



Healthy Outlook

Tradition. Quality. Progress.

2 | New Urgent Care Opens in Prince Frederick

8 | New Options for Treating Chronic Back Pain

10 | Center for Breast Care Gets New Home

13 | Hospital Launches New Online Patient Portal



Rachel Kiggins was treated for a sprained ankle at the new Prince Frederick Urgent Care.



Joint Commission Names CMH Top Performer
See Back Cover



New Urgent Care Center Opens in Prince Frederick

CALVERT MEMORIAL HOSPITAL HAS OPENED A THIRD URGENT CARE CENTER ON THE CMH CAMPUS IN PRINCE FREDERICK.

Hospital officials said the location was chosen to make it easier for residents in the central area of the county to access these services. It is also expected to help reduce wait times in the hospital's emergency department during times of peak volume, like flu season.

"We find that often those who could receive care from an urgent care center choose to use the ER because it is closer to them," said **Dean Teague**, chief operating officer at CMH. "We understand that people today are busy and we want to make it easy to access high quality, convenient and cost-effective care."

According to Teague, urgent care centers can be a great choice for minor illnesses and injuries such as cold and flu symptoms, nausea, earaches, sore throats, rashes, minor cuts and sports injuries. In general, urgent care centers are also a less expensive option than the ER for these types of services.

He stressed, however, that serious conditions such as chest pain, difficulty breathing, severe bleeding or broken bones should be treated in the emergency



For many patients, urgent care centers are a more cost-effective and convenient option for minor injuries and illnesses. Rachel Kiggins, 13, of Huntingtown was treated for a sprained ankle on opening day.

department that is equipped to deal with them. And for life-threatening conditions, always call 911.

The new Prince Frederick Urgent Care Center is conveniently located on the hospital campus on the first floor of the Calvert Medical Arts Center and is open from 2-10 p.m. during the week and from noon-10 p.m. on weekends.

All three CMH Urgent Care Centers (Dunkirk, Solomons and now Prince Frederick) are staffed by board-certified physicians on staff at Calvert Memorial Hospital and there are basic X-ray and laboratory services on-site for fast and easy diagnostic testing.

Additionally, he said, same-day appointments are available at the Prince Frederick Urgent Care Center by calling **410-535-8911**. You can call as early as 10 a.m. to pre-register or go online at

Patients Educated About Cost-Effective Options

According to CMH President and CEO **Jim Xinis**, developing the urgent care center is part of a larger effort to improve service, quality and affordability. "Our goal is to help local residents get the care they need in the most convenient and cost-effective setting," he said.

This approach is in line with the **Triple Aim Initiative** as defined by the Institute for Healthcare Improvement, which recognizes that to achieve sustainable reform, healthcare providers and communities must simultaneously:

- Improve the patient experience
- Improve the health of the population
- Control healthcare costs

Toward this goal, CMH has also expanded the number of case managers in its emergency department. Their

role, said Xinis, is to educate the patients who come there about other resources that are available to help them improve their health outside of the ED.

At the same time, if our triage team determines a patient's care might be effectively provided in a less expensive setting, the case managers will educate them on their options.

"We think our patients will appreciate this information," said Xinis, "as more insurance plans are requiring them to pay greater portions out of pocket."

He went on to add, "We also think it's important as the sole provider in the community to raise awareness about the ways we can work together to reduce the overall costs of health care."





www.calverthospital.org and download a pre-registration form.

Kathleen Kiggins of Huntingtown said she likes being able to call ahead for an appointment. “It’s nice to know when you’re going to be seen.” She brought her daughter on opening day for a sprained ankle.

Teague said it is also important to note that a number of physician offices, especially those in Prince Frederick, offer extended hours and same-day appointments for sick visits. If a patient has an established relationship with a primary care provider, he said, they should consider calling that office first to see if an appointment is available.

The hospital also offers a toll-free referral line at **1-888-906-8773** for those who need help finding a physician. All of the hospital’s urgent care centers accept most insurance plans as well as Medicare and Medicaid, cash, check, Visa and MasterCard. Self-pay individuals do receive a discount.



When Urgent Care Makes Sense:

- Cuts, bumps and sprains
- Fever or flu-like symptoms
(if younger than 1 year, go to ER)
- Cough, sore throat or earache
- Minor burns or rashes

When an ER Visit Is Needed:

- Chest or abdominal pain
- Difficulty breathing
- Stroke
- Severe bleeding
- Head injury or other major trauma

For life-threatening conditions, always call 911



(Left) Krystal Stovall, ERT, checks the vital signs of Selena Jones while her mother looks on.

Hospital Focuses Energy on Care Coordination, Wellness

CALVERT MEMORIAL HOSPITAL IS REACHING OUT TO PHYSICIANS AND OTHER PROVIDERS IN THE COMMUNITY TO SHARE IDEAS ABOUT WAYS THEY CAN WORK TOGETHER TO IMPROVE COORDINATION BETWEEN DIFFERENT LEVELS OF CARE.

The new group, called **Partners in Accountable Care Collaboration and Transitions (PACCT)**, is part of a broader effort by CMH to shift the focus from “sick care” to a long-term strategy that prioritizes keeping healthy people healthy and helping people with illnesses manage them better.

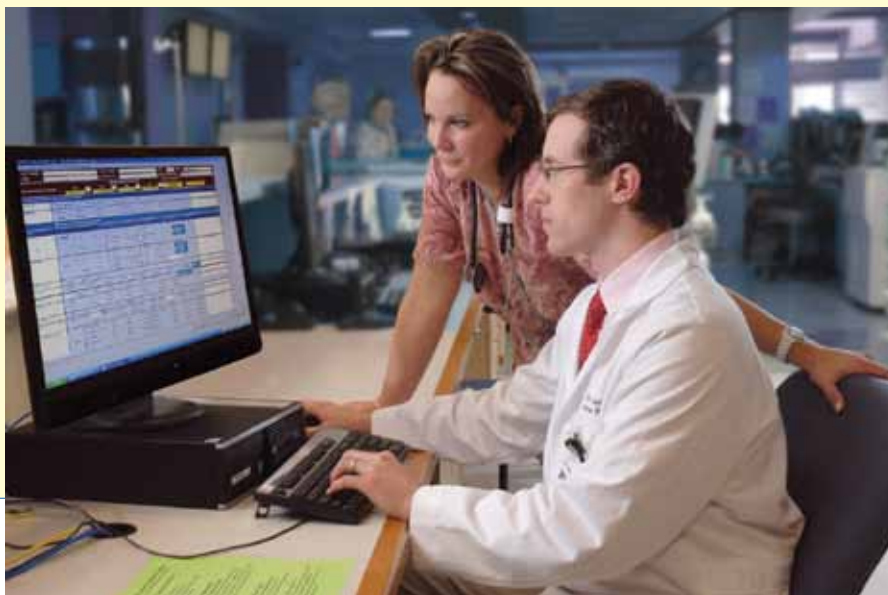
“We can’t be effective if we focus only on the care provided in the hospital,” said CMH President and CEO **Jim Xinis**. “We need to be innovative and partner with others in the community to explore all the options for how to improve the overall health of the people who live and work here.”

