

Radical Views... from the Department of Radiology

Volume 5, Number 11

JUNE 2013



Beth Israel Deaconess
Medical Center



A teaching hospital of
Harvard Medical School



FROM THE CHIEF

Jonathan B. Kruskal, MD PhD

➤ Welcome first years!

As this academic year winds down, and we prepare to send off our graduating class of 2013, I want to welcome the incoming first year residents and the new clinical fellows in recognition of a continuity much needed in these eventful times. Our Operations Director Donna Hallett puts it best! ➡➡

➤ Congratulations (again!) to Diana Litmanovich

In May I was pleased to announce the grant awards of three of our faculty, Aaron Grant (NIH), Bettina Siewert (ARRS) and Diana Litmanovich (STR), and this month, I am even more pleased to announce another award for Dr. Litmanovich for ***Development of a longitudinal radiology curriculum integrated into the medical student primary clinical year.*** Her RSNA/AUR/APDR/SCARD Radiology Education Research Development Grant application was among the top-ranked record-setting 236 grant applications!



As Director of the HMS Principal Clinical Experience (PCE) Longitudinal Radiology Curriculum, she plans to use this grant to analyze radiology curriculum gaps in current medical student 3rd year clinical rotations and to modify the curriculum to focus on skills and methods needed to teach value-added care in radiology; and to develop a publicly available, web-based Radiology curriculum for medical students based on a combination of lecture-based learning modules and clinical case models in clinical medicine.

– Jonny

➤ Welcome Scot Morrison, Residency Program Coordinator



Please welcome Scot Morrison, who joined us as Program Coordinator of the Diagnostic Radiology Residency Program in early May. Previously, Scot was a Program Coordinator for the Boston University Internal Medicine Residency Program at Boston Medicine Center, managing 150 medical trainees. Born in California and raised in Texas, Scot moved to Massachusetts to attend Salem State University, where he played soccer and studied Elementary Education. Before starting a career in medical education, Scot worked for Southwest Airlines for 11 years in a variety of roles, ranging from ramp supervisor to station manager. He currently lives in Ipswich, MA with his wife and four children and remains active outside

of work, playing in both a men's softball league and on a soccer team. Scot's enthusiastic personality and love of internal customer service makes him a wonderful addition to our education team. Located on Shapiro 4, he can also be reached at smorris9@bidmc.harvard.edu or x7-3552. – Katie Armstrong, Manager, Medical Education Programs

Dear all,

As you all know many of our staff were faced with the unexpected impact of caring for the critically injured victims and suspects in the ED, OR, and throughout their stay at BIDMC from the events on Marathon Monday. Never can we train to see such horror, but it is more than notable to know the awesome job done by our staff. Our staff without hesitation met the challenge in front of them with professionalism, innovative care to a surreal situation and complete compassion for all patients.

Radiology leadership is proud of our entire staff; whether you were directly involved in caring for the Marathon patients or by supporting each other through this difficult time – everyone pulled together. In recognition of all staff in radiology, the radiology leadership has made a donation to the BIDMC Boston Marathon Relief Fund in the name and recognition of our amazing radiology staff.

Thank you for all you do every day for our patients and the department.

– Donna T. Hallett
Operations Director, Radiology



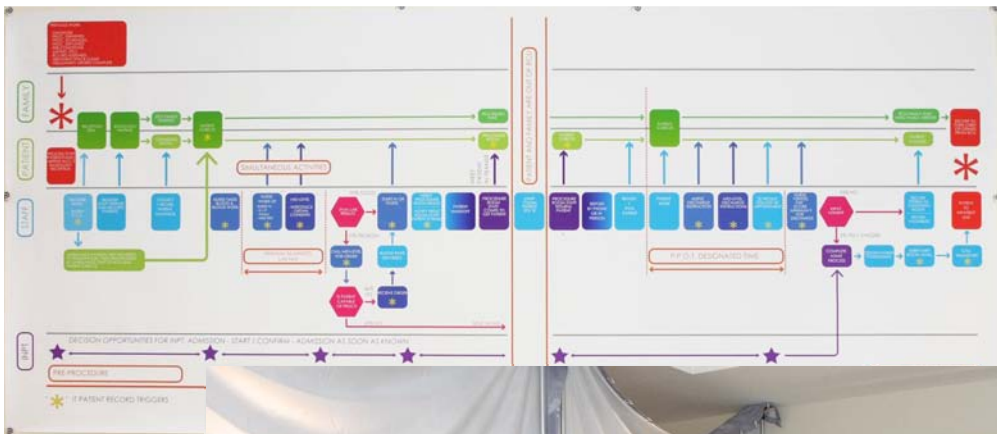
BREAKING NEWS: RADIOLOGY LEAN TEAM DESIGNS THE NEW RADIOLOGY CARE UNIT

On May 29th, it was announced to the BIDMC Community that Pre-Admission Testing will move from the 3rd Floor of the West Campus Clinical Center to a beautifully redesigned area on the first floor of the Stoneman Building (east campus, Suite 122) on Monday June 3rd. What they didn't announce was that the **Radiology Care Unit** currently located on the first floor of the Deaconess Building will move into the vacated Pre-Admission Testing facility on the West Clinical Center so that Radiology will occupy the entire third floor. Our Radiology LEAN jumped into action to design the space – which will include the current 3rd floor corridor outside of the Clouse Conference room* – into a state-of-the-art facility for pre- and post-procedural care extremely convenient to the clinical radiology suites.

