



# M E D I L I N E

A MEMORIAL HOSPITAL COMMUNITY RELATIONS PUBLICATION

NOVEMBER 2011

**BEST PLACES**  
to work in **PA**<sub>2011</sub>



*Sally Dixon*

## MESSAGE FROM SALLY...

*As Thanksgiving approaches, we celebrate our many blessings. At Memorial, I am grateful for all of you. Your dedication and commitment has helped us achieve another successful year of keeping the York community healthy. It takes all of us... physicians, associates and volunteers... to create a quality health care organization for our patients. To each of you I extend my thanks for all you do to make Memorial Hospital such a special place and a vibrant choice for health care in our community.*

*Sincerely,*

*President and CEO*

## Memorial Welcomes Two Cardiologists

Memorial Hospital is pleased to announce that Drs. Sam Solomon and Garima Sharma have joined York Heart and Vascular Specialists.



### DR. SAM SOLOMON

Dr. Solomon is a well-known physician in York County, having practiced for 25 years at Cardiac Diagnostic Associates in York. When asked about his reputation in the community as a caring physician, Dr. Solomon said that he treats patients as he would want to be treated.

“Patients are often scared when they come to see a cardiologist. I am their friend, their advocate and someone they can trust to be honest with them,” he said.

As a child growing up in Wilkes Barre, Dr. Solomon would go with his father to doctors’ appointments. These doctors are the reason he decided to pursue a career in medicine. In medical school, Dr. Solomon decided to specialize in cardiology because he likes the mix of clinical and surgical skills.

Dr. Solomon is excited to join the York Heart and Vascular Specialists practice with Drs. Rajachandran, Savarese, Daoko and Sharma. “I am extremely impressed with the growth Memorial has experienced in cardiology this past year and the Hospital’s vision for doing it right by having subspecialists in the practice for vascular, electrophysiology, nuclear MRI and heart failure,” said Dr. Solomon.

“I believe it is important for York County to have options for their health care, and I am excited to play a part in the Hospital continuing to grow and be a quality choice in our community.”

Dr. Solomon and his wife, Karen, have two children: Danielle, 25, and Rachael, 22.



### DR. GARIMA SHARMA

Growing up in India, Dr. Sharma had a lot of inspiration to become a physician. Both her mother and father are primary care physicians and she saw first hand how they made a difference in the lives of their patients. She decided to specialize in cardiology because she saw in India how cardiovascular disease was undiagnosed, and she says the same can be said for the United States.

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(Memorial Welcomes Two Cardiologists continued)

“Patients have access to care, but don’t recognize the signs and symptoms,” she said. “This is especially true for women. Their signs are atypical and they often don’t know they have it until the disease is advanced. Women face enormous challenges because their symptoms are often masked.”

Dr. Sharma wants to change that in York County by educating women and men about heart disease so it can be treated early. She also has special training in heart failure and wants to work with patients who have heart failure to provide them with the screenings, medications and treatments they need to improve their quality of life.

She completed her residency in Internal Medicine and a cardiology fellowship at Temple University Hospital in Philadelphia. When not in the office, Dr. Sharma and her husband enjoy sports and spending time with their families.



1600 SIXTH AVENUE, SUITE 105  
YORK, PENNSYLVANIA 17403  
717-849-5576 • FAX: 717-718-9972  
www.yorkheart.com

## Welcome Dr. Peña!



Memorial Hospital is pleased to announce that Dr. Rhonda Peña has joined Dr. Roger Boatwright at York OB/GYN Specialists.

For Dr. Peña, the key to practicing medicine is being a good listener. “Patients want to tell their story and know that they have been heard,” she said. “It is amazing to me how they will open up as we build a relationship and they know they can trust me.”

She finds the OB/GYN specialty rewarding. “Every time that I deliver a baby it is like the first time. Every experience is different and it is such an amazing, happy event that I am able to be part of,” she said. “I also enjoy gynecology because it is rewarding to have a woman come to me with a problem that is affecting her quality of life and I am able to help her and make a difference in her life.”

Dr. Peña completed her residency in OB/GYN at Crozer-Chester Medical Center and she worked as a locum tenens physician before joining an OB/GYN practice in Clearfield, Pennsylvania. She was interested in Memorial because of the location and the Hospital’s technology. Dr. Peña performs minimally-invasive procedures and was impressed with Memorial’s newest generation da Vinci® Si™ robotic surgical system. She also likes the size of York County and its proximity to major cities. After meeting associates and physicians at Memorial, Dr. Peña knew this was the place for her. She looks forward to helping grow the practice and the OB/GYN department.

