I am delighted to announce that Jim Rawson, MD, former Chair of Radiology at the Medical College of Georgia and Chief of the Division of Health Policy at Georgia Regents University, will be joining our department in August as Vice Chair for Operations and Special Projects, and as head of our radiology Center for Outcomes Research and Improvement (rCORI). Jim will be a member of our Abdominal Imaging section.

Jim is well known to many in our department and holds several national leadership roles including chair of the ACR’s Budget and Finance Committee, secretary/treasurer of the ACR’s Association and Foundation, head of the ACR’s Commission on Patient- and Family-Centered Care, Board member of the AIRP, secretary/treasurer and Executive Committee member of the AUR, and President elect of the Radiology Alliance of Health Services Research. This list goes on.

Jim will bring superb leadership, operations, financial and patient-centered expertise, as well as health services research to our expanding portfolio, and I am delighted that he will be joining our leadership team.

Please join me in welcoming Jim to our department.

Another reason to celebrate:

Ranking the 10 best radiology programs in the US

March 21, 2018 | Anicka Slachta

Harvard Medical School has the country’s highest-ranked radiology program for incoming graduate students, beating out competitors such as Johns Hopkins and Stanford for first place, the U.S. News and World Report announced this month.

Not only is Harvard one of the priciest grad school options—$59,800 covers full-time tuition—but it also enrolls one of the largest groups of med school applicants in the country, with a 715-count student body, according to the report. Of the ranked schools, just two had higher enrollment numbers—the University of Michigan at 717 and University of Washington at 1,042. Michigan was ranked ninth overall for radiology programs, while the latter school was tied for eleventh.

Despite Harvard’s course load, which the report called “grueling”, the school’s campus in Boston’s Longwood Medical Area and access to high-profile residencies make it an appealing option. Its anesthesiology, psychiatry, surgery, pediatrics, obstetrics and internal medicine programs were also ranked first in the U.S. this year, and it was ranked the overall best medical school of 2018.

Second place for radiology rankings went to Baltimore-based Johns Hopkins University, which tied with Harvard for first this year in internal medicine programs. Johns Hopkins falls just behind Harvard Medical in most categories, though it’s more affordable at $51,900 and boasts a smaller student body that allows for more individualized training.

Number three on the list was also the cheapest, with an in-state tuition of $34,386. The University of California-San Francisco enrolls just over 607 medical students and beat out both Harvard and Johns Hopkins in rankings for the best primary care medical schools. UC-San Francisco came in second in that category, while Harvard and Johns Hopkins were ranked twelfth and twenty-sixth, respectively.

Remaining radiology schools in the country’s top ten were the University of Pennsylvania, Washington University in St. Louis, Duke University, Stanford University, New York University, University of Michigan and Mayo Clinic School of Medicine, in descending order.

For more information on the rankings, including tuition and MCAT scores, visit the U.S. World and News World Report’s site.
We were pleased to welcome U. Josef Schoepf, MD, FACR as the 11th Annual Sven Paulin Lecturer who spoke on CT of Coronary Artery Disease: From Structure to Function. The Annul Sven Paulin Lecture was established in 2007 to honor the accomplishments of Dr. Paulin in both Radiology and Cardiology and his more than 40 years of service at Beth Israel Hospital/Beth Israel Deaconess Medical Center.

Dr. Schoepf is a Professor of Radiology, Medicine, and Pediatrics at the Medical University of South Carolina (MUSC) in Charleston and also Vice Chair for Research Development. After earning his medical degree and completing his residency at Ludwig-Maximilians-University in Munich, Germany, which included a rotation at Massachusetts General Hospital, Dr. Schoepf joined the staff at Brigham & Women's hospital before heading south to take a position at MUSC where Dr. Schoepf’s expertise in both Radiology and Cardiology was recognized at the international level. To date, he has authored 476 peer-reviewed research investigations and in 2013 he was named the “Most Influential Radiology Researcher” by Aunt Minnie. Dr. Schoepf’s focus on the use of CT for coronary artery disease was well received and we thank Dr. Paulin’s family members for their help and commitment to keeping the memory of Dr. Paulin alive and vibrant.

Co-sponsored by Radiology and Cardiovascular Medicine, Dr. Warren Manning, Section Chief of Non-invasive Cardiac Imaging and Co-director of the Cardiac MR Center began the lecture with a heart-warming introduction to his friend and co-author Dr. Paulin, and Dr. Diana Litmanovich, Director of Cardiac Imaging in Radiology introduced Dr. Shoepf with a detailed history of his experience and achievements.