*a new entrance is planned for access to the Clouse Conference room



The LEAN Team (L to R): Patty MacDonald (RT), architects Tom Susko and Paul Fallen, Peter Cousins (Rad Support Mgr), Ann Marie Cathcart (RN), MaryBeth Malolepszky (RN), Jon Underhill (PA), Elizabeth Rosenberg (sonographer), David Foyle (Facilities) and Jennie Fitzgerald (RN practice asst).



Working from the above diagram, the LEAN team met to “test” their ideas by staging scenarios for the new and improved Radiology Care Unit. This facility for pre- and post-procedural care will be located on the 3rd floor of the West Clinical Center, thereby making a 1-stop Radiology experience for patients.



Radiology Calendar JUNE 2013


Mon	Tues	Wed	Thurs	Fri
Weekly Mon Section Meetings: 12:00-1:00 MRI (monthly) [Ansin 2] 3:00-4:00 ED section meeting (monthly) [ED annex, WCC]		Weekly Wed Section Meetings: 11:00-12:00 MSK clinical conf 12:00-1:00 CardioThoracic, GI/GU Oncology 3:00-4:00 Mammo [TCC-484] 7:30 - 9:00 Board Review - IR (Deborah Levine)	Weekly Thurs Section Meetings: 12:00 - 1:30 Abd [WCC-354] 12:00-1:00 MSK 12:00 - 1:30 Second year Lunch with PDs -Nuc Med Conference room 7:30 - 9:00 Board Review (Douglas Teich)	7:30 - 9:00 Board Review - Peds (Jen Son)
3 7:30 - 9:00 Physics 12:00-1:00 Mentorship Meeting: The One Hour MBA for MDs (Mary Hochman) [Shapiro (TCC)-484]	4 7:30 - 9:00 Physics	5 8:00 - 9:00 ACR Meeting recap (Javier,Neda,Pritu,Ashkan)	6 7:30 - 9:00 Physics 2:00-3:00 West MedRads - Body Senior [TCC 484]	7
10 7:30 - 9:00 MSK cases/board review (Kelechi Princewill) 1:00-2:00 Body MRI meeting [Ansin 2]	11 7:30 - 9:00 Physics 10:30-11:30 NMMI meeting [GZ-103]	12 7:30 - 9:00 P MSK cases- a finale (Manjiri Didolkar) 7:15 - 8:00 US meeting (WCC-304A Gallery)	13 7:30 - 9:00 Physics Fleischner Graduation Harvard Club 6-10:30 pm	14 12:00-1:00 Fleischner Lecture: The Temporal Bone and the Bottom of the Pile (Hugh D. Curtin) [Sherman Auditorium]
17 7:30 - 9:00 Physics	18 7:30 - 9:00 Physics	19 7:30 - 9:00 Physics	20 7:30 - 9:00 Physics 2:00-3:00 West MedRads - Body Senior [TCC 484]	21
24 7:30 - 9:00 Physics	25 7:30 - 9:00 Physics 10:30-11:30 NMMI meeting [GZ-103]	26 7:30 - 9:00 Physics	27 7:30 - 9:00 Professionalism (PDs)	28

Mentorship Meetings*:

As the end of the academic year approaches, it's good to save the date for the following Mentorship Meetings, all held in Shapiro 484, 12 noon to 1:00pm:

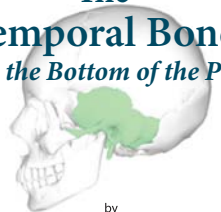
June 3 - Mary Hochman - The One Hour MBA for MDs

*Congratulations
Graduating class of
2013 - Please remember
to keep in touch via the
Alumni Association &
Radical Views!*


 Beth Israel Deaconess
Medical Center
Department of Radiology

presents the
20th Annual Risa and Felix Fleischner Lecture:

**The
Temporal Bone
and the Bottom of the Pile**


 by
Hugh D. Curtin, MD
 Professor of Radiology, Harvard Medical School
 Chair of Radiology
 Massachusetts Eye & Ear Infirmary

12-1 pm • Friday, June 14, 2013
 Sherman Auditorium • BIDMC East Campus

*Consult the webpage for the most up-to-date schedule:

<http://home.caregroup.org/departments/radiology/residency/scheduling/conferences/displayMonthNew.asp>

DEPARTMENTAL GRAND ROUNDS



Friday, June 14, 2013 - 20th Annual Risa and Felix Fleischner Lecture
12 noon - 1:00 PM • Sherman Auditorium