According to **Karen Twigg**, who is heading up the hospital’s integrated care management team, a primary objective of PACCT is to identify ways that community healthcare resources can work together to reduce patient barriers to successfully managing their own care. And, in turn, help patients stay healthier and improve their quality of life.

A recent study found that one in five Medicare patients discharged from a hospital returns in 30 days. The findings suggest that a large portion of these return visits could be prevented with better follow-up care once they left the hospital.

Xinis said Calvert Memorial has been proactive in implementing a number of new initiatives aimed at identifying patients who may be at higher risk for readmission, such as those newly diagnosed with a chronic condition or with

The Calvert Health Information Exchange, which links the hospital with 70 providers in the community, allows physicians “real-time” access to the information they need to make critical, informed decisions about patient care.



CMH Health Ministry volunteer Ginger Sauer is creating a culture of wellness at her church by offering monthly blood pressure screenings and giving regular talks on important health topics.

three or more ER visits in one year, and providing them with additional support. “Our goal is to ensure a successful transition from the hospital back to the community for each of our patients,” he explained.

Extra Support for Those at Risk

The hospital’s **Transition to Home** program, now in its second year, has transitional care navigators who contact each patient within 72 hours of discharge and follow up by phone for 45 days to ensure they understand their diagnoses and care instructions, have filled their prescriptions and scheduled their follow-up appointments.

Recently, CMH added a transitional pharmacy program that provides a pharmacist who does medication education for high risk patients at discharge and, when needed, conducts home visits alongside the transitional care navigator to evaluate medication issues in the home.



Additionally, Xinis said, Calvert Memorial has developed a **Community Care Coordination Network** through its KeepWell Center which consists of low-cost screenings, support groups, a health ministry and educational programs. Other programs include cardiac rehab (*pictured above*), worksite wellness and diabetes self-management as well as care coordinators within several hospital-employed primary care practices that help patients navigate the system and ensure they are connected with the right services and providers.

According to **Margaret Fowler**, director of community wellness at CMH, the goal of these outreach efforts is to provide programs and services that reduce risk factors as well as optimize a person's wellness potential. Last year, the hospital's community wellness department provided 382 programs with 20,667 encounters.

Technology Plays an Important Role

Technology will also continue to play an increasingly important role in Calvert Memorial's efforts to provide patients with new tools to manage their own health care. This summer the hospital is unveiling a patient portal (*See related story on pg.13.*) It will offer patients the convenience of being able to access information about scheduling, medications, diagnoses, lab results and immunization records. Additionally, CMH is planning to implement an interactive patient education system at the bedside to increase patient and family understanding of new diagnoses and care plans.

Xinis said the **Calvert Health Information Exchange** (C-HIE), which links the hospital and several laboratories and imaging facilities with 70 providers in the community, is vital coordinating care across the continuum. The system, first of its kind in the state, allows physicians "real-time" access to the information they need to make critical, informed decisions about patient care.

Benner Medical Group Relocates to Solomons

Experienced internal medicine physician **Dr. Charles Benner** has joined the active medical staff at Calvert Memorial Hospital and relocated his Lexington Park office to Suite 2300 of the Solomons Medical Center. Dr. Benner, who has been in private practice for 37 years, specializes in geriatrics.

Dr. Benner was voted one of *Washingtonian* magazine's top doctors for 15 consecutive years prior to moving to St. Mary's County in 2008. *Consumer's Checkbook* also rated him top in his field 13 times.

Described by his patients as pleasant, thorough and a good listener, they frequently praise his willingness to answer questions and to provide timely follow-up care.

"We believe very strongly in giving our patients a high level of personalized care," said Dr. Benner. "It is our goal at all times to treat them with the respect and professionalism they deserve."

Board certified in internal medicine, Dr. Benner earned his medical degree from the George Washington University School of Health Sciences and completed his internship and residency at Georgetown University and Washington VA Medical Center in Washington, DC.

His team also includes a physician assistant with 26 years of Navy medicine experience and a nurse practitioner with over 25 years of nursing experience in a variety of settings involving direct patient care.

Dr. Benner is also medical director at the Solomons Nursing Center and The Hermitage assisted living facility. The group is currently welcoming new patients and accepts Medicare, Tricare and most insurance plans.



Taliaferro Joins Orthopedic Group

BOARD-CERTIFIED ORTHOPEDIC SURGEON

DR. HARLAN TALIAFERRO HAS JOINED CALVERT ORTHOPAEDIC AND SPORTS MEDICINE CENTER THAT HAS OFFICES IN DUNKIRK, PRINCE FREDERICK AND SOLOMONS.

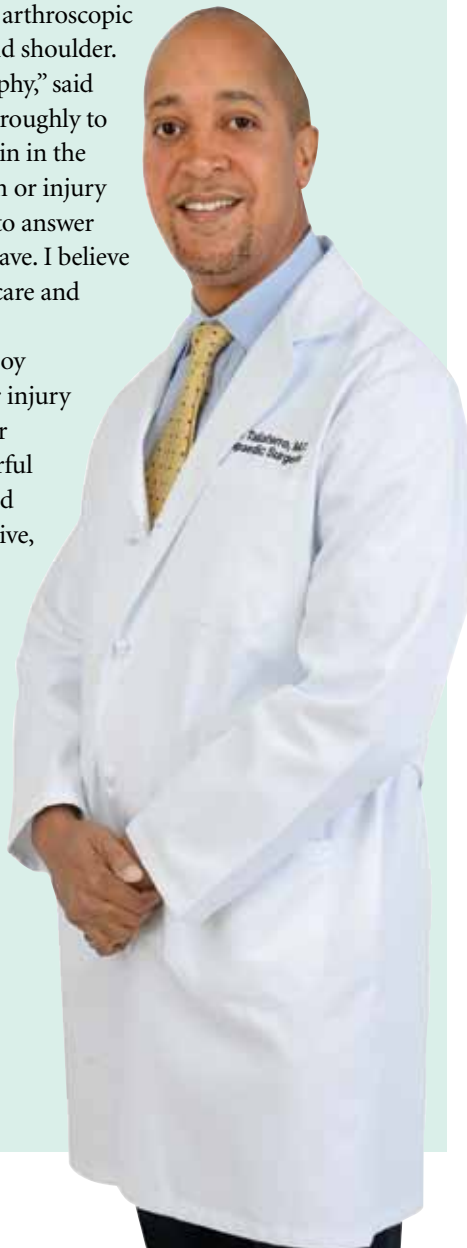
He has been in practice over 10 years and specializes in advanced arthroscopic surgery of the knee, hip, shoulder, ankle and elbow. These leading-edge techniques make surgery less painful, less invasive and allow quicker recovery.

