Memorial Hospital Becomes Affiliate of Community Health Systems

Memorial Hospital, the Surgical Center of York and other associated facilities that are part of Memorial Health Systems have become affiliates of Community Health Systems (CHS), Inc. The sale was finalized on July 1.

“Our Board of Directors and executive leadership felt that CHS was the right partner for us,” said Sally Dixon, Memorial’s CEO. “This affiliation provides us with access to a larger network of hospitals that share best practices. In addition, we will have access to capital resources and an organization with a proven track record in critical areas such as physician recruitment, quality and customer service that will be invaluable to Memorial and the community.”

“CHS is also a good cultural fit for Memorial Hospital,” added Sally. “As a Best Place to Work in Pennsylvania for 10 years in a row, Memorial puts great value on the human resources needed to operate a successful hospital. We are excited to be part of an organization that shares our values and is committed to creating great places for employees to work, physicians to practice medicine and patients to receive quality health care.”

The terms of the sale include building a new hospital at the site of the former Hawk Lake Golf course with construction to begin within 30 months of the close date. Other benefits of the transaction include:

• Providing a sustainable choice for quality health care in the York County community;

• Continuation of relationships with current medical staff members and commitment to apply resources to recruit new physicians to the community;

• Appointment of a local board of trustees comprised of members of the medical staff, the Hospital CEO, chief of the medical staff and community leaders, selected with guidance from the current MHS Board of Directors;

• Continuation of charity care policies consistent with those currently in place; and

• Continuation of the current residency training programs.

“We are excited to welcome the wonderful employees and outstanding medical staff at Memorial Hospital into the CHS organization,” said Marty Smith, CHS division III operations president. “We have been greatly impressed with the team at Memorial throughout the transaction process. As we begin our work together, we look forward to building on the hospital’s longstanding commitment to provide high-quality health services and compassionate, patient centered care. The commitments that have been made, including capital investments for a new hospital facility, will increase Memorial’s ability to serve the residents of York. We’re enthusiastic about what we can accomplish and what it will mean to this community.”
Memorial Hospital Receives AHA Gold Quality Award

Memorial Hospital has received the Get with the Guidelines®—Heart Failure Gold Quality Achievement Award from the American Heart Association (AHA). The recognition signifies that Memorial Hospital has reached an aggressive goal of treating heart failure patients with 85 percent compliance for at least 24 months to core standard levels of care as outlined by the American Heart Association/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.

“The full implementation of national heart failure guideline recommended care is a critical step in preventing recurrent hospitalizations and prolonging the lives of heart failure patients,” said Dr. Lee Schwamm, chair of the Get with the Guidelines National Steering Committee and director of the TeleStroke and Acute Stroke Services at Massachusetts General Hospital in Boston, Massachusetts. “The goal of the American Heart Association’s Get with the Guidelines program is to help hospitals like Memorial Hospital to implement appropriate evidence-based care and protocols that will reduce disability and the number of deaths in these patients. Published scientific studies are providing us with more and more evidence that Get with the Guidelines works. Patients are getting the right care they need when they need it. That's resulting in improved survival.”

Under the AHA’s program, heart failure patients are started on aggressive risk reduction therapies such as cholesterol-lowering drugs, beta-blockers, ACE inhibitors, aspirin, diuretics and anticoagulants while in the hospital. They also receive alcohol/drug use and thyroid management counseling as well as referrals for cardiac rehabilitation before being discharged.

“Memorial Hospital is dedicated to making our care for heart failure patients among the best in the country. Implementing the American Heart Association’s Get with the Guidelines—Heart Failure program will help us accomplish this goal by making it easier for our professionals to improve the long-term outcome for these patients,” said Sally Dixon, Memorial’s CEO.

Breast Health Education Available

Memorial Hospital’s Community Health and Wellness Department provides breast health education to groups, including physician office staff, through a grant from the Philadelphia Affiliate of Susan G. Komen for the Cure. Free copies of Memorial’s breast health guide are also available.

“One in eight women will be diagnosed with breast cancer in their lifetime,” said Katie Herrington, Memorial’s breast health educator. “We want women to know that if breast cancer is detected early, lives can be saved!”

