



Nota Bene

TAKE NOTE OF THIS

A PUBLICATION FOR THE MEDICAL STAFF OF KENNEDY HEALTH SYSTEM

Please
Take Note

How many of you are aware of the specific questions about physicians that patients answer in the Press Ganey survey? Unless you have been an inpatient yourself and had the opportunity to respond to a patient satisfaction survey, it's unlikely you've run across these questions. It's important to know that results regarding patient satisfaction scores for every participating hospital are posted on the Web site hhs.compare.gov for any consumer to view, and make critical choices about. Kennedy's results could clearly be better, and I need your help to improve them.

Many physicians assume that *cleanliness, food, and call bell responsiveness* influence patient satisfaction, and to a very limited degree, they do. But the major drivers of the overall patient experience are much more complex than that. For instance, we get rated on the patient's perceptions of how well we *functioned as a healthcare team* and how much we *included them in the decision-making process*. Given the range of consultants, house staff, nursing and other personnel who interface with patients on a given day, doing well in this area is no small feat.

By sharing with you the "five questions" (those directly related to physicians), it is my hope that you will get a better sense of what patients are rating us on, post-discharge. Patients are asked to score each question on a 5-point scale, from very poor (1) to very good (5).

The questions asked are:

- 1. Time physician spent with you**
- 2. Physician's concern for your questions and worries**
- 3. How well physician kept you informed**
- 4. Friendliness/courtesy of physician**
- 5. Skill of physician**

There is also a space for patients to add comments about their experience, good or bad.

Beginning with this edition of *Note Bene*, I'll include some of those positive comments – it's really quite nice what patients have to say, and everyone deserves good feedback and recognition.

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Physician News

New Appointments

Department of Family Medicine

Monica Atkinson, MD

Department of Medicine Geriatrics

Paul N. Bryman, DO

Cardiology

Salman Mehboob, MD

Stavros E. Mountantonakis, MD

Emergency Medicine

Adrienne Williams, DO

Department of Pediatrics

Jodi L. Berg, MD

Heather Books, MD

Diana M. Lewitt, DO

Pediatric Cardiology

Aaron T. Dorfman, MD

Department of Psychiatry

Telemedicine

Helene Miller, MD

Department of Surgery

Anesthesiology

John Y. Chun, MD

Otorhinolaryngology

Anthony Corrado, DO

Alex Gandsas, MD, MBA, FACS, has been named the Chief of Surgery at Kennedy-Stratford. Dr. Gandsas is the Chairman of Surgery at UMDNJ-SOM and is nationally recognized as a bariatric and minimally invasive surgeon. He completed an Advanced Laparoscopy Fellowship at Duke University and a Bariatric Surgery



Fellowship at the University of Pittsburgh Medical Center. He received an MBA from Johns Hopkins University School of Business.

Prior to joining Kennedy, Dr. Gandsas was the Chief of Bariatric Surgery and the Co-Director of Minimally Invasive Surgery at Sinai Hospital in Baltimore. He has published extensively in professional journals, co-authored chapters in surgical textbooks and lectured in general surgery, laparoscopy and bariatric surgery.

Dr. Gandsas will concentrate his clinical practice in the areas of bariatric and minimally invasive surgery. He is bilingual and will be doing outreach to the Hispanic community, as well as other community programs.

Larry Cohen, DO, and **Marc Neff, MD**, co-authored an article titled "Single-port-access (SPA™) cholecystectomy: a multi-institutional report of the first 297 cases" in the February 5, 2010 issue of *Surgical Endoscopy*.

Marc Neff, MD, co-authored the following articles with UMDNJ residents in the *Journal of the Society of Laparoendoscopic Surgeons*, Vol. 14, No. 1: "Laparoscopic-Assisted Percutaneous Gastrostomy Tube

Placement" with **Gustavo Lopes, DO**, and **Mark Salcone, DO**, and Laparoscopic Treatment of a Postoperative Small Bowel Obstruction" with **Brian Schmidt, DO**.

Nephrologist **Mark Schuster, DO**, won this year's "Teacher of the Year" for the Internal Medicine Residency Program. Congratulations to Dr. Schuster!

Kenneth Adam Lee, M.D., Medical Director of Thoracic Surgery at Kennedy and a nationally recognized leader in robotic thoracic surgery, was invited to participate as a guest lecturer and panel participant at the Miami Robotic Symposium this October 2010. Dr. Lee will present on robotic-assisted pulmonary resection.



Congratulations to **Robert Warkala, DPM**, for winning the "Podiatry Teacher of the Year" award.