The Temporal Bone and the Bottom of the Pile

Hugh D. Curtin, MD - Professor of Radiology, Harvard Medical School; Chair of Radiology
Massachusetts Eye & Ear Infirmary, Boston, MA

Dr. Curtin is Professor of Radiology at HMS and Chair of Radiology at Massachusetts Eye and Ear Infirmary in Boston. He is a graduate of SUNY Upstate Medical University, Syracuse, NY and he completed an Internship in Medicine and a Residency in Radiology (serving as Chief Resident in his fourth year) at the University of Pittsburgh, Presbyterian University Hospital. He went on to complete a Clinical fellowship in Head and Neck Radiology at the Fondation Ophtalmologique, Adolphe de Rothschild, Paris, France as well as an invited research fellowship in Tokyo, Japan. In 1999, he earned a Certificate of Added Qualifications (CAQ) in Neuroradiology. In recognition of his work, he was awarded a Presidential Citation from the American Academy of Otolaryngology for excellence in head and neck surgery in 2003 and in 2009, he received a Gold Medal from the American Society for Head and Neck Radiology. A recipient of numerous Editor's Recognition Awards, he currently serves on the editorial boards of Otolaryngology, the American Journal of Otolaryngology, Head and Neck, American Journal of Neuroradiology, Skull Base, and The Seminars in Ultrasound, CT and MRI. In 2000, he became a consultant to the editor of Radiology.

In addition to his expertise in head and neck radiology, Dr. Curtin is a world renowned expert in the imaging of the temporal bone, a field which most radiologists find challenging. In this talk, he will address his approach to temporal bone imaging studies too often placed at the *bottom of the pile!*

18th MORRISON RESEARCH DAY

Our 18th Annual Morrison Research Day was held on Friday, May 24 in the Kirstein Living Room with the signature Morrison Lecture presented by Dr. G. Scott Gazelle of Massachusetts General Hospital, who spoke on "Radiology: Where We've Been, Where We're Going." This year, the Morrison Lecture was presented as part of Radiology Grand Rounds and took place in the Sherman Auditorium at noon to enable more staff to be able to attend. The Morrison event is a celebration of research efforts throughout the department with presentations made by Residents, Fellows and Students. This year, we were fortunate to have the participation of our radiology-affiliated cardiology research fellows Sebastien Roujol and Tamer Basha.

Dr. Gazelle's talk touched on the first radiographic images to the most recent CT, MR and PET studies, noting that the field of radiology has undergone almost constant change, particularly in recent decades. His talk highlighted key milestones relevant to the imaging technologies in use today, and provided a glimpse of what tomorrow – and the more distant future – may hold for radiology and radiologists. Specific opportunities and challenges in the area of radiology research were also discussed.

Congratulations to all the Morrison presenters and many thanks to Dr. Gazelle for serving as a judge. This year, the judges presented Morrison Research Awards to: **Dell Dunn** (Abd Imaging fellow) for "The Importance of Measuring Pancreatic Cystic Lesions Accurately on MRI: An Assessment of Inter-observer Variability and Impact on Patient Management"; **Leo Tsai** (4th yr resident) for "Characterization of perfusion and therapeutic resistance in a renal cell carcinoma mouse model with hyperpolarized 13-C-tert-butanol MRI"; **Sebastien Roujol** (Cardiology research fellow) for "Towards Cardiac and Respiratory Motion Characterization from Electrophysiology Data for Improved Real Time MR-Integration"; and **Novena Rangwala** (MR Research fellow) for "Diffusion restriction in the human spinal cord characterized in vivo with high b-value STEAM diffusion imaging."



Dr. Gazelle demonstrates his hands-on approach to Radiology at the 18th Annual Morrison Research Day.



David Alsop, Vice Chairman and Director of Research, Jonathan Kruskal, Chair of Radiology and Morrison Speaker Scott Gazelle.

18th MORRISON RESEARCH DAY

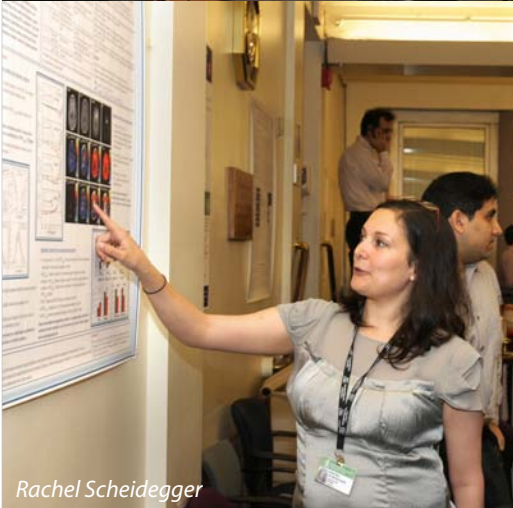
This year's Morrison Research Day trainee presentations were held in the morning in the Kirstein Living Room and Dr. Gazelle's Morrison Lecture was presented in the Sherman Auditorium at noon.