Dr. Taliaferro, who was trained by some of the leading surgeons in the field of orthopedic surgery, has extensive experience in rotator cuff surgery as well as shoulder, hip and knee replacement. His clinical interests also include the arthroscopic management of the hip in young athletes and arthroscopic reconstruction of the knee and shoulder.

“My patient care philosophy,” said Dr. Taliaferro, “is to listen thoroughly to your concerns, educate, explain in the simplest terms your condition or injury pattern and take ample time to answer any questions that you may have. I believe this facilitates a high level of care and leads to satisfied patients.”

He went on to add, “I enjoy getting patients through their injury or condition and back to their lives. I’ve experienced wonderful gratification from patients and their families when they can live, work and play without pain.”

Dr. Taliaferro graduated from Meharry Medical College in Tennessee in 1998 and completed his surgical internship at Washington Hospital Center in 1999 and his sub-specialty training at Howard University Hospital in 2003. He is a decorated veteran of the U.S. Navy and served an eight-month deployment with the U.S. Marines as an orthopedic surgeon during Operation Iraqi Freedom.



Calvert Internal Adds New Infectious Disease Specialist

Board-certified infectious disease specialist **Dr. Lalita Chulmokha** joined Calvert Internal Medicine Group in Prince Frederick. Her practice covers general infectious diseases but she has a special interest in tropical diseases, travel medicine and HIV Infection/AIDS.

“Both of my parents are doctors,” she said.

“Growing up I always knew that I wanted to be a doctor just like them.”

Dr. Chulmokha said she was drawn to the field of infectious disease because it is very challenging and constantly evolving.

“I believe that communication is essential to good quality care for my patients,” she said. “I want them to be confident they can openly discuss their health problems and trust that I will listen and understand.”

She encourages her patients to actively participate in decisions relating to their health.

Dr. Chulamokha graduated from the medical school at Chulalongkorn University, the second oldest medical school in Thailand. She completed her internal medicine residency at St. Elizabeth Health Center in Ohio in 2003 and went on to complete a fellowship in infectious disease at Thomas Jefferson University Hospital in Philadelphia in 2005.



New Neurosurgeon Joins CMH

Neurosurgeon **Dr. Amjad Anaizi** of the Neurosurgery Department at MedStar Georgetown University Hospital has joined Dr. Jean-Marc Voyadzis and Dr. Faheem Sandhu in practice at the Center for Neuroscience Center at Calvert Memorial Hospital.

He is an assistant professor at MedStar Georgetown University Hospital Department of Neurosurgery. Dr. Anaizi completed his medical degree at Tufts University School of Medicine and his neurosurgical training at MedStar Georgetown University Hospital where he did specialized training in minimally invasive spine surgery.

Dr. Anaizi went on to complete a complex and minimally invasive skull base surgery fellowship at the University of Cincinnati/ The Mayfield Clinic under the instruction of Dr. Phillip Theodosopoulos in 2013.

His special interests include minimally invasive brain surgery for the treatment of brain tumors, aneurysms and vascular malformations, as well as minimally invasive spine surgery.

Since opening in 2010, the Center for Neuroscience at CMH has become a leading provider of neurological care in Southern Maryland. It offers patients one-stop access to comprehensive and coordinated care for a wide range of neurological and musculoskeletal conditions.



CPA Welcomes New Specialists

Calvert Physician Associates (CPA) is pleased to announce the addition of physical medicine and pain management specialists **Dr. Joseph Ferraro**, (at left) **Dr. Robin Medic** (center) and certified physician assistant **Amy Fernandez, PAC**, of Calvert Physical Medicine and Pain Management.

The group uses their expertise and training in physical medicine & rehabilitation (PM&R) and pain medicine to aid in the diagnosis and treatment of acute and chronic musculoskeletal and neurologic injuries and pain syndromes. They incorporate a variety of non-surgical and interventional treatments as well as injections to relieve pain. Additionally, they provide specialized testing in-house such as electromyogram (EMG) or a nerve conduction study (NCS) to pinpoint the cause and identify the best treatment choices.

Dr. Ferraro is board certified in physical medicine & rehabilitation and pain medicine. He graduated from the medical school at the University of South Florida and went on to complete his internal medicine residency at the University of Alabama at Birmingham and his residency in PM&R at the University of Washington in Seattle. His fellowship at the University of Florida focused on musculoskeletal spine and interventional pain management.

Dr. Medic is board certified in physical medicine and rehabilitation and is trained to perform EMG and nerve conduction studies. She is a graduate of the Pennsylvania State University College of Medicine and completed her PM&R residency at Virginia-Commonwealth University-Medical College of Virginia.

Fernandez, PAC, who has been working in the area of pain management since 2009, received her certification as a physician assistant from Anne Arundel Community College and a master's of medical science from St. Francis University in Pennsylvania.



Soffer Foot & Ankle Care Opens

Podiatrist **Dr. Eric Soffer** is adept at managing all conditions of the foot and ankle and specializes in minimally invasive surgical techniques to minimize pain and healing time for his patients. He is especially interested in complex reconstructive surgery of the foot and ankle, limb salvage and trauma surgery of the foot.



After graduating top of his class at Midwestern University School of Podiatric Medicine, Dr. Soffer began his surgical residency at the Department of Veteran Affairs Greater Los Angeles Healthcare System. Working with veterans from all backgrounds he honed his expertise treating diabetic foot conditions including limb salvage, wound care and toenail conditions.

Spending three years at Olive View UCLA Medical Center and Kaiser Permanente in Los Angeles provided experience in advanced surgical care of the foot and ankle. There he mastered minimally invasive surgical techniques, corrective and reconstructive surgery, management of trauma, pediatric foot conditions, skin disorders of the foot and infection.

"I am dedicated to spending as much time as is needed for each patient," said Dr. Soffer. "This involves carefully listening to their concerns, performing a thorough exam, making an accurate diagnosis, explaining the condition in a way they can understand, and reviewing all possible treatment options with them."

