

Radical Views...

from the Department of Radiology

Volume 8, Number 5
NOVEMBER 2015



Beth Israel Deaconess
Medical Center



HARVARD MEDICAL SCHOOL
TEACHING HOSPITAL



FROM THE CHIEF
Jonathan B. Kruskal, MD PhD

I am delighted to announce that **Etta Pisano, MD, Dean Emerita**, College of Medicine, Medical University of South Carolina (MUSC) and former BI Radiology Fellow (in Body CT & US) will be joining us as Vice Chair of Research in the Department of Radiology at BIDMC.

In June 2010, we congratulated Dr. Pisano when she became Dean at MUSC. Previously, she served as the Kenan Professor of

Radiology, Vice Dean for Academic Affairs, Director of the Biomedical Research Imaging Center, and Director of the North Carolina Translational and Clinical Studies Institute at the University of North Carolina School of Medicine. Etta also trained under Ferris Hall when she was at Beth Israel Hospital as a resident (becoming Chief Resident in 1986) and completed fellowship training in Body CT and Ultrasound. In 2004, she graduated from the Hedwig van Ameringen Executive Leadership in Academic Medicine Program (ELAM) fellowship at Drexel University, Philadelphia and in 2013, she served as a fellow at the Riley Institute's Diversity Leadership Initiative at Furman University in Greenville, SC. She is an expert in breast cancer imaging and served as the Chief of Breast Imaging at UNC Hospitals from 1989 to 2005.

Dr. Pisano received her undergraduate degree in Philosophy from Dartmouth College and her medical degree from Duke University. Her professional interests center around the development, application and testing of imaging technology for the early detection and diagnosis of breast cancer and other breast problems. She is a past President of the Association of University Radiologists, a Gold Medalist of the American Roentgen Ray Society and past President of the American Association for Women Radiologists, and has been named by Diagnostic Imaging magazine as one of the 20 most influential people in radiology. She served as the Principal Investigator of the largest clinical trial ever run by a radiologist, the Digital Mammographic Imaging Screening Trial (DMIST), which enrolled 49,528 women in a study comparing digital to film mammography, the results of which were published in 2005 in the New England Journal of Medicine. Dr. Pisano was awarded one of the first Ladies' Home Journal Health Breakthrough Awards and in 2008 she was elected as a member of the Institute of Medicine of the National Academy of Sciences. Etta joins us here at BIDMC next week and I look forward to her sharing with us her wealth of national and international experience in research, education, mentoring and leadership in medicine.



Along with Etta, please also welcome **Elodia Cole, MS** who joins us as Dr. Pisano's Research Manager. Most recently, she served as a Research Instructor in Radiology at MUSC specializing in the design, development and technical/clinical assessment of breast imaging devices. Ms. Cole, who has coauthored numerous publications with Dr. Pisano, holds two bachelor's degrees, one in Physics from Xavier University in New Orleans and the other in Textile Engineering from the Georgia Institute of Technology in Atlanta, as well as a Master of Science in Biomedical Engineering from the University of North Carolina, Chapel Hill where Dr. Pisano mentored her in a project on Image Processing for Digital Mammography. Between 2003 and 2010, Ms. Cole served as Research Manager for Dr. Pisano at the UNC Lineberger Comprehensive Cancer Center. Their coauthored "Clinical Performance of Dedicated Breast Computed Tomography in Comparison to Diagnostic Digital Mammography" will be presented in Chicago this year at RSNA.

Please join me in welcoming Etta and Elodia to our team (located on Ansin-2, East Campus), and in thanking Dave for the tremendous effort he has put in over the past four years. – Jonny



I also want to acknowledge the terrific work done by Dave Alsop, PhD, Director of MR Research and Vice



Chair for Research since 2012. As Etta steps into a role to focus primarily on clinical research and trials, Dave will be taking on new reins as Director of Basic and Translational Research in our department. Dave has been a strong and enthusiastic advocate for research excellence and apart from his own ground-breaking work in basic MRI, has fostered the growth of translational research, especially as this relates to MRI and hyperpolarized MRI. On a personal level, I'd like to thank Dave for sitting through hours of early morning meetings discussing clinical operations, service coverage, clinical quality improvement and educational portfolio's, all the while sharing his valued opinions and advice, and presumably hoping that research topics would also be included!

– JBK

Radiology Calendar NOVEMBER 2015

Check for the most up-to-date schedule at: <https://apps.bidmc.org/departments/radiology/residency/conferences/displayMonth.asp>

Mon	Tues	Wed	Thurs	Fri
Weekly Mon Section Meetings: 3:00-4:00 ED section meeting [ED annex, WCC]		Weekly Wed Section Meetings: 11:00-12:00 MSK clinical conference 12:00-1:00 CardioThoracic, GI/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	Friday Grand Rounds: 12 noon Sherman Auditorium, East Campus (unless stated otherwise)
2 7:30 - 8:15 Cystic pancreatic lesions (Koenraad Mortele) 8:15 - 9:00 Fluoroscopy (Girish Tyagi)	3 7:30 - 8:15 Cases (Colin McArdle) 8:15 - 9:00 MRI artifacts (Martin Smith)	4 7:30 - 8:15 Skull Base (Elisa Flower) 8:15-9:00 Cases (Roger Liu)	5 7:30 - 9:00 Estimating Cancer Risk (Matthew Palmer)	6 7:30 - 8:15 Classic Liver Ultrasound Cases (Robert Kane) 12:00-1:00 NERRS / No Grand Rounds
9 7:30 - 9:00 MSK (TBD) 12:00-1:00 MRI Meeting [Ansin 2]	10 7:30 - 9:00 MSK (TBD) 10:30-11:30 NMMI meeting [GZ-103]	11 7:30 - 9:00 MSK (TBD) 7:15-8:00 US meeting [WCC-304A]	12 7:30 - 9:00 MSK (TBD) 3:00-4:00 West MedRads - West Body Senior	13 7:30 - 8:15 Liver Doppler (Robert Kane) 12:00-1:00 Chief Rounds (Ammar Sarwar) [Drs. Talati, Steinkeler, Kannabiran, Hostage]
16 7:30 - 9:00 Cases (Dominique DaBreo)	17 7:30 - 8:15 Organizing Pneumonia (Alexander Bankier) 8:15 - 9:00 Cases (Alexander Bankier) 8:00-9:00 IR Meeting [West Recovery]	18 7:30 - 9:00 Neuro (TBD)	19 7:30 - 9:00 MRI Basic Principles (Goergeta Mihai)	20 7:30 - 8:15 Root cause analysis (Justin Kung & Priscilla Slanetz) 12:00-1:00 Grand Rounds: Peritoneal-based Diseases (Perry Pickhardt)
23 7:30 - 8:15 Ultrasound imaging of TIPS (Robert Sheiman) 8:15 - 9:00 Approach to CT-guided procedures (Robert Sheiman)	24 7:30 - 8:15 Twins (Deborah Levine) 8:15 - 9:00 TBD (Rola Shaheen) 10:30-11:30 NMMI meeting [GZ-103]	25 7:30 - 9:00 Neuro (TBD)	26 7:30 - 9:00 Thanksgiving 	27 7:30 - 9:00 NO CONFERENCE -Happy Thanksgiving! 12:00-1:00 RSNA / No Grand Rounds

30
7:30 - 9:00
No conference - RSNA week (TBD)

Of note ...

