Memorial Hospital Offers ERCP Procedure

Memorial Hospital recently began offering Endoscopic Retrograde Cholangio-Pancreatography (ERCP) procedures to patients. An ERCP is a diagnostic procedure to examine diseases of the liver, gall bladder, bile ducts and pancreas. The procedure can be done as inpatient or outpatient, depending on the specific needs of each patient.

“We are excited to expand our capabilities to provide more comprehensive services to our patients,” said Pam Neiderer, director of Surgical Services. “Offering ERCP is convenient and less stressful for our patients because they can now be treated here without being transferred for this procedure.”

The procedure is performed in the Hospital’s Operating Room and incorporates x-rays. Patients receive intravenous sedation, usually general anesthesia, for the procedure and will need to have a companion to take them home afterwards.

ERCP procedures can provide important information that cannot be obtained by other diagnostic examinations, such as abdominal ultrasound, CT scan or MRI. The procedure uses a duodenoscope that is inserted through the mouth and can move around the bends of the stomach and intestine.

In addition to diagnostic purposes, therapeutic measures can be performed during the ERCP, such as removing stones in the bile ducts. “The ERCP procedure is a great addition to help diagnose various conditions our patients might be living with,” said Pam. “Being able to also treat some of these conditions at the same time is an amazing benefit that can help avoid some unnecessary surgeries.”

An ERCP is commonly used in diagnosing and treating blockage of the bile ducts by gallstones, cancer, tissue scarring or compression from adjacent organs or tumors. It is also used in diagnosing or treating jaundice, persistent upper abdominal pain, unexplained loss of appetite and weight, and confirming the diagnosis of cancer of the pancreas or bile duct.

Minimally Invasive Procedure for Sinus Surgery

Chronic sinusitis is a painful condition in which the lining of the sinuses becomes inflamed and lasts three months or more. Common symptoms include: facial pain and pressure, difficulty breathing through the nose, discharge of yellow or green mucus from the nose, teeth pain, loss of the sense of smell or taste, headaches, fatigue, sore throat and bad breath.

For patients who suffer from sinusitis, typical treatment is medication. However, up to 60 percent of chronic sinusitis sufferers do not get relief from the medication. For these patients, a surgical procedure may be needed.

Memorial Hospital is now offering a minimally invasive procedure, called Balloon Sinuplasty, that opens up the sinus passages. It relieves the pain and pressure associated with chronic sinusitis.
Memorial Partners with Hershey Medical Center for TeleStroke Program

Memorial Hospital began working towards a Primary Stroke Center accreditation last fall and anticipates having the designation by this spring. One of the steps in that process was to partner with Penn State Hershey Medical Center for a telestroke program. Hershey’s program, called LionNet, provides real-time remote audio-visual access to a neurological consult with a stroke neurologist or neurosurgeon.

When a suspected stroke patient arrives at the Emergency Department (ED), the staff will call LionNet and be connected to a stroke expert. Utilizing a secure website, the Penn State Hershey physician provides consultation, examines the patient, reviews CT scans and speaks with the patient and family. A treatment recommendation is made and Memorial’s ED physician will then determine the best course of action.

There are many patient benefits to the LionNet program including it: speeds up treatment time, eliminates the need for travel and transfer, provides real-time access to specialty care and increases the chance for significant improvement in outcomes.

Surgical Procedure Scheduling

Please include Current Procedural Terminology (CPT) codes for anticipated procedures when faxing booking sheets to schedule surgical procedures at Memorial Hospital. This will help ensure accurate authorizations are obtained for surgical procedures and avoid insurance denials.

Customer Experience Corner

Active Listening

Use active listening to make sure the patient or family member you are talking to knows you are present in the conversation and that you want to make sure their questions are being answered. You can use the “teach back” method to make sure the patient or family member understands what you have shared with them. This can be done by simply asking the person to state in their own words what you just explained. You can use statements such as, “I want to make sure I explained this clearly. How would you explain in your own words what we just discussed?”

On the patient experience surveys, patients are asked the following questions:

- How often did doctors treat you with courtesy and respect?
- How often did doctors listen carefully to you?
- How often did doctors explain things in a way you could understand?

To receive a top score, patients must be able to answer that a physician ALWAYS performs these actions. Active listening each time, every time will help your patients and family members to know you are ALWAYS trying to communicate with them as best you can.

Please Remind Your Patients to Pre-Register!

717-815-2351

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

Memorial Internal Medicine at Elmwood

Memorial Hospital is proud to welcome Elmwood Center Medical Associates to the physician office network. Their new name is Memorial Internal Medicine at Elmwood.
Memorial Welcomes Director of Quality

Memorial Hospital is pleased to welcome Carla Parker as director of the Quality department. Carla has more than 26 years of experience in health care, including 12 years in quality improvement.