He went on to add, "People may not realize that foot and ankle problems can cause pain in the knees, hips and low back as well, and that simple foot treatments such as changes in footwear can help resolve these problems."

Calvert Primary Care in Solomons Expands

Two new board-certified family medicine physicians have joined Calvert Primary Care in Solomons. They are **Dr. M. Novella Papino-Higgs** (shown top) and **Dr. Christina Reilly-Torres** (bottom). The Calvert Physician Associates practice offers a full range of primary care services for both children and adults of all ages.

Located in Suite 2100 of the Solomons Medical Center, the group provides health screenings, preventive medicine, complete physicals, well baby checks, immunizations and annual gynecological exams.

Dr. Papino-Higgs, who has been in private practice for two years, obtained her medical degree from the Università Di Genova in Italy in 2001 and completed her training at the Bon Secours St. Francis family medicine residency program in Midlothian, Virginia in 2010.

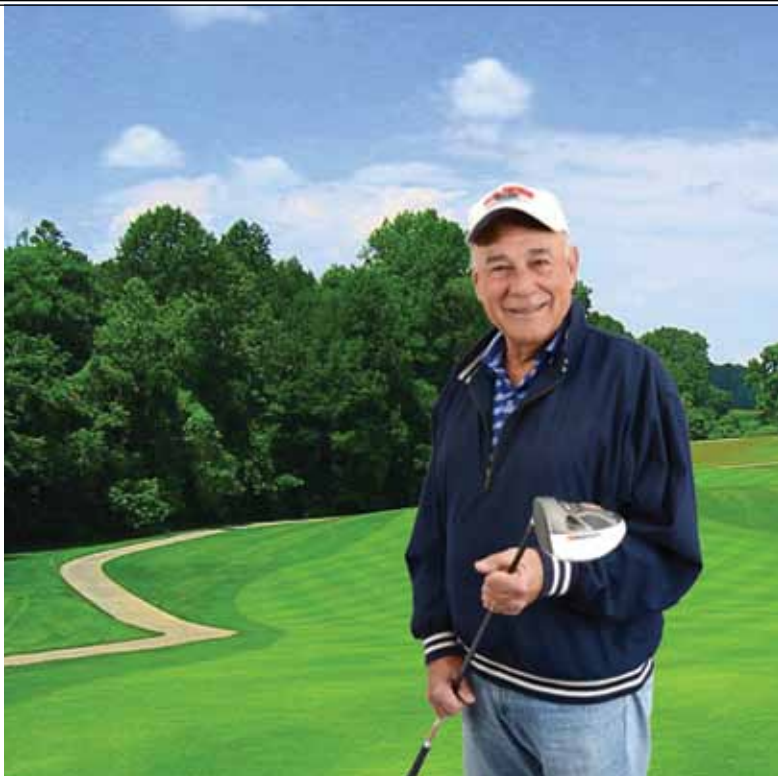
Dr. Reilly-Torres, who has over 10 years of experience in family medicine, graduated from the Lake Erie College of Osteopathic Medicine in Pennsylvania in 2000 and went on to complete her internship at St. Joseph's Health Center in Ohio in 2001 and her family medicine residency at Ohio Valley Medical Center in West Virginia in 2003.

The practice is part of the CPA network that also includes specialists in GI, ENT, general surgery, OB/GYN, hematology/oncology, pain management and physical medicine and rehabilitation. Nurse care coordinators provide extra support for those with chronic conditions. A patient portal makes it easy to communicate with your care team online 24/7 and electronic medical records enhance information sharing between providers.



Looking for a Physician?

For more information about these physicians or other practices, please call our toll-free Physician Referral Line at **1-888-906-8773** or visit www.calverthospital.org.



"I had a lot of questions and they answered them all," said Robert Palmby of the neurosurgery program at CMH. "I was most impressed with the professionalism."

associate professor of neurosurgery at MedStar Georgetown University Hospital and is medical director of the neurosurgery program at CMH.

"He told me that it would not be long before I would end up with a walker and then a wheelchair," said Palmby. "All surgery has risks and he explained those but for me it was a simple decision to make." He chose to have minimally invasive spine surgery.

On Oct. 30, Dr. Voyadzis performed a minimally invasive two-level laminectomy to take the pressure off the irritated nerve and Palmby went home the same day. "The first couple of days were rough, but by the weekend I could get up on my toes," he said. "I wasn't allowed to do any lifting, bending or twisting for four weeks. Then, I started taking short trips around the neighborhood." This was followed by physical therapy for six weeks. "When I went back on Jan. 1st, he told me I was fully healed and 'to go live life.'"

Quicker Return to Normal Activities

"We use minimally invasive approaches whenever we can get equal or better results than open surgery," said Dr. Voyadzis. "In our experience, that's about 80 percent of the time."

According to Dr. Voyadzis, minimally invasive techniques – which involve significantly smaller incisions – have altered the landscape of spine surgery, improving a patient's quality of life more rapidly than conventional techniques.

Compared to traditional open back surgery, he said, these newer, more sophisticated procedures provide many advantages – less pain, quicker recovery, less scarring, less soft tissue damage and less blood loss during surgery. "In addition, this approach can decrease potential long-term problems or complications that occur after open procedures."

Equally important are the results. "A growing number of studies," he said, "are demonstrating that minimally invasive techniques are safe and effective when compared to traditional approaches, with a quicker return to normal activities."

Back in Motion

Minimally Invasive Spine Surgery Relieves Pain, Restores Quality of Life

AN AVID GOLFER AT 73, ROBERT PALMBY TYPICALLY PLAYED THREE TO FOUR TIMES A WEEK, OFTEN CARRYING HIS OWN BAG AND WALKING 18 HOLES. THEN, LITERALLY OVERNIGHT HE COULDN'T WALK A BLOCK DUE TO WEAKNESS IN HIS LEGS CAUSED BY SPINAL STENOSIS.

A very common condition in people in their 60s and 70s, spinal stenosis is a narrowing of the open spaces in the spine, which can put pressure on the spinal cord and the nerves that travel through the spine. If it gets too narrow, it can irritate the nerve, causing pain in the leg, numbness or weakness.

"The low back pain started a few years ago," recalls the St. Mary's resident. "I did physical therapy and back injections and that worked for a while. It gave me a good two to two and half years." Then the pain came back.

Upon the recommendation of a friend, he decided to consult with board-certified neurosurgeon **Dr. Jean Marc Voyadzis** at the Center for Neuroscience at Calvert Memorial Hospital. Dr. Voyadzis, who specializes in minimally invasive spine surgery, is



*Jean-Marc Voyadzis, MD
Georgetown neurosurgeon*

"The care provided was exceptional and incredibly thorough," said Robin Niosi. "Dr. Voyadzis was very precise in his explanation and that builds a lot of confidence."