Congratulations to Director of QA/QC in Breast Imaging **Shambhavi Venkataraman** on her being appointed Associate Chief of Community Breast Imaging (see pg. 7) and to **Peter Gross** who, after approximately 17 years as an attending in our Women's Imaging/Breast Imaging sections, will be retiring on December 31st. *Please note that Peter will be away for much of December so take advantage of this month to bid him farewell and stay tuned for his official Good-bye events TBA.*

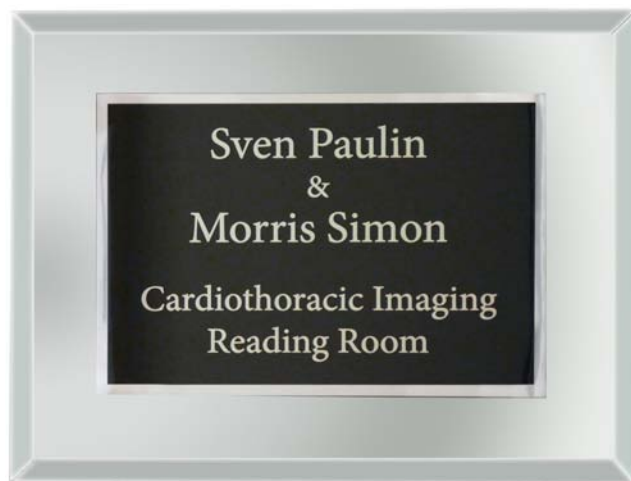


Congratulations also to **Phil Purvis** who steps in to the shoes of Jim Brophy as our new Radiology Informatics Director (see pg. 7)!

And finally, don't forget that **November is Imaging Month** (see pg. 4)!



Check out the new **Sven Paulin & Morris Simon Cardiothoracic Imaging Reading Room** on Sherman-3 which was dedicated on Oct. 30th to coincide with the 9th Annual Sven Paulin Lecture given by Charles S. White and also a tour of the Countway Library's Center for the History of Medicine's holdings featuring the collections of Sven Paulin, Morris Simon, Felix Fleischner, and others (see pg. 5-6).



NOVEMBER GRAND ROUNDS



Friday, November 20, 2015
12 noon - 1:00 PM • Sherman Auditorium

Imaging of Peritoneal-based Disease

Perry J. Pickhardt, MD - Chief, Gastrointestinal Imaging and Professor of Radiology, University of Wisconsin School of Medicine & Public Health, Madison, WI

Dr. Pickhardt graduated from the University of Wisconsin at Madison with a BS in Physics and received his MD from the University of Michigan Medical School. He went on to complete his residency training at the Mallinckrodt Institute of Radiology in St. Louis and spent a year as Head of the Radiology Department and Medical Director of the Laboratory at the U.S. Naval Hospital in Guantanamo Bay, Cuba. Following three more years with the National Naval Medical Center in Bethesda, MD as Chief of GI/GU Radiology, he returned to the University of Wisconsin Medical School and was promoted to Professor in 2009. He has been the Editor of the GI section for AJR since 2014 and has worked as a principal or co-investigator on several NIH grants. A prodigious academic author, reviewer, presenter and leader, he was made a Fellow of the American College of Radiology in 2015.

Boston Chamber Symphony Concert in Sherman Auditorium Earns a Grand Round of Applause



The Boston Chamber Symphony (BCS), conducted by Avlana Eisenberg (daughter of Dr. Ron Eisenberg) entertained an enthusiastic audience in Sherman Auditorium at lunchtime on Friday, Oct 23. In what surely was the first orchestral performance at BIDMC, the program featured Mozart's Symphony No. 40. The BCS rehearses in the Kirstein Living Room and wanted to thank BIDMC for its hospitality by offering this free concert in a unique venue. This hopefully will be the first in a series of BCS performances in Sherman Auditorium, allowing members of the BIDMC community an uplifting break from their hectic schedules

and an opportunity to relax and refresh by experiencing close-up the wonder and healing powers of music!



Who knew that the Sherman Auditorium had such marvelous acoustics!

NOVEMBER IS IMAGING MONTH!

National Radiologic Technology Week® is held each November to commemorate the anniversary of the x-ray's discovery by Wilhelm Conrad Roentgen on Nov. 8, 1895 and to celebrate the important role medical imaging and radiation therapy professionals play in patient care and health care safety. At BIDMC, we dedicate the entire month of November to honor the more than 300 Imaging Technologists whose dedication to quality care makes Beth Israel Deaconess

Medical Center not only a great hospital but a terrific place to work! *Check out our posters on the East and West Campuses as well as our affiliate locations!*

2015 Radiology: Making Waves

Events for Imaging Month November 2015

Monday	Tuesday	Wednesday	Thursday	Friday
<p>2 8:00 - 9:00 am</p> <p>How to Manage Workplace Negativity - Cally Ritter, LICSW Rabkin Boardroom</p>	<p>3 8:00 - 9:00 am</p> <p>Low Back Pain - Salil Soman, MD Rabkin Boardroom</p>	<p>4</p>	<p>5</p>	<p>6</p>
<p>9 8:00 - 9:00 am</p> <p>Radiation Protection in Diagnostic & Interventional X-ray Imaging - Georgeta Mihai, PhD, DABR Shapiro 10</p>	<p>10 8:00 - 9:00 am</p> <p>Dose Optimization & Safety - Da Zhang, PhD Leventhal (TCC)</p> <p>12:00 - 1:00 pm</p> <p>Care of the Transgender patient - Yvonne Gomez-Carrion, MD & Marybeth Meservey, NP Riesman Lecture Hall</p>	<p>11</p>	<p>12 5:00 - 10:00 pm</p> <p>13th Annual Imaging Technologist Recognition Dinner Featuring The Great Radiology Challenge - Ed Mullen Alden Castle 20 Chapel St., Boston</p>	<p>13</p>
<p>16</p>	<p>17</p>	<p>18 8:00 - 9:00 am</p> <p>Compassion Fatigue - Sharon Kozuch, MD, LMHC Rabkin Boardroom</p>	<p>19 12:00 - 1:00 pm</p> <p>Breast Density Legislation - Priscilla J. Slanetz MD, MPH, FACR Trustman Boardroom</p>	<p>20</p>
<p>23</p>	<p>24</p>	<p>25</p>	<p>26</p>	<p>27</p>

2015 Radiology: Making Waves

COMPUTED TOMOGRAPHY
CT imaging is somewhat similar to waves of the ocean rolling into the beach and subsiding. IV contrast is a liquid, that when injected into an IV catheter appears bright on CT images. The injection starts in one arm and flows to the heart where the heart pumps the contrast out to waves through arteries to the entire body. Once the contrast completes the journey through your body it returns in the veins and is eventually filtered out of the blood by the kidneys. CT is able to image this process in a multidimensional manner. The images above demonstrate the kidneys (and other organs and vessels) being imaged with no contrast, in an arterial phase, venous and finally in a delayed phase. Special thanks to CT images courtesy of Mayra O'Rourke.