The UMDNJ-SOM 2009-2010 Intern Class selected the following "Teachers of the Year:" **Raksha Kothari, MD** for Cherry Hill, **Mark Schuster, DO**, for Stratford and **Thomas Sexton, DO** for Washington Township.

Congratulations to the three winners of this year's Alan Z. Gartzman, DO, Memorial Fund Award – **Danielle Cooley, DO**; **Matthew Gettings, DO**; and **Aubrey Olson, DO, MEd**.

Michael R. D'Ambrosio, DO, received the "Faculty Excellence Award" at the Department of Emergency Medicine's annual ceremony, held at Trump National Golf Club in Pine Hill.

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You can also obtain your own satisfaction scores from **Kim Hoffman** at k.hoffman@kennedyhealth.org or by calling **856/566-2043**. Personal scores are derived only from those cases where you are identified as the attending physician, so if the majority of your interaction is as a consultant, you won't have a personal score to review. But make no mistake; you have a profound influence on patient satisfaction through your interactions with staff and the patients.

Kennedy is working to improve its patient satisfaction scores, bringing greater focus and energy to what we call "**The Kennedy Experience**." Led by Senior VPs **Joe Devine** and **Linda Carrick**, we believe that there is great potential to enhance the experience of patients, while at the same time, improving employee satisfaction, too. We need your help in realizing our full potential.

I am eager to hear your comments and feedback by email (r.boehler@kennedyhealth.org) or via phone, **856/566-5249**. I look forward to working with you on "The Kennedy Experience" and on all of our future clinical initiatives.

-RB

***Dr. Prameela Paeli** was wonderful. I am glad she was my doctor – she was excellent in everything.*

***Dr. Thomas Sexton, Dr. Thomas Morley** and the doctors from **South Jersey Heart Group** – they were all great! My physician (**Dr. Christian Cawley**) was excellent... very caring and not fake. She truly was concerned and even called me at home.*

***Dr. Joseph Daniel** is an excellent doctor. He took the time to help me understand the outcome of my procedure, as well as answering all of the questions I had.*

***Dr. Kate McGinley** was GREAT! She explained options and we worked on a solution together. I felt she was "on the case" even when I didn't see her and she had the nurses advise me.*

*I was very impressed by the time and care given to me by **Dr. Robert Gordon**, getting in touch with me while I was in Philadelphia AND after I returned to Massachusetts. Excellent pediatric care at Kennedy-Washington Township Emergency Department! The doctors were all very gentle and caring, while being extremely thorough and professional.*

Gartzman Gala Planned for October

2010 year marks the 25th anniversary of the death of **Dr. Alan Z. Gartzman**. His adult children, Steve Gartzman and Sheera Engrissei, are working to revamp the **Gartzman Memorial Fund**. While Steve has taken over as chairman, Sheera is planning a Gala "to reintroduce the fund to Kennedy doctors and staff members," adding that "there couldn't be a better time" for this event!

The Gala will take place **October 1, 2010** at Lucien's Manor in Berlin. Tickets are \$85 per person, which includes the cost of food and an open bar. Both a silent and Chinese auction will be held at the Gala. Committee members hope to raise money for programs sponsored by the fund, such as free flu shot clinics and health fairs. To make a donation for one of the auctions, please call **Sheera Engrissei** at **609/707-6538**.

Help Your Patients Sleep Sounder

According to the National Sleep Foundation, “The one-third of our lives that we spend sleeping, far from being ‘unproductive,’ plays a direct role in how full, energetic and successful the other two-thirds of our lives can be.” Considering that 40 million Americans suffer from diagnosable sleep disorders, the above statement has a negative implication. How can many of us perform at our best, on a daily basis, when we aren’t getting enough restful sleep?

Some people can benefit from simple changes in their sleeping environment, or by learning to wind down before bed. Others, however, face more serious problems. Kennedy’s Sleep Centers, accredited by the American Academy of Sleep Medicine, help patients who may suffer from sleep disorders. The AASM Web site states that its “Standards for Accreditation ensure that sleep medicine providers display and maintain proficiency in areas such as testing procedures and policies, patient safety and follow-up, and physician and staff training.”

Doctors can refer patients to one of two Sleep Center locations – Stratford and Washington Township, both of which have four modern testing suites with the latest technology. Sleep studies help physicians diagnose patients with disorders that have the potential to impact health significantly. For example, sleep apnea can increase the risk of diabetes and hypertension in pregnant women. When performing surgery on patients with obstructive sleep apnea, administering anesthesia is a risk. Sleep studies as a part of pre-op testing can help prevent such issues.