When Back Pain Won't Go Away

Like other back pain sufferers, **Robin Niosi** had tried many options before she considered surgery. "I saw an orthopedic specialist and got cortisone injections and went the PT route," said the Huntingtown resident. "I also had nerve root injections."

"I did get relief but it was only temporary and the pain kept getting worse," said the 52-year-old mother of three. "I felt like a spectator in my own life." She was taking anti-inflammatory and pain medication when an MRI revealed she had a more significant problem. Niosi had a bulging disk that made walking extremely difficult.

In September, she opted to undergo minimally invasive lumbar fusion surgery with Dr. Voyadzis. "They inserted an artificial bone graft and two screws," Niosi said. "I had surgery on Wednesday and went home on Friday. At my two-week checkup I was standing straight up and was significantly better."

Initially, after surgery she wore a brace and used a walker. After one month, she started physical therapy but by eight weeks she was walking without a cane. "I would recommend him and the surgery without reservation," said Niosi. "It really changed my life."

What is a Physiatrist?

By Dr. Joseph Ferraro, Calvert Physical Medicine & Pain Management



A "physiatrist" may be part of your treatment team for back pain. This is a physician who has finished training in the specialty of physical

medicine and rehabilitation (PM&R). He or she may also have further fellowship training in pain medicine including interventional injection treatments for pain. As a whole, physiatrists specialize in the treatment of acute or chronic muscle, skeletal, and/or neurological conditions designed to maximize long-term function and quality of life.

Together, with your other providers, your physiatrist may try various non-surgical treatment options when trying to treat your pain. These may include various medications, physical strengthening programs (such as through a physical therapist) or possibly injections (such as an epidural steroid injection).

Your initial evaluation would typically include obtaining a full history of the problem, discussing what you have tried already, what other medical problems you have, medications you are on or have tried before, as well as what treatments you have already done for the problem. The physician would then do a physical exam and review any imaging films you may have brought with you. Then, you and the physiatrist will discuss and determine a treatment plan tailored to your specific needs.

Your surgeon may ask you to see a physiatrist for treatment first. This may improve the pain without surgery; but if it doesn't or if your condition worsens, then the surgeon remains an available part of the team to provide those options, when needed.

Dr. Ferraro is board certified in physical medicine and rehabilitation and pain medicine.

Physicians and other medical professionals from across the region joined experts from MedStar Georgetown University Hospital and the Center for Neuroscience at Calvert Memorial Hospital for an educational conference on Feb. 21 that focused on the latest trends and advances in caring for patients with neurological disorders in the community setting.





Breast Center Gets Spacious NEW HOME



CMIC DESIGNATED BREAST IMAGING CENTER OF EXCELLENCE

Earlier this year, the Sheldon E. Goldberg Center for Breast Care at Calvert Memorial Hospital moved to Suite 201 at the Calvert Medical Arts Center – enabling them to add exam rooms, enlarge their library and improve access for the community.

“The additional space will allow for the continued growth of the center,” said **Kasia Sweeney**, administrative chair for the breast center. “Additionally, our resource center is next to the waiting area, which makes it easier for people to use.”

She said the design allows for better patient flow and privacy. According to Sweeney, the color scheme was selected by the breast center support group in cooperation with **Ramona Goldberg**, the wife of the late Dr. Sheldon Goldberg. “She said she picked the colors she believed he liked the most.”

Sweeney said that a donor wall is being constructed in the lobby. “One of Dr. Goldberg’s main goals was a visual representation of the community support for the center.”

The hospital’s **Woman’s Wellness** program is co-located in the space. “They work hand in hand with the breast center and provide free and low-cost services and mammograms for women who qualify,”

The leadership team at the breast center includes Johns Hopkins radiologist Dr. Nagi Khouri (pictured above in center), Thomas Jefferson breast surgeon Dr. Theodore Tsangaris and breast care navigator, Mary Lingeback.

said Sweeney. (See related story on pg.12.)

Calvert Medical Imaging Center – the breast center’s imaging partner – was recently designated as a “*Breast Imaging Center of Excellence*” by the American College of Radiology (ACR). This accreditation is the gold standard for excellence and is only given to facilities with proven best practice standards in image quality, personnel qualifications, facility equipment, quality control procedures and quality assurance programs.

The designation honors the center’s exceptional work in the field of breast imaging and signifies that the facility has earned full accreditation in mammography, stereotactic breast biopsy and breast ultrasound (including ultrasound-guided breast ultrasound).

“Calvert Memorial is dedicated to providing our patients with the highest quality of care,” said CMH President and CEO **Jim Xinis**. It is a great honor to be designated as a Breast Imaging Center of Excellence. We are thrilled to be recognized for our commitment to the early detection of breast cancer.”

In October, CMIC added a new screening and diagnostic tool – 3D breast mammography, a cutting-edge technology that can detect even the most subtle signs of early cancer. Since it was implemented, some 689 3D exams have been performed.

“Increasingly, we are realizing how effective 3D mammography is in making an accurate diagnosis, especially with dense breasts,” said Johns Hopkins breast imaging specialist **Dr. Nagi Khouri**, who directs Calvert’s breast imaging program.

“It allows radiologists to see through overlapping tissue much more clearly,” he said. “More importantly, we’re able to see lesions of the breast better.”



Komen Grant Funds Survivorship Support

Calvert Memorial Hospital has received another grant from Susan G. Komen® Maryland to offer mentoring and peer survivorship support services at its Center for Breast Care. The SOS (*Survivors Offer Support*) program – now in its third year at CMH – provides emotional support and practical advice to newly diagnosed patients as they cope with the challenges and changes they experience during treatment.

SOS also offers a partner support workshop for spouses, significant others and family members of newly diagnosed patients along with “Transition to Wellness” workshops for survivors evolving from treatment to wellness.

“We are very grateful to Komen Maryland for providing this grant that will allow us to continue offering these vital services to our community,” said **Kasia Sweeney**, administrative chair for the breast center at CMH.

“Our volunteers can offer insight like no one else can because they’ve tackled the disease themselves,” said **Denise O’Neill**, who coordinates the SOS program at Calvert. She is at the CMH breast center on Fridays but can also be reached by phone at **410-535-8731** or by email at doneill@cmhlink.org.



Community Supports CMH Breast Center



Over 850 runners, walkers, cheering spectators and volunteers crowded the streets and sidewalks of Solomons in a show of pink for Calvert Memorial Hospital's 4th Annual Breast Cancer 5K Walk/Run on Oct. 5. The record crowd brought in nearly \$15,000 to benefit the Sheldon E. Goldberg Center for Breast Care at CMH.