DIAGNOSTIC RADIOLOGY
In Diagnostic we use x-ray waves: there are powerful invisible rays that can pass through various objects such as the human body. It can be used to not only detect the detection of fractures in bones, examinations of organs and in the cancer therapy for cancer management. Due to their small wavelength they can penetrate most of the body tissues like the skin and flesh, but are able to penetrate the bones since the calcium present in the bones absorbs most of the x-rays. Due to this the bones appear white on the image and the black portion belongs to tissues and skin from which the x-rays have passed. X-rays were discovered in 1895 and used for the first time in 1906.

NUCLEAR MEDICINE & MOLECULAR IMAGING (NM/MI)
Nuclear Medicine allows for both imaging and therapy of the patient. For imaging depending on the procedure, the patient is given a small dose of a radioactive tracer, called a radiopharmaceutical, either as a pill, injection, or inhaled gas. This acts as a "tracer" being tracked by the organ system to be imaged. A special type of camera, called a gamma camera, is used to collect the signals sent out by the radiopharmaceutical, which lights up the organ to be studied. Many types of diseases, including cancer, heart disease, Alzheimer's, Parkinson's, and many others, can be visualized using nuclear medicine in a way that would otherwise not be possible. For therapy, there are several radiopharmaceuticals to use that act as an energy inhibitor, putting in on cancer cells, delivering a therapeutic dose of radiation, and killing the cancer.

BREAST IMAGING - Gold standard for breast care health maintenance. Mammography is a specific type of low-dose x-ray imaging used to reveal detailed images of the soft tissue structures of the breast, to see in the digital era with x-ray only view with 2D and 3D technology which play a central part in the early detection of breast concerns, helping to diagnose the disease before it presents as a palpable finding. The breast is positioned on the unit and a paddle is used to apply even compression allowing for improved visualization for the radiologist and reduces the amount of radiation to the patient. **What is Breast Ultrasound?** Ultrasound uses reflected sound waves to produce a picture of the breast tissue structure. It transducer is pressed back and forth on the breast which picks up the sound waves that are reflected off tissues inside the breast.

INTERVENTIONAL RADIOLOGY
The divisions of Interventional Radiology and Nuclear Medicine and Molecular Imaging in the department of Radiology at BIDMC continue a joint program in locoregional Therapy (LRT) and radioablation as an equivalent therapy for both primary and metastatic liver tumors. 100 radioablations in 10k sessions for treatment of hepatocellular carcinoma and metastatic colorectal carcinoma. Other malignancies that may be treated include cholangiocarcinoma and metastatic neuroendocrine, melanoma, renal cell, and lung cancers.

INTERVENTIONAL NEURORADIOLOGY
In Interventional Neuro-radiology, we use a liquid embolic agent called "Onyx" which we inject into the vessels of a brain arteriovenous malformation (AVM), a tangle of abnormal blood vessels connecting arteries and veins in the brain, which follow different paths to the AVM. Sometimes corrective and sometimes used prior to surgery to help reduce blood loss and shorter surgery time.

MRI
Magnetic Resonance Imaging is a diagnostic imaging tool that produces detailed images of the human body without the use of X-rays. These images are created using a large magnetic field and a computer system to process the data. Procedures using MRI involve no ionizing radiation.

ULTRASOUND
Diagnostic Ultrasound is an imaging method that uses high frequency sound waves. To capture images of structures in your body, Ultrasound uses sound waves. Therefore, it is the preferred method for imaging a developing fetus during pregnancy. Ultrasound is also used to look at the heart, gallbladder, uterus, ovaries, muscles, tendons, and blood vessels to name a few. The ultrasound image can provide valuable information for diagnosing and treating a variety of diseases and conditions.

Also during the annual Imaging Technologist Recognition Dinner, we salute the nominees for the Deborah J. Walsh Award who epitomize the commitment to quality care held by our BIDMC imaging technologists. This year, the nominees are Julie Nicholson and Jason Mangosing and



Alex Bankier, Ron Eisenberg, Jonny Kruskal, Charlie White, Diana Litmanovich, Sven's family (daughter Susanne Portanova, wife Birgit Paulin, son Magnus Paulin), and cardiologists Warren Manning and Richard Verrier.



The 9th Annual Sven Paulin Lecture was given by **Charles S. White** following the dedication of the **Sven Paulin and Morris Simon Cardiothoracic Imaging Reading Room** on Sherman-3, East Campus (see pg. 2). Dr. White also recalled his meeting with Dr. Paulin 20 years previously as well as his own prior experience at Beth Israel when he was born here!

Honored by the presence of members of the Paulin family (wife Birgitta, daughter Susanne and son Magnus as well as a cousin from Stockholm) on this day, Dr. Jonathan Kruskal also announced the establishment of the **Sven Paulin Fellowship in Cardiothoracic Imaging Research** to sustain Dr. Paulin's unique achievements as researcher and educator in cardiothoracic radiology and presented the first award to current research fellow **Benedikt H. Heidinger** for his project: "Imaging biomarkers of cardiovascular disease in patients with pulmonary adenocarcinoma".



First recipient of the Sven Paulin Fellowship in Cardiothoracic Imaging Research **Benedikt Heidinger** with Susanne Portanova and Alexander Bankier, Chief of Thoracic Imaging.



Drs. Manning White and Kruskal enjoying "Sven Day".

SVEN DAY: 9th Annual Sven Paulin Lecture + Countway Tour of BIDMC Radiology Contributions

Sven Day concluded with a tour of the HMS Countway Library's Center for the History of Medicine (located on L2) which highlighted the Center's holdings in the field of Radiology. Featured materials included early records, publications and tools documenting the development of radiology as a field, as well as more recent records from the collections of **Sven Paulin**, **Morris Simon**, **Felix Fleischner**, and others.



A highlight of the tour was listening to cardiologist Julian Aroesty and radiologist Per Eldh (colleagues, friends, and proteges of Dr. Paulin), reminisce about their pioneering efforts in cardiac surgery – including the back problems caused by “real lead” aprons – particularly Dr. Aroesty's description of how Sven made his own cardiac catheters and then hearing Sven's wife and daughter also adding their recollections of the catheters warming in college dormitory-style “hot pots” and how the success of his work “brought the Americans to Stockholm”!