To refer your patients, call the Kennedy Sleep Center at **856/346-7896** or **800-580-6364**.

The centers are located at:

19 East Laurel Road, Suite C

Stratford, NJ 08084

and

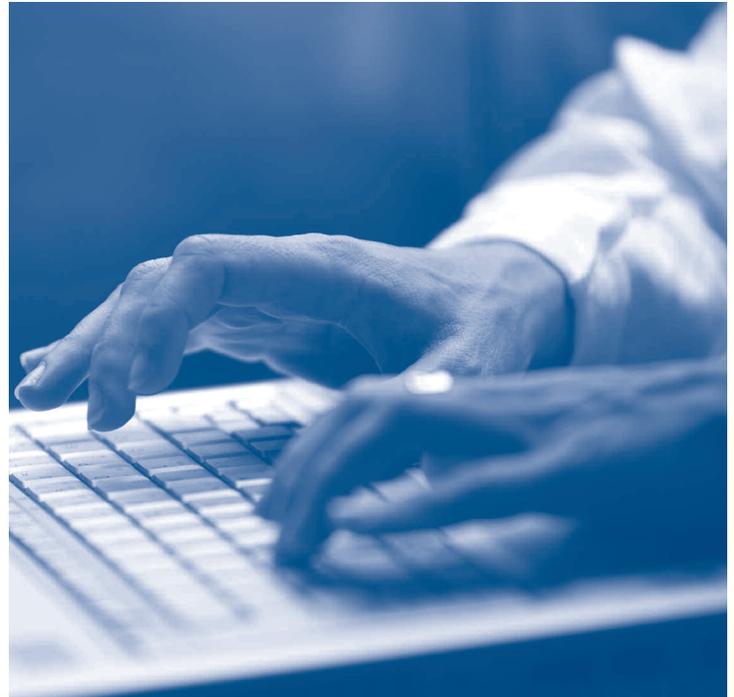
400 Medical Center Drive, Suite D

Sewell, NJ 08080



Get Plugged In!

Wi-Fi “hot spot” is now available for our patients and visitors at Kennedy’s three hospitals in **Cherry Hill**, **Stratford** and **Washington Township**, and at the **Kennedy Cancer Center** and the **Kennedy Surgical Center**. Wi-Fi is a convenient way to connect to the Internet using a wireless device (i.e., laptop computer). Wi-Fi at Kennedy is managed by industry leader AT&T, which will provide technical support for Kennedy’s Wi-Fi system via a toll-free number. There are informational flyers located throughout the hospitals and in patient rooms that provide detailed information on how to connect to the Internet via Wi-Fi. Kennedy is pleased to offer this service, which allows our patients and visitors to stay up-to-date on email and surf the web from within the hospital and select ambulatory sites.



Kennedy Medical Staff Supports Local High School Graduates Pursuing Healthcare Careers

Congratulations to the following 2010 high school graduates who have each received \$2,000 scholarships from the Medical Staff:

- **Julia Rubin** – Cherry Hill High School West
- **Dena Damirgian** – Cherry Hill High School West
- **Grace McAleer** – Sterling High School
- **Samantha Miller** – Washington Township High School

Save the Date: 2010 Golf Outing

Once again, Kennedy will hold its annual golf outing at **Galloway National Golf Club** in Galloway Township, NJ. Mark Tuesday, **September 28th** on your calendar!



Hats off to the following Kennedy physicians who were named 'Top Female Docs' in the May 2010 issue of *SJ Magazine*:

Adolescent Medicine

Lori Feldman-Winter, MD

Allergy & Immunology

Paresha Shah, MD

Dermatology

Erika Levine, MD

Emergency Medicine

Francesca DiLeonardo, MD

Endocrinology, Diabetes, Metabolism

Elizabeth Helfer, MD

Family Practice

Katharine Garnier, MD

Geriatric Medicine

Anita Chopra, MD

Neonatal-Perinatal Medicine

Margaret Fernandes, MD

Neurological Surgery

Joan O'Shea, MD

Ophthalmology

Debra Prieto, MD

Pain Management

Jodi Kodish-Wachs, MD

Pediatric Cardiology

Rose Cummings, DO

Pediatric Psychiatry

Geetha Kumar, MD

Pediatrics

Jacqueline Kaari, DO

Radiation Oncology

Carolyn Horowitz, MD

Sleep Medicine

Kathleen Ryan, MD

Sports Medicine

Kathryn Lambert, DO



Vital Signs 2010 *Save the Date for a Free Breakfast Seminar*

Physicians and Office Managers are invited to the Mansion in Voorhees on Tuesday, **October 19**, from 8:30-11:30 a.m., for Kennedy's 3rd Annual Physicians and Office Managers event – **Vital Signs!** You'll learn about the changes Horizon Blue Cross Blue Shield of New Jersey is making in response to feedback from office managers and physicians. Representatives from Physician Services, CareCore and BlueCard will be on hand to answer your questions. This event is co-sponsored by Horizon Blue Cross Blue Shield. Look for your invitation in the mail.

