

# Pulse

The Heartbeat of Monadnock Community Hospital

FALL/WINTER 2008

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## Women's Imaging Department... Advances to All Digital Equipment Leads the Fight Against Breast Cancer



**Front row left to right:** Wendy Walthers, Lindsey Ramsey, Gretchen Mathieu, Mary Alice Lavelle

**Back row left to right:** Robin Muller, Vivian Bowen, Josiane Bohanan, Michele Stone, Melinda Gullage and Louise G.

**Missing from the photo:** Kerrie Michaud and Kenda Henke

The Women's Imaging Department in MCH's Radiology Department has a lengthy history of offering women in the Greater Peterborough area the most advanced, comprehensive imaging services provided by a highly qualified team of technologists and radiologists.

The Women's Imaging Department provides patients with comfort and privacy in a caring environment. They offer a multi-disciplinary approach to women's health care with easy access to a wide range of services, including the recently installed Hologic digital mammography system. With digital mammography, the images appear in seconds on the computer, providing better visibility, greater image flexibility, shorter exam times, faster results and fewer callbacks. The system is also equipped with a computer aided detection system which provides a second read by a computer.

The Department also offers the latest in bone densitometry with Hologic Discovery. This helps identify those at risk for osteoporosis or in the early stages of the disease (osteopenia). According to Gretchen Mathieu, Lead Mammography Technologist, "Osteoporosis is often called the 'silent disease' and more

women need to be educated about the importance of this procedure, since there are rarely signs until there is a significant degree of bone loss.

Critical to diagnostic imaging is Ultrasound which is a procedure that uses sound waves to produce an image. The Department uses an Acuson Antares ultrasound machine which is capable of performing all types of general, OB-GYN, carotid and venous ultrasound. The Ultrasound Department joins a select group of NH hospitals that are fully accredited by the American College of Radiology in General and Vascular Ultrasound.

The department is staffed by nine technologists and a mammography coordinator. With more and more mammograms being performed, the department recognized the need for a full-time coordinator who would act as the liaison between the doctors, surgeons, technologists and patients. According to Louise G., Mammography Coordinator and ten year veteran of the department, the job is extremely busy and, at times, emotionally intense, especially when there are screening abnormalities and the patient needs to return for more tests or a biopsy. "If there are any changes in the

breast, the woman automatically gets a call and is 'fast-tracked'...getting them back within a day or two," says Louise. "We don't want to scare patients, but want to impress upon them the seriousness of an irregular exam. It doesn't mean that the outcome is going to be bad. It may be just normal and there are all kinds of variations of normal."

The department performs approximately 25 mammograms a day and, on average, 34 patients out of 4,000 exams are diagnosed with cancer or less than one percent. "I worked as a technologist in California and the women in this community are much more informed when it comes to healthcare and ask a lot of questions," states Josie Bohanan, Mammography Technologist. "The women in this area are aware of the latest technology and MCH is proud to offer that to them."

Like the coordinator, the technologists have to be attentive and understanding. "All of the technologists have cried with their patients," says Gretchen. "Lots of psychology is involved in dealing with patients and you do get attached and bond with many of them. To be a good technologist, you have to truly care about people."

## Comments & Feedback

Since the *Pulse* is written for MCH employees, we value your opinion and would appreciate your comments or suggestions for future issues of the newsletter. Please call or email Nancy Clarke with your feedback at extension 1702 or [nancy.clarke@mchmail.org](mailto:nancy.clarke@mchmail.org).

# Dr. D'Agostino and Pat Johnson Travel to the Jungles of Northern Bolivia on Medical Mission

**D**r. Bob D'Agostino and Pat Johnson, R.N. are not newcomers to third world travel and medical care. Bob travelled on a medical mission to China in 2004, and Pat spent four years in a row working in a clinic in Belize. But their two-week adventure to the jungles of northern Bolivia in late August and early September with *Project Helping Hands* would qualify as a strong contender for an extreme medical reality show...complete with death defying travel, jungle escapades, and primitive facilities. While both said it was the most intense trip in their lifetime, they both agreed it was also the most rewarding.