The grant helps Memorial reach more than 2,000 women in York County each year. For more information about the breast health education program, please call Katie at 815-2463.

Application for Appointment

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 Dr. Carl Colombo, chairperson of the Credentials Committee.

Nimrta Ghuman, M.D.
Nephrology

Oyije S. Iheagwara, M.D.
Nephrology

Amit R. Patel, M.D.
Orthopedic Surgery

Congratulations!

Memorial Hospital’s 65th annual Intern and Resident Graduation was held on June 29. Thirteen residents and one intern graduated and a number of awards were given out. Pictured is Dr. Jon Livelsberger, left, presenting the Attending of the Year Award to Dr. Michael Spangler. Other winners were Dr. Chad Griffith, Resident Recognition Award, and Dr. Jon Livelsberger, House Officer of the Year.
Physician Communication Strategies

There is a strong relationship between clinical outcomes and patient experience. According to a 2010 national quality outcomes study, “When controlled for a hospital's clinical performance, higher hospital-level patient satisfaction scores were independently associated with lower hospital inpatient mortality rates.”

In surveys, patients rate communication with their physician and other care providers as their top indicator of overall satisfaction. Here are some tips for physicians about how to improve their communication:

Get on the patient's level. Sit eye-to-eye with the patient when talking with them. Make sure you use common terminology and not medical jargon.

Demonstrate courtesy. Remember to knock when entering a patient’s room, introduce yourself, close the door or curtain for privacy, and make eye contact and greet the patient using their proper name.

Understand patient priorities. Ask the patient if there is anything they need to do before you discuss their care. Effective clinical communication depends on understanding what is most important to the patient. For example, maybe they need to make sure they tell a loved one they are out of surgery. Once they make that phone call, they can focus on what you are saying.

Active listening. This lets the patient know you are present in the conversation and want to make sure their questions are being answered. Use the teach back method to make sure the patient and family understand what you have shared with them.

Family matters. Make time to engage the patient’s family in the plan of care with a phone call or in person (with the permission of the patient).

Physician News

Dr. Joseph Daoko with York Heart and Vascular Specialists has co-authored an article published in the Journal of Atrial Fibrillation. The article is titled “Risk Factors for the Development of Atrial Fibrillation in HIV Infected Patients” and appeared in the April 2012 issue. It is the first report in the literature about atrial fibrillation in HIV patients.
Sally Dixon Receives Distinguished Citizen Award

Memorial Hospital CEO Sally Dixon recently received the 2012 York Distinguished Citizen Award from the New Birth of Freedom Council, Boy Scouts of America. Sally was selected because of her service to the Boy Scouts and many other organizations in the community. She has served as a Board member for the Boy Scouts as well as Board chair. Pictured at the awards ceremony are, from left, Paul Finkenbinder, Maintenance and Engineering; Carol Childs, Emergency Department; Joe Iandolo, Heart and Vascular Center; Sally Dixon; John DeHaas, Administration; Pam Neiderer, Surgical Services; Chloë Eichelberger, Hospital Board chair; and Josette Myers, Community Relations and Marketing.
Memorial Receives Breast Imaging Center of Excellence Designation

After a six-month process, Memorial’s Breast Center received three new accreditations in breast ultrasound, stereotactic breast biopsy and ultrasound-guided breast biopsy from the American College of Radiology (ACR). The Center already has ACR accreditation for mammography. With these new accreditations, the Breast Center is now designated as a Breast Imaging Center of Excellence by the ACR.

“This shows our dedication to hard work and to being the best we can for our patients,” said Dr. Frank Paolantonio.

According to the ACR, “Peer-review evaluations, conducted in each breast imaging modality by board-certified physicians and medical physicists who are experts in the field, have determined that Memorial’s Breast Center has achieved high practice standards in image quality, personnel qualifications, facility equipment, quality control procedures and quality assurance programs.”

Memorial’s Breast Center has achieved many milestones over the past decade including getting digital mammography in 2005 and a prone stereotactic table in 2010. Additionally, the Breast Center began offering non-breast ultrasounds last year.