CONGRATULATIONS



I am pleased to announce that **Dr. Shambhavi Venkataraman** has been appointed Associate Chief of Community Breast Imaging. Sham started at BIDMC in 2006 as a Women's Imaging fellow and we were lucky to recruit her on as Breast Imaging faculty in 2007. Over the years Sham

has served multiple roles at the main campus and in the community. Sham has been and will continue as Director of QA/QC for Breast Imaging and facilitate monthly breast QA meetings, and implement other quality initiatives. Sham has lead research studies looking at how Tomosynthesis, since its implementation into our practice, affects cancer detection rate, callback rate, and radiation dose to the patient. However, Sham's passion has always been in community outreach to patients and referring clinicians. She has been lead physician at some of the community practices. She has given talks to breast cancer survivors, to technologists as educational events, to local referring physician practice groups, and of course, to radiologists at local and national meetings. Sham has also been involved in global outreach as an advisor to the Sankara Cancer Foundation, a nonprofit organization working towards promoting and providing affordable breast cancer screening to underprivileged communities in India. In her new position, Sham will be working with me to further coordinate and enhance radiology's breast imaging services at our many community hospitals, including Harrington, Hubbard and Needham, and community practices including Lexington and Chelsea. She will be more involved in outreach and collaboration with referring physicians, patients, and community leaders, to ensure patients have a positive experience. As our network continues to expand, it is important for us to provide and insure the same high quality of breast imaging services to our patients at all of our practice sites. Sham and I will work together to acquire or maintain ACR certification of Breast Imaging Center of Excellence at all of our sites. Congratulations Sham!

– Tejas Mehta
Chief of Breast Imaging



Dear all,
It is with great pleasure I share with you that **Phil Purvis** has been promoted to **Radiology Informatics Director**. As most of you know, Phil has been with us since 2005, first in the PACS Analyst role then a brief

stint in 2009 at Dedham Medical as PACS administrator before boomeranging back to us as the Radiology Senior Informatics Analyst. Please join me in congratulating Phil on this well-deserved promotion.

Phil is looking forward to our PACS replacement initiative that should prove to be one of the largest projects ever undertaken in Radiology.

– Donna T. Hallett
Sr. Director of Operations

BID-Needham's 17th Annual Gala!

Gala proceeds directly benefit the Beth Israel Deaconess Cancer Center and Surgical Pavilion, Needham, a world-class facility right here in your community.

For more information, contact Meredith Giannotti in the Office of Development at (781) 453-3751 or mgiannot@bidneedham.org.

The screenshot shows the website for the Dream A Modern Ball gala. The header includes the Beth Israel Deaconess Hospital Needham logo and navigation links for 'ABOUT', 'YOUR VISIT', 'CENTERS & DEPARTMENTS', 'QUALITY & SAFETY', and 'GIVING'. The main content area features the title 'Dream A Modern Ball' and the date '11.7.15'. A sidebar on the left lists various giving options: 'Our Team', 'Make a Donation', 'The Buy A Brick Campaign', 'Ways to Give', 'Stories of Gratitude', 'Dream A Modern Ball' (with sub-links for 'Sponsors' and 'Save the Date'), and 'Giving Strength'. The main content area includes the text 'Expect the Unexpected! Save the date on November 7, 2015 for our 17th Annual Gala, Dream A Modern Ball!' and the date 'Saturday, November 7, 2015 6:30 pm - Midnight Westin Waterfront Hotel (Map)'. It also promotes 'Purchase Tickets, Sponsorships & Advertisements (limited seating available)' and 'Like us on Facebook'. A small graphic on the right says 'EXPECT THE unexpected' and 'DREAM A MODERN BALL 11.7.15'. At the bottom, it provides contact information for Meredith Giannotti.

<http://www.bidneedham.org/giving/modern-ball>

Updated Radiology Staff, Trainee & Technologist Posters

are available on InfoRadiology in pdf format for viewing, downloading, and printing. New this year are **Administrative** and **Informatics** posters, with **Support Staff** coming soon!

Log in to the portal: <https://portal.bidmc.org/>
Click on InfoRadiology → Staff Posters

CONGRATULATIONS²: Abdominal Imaging Celebrates their Changes in Leadership



Dear colleagues,

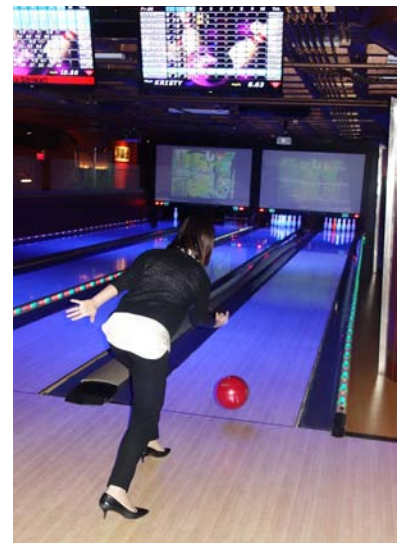
As October 1st is upon us, I would like to take a moment to express my gratitude to the leadership of the Department for giving me this incredible opportunity to become the next Abdominal Section Chief at BIDMC. I am truly looking forward to working with all of you in the months & years to come and hope for an enjoyable and fruitful journey. But before this happens, please join us at the Abdominal Staff Meeting to partake in a little surprise celebration for Bettina's incredible legacy!

Bettina, to me, is besides being a brilliant radiologist, always positive & open minded, accessible, clear thinking, fair, and to the point; characteristics that made her the best Section Chief I ever worked for. I feel truly honored to take over such a well-run section and I hope to be able to build further on these abovementioned strong foundations.

Cheers,
- Koenraad

In August, it was announced that Bettina Siewert accepted the position of Executive Vice Chair for Radiology at BIDMC and that Koenraad Mortele would become our Abdominal imaging Section Chief in addition to his role as Clinical Director of MRI as of Oct. 1, 2015.

[That evening, the celebrations continued off-site with further camaraderie while bowling!]