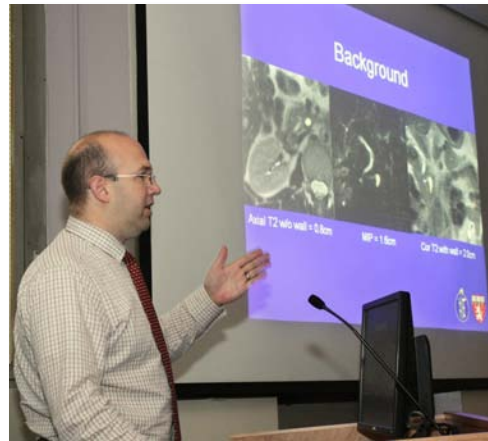
Sahil Mehta



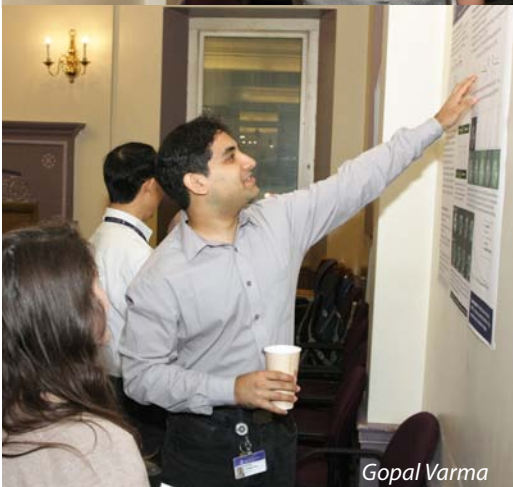
Not shown: Morrison award winner in the poster category Novena Rangwala who was unable to attend.



Rachel Scheidegger



Dell Dunn



Gopal Varma



Leo Tsai



Seema Prakash



Sebastien Roujol



DEPARTMENTAL NEWS, AWARDS & HONORS: BIDMC Radiology on Capitol Hill & at the AMCLC

BIDMC Radiology stands proud with this big crowd of ACR members from Massachusetts with Senator Elizabeth Warren when the Massachusetts Radiological Society (MRS) went to the "Hill" to lobby for use of decision support in the ordering of imaging exams and to lobby against the multiple procedure payment reduction. You can see residents Liz Asch and Pritesh Mehta to the right of Dr. Levine. Note MSK alumnus Sanjay Shetty is front and center! (A record number of trainees attended, see pg 6 for more details.) While the quality of the image is not great, the issues addressed are!



In addition to lobbying on Capitol Hill, Dr. Levine also takes her place on the American College of Radiology (ACR) Board of Chancellors:

Dr. Debbie Levine with Chairman of the Board of Chancellors of the ACR Paul Ellenbogen and new honorary ACR member from India, Dr. Mukund Joshi. The funky robes are what the members of the Board of Chancellors wear during the Sunday night convocation ceremony.





The 90th Annual Meeting and Chapter Leadership Conference (AMCLC) of the American College of Radiology (ACR) were held with the Resident and Fellow Section (RFS) meeting from May 4-8 in Washington, D.C. This was another record-breaking year in terms of attendance by residents and fellows, with over 300 members participating in the RFS meeting.

The commonwealth of Massachusetts had an impressive showing this year with over thirty residents and fellows in attendance. BIDMC was represented in the RFS by 1st year residents, Dr. Pritesh Mehta and Dr. Neda Sedora-Roman, 2nd year resident, Dr. Javier Perez-Rodriguez, and 3rd year residents, Dr. Elizabeth Asch, Dr. Mark Ashkan, and Dr. Gunjan Senapati.

The RFS hosted a variety of discussions and sessions this year, which were divided between sessions for first time attendees and separate sessions for returning attendees. The lectures included a session on upcoming changes of healthcare reform, an economics session with Dr. McGinty—the Chair of ACR's Commission on Economics—and various other talks on leadership in radiology.

The residents were subsequently joined by the remainder of the Massachusetts delegation at the AMCLC, which included

attending physicians, Dr. Deborah Levine and Dr. Priscilla Slanetz. The AMCLC focused on a variety of economic and political issues including Medicare reimbursement, Clinical Decision Support, and a push for advocacy of value rather than volume-based radiology practice with Imaging 3.0.

Following the AMCLC, the delegation from Massachusetts joined radiologists from across the country for the annual visit to Capitol Hill. The Massachusetts delegation met with Senator Cowan, Senator Warren, and Congressmen Capuano, Keating, Kennedy, Lynch, Markey, McGovern, Tierney, and Tsongas. The discussions included an introduction to Clinical Decision Support and how it would contribute to quality improvements in radiology and gathering support for the Multiple Procedure Payment Reduction and HR. 846/S. 623, the Diagnostic Imaging Services Access Protection Act.

The meeting was another great opportunity to gather and exchange ideas regarding the foreseeable changes to radiology in the new age of medicine and ways to improve the practice of radiology in order to provide better patient care.