After joining 35 other Americans in Miami, including five doctors and 15 nurses, the group took a ten-hour flight to La Paz, Bolivia. In La Paz they joined 31 Bolivians, called the National Team, which included five dentists, two doctors and many translators. They boarded a bus for a 12-hour journey

that would take them over Death Road which is classified as the most dangerous road in the world, followed by a "canoe ferry" that dragged the bus to Guanay, the first of seven villages where they would set-up clinics.

For the next two weeks they travelled in three teams to remote villages accessible only by river. Three long banana boats, with 25 people in each boat along with belongings and medical supplies, were used for transportation. At one point in the journey, their boat capsized and caught fire, but thanks to their Bolivian hosts, no one was injured, no supplies were lost, and the boat was refurbished and continued the trip.

"There was no HIV and very few diabetic or obese patients," said Dr. D'Agostino. "The patients we saw didn't have high blood pressure and had very low cholesterol. Many people smoke, so we saw patients with COPD and there was some TB. During the two-week period,



Above: Dr. D'Agostino and Pat Johnson on a banana boat.  
Left: Banana boat capsized and on fire.

we saw a total of 2,725 patients, and 587 patients were seen by dentists. We also distributed 478 pairs of glasses."

At each clinic, the patient would be seen and treated by a triage team and if they required further care, they would be seen by a doctor or dentist. Some of the more common ailments included headaches, abdominal pain, general aches and pains, and worms. In many cases, they would prescribe over-the-counter medications like Motrin or ibuprofen.

Despite the rigorous travel and clinic schedule, the organization did plan a couple of sightseeing trips, including a safari adventure where the group had the opportunity to handle an anaconda, catch

pirhana and swim with pink dolphins.

"The living conditions were extremely primitive and we usually slept on the floor of the church or school where the clinic was held," says Johnson. "But despite the hardships, the experience was incredible...beyond description. The natives were very kind and appreciative of our work, and we became a very close and cohesive group. It gave me a much greater appreciation of everything we take for granted here in the U.S., and it was wonderful to come home to hot showers, conventional toilets, a comfortable bed, and American food."

## Henderson Associates Wins Annual MCH Fall Foliage Golf Classic

**T**he Henderson Associates team from Bedford was the first-place winner in the 12th annual MCH Fall Foliage Golf Classic held on September 5th at Crotched Mountain Resort. The tournament benefits Monadnock Healthy



Left to right: Tom Nardone, Bryant Robertson, Kevin O'Neil, and Mike Blaisdell.

Teeth to Toes. Second and third place were won by Hutter Construction and TD Banknorth teams, respectively. Approximately \$50,000 was raised.

MCH is always looking for more sponsors for the tournament, so if you know a MCH vendor who you think we should talk with, please call Audrey White at extension 4692.

## MCH Launches Public Phase of Fundraising Campaign

BY LAURA GINGRAS



**M**onadnock Community Hospital has launched the "public phase" of the fundraising campaign for our expansion project! The campaign is called *Investing in Your Community Health Care*. During the past 18 months, we have met with our past major contributors, Board members,



Chris Long and Waide Pillsbury greet donors at the Capital Campaign kick-off at the Woodbound Inn on September 25.

Executive Team, and Medical Staff leadership, for the "quiet phase," and \$5.6 million was raised during this phase. The total fundraising goal for the campaign is \$7.3 million. Our community values MCH tremendously, and this is certainly demonstrated in the commitments we have received for the campaign.

The public phase of the campaign will expand participation to all past contributors, medical staff, volunteers and employees. You will be hearing more about the Employee Campaign next year. *Investing in Your Community Health Care* will continue through 2010.

The campaign has been a huge success thanks to the wonderful care our patients receive from each and every one of you here at MCH. Our patients praise MCH time and again when compared to hospitals found in bigger cities! You are the reason we have been so successful with this important capital campaign!

## Dr. Sachin Dave Joins MCH Staff as Full-time Neurologist



**I**n August Dr. Sachin Davin joined the MCH medical staff as a full-time neurologist. Dr. Dave comes to MCH from the Department of Neurology at the University of Texas Southwestern Medical Center in Dallas where he was selected for fellowship in Clinical Neurophysiology. Previous to that he became Board eligible by the American Board of Psychiatry and Neurology at the University of Texas Southwestern Medical Center, and was part of the internal medicine program at Westlake Hospital in Melrose Park, IL.