BIDMC Radiology

Scientific Sessions, Courses & Exhibits at RSNA

Radiological Society of North America, 101st Annual Meeting
November 29th - December 4th, 2015 • McCormick Place, Chicago, IL



Sunday, November 29, 2015

SSA01-09 10:45-12:15 PM Arie Crown Theater	<i>Breast Imaging (Contrast Mammo/CT)</i> Technical Success and Safety of Transbronchial versus Clinical Performance of Dedicated Breast CT in Comparison to Diagnostic Digital Mammography. Elodia B. Cole , Amy S. Campbell, Srinivasan Vedantham, Etta D. Pisano , Andrew Karellas.
SSA04 10:45-12:15 PM S404CD	<i>Chest (Lung Cancer Screening)</i>
SSA04-02	Lung Nodule Consistency & Relative Risk of Future Lung Cancer Diagnosis: Does Sex Matter? Phillip M. Boiselle , Fenghai Duan, Stavroula Chysanthopoulou, Sarah DeMello, Denise R. Aberle, Caroline Chiles.
SSA04-04	Sex- and Gender-linked Differences in Baseline Characteristics of the National Lung Screening Trial. Caroline Chiles, Fenghai Duan, Judith K. Amorosa, Stavroula Chysanthopoulou, Sarah DeMello, Martin Tammemagi, Phillip M. Boiselle .
RC 153 2:00-3:30 PM S404CD	<i>Refresher Course: Informatics-enabled Peer Review - Lessons from Large Scale Implementations</i> Jonathan B. Kruskal - Moderator
RC153D	Impact of Peer Review on the Quality of Interpretation - Jonathan B. Kruskal
PS12B 4:00-5:45 PM Arie Crown Theater	<i>Sunday Afternoon Plenary Session</i> Image Interpretation Session. Jonathan B. Kruskal , Donald P. Frush, Bruce B. Forster, Christine M. Glastonbury, Michelle M. McNicholas, Melissa L. Rosado De Christenson, Jorge A. Soto.

Monday, November 30, 2015

RC 201-11 8:30-12:00 PM S406B	<i>Refresher Course: Chest Series: Lung Cancer Screening.</i> Trends in CT Screening for Lung Cancer at Leading Academic Medical Centers from 2013 to 2015. Phillip M. Boiselle , Caroline Chiles, James G. Ravenel, Charles S. White.
RC 224 8:30-10:00 AM E352	<i>Refresher Course: Understanding and Using the STARD (Standards for Reporting Diagnostic Accuracy Studies) and PRISMA (Preferred Reporting Items for Systematic Reviews and Meta-Analyses) Guidelines</i> Faculty: Herbert Y. Kressel , Deborah Levine , Patrick M. Bossuyt, Matthew D. McInnes.

RC 252 8:30-10:00 AM E264	<i>Refresher Course: US-guided Interventional Breast Procedures (Hands-on)</i> Faculty: Jocelyn A. Rapelyea, Margaret M. Szabunio, Shambhavi Venkataraman , Angelique C. Floerke, Rachel F. Brem, Karen S. Johnson, Nicole S. Lewis, Kathleen R. Gundry, Michael N. Linver.
SSC04-01 10:30-12:00 PM E451A	<i>Gastrointestinal (Multimodality)</i> The Incidental Splenic Lesion: Does It Need to be Worked Up? Bettina Siewert , Noam Z. Millo , Kamaldeep Sahi , Robert G. Sheiman , Robert A. Kane , Olga R. Brook , Maryellen R. Sun .
MSCT21 1:30-3:00 PM S100AB	Case-based Review of Thoracic Radiology (An interactive Session) Diana Litmanovich - Moderator
SSE02-03 3:00-4:00 PM E450A	<i>Breast Imaging (Screening Issues)</i> The False Negative Rate of Annual Screening Mammography at an American Academic Institution Using Digital Technology. Hannah Perry , Jordana Phillips , Shambhavi Venkataraman , Vandana M. Dialani , Valerie J. Fein-Zachary , Alexander Brook , Tejas S. Mehta .
SSE17-04 3:00-4:00 PM N228	<i>Neuroradiology (Parkinson Disease)</i> Resting State Functional Connectivity in Parkinson's Patients with Implanted Deep Brain Stimulation Electrodes. Subhendra N. Sarkar, Neda I. Sedora-Roman , Michael D. Fox, Ron L. Alterman, Fernando A. Barrios, David B. Hackney , Rafeeqe A. Bhadelia , Rafael Rojas .
MSCT22 3:30-5:00 PM S100AB	Case-based Review of Thoracic Radiology (An interactive Session) Diana Litmanovich - Moderator
MSCT22A	Airway Disorders - Diana Litmanovich .

Tuesday, December 1, 2015

RC316C 8:30-10:00 AM S104A	<i>Refresher Course: Mitigation of Litigation (Sponsored by the RSNA Professionalism Committee).</i> Expert Witness Testimony: Ethics and Qualifications for Being an Expert Witness - Ronald L. Eisenberg .
RC324 8:30 AM - 10:00 AM E260	<i>Refresher Course: Reviewing Manuscripts for the RSNA Journals (Sponsored by the RSNA Publications Council)</i> Faculty: Herbert Y. Kressel , Jeffrey S. Klein.
RC309C 8:30-10:00 AM E353C	<i>Refresher Course: Pitfalls in Abdominal Imaging</i> Pitfalls in Hepatic Doppler Sonography - Jonathan B. Kruskal .
RC301B 8:30-10:00 AM E451B	<i>Refresher Course: Smoking Related Lung Disease: Radiologic-Pathologic Correlation</i> Definable Subtypes of COPD - Alexander A. Bankier .
HPS161 12:45-1:15 PM Learning Center, Hall D	<i>HPS-TUB Health Services Tuesday Poster Discussions</i> 30-day Readmission Rate following Transjugular Intrahepatic Portosystemic Shunt (TIPS) Placement: A Single Center Experience. Ammar Sarwar , Elliot Tapper, Douglas Grunwald, Salomao Faintuch , Raza Malik, Muneeb Ahmed

MSES31A 8:30-10:00 AM S100AB	<i>Essentials of Chest Imaging</i> Large Airway Disease - Phillip M. Boiselle.
SSG10 10:30-12:00 PM E450B	ISP: Musculoskeletal (Hand and Wrist) Moderators: Mary G. Hochman , Mary M. Chiavaras.
MSQI32 10:30-12:00 PM S406B	Quality Improvement Symposium: Designing and Running a Successful Practice Quality Improvement Effort Moderator: Olga R. Brook
SSJ02 3:00-4:00 PM E450A	Breast Imaging (Nuclear Medicine/Molecular Imaging) Moderators: Priscilla J. Slanetz , Donna M. Plecha
SSJ03 3:00-4:00 PM S502AB	Cardiac (Pericardial and Cardiac Valve Imaging) Moderators: Leena Mammen, Scott R. Akers, Diana Litmanovich