—Mark Ashkan
4th yr resident as of July 2013



MORE RESIDENCY NEWS

➤ Congratulations Neda Sedora-Roman and Leo Tsai -



for being chosen by the 2012-2013 BIDMC PCE students to receive an **Outstanding Resident Teaching Award**. These are awarded to the residents who worked with the 3rd year HMS students during clinical rotations as part of their Principal Clinical Experience at BIDMC. As part of the Education Week activities, this year's teaching award ceremony will be held on Monday, June 3rd at 4:30 pm in the Shapiro

Clinical Center, 1st Floor, Atrium lobby area. This is a chance to acknowledge resident contributions to medical education in front of the entire BIDMC Community. We are very proud of Neda and Leo!



*Priscilla J. Slanetz, MD, MPH
Dir., Radiology Residency
Program & Dir., Breast MRI*

➤ SARRAD 2013

*In March 2013, we congratulated **Mark Masciocchi**, current 2nd yr resident for being selected as one of 35 candidates to participate in the Siemens AUR Radiology Resident Academic Development (SARRAD) Program to be held in Los Angeles this spring during the 61st Annual Meeting of the Association of University Radiologists (AUR). Mark has kindly given us this review of his experience!*



Since I began my residency, time has flown by at an amazing pace. I have spent so much of the last two years just trying to learn radiology that the thought of preparing for an academic career seemed like a distant goal. When I first heard about the Siemens AUR Radiology Resident Academic Development (SARRAD) program, it immediately caught my attention as a structured introduction to building a career in radiology. To make it even more enticing, it brought me together with other second-year residents from around the country.

There are many, many reasons why SARRAD was a rewarding program. First, the series of lectures were outstanding. It was not uncommon that we would hear from three different department chairs a day and the advice that they shared with us about topics such as networking, leadership, and quality improvement were backed up by years of experience. There were other lectures focused on simple, but essential topics like how to give a lecture effectively or what all the acronyms in radiology actually stand for. Nothing was over our heads.

To add to an already rewarding series of lectures was the AUR conference itself. The lectures and panel discussions were especially pertinent to me as a resident. I saw how other programs are integrating the iPad into their curriculum and what ideas educators have to approach the new boards. Some of the most memorable input was from other residents, many of whom will be my colleagues.

To top it all off, I left the conference having made new friends with whom I am keeping in contact. Radiology is a small world and it's never too early to build relationships. I strongly encourage the rising second years to consider this program. There are few opportunities like it and it is an experience you will definitely not forget.

➤ The Ideas behind the Resident IDEA System

In June 2010 the MRI division launched an Idea System known as "What's the Big Idea" to generate input and collect feedback from the MRI staff about ideas that would reduce costs, improve the patient experience, improve efficiencies and improve staff work experience. This innovation showed that staff want to have a voice in the work place and that the idea system is a simple, yet valuable way for staff to make important contributions affecting how and what we do as a department. Managed locally by a committee of staff, it has had a very positive impact on morale and I am pleased to see the Idea System implemented now in Ultrasound and mostly recently in our Residency Program. – JBK

Liz Asch, our Resident QI Director got the ball rolling and she continues with an update on the following page:

The purpose of the resident **IDEA system** is to create a safe and productive channel of communication between the residents and department administration through which residents can help identify potential areas for improvement in daily workflow and patient and staff safety. The residents, with the help of a senior department administrator, have established a committee to implement and manage this system comprising the resident quality improvement director, one of the two chief residents, and 3 resident volunteers from 3 different class years. A mission statement was drafted by this committee and approved by Dr. Kruskal, and an online submission site was developed by one of our department information technology experts. We hope that this system will increase resident involvement and investment in continuous systems-improvement, open a direct discussion between residents and senior department administrators about potential changes in daily workflow, and provide residents with direct and open feedback, including explanations for why similar ideas have been tried unsuccessfully or why ideas may or may not be realistic in their entirety. Primarily, we hope that this system will result in valuable changes in the way we conduct our daily work and mirror the success of similar systems which have been implemented by the technologists.

MORE RESIDENCY NEWS

➤ Resident IDEA System Update: Fast Forward to June 2013



In February 2013, with Dr. Kruskal's support, a committee of residents and a senior department administrator launched the Resident IDEA System. The system is modeled on IDEA systems described in the literature and those successfully implemented by technologists in our department. The committee, which includes residents from 3 class years, meets every 5 weeks to review and address submissions. So far, 26 ideas have been submitted and 14 have been addressed to completion. 10 submissions are in progress and 2 are pending review. Changes resulting from resident idea submissions include:

- Providing notepads for taking notes in the reading rooms to reduce use of high quality printer paper for daily note taking
- replacing the computer in Clouse conference room, which was malfunctioning on a daily basis
- replacing broken chairs in the East body reading room
- allowing long distance dialing access for the phones in the ED and East body reading rooms so residents on call could return calls to referring physicians with long distance cell phone numbers without delay.