Also, the Dr. Sven Paulin Research Fellowship in Cardiothoracic Imaging at BIDMC was created to sustain Dr. Paulin’s unique achievements as researcher and educator in cardiothoracic radiology. This Fellowship was made possible by a generous donation of the Paulin-Ferrell Family Foundation, substantially supported by a contribution from the BIDMC Radiology Foundation. 

Boston, October 2015
Radiology Calendar APRIL2018
Check for the most up-to-date schedule at: https://apps.bidmc.org/departments/radiology/residency/conferences/displayMonth.asp

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<td>3:00-4:00 ED section meeting</td>
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<td>11:00-12:00 MSK clinical conference</td>
<td>12:00-1:30 Abd [WCC-354]</td>
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<td>[ED annex, WCC]</td>
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<td>12:00-1:00 Cardiothoracic, GI/GU Oncology</td>
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<td>7:30 - 8:15 Women’s Health in IR (Olga Brook)</td>
<td>8:15 - 9:00 Cases &amp; Topics in IR (Jeffrey Weinstein)</td>
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<td>7:30 - 8:15 Spinal Interventions (Sahil Mehta)</td>
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<td>5</td>
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<td>7:30 - 8:15 Vascular Ultrasound (Felipe Collares)</td>
<td>8:15 - 9:00 Cases &amp; Topics in IR (Dr. Hsu)</td>
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<td>4:00-5:00 West Med Rads - Senior Resident on West Body CT [Clouse]s</td>
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<td>7:30 - 9:00 Liver Doppler (Jonathan Kruskal)</td>
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<td>7:15-8am US meeting [RB-Gallery 304A]</td>
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<td>10:30-11:30 NMNI meeting [GZ-103]</td>
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<td>7:30 - 9:00 Neuro Lecture TBD (Neuro Dept)</td>
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<td>12:00 PM - 1:00 PM Chief Rounds: Kimi Ghaderi, Liz Vandeveenter, Genelle Gittens-Backus, Yi Cao</td>
<td>7:30 - 8:30 Educational Scholarship (Priscilla Slanetz)</td>
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<td>16</td>
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<td>8:00-9:00 IR Meeting [West Recovery]</td>
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<td>16</td>
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<td>10:30-11:30 NMNI meeting [GZ-103]</td>
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<td>12:00 PM - 1:00 PM Chief Rounds: Kimi Ghaderi, Liz Vandeveenter, Genelle Gittens-Backus, Yi Cao</td>
<td>7:30 - 8:30 Educational Scholarship (Priscilla Slanetz)</td>
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<td>3:00-5:00 CT and MRI of cardiac neoplasms Diana Litmanovich, MD</td>
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<td>27</td>
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<td>12:00 - 1:00 No Grand Rounds</td>
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<td>30</td>
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<td>12:00 - 1:00 No Grand Rounds</td>
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Note that as our 12 noon Friday Grand Rounds are held in the Rabkin Board Room, Shapiro-10, East Campus (except when noted otherwise, i.e., Sherman Auditorium)

* The Gallery presents photos by Appalachian Trail
** Stay tuned for the upcoming exhibit of Brazil by IR Practice Administrator Lorena Maia.
Friday, April 6, 2018
12 noon - 1:00 PM
Rabkin Board Room, SH-10
Secrets of the AP
Radiograph of the Ankle

Zehava Sadka Rosenberg, MD -
Attending Radiologist at Belleview Hospital, Hospital for Joint Diseases/Orthopaedic Institute, Gouverneur Health and New York University; Professor of Radiology and Orthopedic Surgery, New York University Medical School.

As an author of more than 160 scientific publications and editor and co-author of 6 books, Dr. Rosenberg has gained international acclaim for her expertise in musculoskeletal radiology and for her clinical research on MRI of the ankle, elbow, compressive neuropathies and pediatric musculoskeletal MRI.

Recent publications related to today’s grand rounds topic include:


Stay in touch:
Check out our BIDMC Radiology Alumni Society page and access our monthly Radical Views
Also contact Radical Views Editor Donna Wolfe at dwolfe@bidmc.harvard.edu with updates, especially after completion of your residency or fellowship!

http://radnet.bidmc.harvard.edu/education/newsletters.asp
Introduced in the June 2017 issue of Radical Views, Talk to Me continues our department wide initiative encouraging staff to commit to speaking up if they have a safety concern and to commit to listening when a safety concern is raised. Each month we review all safety concerns called out as we want you all to know that we are seriously committed to this initiative. We will highlight the safety concern with the biggest impact and award the staff member a bonus.