“This was a great way to celebrate our 10th anniversary,” said Connie Yohe, Breast Center supervisor. “We are most proud of the quality of our work. Not just our clinical work, but the emphasis we put on customer experience. Our patients experience that when they come to us.”

POMA Service Awards

The following physicians recently received awards recognizing their years of service to the Pennsylvania Osteopathic Medical Association (POMA) House of Delegates:

Dr. Richard DiPietro, 50 years  Dr. James Stengel, 40 years
Dr. Martin Hoffman, 60 years  Dr. Jacques Surer, 40 years
Dr. Walter Reich, Jr., 50 years

Memorial Nurses Participate in Evidence-Based Practice Event

More than 30 nurses from Memorial Hospital participated in the annual Evidence-Based Practice and Nursing Research Day. The forum was a collaboration of Memorial, Hanover Hospital, York Hospital and the York College of Pennsylvania chapter of Sigma Theta Tau, the Honor Society of Nursing. More than 200 nurses and health care professionals gathered to learn more information on selected best practices.

Nurses from throughout York County were invited to submit abstracts about research topics they conducted within the past year to be reviewed as possible presentations at the event. There were 25 poster presentations at the forum, including four submitted by Memorial nurses on various topics.

This year’s prestigious Outstanding Poster Presentation Award was presented to Wendy Shore in Memorial’s Family Birth Center for her research on prenatal breastfeeding education.

“Congratulations to Wendy for receiving this honor for her poster project,” said Sue Gordon, vice president of Patient Services. “The poster presentations are the result of many hours of work, and I commend all of our nurses who participated in this year’s research day. It is wonderful to have so many nurses at Memorial who are dedicated to improving the care they provide and sharing their research results with others.”
Treating Medication-Induced Dysphagia

Diseases of the esophagus can be a reason for a patient to be referred for speech therapy services in Memorial’s Rehabilitation Services Department. Up to 25 percent of hospitalized patients and 30 to 40 percent of residents in long-term care facilities report swallowing problems.

Dysphagia, a disability or problem with swallowing a substance properly due to impairment in the esophagus, can be caused by some commonly prescribed medications in either the oropharyngeal or esophageal stages of swallowing. A clinical diagnosis of dysphagia should include a thorough drug history to identify side effects and potential prescription complications.

Patients with external compression of the esophagus, including valvular heart disease with left atrial enlargement, are at increased risk of developing drug-induced esophageal injury (DIEI). Hey et al (1982) concluded that the risk of DIEI was increased when pills are swallowed in a supine position prior to sleeping. In more than 50 percent of supine normal subjects, the pill remained in their esophagus for at least 10 minutes, regardless of fluid consumption. Aspirin (ASA) and nonsteroidal anti-inflammatory drugs (NSAIDs) are also associated with esophagitis and esophageal stricture formation.

To refer patients with dysphagia, please call Meghan Allshouse, speech therapist in Memorial’s Rehabilitation Services Department, at 849-5485.

Imaging Department Change

Memorial Hospital is pleased to announce that CAT Scans (CT) became part of the Hospital on July 1. Updated outpatient CT request forms are available. Physician offices may make appointments through Memorial’s Call Center at 815-2351 from 8 a.m. to 8 p.m., Monday through Friday, and 8 a.m. to 12 p.m. on Saturday.

For more information, please call Robin Wible, director of Imaging, at 849-5736.

Physician Documentation Tip

When documenting *pancytopenia*, please further specify as:

- Antineoplastic chemotherapy induced pancytopenia
- Other drug induced pancytopenia
- Other causes of pancytopenia

If you have questions, please call the medical coders at 815-2391.

Memorial Home Health Update

The Centers for Medicare and Medicaid Services (CMS) recently posted the final rule requiring physicians who order home health and other services to be enrolled in the Provider Enrollment, Chain and Ownership System (PECOS).

Memorial Hospital is encouraging all physicians to complete the Medicare provider enrollment as quickly as possible. It takes approximately 45 days for a physician to receive final approval status. Physicians who do not enroll in PECOS may not be able to order home care for patients until the enrollment process is completed.

For more information, please contact CMS at (410) 786-0537 for Medicare issues and (410) 786-5532 for Medicaid issues.