Wednesday, December 2, 2015

RC515A 8:30-10:00 AM E450A	<i>Refresher Course: Breast Imaging: Politics and Practice</i> Current Controversies - Etta D. Pisano
SSK07 10:30-12:00 PM E353B	<i>ISP: Gastrointestinal (Pancreas Benign Diseases)</i> Moderators: Elizabeth M. Hecht, Koenraad J. Morteale , Atif Zaheer*
SSK07-01	Gastrointestinal Keynote Speaker: Update on Imaging Benign Pancreatic Diseases - Koenraad J. Morteale.
VSIO41 1:30-6:00 PM S405AB	<i>Interventional Oncology Series: Mechanisms Matter: Basic Science Every IO Should Know</i> Moderator: S. Nahum Goldberg
VSIO41-08	Microwave Hepatic Ablation Induces Dose Dependent Local Inflammation and Distant Pro-oncogenic Effects. Erik Velez, Nahum Goldberg , Gaurav Kumar, Yuanguo Wang, Christopher L. Brace, Muneeb Ahmed.
VSIO41-09	Systemic Implications of IO Therapies: Increased Tumorigenesis? - Muneeb Ahmed.
SSM01-03 3:00-4:00 PM E451A	<i>Breast Imaging (Practice Issues)</i> Patient Preferences and Understanding of the Breast Imager's Role in Performing and Communicating Biopsy Results. Jordana Phillips , Hannah Perry , Nancy Littlehale, Vandana M. Dialani , Valerie J. Fein-Zachary , Eugenia Karimova , Priscilla J. Slanetz , Shambhavi Venkataraman , Richard E. Sharpe, Jr. , Tejas S. Mehta.
SSM10-04 3:00-4:00 PM E353C	<i>ISP: Gastrointestinal (Pancreas Cystic Lesions)</i> Transabdominal Ultrasound of the Pancreas for Surveillance of Known Pancreatic Cystic Lesions. Maryellen R. Sun , Corinne D. Strickland , Bahar Tamjeedi , Alexander Brook, Olga R. Brook , Robert A. Kane , Koenraad J. Morteale , Bettina Siewert.
NRS434 12:15-12:45 PM Learning Center, Hall D	<i>NRS-WEA Neuroradiology Wednesday Poster Discussions</i> Application of a Support Vector Machine Learning Algorithm towards the Accurate Identification of Alzheimer's Dementia with Perfusion Arterial Spin Labeled MR Imaging. Cyrus Raji, Weiyang Dai , Oscar Lopez, H. Michael Gach, Lewis H. Kuller, Paul Thompson, Michael D. Kuo, James T. Becker

SPSC45A 4:30-6:00 PM S404AB	<i>Controversy Session: Current USPSTF Lung Cancer Screening: Inclusive or Exclusive.</i> USPSTF Lung Cancer Screening: Pro - Phillip M. Boiselle.
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Atif Zaheer* - former NCI research trainee at BIDMC

Thursday, December 3, 2015

SSQ11-07 10:30-12:00 PM S403A	<i>ISP: Informatics (Quality and Safety)</i> CT Dose Monitoring and Management System Based on Open-source Software Resources and In-House Development. Da Zhang , Larry Barbaras , Matthew R. Palmer.
ED014-TH 12:01-11:59 PM NA	<i>Ultrasound Thursday Case of the Day</i> Nirvikar Dahiya, Jason M. Wagner, Melanie P. Caserta, Aya Kamaya, Maryellen R. Sun. [Additional BIDMC contributors: Stella Lam and Robert A. Kane]
QSE-THA 12:15-12:45 PM QS Community, Learning Center	<i>Quality Storyboards Thursday Poster Discussions</i> QS010-EB-THA Using Lean Principles to Optimize Breast Imaging/Surgery Interface and Improve Efficiency and Workflow. Tejas S. Mehta , Ross Simon, Catherine Kilroy, April Isaac Jefferson, Donna Hallett , Mary Jane Houlihan, Dorothy Sarno.
VIS-THA2 12:15-12:45 PM Learning Center, Hall D	<i>Vascular Interventional Thursday Poster Discussions</i> VI242-SD-THA2 Which CTA Measurement of Abdominal Aortic Aneurysm Should We Use For Follow Up? Johannes Boos , Nathaniel Temin , Olga R. Brook , Vassilios D. Raptopoulos.
GUS-THB4 12:45-1:15 PM Learning Center, Hall D	<i>Genitourinary Thursday Poster Discussions</i> GU255-SD-THB4 Characterization of Renal Masses in MR Reporting: Pathologic Correlation as Part of a Performance Quality Review at an Academic Center. Helen S. Xu, Leo L. Tsai , Eric U. Yee, Maryellen R. Sun.
SPSH51 3:00-4:00 PM E353C	<i>Hot Topic Session: Musculoskeletal Applications of Dual Energy CT</i> Moderators: Kenneth S. Lee, Mary G. Hochman
RC729C 4:30-6:00 PM E451A	<i>Refresher Course: Updates in Pancreatic Imaging: Spotlight on MRI (An Interactive Session)</i> The Inflamed Pancreas: Pearls and Perils - Koenraad J. Morteale

Friday, December 4, 2015

RC831 8:30-10:00 AM S403A	<i>Refresher Course: Tumor Ablation beyond the Liver: Practical Techniques for Success.</i> Faculty: Debra A. Gervais, Terrance T. Healey, Anil N. Kurup, Muneeb Ahmed
SST11-04 10:30-12:00 PM N230	Neuroradiology (Quantitative Neuroimaging) Physiology-based MRI Assessment of CSF Flow in Chiari I Malformation (CMI). Rafeeqe A. Bhadelia , Neel Madan, Carl B. Heilman, David B. Khatami , Yansong Zhao, Samuel Patz, PhD

Poster Exhibits with Discussions

<p>VIS-THA2 Thurs Dec 3 12:15-12:45 PM Learning Center, Hall D</p>	<p><i>Vascular Interventional Thursday Poster Discussions</i> VI242-SD-THA2 Which CTA Measurement of Abdominal Aortic Aneurysm Should We Use For Follow Up? <u>Johannes Boos</u>, <u>Nathaniel Temin</u>, Olga R. Brook, Vassilios D. Raptopoulos.</p>
<p>GUS-THB4 Thurs Dec 3 12:45-1:15 PM Learning Center, Hall D</p>	<p><i>Genitourinary Thursday Poster Discussions</i> GU255-SD-THB4 Characterization of Renal Masses in MR Reporting: Pathologic Correlation as Part of a Performance Quality Review at an Academic Center. Helen S. Xu, Leo L. Tsai, Eric U. Yee, Maryellen R. Sun.</p>

Quality Storyboards - Lakeside Learning Center, level 1

<p>QSE-THA Thurs Dec 3 12:15-12:45 PM QS Community, Learning Center</p>	<p><i>Quality Storyboards Thursday Poster Discussions</i> QS010-EB-THA Using Lean Principles to Optimize Breast Imaging/Surgery Interface and Improve Efficiency and Workflow. Tejas S. Mehta, Ross Simon, Catherine Kilroy, April Isaac Jefferson, Donna Hallett, Mary Jane Houlihan, Dorothy Sarno.</p>
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Education Exhibits - Lakeside Learning Center

(Alphabetical by 1st BIDMC author)