Sonographer Blaithin O’Hanlon stopped a procedure when she noticed that a non-sterile syringe was on the table which had rendered our entire field non-sterile. This was a HUGE save!!! Thanks to Blaithin the patient was reprepped and the MDs put on new gloves and gowns and no harm came to the patient. The MD had seen the syringe and was confused by it (it did not look like our regular syringes), but did not put it together. The MD went on to email Blaithin after the case to say “Thank you so much for your support and for speaking up, I am so very grateful to you.”
- February 2018

CT Technologist II Carolyn Walker recognized and spoke up when the MD mistakenly drew up saline instead of lidocaine. This act of speaking up saved the patient from unnecessary pain. The MD involved was grateful for Carolyn’s keen observation and emailed Carolyn after the case to say “that was so important, thank you for pointing that out to me. It was very helpful and I appreciate it.”
- March 2018

Both Blaithin and Carolyn were presented with the department’s Safety Award along with a cash bonus as a token of appreciation.

Inaugural BIDMC She-Rads Meeting:
Inaugural BIDMC She-Rads Meeting – was held on Monday, March 12th, 2018. It was an incredibly successful event with nearly 20 trainees and faculty in attendance, both female and male.

The mission of She-Rads is to provide a space to discuss topics that pertain to women in radiology, including work-life balance, contract negotiation, financial planning, leadership, and mentorship/sponsorship. Meetings will take place every other month with a featured speaker and topic of choice in an informal setting with appetizers and drinks. Male colleagues are strongly encouraged to attend as the topics do tend to affect males as well and adds to a robust and collaborative discussion.
- Amy Patel, MD
AIDEEN SNELL: SERVICE EXCELLENCE & ACTION PLANNING (SEAP) COMMITTEE

Radiology Action Planning Committee on Patient Engagement

APRIL TIP of the Month: When things go wrong, you have the power to make it right!

What is Service Recovery?

Each and every day in the Radiology Department we set out to do our job to the best of our abilities and greet our patients with a smile. However, things don’t always go as we plan and service recovery is the process that takes place to address these times. Sometimes it’s very obvious when things go wrong and sometimes it’s more subtle. Therefore we need to pay attention to non-verbal cues from our patients such as loud sighs, angry or stressed facial expressions, whispering to a family member or repeatedly looking at their watch in order to know that things aren’t meeting the patient’s expectations. One key way to do this is by checking in with them when we round the waiting rooms. We can’t change the wait time but we may be able to provide an update, direct them to a bathroom, tell a family member where they could buy a coffee or learn that they are too cold or hot. We can also check the environment to see if service response needs to be called to clean up the area or bathroom.

Service Recovery is the opportunity to regain the trust and loyalty of any patient who may perceive that we did not meet their expectations. Service Recovery is making right that which went wrong. The goal of service recovery is to help patients and families recover their confidence so they can focus on moving forward toward their healthcare goals in harmony with their medical team. As front line staff you are often the first person to become aware of a patient’s concern and you’re able to resolve it satisfactorily.

Now we need your help! Radiology needs an acronym to help us remember the service recovery strategies that will improve the patient experience when we are rounding. Here are some examples below – but I’m looking for your team to create one to be considered as the official Radiology Service Response Acronym! The Deadline for submission is April 17th, 2018 and should be emailed to: asnell@bidmc.harvard.edu. All submissions will be shared in next month’s newsletter and we will vote for a winner.