"The event is so much more than a run/walk," said **Mary Lingeback**, the breast center's navigator. "The 5K is a positive, uplifting experience for everyone involved. There's a palpable sense of hope and joy in the air."

A group from the Bethel Way of the Cross Church in Huntingtown wore pink sashes that read: "In support of Mildred Harmon." The team for Southern Maryland Oral & Maxillofacial Surgery was 73 members strong. For Elizabeth McClellan it was literally a team effort. Sidelined with a fractured ankle, the Calvert High School senior was pushed in a wheelchair by her teammates on the varsity volleyball team the entire 3.1-mile course and across the finish line.

Proceeds from the race, said **Kasia Sweeney**, administrative chair for the breast center, will be used to expand support services available to all patients at the center as well as to support a special fund for patient financial assistance.



Additionally, the **CMH Thrift Shop** operated by the hospital auxiliary at the Dunkirk Market Place Shopping Center brought in another \$4,500. This summer, it's moving to retail space located across from World Gym on Rt. 4 in Owings.

The 4th annual **Pink and Blue Golf Tournament** at Old South Country Club raised another \$15,000 for breast and prostate cancer programs at CMH. First held in 2010, the annual event has raised \$93,000.

(See related photo page 14).

For her bat mitzvah project, **Robyn Scher**, 13, of Huntingtown (*shown left*) – with a little help from her Bubbe (Yiddish for grandmother) – knitted 50 caps to help keep breast cancer patients warm during infusion therapy.

The **Spotlight Music Series**, which kicked off with Pasta & Puccini in April, has additional concerts planned for Aug. 27 and Dec. 10. Watch for details at www.calverthospital.org.



Dr. Tsangaris Rejoins Breast Center Team



Renowned breast surgeon **Dr. Theodore Tsangaris** has rejoined the Center for Breast Care at Calvert Memorial Hospital on a part-time basis. Dr. Tsangaris, currently head of breast surgery at the Jefferson Breast Care Center in Philadelphia, comes to CMH through a joint agreement between Calvert Physician Associates and Jefferson.

"I am looking forward to working once again with the breast team at Calvert," said Dr. Tsangaris, who served as medical director of the center from 2011-2012. "This is a true multidisciplinary program that compares in a positive way to what you would find in a major metropolitan area."

Dr. Tsangaris replaces Dr. Steven Nagel who recently left CMH to focus on his practice in Frederick, MD. "We thank Dr. Nagel for his great service during the last two years," said **Kasia Sweeney**, administrative director for the breast center. "He did a lot to advance the center through his leadership and focus on quality indicators."

Dr. Tsangaris is widely recognized as one of the region's most skilled and experienced breast cancer surgeons. Before arriving at Thomas Jefferson in 2013, he most recently served as Director of Outpatient Breast Cancer Services at the Smilow Cancer Hospital at Yale-New Haven.

Prior to that appointment, Dr. Tsangaris was Director of the Johns Hopkins Avon Foundation Breast Center and the Chief of Breast Surgery in the Division of Surgical Oncology at Johns Hopkins. He is fellowship trained in surgical oncology of the breast and specializes in nipple-sparing mastectomy.

Brissette Joins Woman's Wellness

Nurse practitioner **Morgan Brissette, MSN, FNP-BC**, has joined the Woman's Wellness program at Calvert Memorial Hospital. Her 20-year nursing career has included assignments ranging from military medical facilities in Korea and Germany to health departments in Alabama, Tennessee and Kentucky.

"I am excited about working with Woman's Wellness," said Brissette. "It provides much-needed preventive health services to women in the community." Located in Suite 201 of the Calvert Medical Arts Center on the hospital campus, the all-female staff provides well-woman breast and cervical exams, contraceptive services, menopause information and case management assistance.

"I believe that all women should have access to top quality health care that is geared to them," she added. Grant funding makes services at Woman's Wellness free or at a reduced cost for those who qualify.

Brissette started her nursing career in Durbin, South Africa where she obtained her bachelor's degree in 1994. Her first assignment as a military spouse was in Hawaii, where she worked in labor and delivery. She went on to complete her family nurse practitioner degree and master's in nursing program in 1998.



CMH Board Appoints New Members, Elects Officers

Attorney **Sam Nazarro**, banking executive **Terri Wolfley** and airline pilot **John Potter** (*far left*) have joined the board of directors for Calvert Memorial Hospital. The board also welcomed back longtime board member **Cliff Stewart** (*far right*) after several years of healthcare leadership at the state and regional level. CMH board members are all volunteers and play a vital role in ensuring that the organization meets the needs of the community.

Nazarro recently joined PricewaterhouseCoopers after a distinguished legal career at the United States Department of Justice. Wolfley, who has 30 years of experience in the commercial banking industry, has been a senior vice president with Bank of America since 2001. A Southwest Airlines pilot with 19 years in commercial aviation, Potter retired from the Air Force as a Lieutenant Colonel, after 22 years as a military pilot.

Kevin Nietmann, who just completed his first term as chairman, was elected to a second term. The other officers for the coming year are **Henry S. Trentman**, vice chairman; **Rev. Peter J. Daly**, secretary and **Donald J. Parsons, Jr.**, treasurer.



Chapin to Head Behavioral Health Unit



Paula Chapin, RN, BA, MSA, has joined Calvert Memorial Hospital as director of the hospital's behavioral health unit. She has been a psychiatric nurse for over 30 years and board certified for 20 years. The Vermont native recently received her master's in administration

from St. Michael's College. Chapin comes to CMH from Washington Adventist Hospital where she held the same position.

CMH offers comprehensive behavioral health services for individuals and families. In addition to 24-hour crisis intervention services in its emergency department, the hospital provides inpatient care, adolescent day treatment (for ages 13 and older) and adult day treatment services.

"I have found the CMH team to be accepting, helpful, supportive and patient-centered," she said. "My priorities for the coming year are to become part of the exceptional team here, to be a resource and assist in ensuring the staff have all the tools they need to continue to keep the unit successful."

Kelley Named Lead Clinical Coordinator



Nancy Kelley, BSN, has joined the nursing team at Calvert Memorial Hospital as Lead Clinical Coordinator. She is responsible for staff and patient flow throughout the hospital and works closely with all units to ensure there is adequate staff to handle patient census and acuity.

"Nancy is a master puzzle solver," said CMH Chief Nursing Officer Diane Couchman. "She is remarkably cool in a crisis, persistently positive and upbeat and is an excellent clinical resource to the staff and physicians."