Ideas in progress include:

- keeping imaging studies performed on patients in the ED on the ED PACS list while the patient is in the ED, as opposed to switching studies to inpatient lists, which delays interpretation or results in interpretation by a non-ED radiologist
- displaying patient allergies in CCC throughout the protocol process so allergies do not need to be separately researched
- removing excessive "tamper resistant" tape from epi pens in our contrast reaction kits, since this tape prohibits utilizing the epi pens in emergencies.

Residents on the committee are: Samir Shah, Seth Berkowitz, Sahil Mehta, George Watts, and Elizabeth Asch. We are very grateful to the many department administrators and staff who have helped us implement this system and our ideas, most notably Donna Hallett, who also sits on the committee. The residents are proud to be contributing directly to our department's focus on safety and continuous improvement.

- Liz Asch, MD, Resident QI Director
(4th yr resident as of June 2013)

The Radiology Staff posters

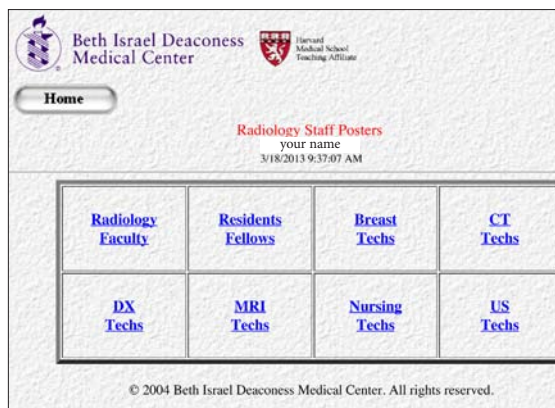
are now available on InfoRadiology in pdf format for viewing, downloading, and printing.

Log in to the portal: <https://portal.bidmc.org/>

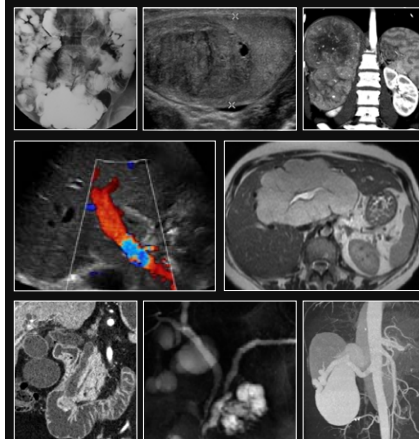
If you don't already have InfoRadiology displayed in **My Applications**, Click on the **Applications** tab and then under **Clinical**, click on **Inforadiology**.

Log into Inforadiology, Click on **Staff Posters**

Managers please contact Michael Larson (mlarson1@bidmc.harvard.edu) to update rosters as needed.



Abdominal & Pelvic Imaging 2013



Monday - Wednesday

June 17 - 19, 2013

Boston Marriott Long Wharf
Boston, MA

Guest Faculty:
Federle • Gore • Levine • Megibow

Course Director
Koenraad J Morteale MD

Earn Up To 22.75 AMA PRA Category 1 Credit(s)TM

RESIDENCY NEWS: *Introducing the incoming Class of 2017*

With the new academic year quickly approaching, we would like to introduce the ten incoming residents that will join the Diagnostic Radiology Residency Program as of July 1st. This is an extraordinary group of talented, young physicians whose interests range from research and teaching to technology and global health. Outside of medicine, their experiences, as you'll learn, are fascinating and diverse. We have athletes and artists, musicians and world-travelers – and that's only naming a few! We are excited to welcome this new group of residents into our department, and we know that you will enjoy working with them over the coming years.



Christine Chen completed both her undergraduate and medical degrees at Brown University. She spent time conducting research in both psychiatry and ophthalmology before deciding that radiology was the best fit for her. Christine enjoys playing piano, practicing yoga and traveling – a love that influenced her to spend study time abroad in both Kyoto, Japan and London, England.



Andrew (Drew) Colucci graduated AOA from Boston University School of Medicine. He brings a strong background in research and teaching and hopes to continue both those interests during training. He considers himself a music enthusiast and amateur drummer, enjoying all styles from jazz and swing to rock. He also spends his free time playing sports (like basketball and racquetball) and traveling.



Matthew Del Guzzo graduated from George Washington University School of Medicine and Health Sciences, and his fascination of medical technology led him into the field of radiology. In addition, music has always been an enriching part of Matthew's life. He started playing the flute at the age of 7, competing at both national and international levels. He also enjoys a variety of sports, including downhill skiing, racquetball and soccer.



Jawad Hussain graduated AOA from Georgetown University School of Medicine. Returning to Boston after a six-year hiatus (he completed his undergrad at Boston University), Jawad hopes to combine his interests in quality improvement and medical education as he begins his career as a radiologist. Additionally, he enjoys competitive cricket, culinary arts and traveling.