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<th>H</th>
<th>E</th>
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<tbody>
<tr>
<td>H: Hear them out, listen</td>
<td>L: Listen</td>
<td>A: Apologize</td>
<td>R: Recover their service and respond to the problem</td>
<td>T: Thank them for the opportunity to correct the problem</td>
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<td>E: Empathize</td>
<td>E: Empathize with the patient and evaluate if there is a “service failure”</td>
<td>A: Apologize again for their experience</td>
<td>R: Resolve</td>
<td>T: Tell them what you will do, thank them</td>
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<tr>
<td>A: Apologize</td>
<td>A: Apologize</td>
<td>R: Recover their service and respond to the problem</td>
<td>R: Resolve</td>
<td>E: Empathize</td>
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<td>T: Tell them what you will do, thank them</td>
<td>T: Take responsibility</td>
<td>E: Empathize</td>
<td>A: Apologize</td>
<td>R: Resolve</td>
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<td>R: Recognize Concern</td>
<td>R: Recognize Concern</td>
<td>L: Listen</td>
<td>A: Apologize</td>
<td>H: Hear what the patient has to say</td>
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<td>L: Listen</td>
<td>E: Empathize</td>
<td>A: Apologize</td>
<td>T: Thank them for the opportunity to correct the problem</td>
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Speaking of patient satisfaction, please note that bulk quantities of Patient Survey Cards are available for pick-up at 2 locations on the West Campus Clinical Center (RB-3): in Lauren Forbes’s office (Rm 302 - Radiology Executive Office) and outside of Donna Wolfe’s office (Rm 304B - next to the Radiology Conference Room/Gallery).
Celebrating the Annual Radiology Transporter's Week March 19-23, 2018

Our modalities did a fantastic job acknowledging our hardworking transporters. We made certain the transporters were well fed with breakfast breaks throughout the week sponsored by CT, Diagnostic, and Ultrasound, and a pizza lunch provided by the RCU and Nursing. Everyone looked forward to the "goodie box" from Nuclear Medicine which was overflowing with tasty treats! The Galleria gift cards for lunch from Diagnostic, and IR staff's Amazon gift cards were a hit too! Thank you to everyone for making this year's celebration great!

But most importantly THANK YOU to the all the Transporters for the quality care you give to all our patients. We cannot say enough about how you continue to put our patients first and provide first rate service to the modalities. You go above and beyond to ensure our patients get compassionate care while meeting the demands of getting them to their exams on time. Thank you for all you do daily, and for all of your contributions, we couldn't do it without you!

(L to R) Nahum (George) Cazil, Fritz Honore, Etse Asamenew, Angelic Ruiz, Delnise Mendes, Joe Eloi

Transporters:
Etse Asamenew
Kbron Assefa
Nahum Cazil
Rodrique Dorcil
Ashwin Dsouza
Joe Eloi
Michaelle Estime
Fritz Honore
Valerie Kiers
Alyssa Klint

Hope Lee
Delnise Mendes
Darshit Patel
Angelica Ruiz
Tricia Tape
Joaquin Thomas
Richard Thomas
Hassan Troumi
Germain Walson

Betsy Grady, Director
Diagnostic Imaging
Celebrating the Annual Radiology Transporter's Week March 19-23, 2018

(L-R) Ashwin Dsousa, Rodrigue Dorcil, Michelle Estime, Richard Thomas, Joaquin Thomas.
Scheduling staff in multiple shifts and multiple sites can be an onerous task. Historically in nuclear medicine, the staff schedule would be released as a word document. This was very challenging to keep up-to-date, as inaccuracies in the schedule may have been published and not noticed, and the normal switching of shifts by staff members would be difficult to publish with every switch/correction.

Sean took the time to share his experience with working for other employers that used cloud-based staff scheduling solutions. This prompted me to give one solution a trial run which has resulted in a schedule that is now always accurate and up-to-date, and allows staff to access it via desktop or mobile app. The service is free, it allows employees to propose shift trades with one another, and once manager approved, the published schedule gets updated automatically. The ease of use of the platform also allowed the building out of the call schedule for the remainder of the year, and the day schedule for the next three months. This should lead to increased staff satisfaction, as the staff have stated their preference to know their schedules months in advance. As manager of Nuclear medicine, this scheduling platform is very useful to me as well, as it offers multiple views of the schedule, has many useful tools, and is flexible and intuitive to use. Most importantly, this platform has also been accepted for implementation in the rest of our department.

– Jim Conklin

Binh Nguyen, MRI Senior Tech

Binh is being recognized for noticing pathology on a routine scan recently at Shapiro. He quickly acted by reviewing prior imaging, keeping the patient calm, contacting the radiologist to discuss the findings with the patient and coordinated transfer for the patient to the emergency room to be evaluated. The patient was seen; surgery planned accordingly. Binh’s quick actions and due diligence had a great impact on the patient’s well-being and treatment.

Thank you Binh for your exceptional efforts in patient care!

