)





head & neck

Tuck chin in, circle head in one direction very slowly. Repeat in other direction.



arms
1 Lift arms forward, slowly clinch fist, open and spread fingers.



2 Bend wrists and fingers of one hand towards the palms slowly, applying over pressure with other

hand. Repeat with other hand.

- 3 Interlock fingers, lift arms above head with palms outward. Stretch up, hold and relax.
- 4 Interlock fingers behind back lifts arms as far back as you can, hold and relax.

shoulders
Hold one arm straight
up above shoulder. Push up towards ceiling Repeat with other arm.

1 Open your eyes wide, raise eyebrows, then close eyes as tightly as possible.

2 Look straight ahead, roll

eyes from left to right, then



hands

1 Drop your hands by your sides, shake vigorously.



2 Put your palms together in front of your chest. With the tips of your fingers pointing upwards, push fingers left and right alternatively.



3 Place your hands by your sides. Slowly spread fingers and



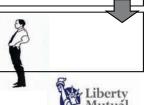
body 1 From a seated position, reach toward your toes and hold for 5 to 10 seconds. Slowly return to an upright position.



2 From a seated position, hold your leg just below the knee, and hug it to your chest. Hold for 5 to 10 seconds. Switch

legs and repeat.





take time to

stretch



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up and down.

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2011 Publications from our Faculty Members [New citations in Blue]. We do a monthly PubMed search for new BIDMC publications and may miss those in which your affiliation is not noted. If we miss your paper, please send the reference to dwolfe@bidmc.harvard.edu to be included in next month's issue. Please note that publications do not always appear in Pubmed in the same month they are acutally published.

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