Ning Lu graduated from Case Western Reserve University School of Medicine. As a resident, she hopes to continue developing her interests in both research and technology. In addition to her love of trivia (she aspires to be on Jeopardy! one day) and crossword puzzles, Ning enjoys kayaking, jewelry-making and cooking various cuisines from around the globe.



Quang Nguyen completed both his undergraduate and medical degrees at the University of Virginia. As a medical student, he was awarded a Howard Hughes Medical Institute-NIH Research Scholar Fellowship and spent a year investigating cancer stem cells. With a background as an Eagle Scout, Quang enjoys hiking, camping and biking. He also has a passion for digital photography (his work has been published in literary arts magazines) and music (he plays the violin and is learning the guitar).



Hannah Perry graduated AOA from Tufts University School of Medicine as a member of the 9-year BS/MS/MD Tufts University Engineering-Medical Degrees Program. Throughout her education, Hannah has developed a strong interest in both research and teaching. A native of New England, she enjoys many outdoor activities including long-distance running, sailing and hiking, as well as painting.



Jennifer (Jenny) Steinkeler graduated AOA from Tufts University School of Medicine. Her enthusiasm for teaching stems back to her undergrad days at Brown as a neuroscience TA and continued to solidify as a tutor throughout medical school. Her interests include tennis, running, reading and action movies from the late 80s/early 90s.



Komal Talati completed both her undergraduate and medical degrees at Brown University. She brings a keen interest in breast and women's imaging – as well as global health – to her training. Outside of medicine, she enjoys a variety of diverse cultural activities including fine arts (graphite drawings, for example) and dance (she's formally trained in Bharatanatyam, a classical Indian dance).



Amanda Trotter graduated AOA from Georgetown University School of Medicine. A former NCAA track athlete from her collegiate years at Stanford, Amanda has kept with her passion for running, participating in the Chicago Marathon during her 2nd year of medical school and placing 13th overall for females with an Olympic trials qualifying time of 2:41. She has a passion for teaching others, as well as a particular interest in MSK.

RADIOLOGY QUALITY: DOCUMENTATION

Documentation

Pheewww, TJC has come and gone! While we are all ready to relax and move on to summer, vacations and graduation we must maintain our excellent standards of patient care. This month we are focusing on documentation.

Below you will see an image of one of our order sheets. On the order sheet we have circled some areas that are mandatory and cannot be overlooked. This template design is standard across the medical center. You may encounter variations for different order sets.

- **Every medication** order that you sign needs to have a date and time along with your signature and pager number. If you put any orders in the left column you must complete the same information (name, date, time pager) *at the bottom there as well.*
- Additionally, the allergies box in the top left must be completed even if there are "None". Please keep in mind that you are responsible for complete and legible documentation on any orders you sign.



Misti M. Mullins RN
Radiology Quality Nurse

Another important document that we complete is the post procedure note, also known as the "Orange sheet". This sheet is required by TJC under the Standards of Participation, Record of Care documentation of operative and invasive procedures. Every one of the elements must have a response written there. For example, if you did a procedure in which the patient received no medications you would write "none" on the line for Medications and Fluids. If any element on the form does not have a response the documentation would be considered incomplete.

Documentation compliance is a mandatory hospital policy and requires 100% effort. It also provides communication to our fellow caregivers and protection from liability. My aim is to help you understand what the requirements are and why we must do them. If you have any questions about this please contact Dr. Bettina Siewert or myself. – Misti

RADIOLOGY QUALITY: PATIENT EXPERIENCE SURVEY



Aideen Snell, MSW
Service Excellence
Program Manager

We are almost 6 months into our new Radiology Patient Experience Survey and well on our way to learning more about the Patient Experience! Thank you to everyone for all your efforts and dedication to improving the patient experience in Radiology. So far we have learned a great deal about the challenges faced when trying to gather information we can use, changing up

our routines and how we interact with our patients and trying to encourage staff to talk to patients about something they're not comfortable talking about. Here is some data from last month, April 2013 of patients who answered Very Good or Good to the following questions:

Overall experience in Radiology 92%

Staff treated you w/ courtesy & respect 89%

Overall cleanliness of environment 93%

Likelihood to recommend 94%

The patients that answer "good" on our surveys are a lot like You and Me. They don't want to "bother" you because they know you're busy. They have a hard time asking for what they need! Those are the patients we want to focus on. We don't want them to have a good experience; we want them to have a very good experience. Here in Radiology we strive to provide extraordinary care and if we move 1% of your patients from good to very good when it comes to Courtesy and Respect, all our other scores will go up too – *JUST 1%*.

What exactly is Courtesy & Respect?

Courtesy - Excellence of manners or social conduct; polite behavior. Courteous, respectful, or considerate act or expression.

Respect - to be treated with esteem and dignity; the kind of care that supports and promotes regardless of any differences.

Of course we can do that!