Sun 8:00 am - 6:00 pm • Mon-Thu 7:00 am - 10 pm • Fri 7:00 am - 12:45 pm

OB105-ED-X	<p>MRI of the Clitoris, Labia and Introitus. Monica D. Agarwal, Elena L. Resnick, Jennifer Nimhuircheartaigh, Christophe Balliauw, Bernard J. Flore, Koenraad J. Morteles.</p>
GI229-ED-X	<p>MRI of the Stomach: The Way to a Radiologist's Heart. Christophe Balliauw, Francesco Alessandrino, Bernard J. Flore, Koenraad J. Morteles.</p>
BR131-ED-X	<p>Pseudoangiomatous Stromal Hyperplasia of the Breast: Mammographic, Sonographic and Magnetic Resonance Features. Juan Villa, Vandana M. Dialani, Priscilla J. Slanetz.</p>
NM120-ED-X	<p>Gastrointestinal Motility from Stomach to Rectum - A Primer for Radionuclide Scintigraphy Evaluation Dillenia Rosica, Kevin J. Donohoe, Alan H. Maurer.</p>
BR201-ED-X	<p>Beyond a Fibroadenoma: Rare Breast Lesions and Confounding Presentations of Common Breast Problems in Pediatric Population Evguenia J. Karimova, <u>Rashmi Jayadevan</u>, Geetika Khanna, Catherine M. Appleton.</p>
MK148-ED-X	<p>Image-Guided Joint Injections and Aspirations: A Review of Data-driven Decision Points David B. Khatami, Jennifer Nimhuircheartaigh, Samuel D. Madoff, Mary G. Hochman.</p>
HP129-ED-X	<p>Disease-specific Abdominal CT Report Templates for Improved Patient Care. Ning Lu, Thomas J. Anderson, Koenraad J. Morteles, Bettina Siewert, Vassilios D. Raptopoulos, Olga R. Brook.</p>

GI206-ED-X	<p>Dissecting the Stringy: Multimodality Imaging of Fibrous Tumors and Tumor-like Conditions in the Abdomen and Pelvis. Bernard J. Flore, Christophe Balliauw, Koenraad J. Morteles.</p>
NM005-EB-X	<p>Getting to the Bottom of Things: Lymphatic Drainage Patterns of the Skin in Patients with Melanoma. Quang Nguyen, George J. Watts, Elisa Franquet, Kevin J. Donohoe.</p>
GI312-ED-X	<p>Diffuse Peritoneal Disease Beyond Peritoneal Carcinomatosis. (Amanda) Diamanto Rigas, Koenraad J. Morteles, Bettina Siewert, Martin P. Smith.</p>
VI021-EB-X	<p>Venous Sampling in Interventional Radiology: Pearls, Pitfalls, and Advances. Matthew Neill, Barry A. Sacks, Amy R. Deipolyi.</p>
GI228-ED-X	<p>Intestinal and Multivisceral Transplantation: How and Why We Do It? Maansi R. Parekh, Shifali Dumeer, Cathleen Cooper, Elizabeth M. Hecht, Stuart Bentley-Hibbert, Lyndon Luk, Dhaval Shah, Anuradha S. Shenoy-Bhangle.</p>
GI100-ED-X	<p>LI-RADS - Ultrasound Recommendations for Sonographic Screening and Surveillance of Hepatocellular Carcinoma: Initial Proposal. Aya Kamaya, Sheena G. Prakash, Maryellen R. Sun, Katherine E. Maturen, Nirvikar Dahiya, Terry S. Desser, Ashish P. Wasnik, Tara A. Morgan, R. Brooke Jeffrey Jr, Yuko Kono, Cynthia S. Santillan, Claude B. Sirlin.</p>
UR146-ED-X	<p>Pathways, Pearls and Pitfalls: An MR Feature-based Algorithm for Renal Mass Characterization. Kristy Lee, Katherine M. Troy, Leo L. Tsai, Karen S. Lee, Maryellen R. Sun.</p>
IN111-ED-X	<p>Relieve the Neck Pain - How to Automatically Group and Map CT Exam Protocols to Appropriate Exam Types in the Participation of ACR Dose Index Registry. Da Zhang, Mythreyi Bhargavan-Chatfield, Bob Liu, Xinhua Li, Cristy Savage, Jenifer W. Siegelman, Matthew R. Palmer.</p>

Early October Deaconess Sighting:

Three former Deaconess radiology residents (l to r): **Peter Littrup**, **Jonathan Kruskal** and **Damian Dupuy** got together for a Deaconess Radiology Alumni reunion at Brown University, Providence, RI, when Dr. Kruskal came as a visiting professor. Drs. Dupuy and Littrup are professors of radiology at Brown Medical School (now known as The Warren Alpert Medical School at Brown University).



KUDOS - Each month, we share the positive feedback we receive about staff members and ask you to join us in congratulating them; as always, we are especially proud to acknowledge an unprecedented constellation of staff for providing outstanding care and service!



US sonographer Juie Robens - A patient wrote, "I had developed an infection following knee replacement surgery while in rehab, my leg was extremely engorged, and I was in considerable pain. Given my history of DVT, the orthopedist wanted to rule out the possibility of the formation of a blood clot in the involved leg. Ms. Robens had none of this background information. However, she did recognize that I was exhausted and terribly upset. She took time to make me comfortable, to reassure me, and to walk me through the procedure. Best of all, she promptly brought back my results. But beyond performing well in her expected role, Ms.

Robens also undertook the wrapping of my leg, at the behest of orthopedics. At 6:30 she wheeled me over to the Shapiro Building and down to the Binney St. lobby. My experience with Ms. Robens embodied all that BIDMC offers. She saw before her a person in deep distress and responded with skill and human kindness."

Speaking of Kudos, Congratulations to the Newest Members of the BIDMC Academy of Medical Educators

Dear Dr. Kruskal,

We received another enthusiastic response to our annual request for membership in the BIDMC Academy of Medical Educators, and have recently confirmed new membership of 62 faculty, fellows, and residents. The applicants' teaching experiences and letters of interest were impressive, and we feel fortunate to have so many dedicated and talented teachers and educators here at BIDMC. Below are the names of the new inductees from your department:



Mary Hochman,
Chief, MSK Imaging



David Khatami,
4th yr resident



Quang Nguyen,
3rd yr resident



Jennifer Steinkeler,
3rd yr resident

Thank you for your support!
Sincerely,

Lori Newman, MEd
Grace Huang, MD
Co-Directors,
BIDMC Academy of Medical Educators

This year's inductees take their places in the Academy with current Radiology members: Breast Imaging fellows **Monica Agarwal** and **Annie Leylek**, 3rd yr resident **Christine Chen**, 4th yr residents **Lauren Ferrara**, **Matthew Miller**, **Amanda Rigas**, and **Neda Sedora-Roman** and our faculty members **Seth Berkowitz**, **Olga Brook**, **Ron Eisenberg**, **Valerie Fein-Zachary**, **Justin Kung**, **Gillian Lieberman**, **Ammar Sarwar**, **Priscilla Slanetz**, and **Leo Tsai**. Radiology continues its commitment to teaching excellence and innovation!