– Ines Cabral-Goncalves

Michael Plum, MRI Tech II

Mike Plum is being recognized by his colleagues and supervisors for his caring, calming demeanor. Mike is knowledgeable, enthusiastic, loves to teach new techs and students, and has a general all around great attitude and demeanor that makes a shift move so much easier. Mike is outstanding to work with.

Mike’s ability to always remain cool under pressure is an asset. One of the many examples is a recent observation of Mike dealing with an anxious and somewhat challenging patient who was doubtful of being able to go through with the exam. Mike handled this situation wonderfully and quickly put the patient at ease.

Thank you Mike for all that you do daily, keep up the great work!

– Ines Cabral-Goncalves

Susan Nagle, MRI Tech II

Sue Nagle is a consummate team player who exemplifies BIDMC core values demonstrating strong problem-solving skills, steadfast adaptability to organization, department and system changes, and much more. We would especially like to recognize Sue’s extraordinary ability to make good decisions under pressure, easily shifting to help her colleagues, maintaining patient flow and troubleshooting problems as they arise. Sue has gone above and beyond to help fill a shift as needed, modify her schedules when we went through multiple magnet replacements, all to ensure that our patients are well cared for. Sue is also very thoughtful of others, making a pronounced effort to maintain a vibrant MR community by putting up decorations, coordinating staff outings and lunches, and providing small snacks for staff.

Thank you Sue for all that you do daily, it’s a pleasure having you on the MRI team! Awesome Job!

– Ines Cabral-Goncalves

Hassan Troumi, Patient Transport Assistant

A MICU nurse shares her experience of Hassan’s exceptional performance: “Thank you for helping me to transport my patient from MICU A to CT scan on Saturday 3/4/2018 even though you were busy with another patient. Your urgency and accommodation was greatly appreciated, especially since this patient was so gravely ill and needed the CT scan ASAP.”

– Ida Samuel
Q&A: Amy Patel on the importance of diversity in radiology, Pt. 2

As the first female chief resident in an all-male program, Amy Patel, MD, breast radiologist at Boston’s Beth Israel Deaconess Medical Center and instructor of radiology at Harvard University Medical School, knows a lot about the importance of diversity and inclusivity of women and minorities in radiology. Patel spoke to Radiology Business regarding the industry’s efforts in these areas. [This is part two of an exclusive two-part interview about diversity in radiology today.]

Radiology Business: Why is it so important to get more women involved in radiology?

Of course, there are the obvious answers that I think most women radiologists would say such as, “it’s a great lifestyle” and “the salary is fantastic.” But I also think we are fortunate to be practicing in a time where women are being treated more equally and are being given opportunities that perhaps they were not privy to [years] ago, particularly when it comes to leadership, governance, education and research. We younger women radiologists really do understand how our older female colleagues fought and continue to fight so tirelessly so that the younger generation of women can achieve parity in all arenas in radiology, and we must continue to build on their efforts. And I think we are.

There are a lot of younger radiologists coming through the pipeline that are not taking this lightly, and we are really wanting to move the needle forward. It’s really exciting as we all get to be a part of this wonderful movement for change in our profession.

How are young radiologists encouraging recruitment efforts?

Well the good news is, I think most radiologists at all career levels are making recruitment of women into radiology a priority, so that’s fantastic! When it comes to younger radiologists, I think we are getting more involved particularly in giving medical school lectures, participating in medical student radiologist interest groups, trying to engage medical students more at the workstation and through social media, and even taking it to a national level through organized radiology. For example, the American College of Radiology (ACR) RFS Medical Student Task Force and ACR RFS Women and Diversity Group are devising ways to spur recruitment.

‘We've known and discussed for a long time that recruitment is key, but we really have seen no meaningful change. So I think our generation is really taking it to the next level to see this through.’

Amy Patel, MD, Harvard Medical School

However, it must be noted that these groups are in their early stages. It is certainly a start toward achieving gender parity in our profession. There’s an active game plan that we are initiating. We’ve known and discussed for a long time that recruitment is key, but we really have seen no meaningful change. So I think our generation is really taking it to the next level to see this through, to make sure that we do see a meaningful change. And now are seeing this when it comes to males and females entering medical school, so I am hopeful that we will eventually see this in radiology.


Radiology RESEARCH

If you are interested in submitting an application for either internal/external research funding or hiring a student, fellow, or other, please contact Bridget Russo for assistance.

Bridget Russo
Research Administrator
Ansin 249 / P: 617-667-7427
bkrusso@bidmc.harvard.edu

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