Kelley has worked in multiple facilities in a clinical setting in her 21-year nursing career. Most recently, she was the delegating nurse at the 454-bed Charlotte Hall Veterans Home.

Her experience also includes working in intensive care, medical/surgical and home health nursing. Kelley received her bachelor's degree in nursing from Stevenson University and is currently pursuing a master's degree.

Hospital Launches New Online Patient Portal

**ALLOWS PATIENTS TO MANAGE
THEIR CARE MORE EFFECTIVELY**

My  **CMH Care**

Affiliated with Calvert Health System, Inc.



With its launch of a new patient portal program on July 1, called “My CMH Care,” Calvert Memorial Hospital now offers patients the convenience of accessing their health information online, through the hospital website at www.calverthospital.org, at any time from almost anywhere.

“The patient portal signifies an important step toward improving the patient’s healthcare experience,” said CMH President and CEO **Jim Xinis**. “It reflects our

commitment to advancing technology and providing all of our patients with enhanced access, and ownership of, their personal healthcare information.”

He went on to add, “My CMH Care” gives our patients the ability to take a more active role in managing their health care and offers instant, around-the-clock, password-protected access to their personal health information.”

Through the portal, patients who have been hospitalized will be able to view, download and print essential medical information, such as lab and radiology results, discharge instructions, prescribed medications and scheduled appointments to use for reference.

Xinis said this 24-hour access is intended to make it easier for patients to manage their post-discharge care and promote their own wellness. Additionally, the portal gives patients the ability to exchange messages with providers between visits and to keep family members in the loop by authorizing them to have access.

KEY FEATURES

- ✓ Access complete health information online
- ✓ View upcoming hospital appointments
- ✓ Use the portal from anywhere using a browser
- ✓ Access from your smartphone or tablet
- ✓ Manage information 24/7 without waiting



Enrollment is easy!



My CMH Care provides patients and their families with access to health information online at any time and from almost anywhere.

Frequently Asked QUESTIONS

Where does my health information in the portal come from?

It comes from your Calvert Memorial Hospital electronic health record. This ensures that you have access to the most accurate, up-to-date information possible.

How do I log into the portal?

Visit the My CMH Care link on the hospital’s website at www.calverthospital.org and then enter your user name and password.

Can my family access my portal?

You can give family members, such as parents or healthcare proxies, access to your portal. This needs to be done within your healthcare facility and requires consent from you and your family member(s).

Is my information safe?

Yes. Portal passwords are encrypted and URLs are re-written so that they cannot be copied and pasted. You and authorized family members are the only ones who can access your portal. Also, a timeout feature protects your information if you leave the portal page open.

What if I ever have technical problems with the portal?

There is a Contact Us section on the homepage of the portal that allows you to submit any questions you have regarding the portal.

Foundation NEWS



CMH Golf Classic Tops \$1 Million Mark

The Calvert Memorial Hospital Foundation, Inc. Benefit Golf Classic reached a new milestone on May 19 at Lake Presidential Golf Club when it topped the \$1 million mark. It seemed fitting that this year's honorary chair was **John Smith** who suggested 25 years ago that a tournament would be a good way to raise funds for new medical technology.

A field of 143 players competed for top honors and brought in nearly \$66,000 that will be used to support a new patient portal that will enhance patient access to care information after they leave the hospital. (See related story on page 13.)

"Our success is entirely due to the incredibly generous sponsors, enthusiastic golfers and wonderful volunteers who come out year after year to support this great cause," said tournament chair **Pat Petricko**. Leading the way was Master's Club sponsor **Ober, Kaler, Grimes & Shriver** and Ryder Club Sponsors **All American Ambulance, Leach Wallace Associates** and **Networking Concepts**.

Special thanks was also extended to Open Tournament sponsors **American Radiology Associates, Atkinson Heating A/C & Refrigeration, Bank of America Merrill Lynch, CompuDynamics, Crothall, Emergency Medicine Associates, S. Freedman & Sons, HBE Corporation, KPMG, Marathon Capital Management, Medline Industries, Pathway Investment Group/Mike Cox, RICOH, Wilmot Sanz** and **Wilson & Parlett**. The awards dinner was sponsored by **Varsity Vending** and **Freedom Office Products**.

25th Anniversary Ball Draws Record-setting Turnout

The 2013 Calvert Memorial Hospital Foundation, Inc. Harvest Ball celebrated its 25th anniversary on Nov. 9 with unprecedented success thanks to the 600 attendees, enthusiastic bidding and extraordinary support from corporate, community and individual sponsors that raised \$130,000 to help establish an interactive patient education system at the Prince Frederick facility.

"Each year our guests have turned out to be incredibly generous, helping us not only reach but surpass our goal," said Foundation Director **Dixie Miller**. "It is events like the Harvest Ball that helps everyone realize that they can play a role in making our community hospital the best that it can be."

CMH President and CEO **Jim Xinis** singled out former state Senator **Bernie Fowler, Sr.** who served as honorary chair for special recognition. He also paid tribute to emcee **Doug Hill** of ABC7 Weather whose impromptu karaoke performance brought in another \$2,000 from the appreciative crowd.

During the reception, Xinis extended special thanks to the ball's top sponsors, including the **Curtis Investment Group** that has been the leading sponsor for six years in a row. In all, there were 94 sponsors including the **Chesapeake Beach Resort and Spa, Dickinson Jewelers, Hargrove, Mamma Lucia's Restaurant, Wilson and Parlett** as well as **American Radiology Services, Emergency Medicine Associates, Garner Exteriors, Sunny and Steve Keithley, Associates in Radiation Medicine** and **Dr. and Mrs. John Saunders** with **Alan Wilson** and **Dr. Stephen Peters**.



2014 Ball Moving to New Venue

The foundation plans to roll out the red carpet at this year's Harvest Ball gala at the elegant Baltimore Marriott Waterfront Hotel.

Mark your calendar for Nov. 15 and plan to join CMH President and CEO James J. Xinis, honorary chair, for an enchanted evening that you will not soon forget!

To book your overnight stay, you may call 1-877-212-5752 (give the date Nov. 15, 2014 and ask for the Calvert Memorial Hospital Harvest Ball gala) or go online to: <https://resweb.passkey.com/go/HarvestBallGalaNov2014>



The Pink and Blue Memorial Cancer Tournament was created by the Old South Women's Golf Association (OSWGA) and the Old South Charitable Trust. First held in 2010, the annual event has raised \$93,000 for breast and prostate cancer programs at Calvert Memorial Hospital and Anne Arundel Medical Center. Pictured (l-r) are CMH Foundation Board Member **Mickie Frazer**, **Diana Doswell**, CMH Foundation Director **Dixie Miller** and CMH President and CEO **Jim Xinis**.