The Gallery presents **Vietnam & Cambodia**
at WCC-304B

Peter Gordon, MD *Vice Chair, Community Radiology,
Photographer & World Traveller*

QUALITY UPDATE: RADIATION PROTECTIVE APPAREL FOR KEEPING YOU SAFE



Suzanne Swedeon, RN
MSN CNIV
Quality Improvement
Specialist

We talk a lot about Patient safety but keeping you safe at work is of paramount importance. Over the next few months I'll share some of the behind the scene work that is being done to keep you safe while you're at work. **This month's focus is on radiation protective apparel (RPA), or lead aprons,** how the hospital ensures your lead is safe to use, your responsibility in caring for your lead and potential questions the Joint Commission may ask you.

When you are working within 2 meters of an operating X-ray machine, you are required to wear 0.5 mm lead equivalent aprons. These aprons will stop 99% of the radiation from the X-ray machine. To ensure the apron is not damaged and will provide the expected protection, it is checked annually by the Radiation Safety Office. Labels are placed on the aprons to help you identify aprons that are current.



This year SmartID tags, a QR code label, were applied to aprons following a satisfactory inspection. One of the two sizes of SmartID labels were applied on the inside of the apron near the bottom hem.



To make it easier to identify an apron's inspection status, a color-coded label sticker (see the red 2015 example) is placed on the outside of the apron to indicate the year the apron was inspected. Unfortunately, the 2015 stickers did not adhere properly and many fell off. Radiation Safety is currently working with the vendor and anticipates a new adhesive for the 2016 inspection cycle.



Frequently asked questions about aprons:

1. *How do you know that apron is safe to wear?*

Answer: Aprons are inspected annually by Radiation Safety. If you have any questions or concerns you should check with your manager. All managers have access to apron inspection records.

2. *How do I know my apron was inspected within the last year?*

Answer: This year, aprons that were inspected have a SmartID tag. This tag will be supplemented with a year specific colored tag starting with 2016.

3. *I have an apron with a cow tag and ring that has a year written on it. What does this indicate?*

Answer: In the past we used these cow tags and rings to indicate inspection dates. The cow tag cannot be removed because it has pierced the lead.



4. *What if I have an apron with a cow tag and ring but no SmartID tag?*

Answer: Aprons that do not have a SmartID tag have not undergone current inspection and should be taken out of service immediately and given to your manager for inspection.

5. *I know I'm responsible for storing my lead properly but what is the proper way to store lead?*

Answer: The manufacturer's instructions and hospital policy says: Store Radiation protective apparel (RPA) on reinforced hangers to prevent cracks in the protective shielding with the Velcro straps closed to avoid fabric tearing. Do not hang the RPA on a hook, fold or crease the apron or store on a flat surface as these can cause the RPA to crack or crease which reduces the shielding's effectiveness."

6. *I hang my apron on this barray rack, is that okay?*

Answer: Yes, a single apron needs to be hung on at least two pegs to evenly distribute the weight.

7. *How can I help?*

Answer: Look around for aprons without a SmartID and turn it in for inspection.

Over the next 3 weeks we are asking for an all-out effort to locate any apron without a SmartID tag.



SUZANNE SWEDEEN DONS HER OTHER HAT AS KIP COACH IN RADIOLOGY:

**KIP
Coach
TIPS**

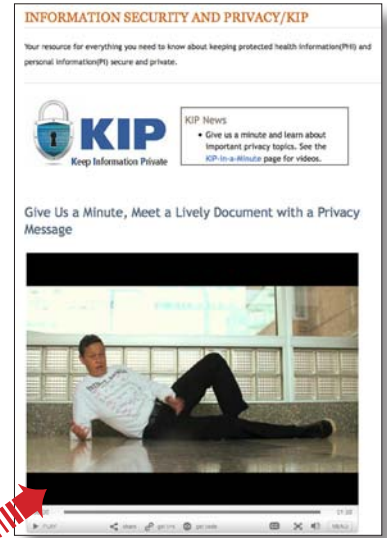
Think before You Click! It could be “Phishing”

It only takes one person clicking on a bad link to give an outsider access to BIDMC systems. This month’s tip cautions against phishing emails that usually warn:

- “your account is about to expire”
- “your computer has been hacked”
- Or some other situation that requires you to take action

The message – often with spelling and other errors – asks for info such as username and password or personal financial information. Don’t give it! Criminals “phish” to gain illegal access or steal personal information.

Remember: BIDMC will never send an email directing you to click on a link to resolve an email or password related problem. If you receive a questionable email, send it as an attachment (ctrl + Alt + F) to ReportEmail@bidmc.harvard.edu



Click on or copy this link to access KIP videos

<https://portal.bidmc.org/Intranets/Administrative/InformationSecurityPrivacy.aspx>



Beth Israel Deaconess
Medical Center

AIDEEN SNELL ON THE PATIENT EXPERIENCE



Aideen Snell, MSW
Manager, Service
Excellence Program
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Radiology Action Planning Committee’s Patient Engagement

NOVEMBER TIP OF THE MONTH

by US Mgr., Juanita Cook

“Instead of asking for questions... anticipate questions”



Sometimes, despite the fact that we do a good job explaining things to our patients, we may often end our visit with our patients still feeling a bit confused. To assess patient understanding, check to see if they have any questions at the end of their visit. But instead of asking “Do you have any questions?”, you might try asking “What questions do you have?”. This simple rephrasing is helpful because when you ask patients if they have questions, many patients will say “no” as they do not want to appear uneducated, may feel overwhelmed, or they simply do not know what questions to ask.

One way to avoid these barriers would be to anticipate rather than ask for questions. As a caregiver, you know your patients’ most common questions. Imagine if over the course of your explanation, you incorporate the answers to the most frequently asked questions throughout your explanation. This way, even if your patient asks nothing else, you can feel confident that you at least addressed the most pressing questions. What better way to improve the patient experience than to anticipate your patients’ needs and respond accordingly?

“The Patient Centered In the Moment Recognition Program”

We continue with our pilot program created to recognize all radiology caregivers for their contribution to service excellence when they show exemplary customer service, empathy and compassion. The program was designed to encourage more face-to-face communication and recognition in the moment paired with a small token gift as a thank you for all you do. No matter what our role, or what the circumstances are, we all have the ability to make a positive impact on the patient experience and to make each and every patient feel welcomed, respected, and valued. We realize that there are many positive patient interactions that may not be witnessed, but many of them may be, as well as the frequent patient feedback we receive through the patient satisfaction survey, telephone calls, emails, and letters.



“Have you been caught in the act?”

2015 BIDMC Radiology Publications – A PubMed search for new BIDMC publications is made each month; however, if we miss your paper, please send the reference to dwolfe@bidmc.harvard.edu. Note that 1) Epub dates are included only in publications where the Epub and paper publication dates occur in different years, i.e., Epub in 2014 and paper publication in 2015; and 2) doi addresses are only included until citations are updated with hard copy page citations.

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