Offering Hope to Those Who Self-Harm

By John Pellicane, Behavioral Health Case Management Specialist

“Like substance abuse ... self-harming behavior has no one single cause. It cuts across all cultural and socioeconomic levels”¹ and is seen across all races. Self-harming behavior (also known as Non-Suicidal Self-Injury (NSSI)) generally involves intentional cutting, scratching, burning, bruising, or hair pulling of one’s self. Cutting is most common. The behavior usually begins between the ages of 14 and 24 and may continue well into adulthood.² It *tends* to be more common among females than males; however, there are wide ranges between the differences by gender.

To an outsider, signs and symptoms might include: unexplained scars, bruises, cuts, overdressing; increase in secretive behavior, as well as increases in anxiety, fear, rage, depression, self-loathing; isolation and withdrawal or changes in social interactions or interests.³ Self-harmers tend to come from homes where there has been a divorce, and/or where appropriate communication between parents and child was lacking. Rather than being an attention-seeking behavior, self-harming tends to be a secretive behavior.

By itself, self-harming behavior does not indicate suicidality; *however*, those who engage are more likely to commit suicide than others. The percentage of self-harmers who attempt suicide increases as they age. There are significant correlations between patients with self-harming behavior, and histories of emotional, sexual abuse, substance abuse and/or trauma. Many “people who self-harm, mainly do so because they have no other way of coping with problems and emotional distress in their lives.”⁴ Some patients report that they hurt themselves in order to feel pain or to control the pain they do feel. Still more may injure themselves secondary to underlying issues of anxiety and depression. The self-harming behavior, however, may lead to more guilt and shame, which then reinforces the cycle.

There are positive, evidenced-based treatments available to help patients who engage in self-harming or Non-Suicidal Self-Injury (NSSI) realize positive outcomes. It is important “to focus enhancing the awareness of the environmental stressors that trigger self-injury and on helping individuals identify, practice, and use more productive and positive means of coping with their emotional states.”⁵ The creation of a safe environment where patients can express themselves is essential for recovery.

Our goal is to provide care in a way that does not reinforce self-harming behavior and its underlying causes, but encourages the patient to seek care and ultimately use their “voice rather than body, as a means of self-expression.”⁶ Patients with underlying psychiatric issues may also benefit from a combination of medication with therapy. Our clinicians and psychiatrists will work with your patient to find solutions that best fit their needs. Our group-based treatment may offer a positive alternative for them. For more information, please contact the Kennedy Behavioral Health **ACCESS Center** at **800/528-3425**.

Resource: *SAFE (Self Abuse Finally Ends) www.selfinjury.com

1. http://www.aamft.org/families/Consumer_Updates/Adolescent_Self_Harm.asp

2. <http://www.psychiatrytimes.com/display/article/10168/58751>

3. <http://www.mayoclinic.com/health/self-injury/DS00775/DSECTION=symptoms>

4. <http://www.mentalhealth.org.uk/publications/?EntryId5=38712>

5. <http://www.crpsib.com/whatisasi.asp>

6. <http://www.crpsib.com/whatisasi.asp>

A Ton of Food Collected!

SOM Internal Medicine/Emergency Medicine Residents sponsored a food drive that resulted in d 2,033 lbs. of food being collected in coordination with the Food Bank of Southern New Jersey, Our Lady of Lourdes Medical Center and Kennedy University Hospital. This community service project was spearheaded by Resident Coordinators **Alan Lucerna, DO**, and **Anthony Wehbe, DO**. Pictured front row (left to right) **Adam Levine, DO**, and **Ralynne Maitland, DO**. Back row (left to right): **Anthony Wehbe, DO**; **Chien Wei, DO**; **Alan Lucerna, DO**; AVP of Medical Administration **Beth Reichman**; **Kimberly Rosengarten, DO**; and **Ramneet Wadehra, DO**.



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