In her free time, Dr. Peña enjoys playing tennis and golf, traveling, reading and hiking.



1880 KENNETH ROAD, SUITE 3  
YORK, PENNSYLVANIA 17408  
717-779-2612 | FAX: 717-779-2615  
www.yorkobgynspecialists.com

## Application for Employment

The physicians listed below have recently applied for medical staff appointment and/or privileges at Memorial Hospital. If you have any information concerning these applicants that may assist the Credentials Committee, please provide that information to Bernadette Emig, Medical Affairs manager, or Mark Amalfitano, D.O., chairperson of the Credentials Committee.

**Leo Boggs, Jr., M.D.**  
Emergency Medicine

**Stephen Orville, M.D.**  
Emergency Medicine

**Kimberly Treat, M.D.**  
Emergency Medicine

**Ronald Vandegriff, D.O.**  
Family Practice

## Congratulations, Dr. Paolantonio!



Dr. Frank Paolantonio with Miller DiPietro Associates was recently named to the Physician Advisory Board of the Susan G. Komen Foundation – Philadelphia Chapter.



# Memorial Recognized by American Heart Association

The magazine *U.S. News and World Report* lists Memorial Hospital in the 2012 Best Hospitals edition for receiving the American Heart Association's (AHA's) "Get with the Guidelines" Gold Quality Achievement Award. Memorial Hospital was the only hospital in York County to make the list.

The AHA recognized Memorial for achieving at least two years of 85 percent or higher adherence to the "Get with the Guidelines" quality indicators for improving quality of patient care and outcomes. The recognition signifies that Memorial Hospital has reached an aggressive goal of treating heart failure patients with at least 85 percent compliance for a minimum of 24 months at core standard levels of care as outlined by the AHA/American College of Cardiology secondary prevention guidelines for heart failure patients.

"Get with the Guidelines" is a quality improvement initiative that provides hospital staff with tools that follow proven evidence-based guidelines and procedures in caring for heart failure patients to prevent future hospitalizations.



## MEDICAL STAFF INFORMATION CHANGES

**Paul Dahlberg, M.D.**

Voluntary Resignation

**Jeanette Foster, M.D.**

Voluntary Resignation

**Clement Ho, M.D.**

Voluntary Resignation

**Michael Moritz, M.D.**

Voluntary Resignation

**Sailaja Nootheti, M.D.**

Voluntary Resignation

## Welcome Dr. DeAngelis!



Memorial Hospital is pleased to welcome Dr. Christina DeAngelis to the Emergency Department.

Originally from Winter Springs in Florida, Dr. DeAngelis attended Philadelphia College of Osteopathic Medicine. She completed her internship and residency at Midwestern University St. James Hospital in Chicago. Dr. DeAngelis was drawn to Emergency Department medicine for its variety.

"I like the different patients' needs and different procedures to treat them," she said.

Prior to joining Memorial, she worked for EMP outside Chicago. When her husband learned he had the opportunity for a fellowship in Baltimore, she asked about the possibilities of a transfer.

"I like working at Memorial," said Dr. DeAngelis. "Everyone on the staff is very welcoming and pleasant to work with."

Outside the ED, Dr. DeAngelis enjoys time with her husband Nathan, a general surgeon, and taking care of their six-month-old daughter Abigail.

## Lorna Deibert Named Nurse Manager



Memorial's new nurse manager in the Family Birth Center (FBC) is Lorna Deibert. Lorna completed her nursing program at the University of Maryland and joined the Memorial family four years ago as a nurse in the FBC.

In her role as nurse manager, Lorna works with physicians and associates in the FBC to provide the personalized maternity care that Memorial is known for in the community. "I love working with the moms and families," said Lorna.

Lorna, and her husband, Linden, and son, Karl, previously lived in Orange County, California. While vacationing in this area they realized how much they liked York County, so they purchased a farm outside Glen Rock and left southern California behind. When she's not in the FBC, Lorna enjoys the farm featuring llamas, chickens, cats and Shelties Max and Penny.