Our biggest challenge right now is SURVEY RESPONSE RATE! We are only getting an average of 2.2% of our outpatients to fill out the survey. If we engage the patient about their experience and encourage more patients to take the survey the data will provide more depth and the patients will have a louder voice. The higher the volume the more useful the data! Here are our current return rates:

Return Rate

Service	Surveys	Volume	Return Rate
Diagnostic	26	1694	1.5%
CT	34	1151	3.0%
IR/INR	4	222	1.8%
MRI	34	825	4.1%
Mammo	38	1360	2.8%
NUC MED	12	468	2.6%
Ultrasound	27	2093	1.3%
RCU*	25	239	10.5%
totals	175	8052	2.2%

Sample Comments:

- RECEPTIONIST VERY HELPFUL IN RESCHEDULING EARLIER TIME FOR ME TODAY'S MAMMOGRAM.
- ELIZABETH THE TECHNICIAN WAS AWESOME :-)
- THE ULTRASOUND TECHNOLOGIST WAS EXCELLENT AND PROFESSIONAL IN EVERY WAY. HER NAME WS ELLEN THANK YOU FOR A GREAT EXPERIENCE
- EVERYONE WAS KNOLEDGEBLE AND COURTESY
- JUDY IS THE BEST MAY SHE NEVER LEAVE
- DEB WAS WONDERFUL
- EXCELLENT AND VERY COMPETENT.
- THE STAFF WAS EXCELLENT AND VERY KIND AND RESPECTFUL
- BARBARA WAS GREAT!
- I FELT VERY WELL CARED FOR TODAY AND LIKE THE PEOPLE WHO SAW ME WEE GENUINELY CONCERNED ABOUT MY WELL BEING
- GINA WAS EXCELLENT
- THE SERVICE HERE WAS GREAT. THANK YOU
- The technicians in Nuclear medicine, Joe and Jan, were unusually courteous and took an interest in me as a human being.
- I have no complaints. Everyone was pleasant and respectful.
- Excellent, attentive, comforting nurses and staff throughout. An excellent experience (given that I had to have a portacath installed (on Thursday).
- I have going to the BI Radiology since my first cancer diagnosis in 1985. I have only the greatest things to say about those in the radiology department both receptionists, ct scan techs and especially the techs in nuclear medicine. They always treat me with the utmost kindness and consideration.
- Kudos to all of them. Many thanks for asking.

Did you know... we celebrated National Nurses Week in May, 2013

National Nurses Week 2013: Delivering Quality and Innovation in Patient Care

Often described as an art and a science, nursing is a profession that embraces dedicated people with varied interests, strengths and passions because of the many opportunities the profession offers. National Nurses Week is celebrated annually from May 6, also known as National Nurses Day, through May 12, the birthday of Florence Nightingale, the founder of modern nursing.

– American Nursing Association



At BIDMC Radiology, nothing says thank you better than cake!



PUBLICATION CALL OUT:

Gastrointestinal Imaging Cases

Edited by Angela D. Levy, **Koenraad Morteale**, and Benjamin M. Yeh

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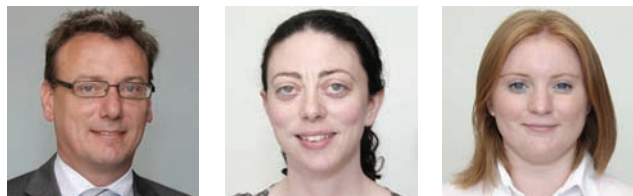
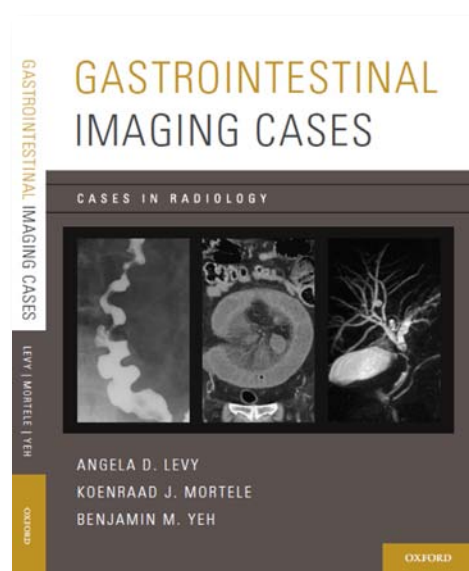
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In addition to being edited by Dr. Morteale, Director of MRI, this book also benefited from contributions by (2011-2012) Body MRI fellows Jennifer Ní Mhuirheartaigh and Catherine Dewhurst.

2013 BIDMC Radiology Publications [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.

Note that publications do not always appear in Pubmed in the same month they are actually published and publications listing an Epub date may be updated in the new year, thus their paper publication will appear in 2013.

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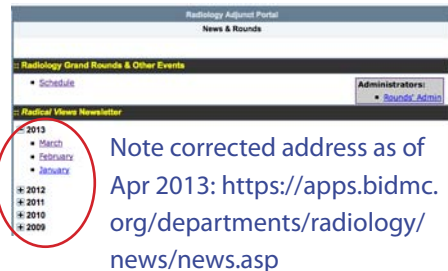
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