Why I Give

“THERE ARE SO MANY WAYS TO CONTRIBUTE,” SAID MARIANNE HARMS OF HUNTINGTOWN, “FROM GIVING A FEW HOURS OF YOUR TIME TO AN ORGANIZATION THAT NEEDS VOLUNTEERS TO DONATING CANNED GOODS TO THE LOCAL FOOD PANTRY. EVEN THE SMALLEST THINGS MAKE A BIG DIFFERENCE.”

“Every time you do something nice,” she added, “it inspires someone else to do something nice, too.” Since moving to Calvert in 1987, the grandmother of five has given her time, energy and expertise to numerous local charities including Asbury Solomons, Annmarie Sculpture Garden and Arts Center, Calvert Alliance Against Substance Abuse, Calvert Marine Museum and Jefferson Patterson Park & Museum.

Her views on philanthropy were shaped at a very early age. The oldest of five children whose father was a military pilot, she lived in 21 different places. Marianne vividly recalls the poverty she saw firsthand as a young girl living on a primitive base in Libya. “As I look back, it makes me value the life I’m privileged to have as an American and the opportunities we have. I think we have to give back and help those in need because we’re so lucky.”

Her advice for getting started: “Just join in something that interests you and give them a few hours of your time.” A longtime supporter of Calvert Memorial, Marianne along with her husband, John Harms, Sr. has made many contributions to the hospital, including serving on the Woman’s Wellness committee and volunteering for the ball committee as well as offering financial support. In 2007, they donated the funds to create a healing garden at CMH.

“The hospital has been such a source of comfort to us over the years,” she said. “I’ve always appreciated the excellent care we’ve received and remember well the kindness and compassion of the staff.”

“It’s very reassuring to know that CMH is there to take care of you when you need help,” she added. “We’re really very fortunate that the hospital has grown as our needs have increased.”

If you’re looking for the opportunity to make a meaningful difference, please visit www.calverthospital.org to learn more about how the CMH Foundation is supporting the hospital’s mission to improve the lives of your family, friends and neighbors in our community.

An avid gardener and pet lover, Marianne Harms shares the family farm with German Shepherd, Juma, and two cats, who have adopted her.



CMH Foundation Board Welcomes New Members

The Calvert Memorial Hospital Foundation Board of Trustees has welcomed three new members – **Maria Lubrano** of Dunkirk, **Bob Carpenter** of Chesapeake Beach and **Darren Rickwood** of Port Republic. The 11-member board is comprised of local residents who volunteer their time and talents to raise funds for expansion projects, new technology and healthcare scholarships.

“We are thrilled to have them on board,” said CMH Foundation Director **Dixie Miller**. “Their experience and expertise will be a valuable asset in helping us to continually strategize the growth of the foundation that will benefit our community.”

Carpenter (*above right*), who is currently serving his second term on the Chesapeake Beach Town Council, has worked in politics and public affairs for over 30 years. He is president and founder of Chesapeake Beach Consulting and also owns Celebrate with Travel. Active in the community, he has raised funds for numerous non-profit organizations.

As a mortgage consultant, Rickwood (*above left*) specializes in providing financial services and loan options for homebuyers. Lubrano, the mother of three, has owned and operated several restaurants in Maryland and nearby states.

Over the past 32 years, she has trained, managed and mentored over 1,000 employees. Currently, she and her husband, Sal, own and operate Mamma Lucia Italian Restaurants in Dunkirk and Prince Frederick.

The officers for the coming year are Prince Frederick attorney **Mark Davis**, president; **Lynette Entzian** of Locust Lane Farm in Lothian, vice president; **Michael Cox** of Pathway Investment Group, treasurer; and **Cindy Parlett** of Wilson & Parlett, secretary.

RESIDENTIAL CUSTOMER

CMH Rated “Top Performer” on Key Quality Measures

Calvert Memorial Hospital was recently named a *Top Performer on Key Quality Measures*® by The Joint Commission, the nation’s leading accreditor of healthcare organizations. CMH was recognized for exemplary performance in using practices shown to improve care for heart attack, heart failure, pneumonia and surgery. Only 16 hospitals in Maryland and 33 percent of all Joint-Commission accredited hospitals nationwide earned this distinction.

“We take great pride in having earned a spot on this prestigious list,” said Calvert Memorial Hospital President and CEO **Jim Xinis**. “It underscores our continuing commitment to raising our quality and safety to higher levels.”

He said the recognition by The Joint Commission is significant because the measures they use are based on scientific evidence about practices that lead to better patient outcomes.

The ratings are determined based on data reported to The Joint Commission for 2012. To qualify, Calvert Memorial achieved 95 percent or above on key quality measures – such as giving aspirin at arrival for heart attack patients or giving antibiotics one hour before surgery.

A 95 percent score means a hospital provided an evidence-based practice 95 times out of 100 opportunities. The measures are based on best practice or what has proven effective over time according to the latest clinical research.

Outstanding Stroke Care Recognized

For the third year in a row, Calvert Memorial Hospital has received the Gold Plus Quality Achievement Award from the American Heart Association for outstanding stroke care. The award – the highest level of achievement through the AHA’s Get With The Guidelines® Program – recognizes the hospital’s use of

the latest treatment techniques for stroke care according to nationally accepted guidelines.

“Calvert Memorial Hospital is dedicated to making our care for stroke patients among the best in the country,” said Xinis. “This recognition demonstrates that we are on the right track and we’re very proud of our team.”

Calvert Memorial, designated a Primary Stroke Center since 2008, has developed a comprehensive system for the rapid diagnosis and treatment of stroke patients admitted to the emergency department. This designation means the hospital meets or exceeds the requirements set by the state for effectively treating strokes.

Calvert Receives Excellence Award

For the third consecutive year, Calvert Memorial has been awarded the 2013 Excellence Award for Quality Improvement from the Delmarva Foundation. CMH was one of 16 hospitals statewide to receive this prestigious award, which recognizes facilities that excel in “significant and sustained” quality care.

In order to qualify, the hospital is compared to national benchmarks and CMH achieved over 90 percent for four consecutive quarters in 2012 on 14 clinical indicators – all based on established measures for best practice and resulting in better outcomes for patients.

CMH Makes Headline News for Safety

Consumer Reports recently released its ratings for patient safety in hospitals across the country. Calvert Memorial Hospital was very proud of its score. Check it out at www.consumerreports.org or read a related news article at <http://www.nbcwashington.com/news/local/Local-Hospital-Ratings-252627791.html>



Delmarva Foundation