## MEDICAL STAFF ADDITIONS

### **Alan L. Robin, M.D.**

6115 Falls Road, Suite 333  
Baltimore, MD 21209  
410-377-2422 • Fax 410-377-7960  
Specialty: *Ophthalmology*

### **Garima V. Sharma, M.D.**

York Heart & Vascular Specialists  
1600 Sixth Avenue, Suite 105  
York, PA 17403  
849-5576 • Fax 718-9972  
Specialty: *Cardiology*

### **Sam J. Solomon, M.D.**

York Heart & Vascular Specialists  
1600 Sixth Avenue, Suite 105  
York, PA 17403  
849-5576 • Fax 718-9972  
Specialty: *Cardiology*

### **Sumathi Suppiah, M.D.**

Susquehanna Trail Family Medicine  
2295 Susquehanna Trail, Suite A  
York, PA 17404  
812-0731 • Fax 812-9848  
Specialty: *Family Practice*

### **Howard S. Weber, M.D.**

Penn State Hershey Children's  
Heart Group  
121 N. Nyes Road, Suite D  
Harrisburg, PA 17112  
531-8674 • Fax 533-0401  
Specialty: *Pediatric Cardiology*

## 10 Years in a Row!

Memorial Hospital was recently named one of the Best Places to Work in PA for the tenth year in a row. The awards program was created in 2000 and is one of the first of its kind offered by a state in the country.

“We are very proud to receive this award and to reach a 10-year milestone. There are very few companies in the state that have been a Best Place to Work as long as Memorial,” said Sally Dixon, Memorial Hospital president and CEO. “I credit all of our associates, physicians and volunteers for making Memorial a great place to work.”

Memorial was named one of the Best Places to Work in PA in the category of large-sized companies (251 or more employees). Companies are evaluated on workplace policies, practices, philosophies, systems and demographics. Random employee surveys comprise 75 percent of the total evaluation.

The awards are administered by Team Pennsylvania Foundation, the PA Department of Community and Economic Development, the PA State Council of the Society of Human Resource Management and the Central Penn Business Journal.

## BEST PLACES to work in PA<sub>2011</sub>

## Welcome Dr. Suppiah!



Memorial Hospital is pleased to announce that Dr. Sumathi Suppiah has joined Susquehanna Trail Family Medicine. “I like the aspect of treating all family members throughout their lives,” said Dr. Suppiah.

Dr. Suppiah attended Thanjavur Medical College in Sri Lanka, India. To practice medicine in the United States, she completed an internship at New York Methodist Hospital and residencies at Latrobe Hospital in Pennsylvania and Stamford Hospital in Connecticut. After Stamford, she was eager to move to York, where she says the atmosphere is “calmer.”

She is happy with her choice to join the Memorial team. “All of my colleagues are polite, kind and respectful,” Dr. Suppiah said.

When she is not in the office, Dr. Suppiah and her husband, Dr. Ravichandran Suppiah, who is an anesthesiologist with Memorial, are busy raising two boys, Taron and Ethan.

## The Heart of Emergency Care



Emergency Services at...

**Memorial Hospital**

mhyork.org

# Update on Computerized Provider Order Entry

Computerized Provider Order Entry (CPOE) is the new technology being adopted in health care and is soon coming to the inpatient care units at Memorial Hospital. CPOE will allow physicians and other licensed providers to enter orders into a computer. Medications, patient care instructions, Laboratory and Radiology testing, and procedures are some of the orders that will be entered into CPOE.

“Most patients will have a set of admission or post-operative orders, which will be entered electronically by the physician through CPOE,” said Jim Mahoney, director of Management Information Services (MIS). “Once entered, these orders for services will be transmitted to the different hospital departments in real-time.”

To prepare for CPOE, Memorial has taken several steps over the past year, including transitioning the Pharmacy to a 24-hour operation and using electronic medication administration records (MARS) in patient care units. Memorial’s Emergency Department adopted CPOE early last year. This phase will extend use of CPOE to the Family Birth Center, Critical Care Unit, 1-West and 2-West. Many departments are using evidence-based order sets that will be converted to CPOE.

“Memorial continues to review the order sets being used throughout the Hospital,” said Rose Miller, MIS. “Before incorporating these into CPOE, we want to make sure they are updated and use the latest evidence-based practices.”

With CPOE, physicians and providers can utilize remote access from their home or office to enter orders and check on their patients in the Hospital.

CPOE is one of the components in the guidelines created for health care providers and facilities in the 2009 American Recovery and Reinvestment Act (ARRA). The guidelines included several components for hospitals across the country to adopt by 2015 to avoid penalties. The guidelines will lead to better outcomes for patients, make it easier to share health care information among providers and help the Medicare program become more efficient.