Prior to joining Memorial, Carla served as the regulatory readiness manager for Cabell Huntington Hospital in West Virginia. She focused on quality improvement, infection prevention, education and readiness for regulatory surveys from organizations such as the Joint Commission and the Centers for Medicare and Medicaid Services.

When Carla first looked at Memorial, there were several things that caught her attention. “I was really impressed with the culture here and all of the awards Memorial received,” said Carla.

At Memorial, Carla plans to focus on performance improvement, increasing core measure scores and achieving Joint Commission certification for the Hospital. She said what has really stood out at Memorial so far is the engagement from associates and the willingness to work together and do what is right.

“It has been a pleasant surprise to see everything that goes on at Memorial and I am excited to be a part of that and provide quality care to our patients and community,” said Carla.

Minimally Invasive Sinus Surgery continued…

Drs. Zaher Srour and Carol St. George have been performing the procedure for the past few years and have seen great success. They said their patients have experienced great results and are happy to finally be relieved of their sinus pain.

Unlike a conventional sinus surgery, Balloon Sinuplasty does not include the removal of bone or tissue from the nose, so the recovery can be quicker. While recovery times will vary, many patients are able to return to normal activities within one to two days.

For more information, call Dr. Srour’s office at 632-2221 or Dr. St. George’s office at 845-6261.

Medically Staff Additions

Wade J. Andrews, MD
Orthopaedic & Spine Specialists
1855 Powder Mill Road
York, PA 17402
848-4800 * FAX: 741-9867
Specialty: Orthopedic Surgery

Justin D. Coomes, MD
EMP of York
325 S. Belmont Street
York, PA 17403
849-5730 * FAX: 849-5731
Specialty: Emergency Medicine

Celia Jackson, MD
EMP of York
325 S. Belmont Street
York, PA 17403
849-5730 * FAX: 849-5731
Specialty: Emergency Medicine

Angela F. Mattke, MD
EMP of York
325 S. Belmont Street
York, PA 17403
849-5730 * FAX: 849-5731
Specialty: Emergency Medicine

Trent W. Smith, DO
EMP of York
325 S. Belmont Street
York, PA 17403
849-5730 * FAX: 849-5731
Specialty: Emergency Medicine

Medical Information Changes

Joyce Burd, M.D.
Voluntary Resignation

Kimberly Hamilton, M.D.
Voluntary Resignation

Steven Troung, M.D.
Voluntary Resignation

Charles Gbadouwey, M.D.
From Courtesy to Active

Sadia Khan, M.D.
Voluntary Resignation

Application for Appointment

The physician listed below has recently applied for medical staff appointment and/or privileges at Memorial Hospital. If you have any information concerning this applicant that may assist the Credentials Committee, please provide that information to Bernadette Emig, Medical Affairs manager, or Dr. Bruce Frantz, chairperson of the Credentials Committee.

Shubhra Ray, M.D.
Pulmonary Medicine
New Burn Care Service at Memorial

Memorial Hospital recently partnered with the Lehigh Valley Health Network’s (LVHN) telehealth program to offer TeleBurn services. TeleBurn allows Memorial to provide high quality care to burn patients by interacting with specialists at LVHN’s Regional Burn Center.

“TeleBurn provides access to best practices for treating burns,” said Carol Childs, assistant manager of the Emergency Department (ED). “Even minor burns can be assessed through TeleBurn.”

When burn patients arrive at Memorial for treatment, they are stabilized and consent to have photos of the injury are taken with a digital camera. The pictures are uploaded to a computer and sent to LVHN’s Regional Burn Center through a web-based software program.

Burn specialists at LVHN will speak with the physician at Memorial who is treating the injury while reviewing the photos. Together, they will determine the appropriate treatment and whether the patient can be cared for at Memorial or if a transfer is needed.

“The TeleBurn program is a great resource for our physicians and a benefit for our patients,” said Annette Gillespie, director for the ED. “Our physicians can access specialists at LVHN who are working with different types and severities of burns every day.”

Memorial is able to contact Regional Burn Center specialists around the clock to treat burn patients. LVHN’s Regional Burn Center is the largest and most-experienced Burn Center in Pennsylvania. Through TeleBurn, they provide expertise on caring for burn patients to dozens of remote hospitals. Their specialists are certified by the American Burn Association and the American College of Surgeons. They focus on providing state-of-the-art burn care with less pain and improved cosmetic and functional outcomes.