“The guidelines established in the ARRA have components which build upon one another over several years to improve quality and accuracy for health care facilities and providers,” said Jim.

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## Eliminating Patient Falls

Patient safety includes managing the hospital environment to eliminate the risk of falling. Falling puts patients at risk for bruising, head injuries, broken bones and cuts that need stitches. A fall can also result in a longer hospital stay and sometimes even require placement in an extended care facility. These falls also increase expenses for the hospital since more patient recovery time is required that is not reimbursable.

The reasons for patient falls are multi-faceted: medications, an unfamiliar environment, and drug and alcohol issues are just a few. According to Memorial’s Director of Nursing Deb Quackenbos, the nursing staff recently conducted research to update the Hospital’s Fall Risk Assessment and Prevention policy. A new component of the policy is the CARE program. The purpose of CARE is to ensure patient safety by reducing the risk of falling while allowing patients to maintain as much independence as possible. The CARE acronym stands for:

- Creating a safe environment
- Assessing risk for falling
- Reducing risk for falling
- Evaluating interventions

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## MEDICAL STAFF ADDITIONS

### **Stephen E. Cyran, M.D.**

Penn State Hershey Children’s Heart Group

121 N. Nyes Road, Suite D  
Harrisburg, PA 17112

531-8674 • Fax 533-0401

Specialty: *Pediatric Cardiology*

### **Scott W. Hines, M.D.**

EMP of York, LLC  
325 S. Belmont Street  
York, PA 17403

849-5730 • Fax 849-5731

Specialty: *Emergency Medicine*

### **Andrew D. Jenis, M.D.**

EMP of York, LLC  
325 S. Belmont Street  
York, PA 17403

849-5370 • Fax 849-5371

Specialty: *Emergency Medicine*

### **Rhonda L. Pena, M.D.**

York OB/GYN Specialists  
1880 Kenneth Road, Suite 3  
York, PA 17408

779-2612 • Fax 779-2615

Specialty: *Obstetrics and Gynecology*

### **Muhammad A. Qureshi, M.D.**

Pediatric Gastroenterology Associates  
2690 Southfield Drive  
York, PA 17403

741-1414 • Fax 741-4774

Specialty: *Pediatric Gastroenterology*

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(Eliminating Patient Falls continued)

When admitted to Memorial, a patient receives fall prevention guidelines and signs a fall safety agreement after review with the nurse. The CARE guidelines incorporate ways that patients and Memorial associates can work together to eliminate fall risk. Patients are evaluated using the Morse Fall Risk tool and rated on a scale from no risk to high risk with appropriate interventions for each category including use of alarms and sitters for high risk patients.

“This process is an effective way for us to keep patients safe every day,” said Deb.

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## Creating a Soothing Environment



Excessive noise can cause stress and anxiety for patients and make it more difficult for them to heal. To create a more soothing environment, Memorial’s Customer Experience team has introduced new methods to control noise.

A device called the Yacker Tracker is now used on patient care units. It looks like a street light and monitors the noise levels in the surrounding area. When noise levels increase, the light turns from green to yellow. When unacceptable levels are picked up, the light turns to red.

“The Yacker Tracker is a great self-monitoring tool,” said Kim Plitsch, Customer Experience manager. “The changing lights let associates know instantly when noise has increased so we can try to reduce it.”

In addition to the Yacker Tracker, the Continuous Ambient Relaxation Environment (CARE) Channel has been introduced in patient rooms. The CARE Channel provides relaxing images of nature with soothing instrumental music. Accompanying the CARE Channel is the Guided Imagery Channel, which blends spoken narration with the nature scenes and instrumental music.

“Patients have given us very positive feedback about the CARE Channels,” said Kim. “They bring a calming environment to their room and have decreased patient stress and anxiety.”

A noise information sheet has been created for patients to explain common sounds they will hear during their stay. It also explains the CARE Channels and that earplugs are available to all patients and headphones are offered to patients in semi-private rooms.

“We are excited to be able to provide our patients with a more relaxing environment to recuperate in,” said Kim.

**PLEASE REMIND YOUR PATIENTS TO PRE-REGISTER**

**One call scheduling and pre-registration: 717-815-2351**

Pre-registration appointment cards are available for your office by calling Jeri Lowery at 815-2797.