Dr. Dave earned his undergraduate degree at Gujarat State which lead to his medical diploma at BJ Medical College, Ahmedabad, Gujart, India, in January 2000. He is a member of the American Academy of Neurology.



# Off the Cuff

BY PETER GOSLINE



Colorful foliage, bright blue skies, and cooler temperatures are signaling that fall has arrived in the Monadnock Region. This beautiful season allows us to enjoy outdoor activities a bit longer in preparation for shorter days, colder nights, crackling fires and the holiday season.

Our campus is undergoing many changes at this time, and I appreciate the adjustments everyone is making with regards to parking. This too shall pass, and the completed project will be a tremendous benefit to everyone in the MCH family and our community. Please look for the updates which you have been placed around the Hospital. Do not hesitate to ask any questions you might have as the work progresses.

A warm and sunny September 5th at Crotched Mountain Golf Resort provided the perfect setting for our 12th Annual Fall Foliage Golf Classic. Approximately \$50,000 was raised for our Monadnock Healthy Teeth to Toes Program. Many thanks to Audrey White, our most able tournament director, our golf committee members who consistently provide their support, as well as the many wonderful volunteers who helped to make this day such a great success.

Don't forget to mark your calendar for our annual Holiday party! It will be held at Hidden Hills in Rindge on Saturday December 6th and plans are under way to make it another memorable evening. Also, as in previous years, the children of employees will enjoy their own special party in mid-December, complete with a surprise visit from Santa Claus. More details on these two events will be forthcoming.

This year's United Way Campaign will once again be coordinated by Bea Record, Laboratory Manager. This is an excellent organization and a good investment, since its benefits touch many lives in our own community – please consider making a contribution.

As 2008 draws to a close, I am reminded how very special our Hospital continues to be to our entire community. Each and every day one witnesses the contributions made by our staff, physicians, and volunteers – thank you for everything you do to assist MCH to provide excellence in community health care!

*Peter L. Gosline*

Peter L. Gosline, President and CEO

**Dietary Department**—Congratulations for receiving the 1st Prize Golden Ladle Award in the Community Division at the Annual Wellness Festival sponsored by the Monadnock Rotary Club. MCH served healthy Butternut Squash Bisque with Apple Confit. Special thanks to Dave Hayes, soup creator, as well as Alana Dolloff, Mary Geoffrey, Aila Somero and Renee Kuusisto.

**Radiology, Women's Imaging**—the mammography department has gone DIGITAL. It has a new Hologic Selenia mammography unit which produces digital images, totally filmless! Gretchen, Josie and Robin are trained in digital mammography, and Louise will be working fast and furiously to schedule our patients for this new exam.

**Physical Billing Department**—The billing department welcomes its new customer service representative, Pam Belanger Kendall.

**Bonnie Fecowicz, RN**—will be assuming the Magnet Coordinator role on a full-time basis to help guide MCH on the "Train Towards Magnet Recognition." The American Nurses Credentialing Center (ANCC) created the Magnet Recognition Program in the 1980s to recognize quality patient care and nursing excellence. Please call Bonnie at x4526 if you would like more information about the program.

**Arian Griffitt, Pharmacy**—Congratulations to her and her new baby girl, Scarlett born on July 7th.

**Elizabeth Bromley, Monadnock Internists**—was married on September 13th to Bradley Yates.

**Donna Abbott, Radiology**—her son, Samuel, graduated October 3rd from Parris Island Boot Camp and will be stationed at Camp LeJeune in North Carolina for infantry training.

**Kerrie Michaud, Radiology**—is a proud new grandmother. Rylee Noelle was born on September 4th to Kerrie's son, Ryan Magnin and his wife Lauren. Kerrie also received her second pro-card for Women's Lightweight Division body-building.

**Donna Gooden, Radiology**—and her husband, Michael, have welcomed to their home their one-year old granddaughter, Aaliyah Renay, the daughter of their son Nate.

**Suzanne Baker and Stephen Capizzano, The Bond Wellness Center**—were married on October 4th.

**Rhonda Crowley, LPN, Rindge Family Practice**—the staff at RFP welcomes Rhonda Crowley to the staff. Rhonda recently transferred from Jaffrey Family Medicine.

**Rehabilitation**—the staff expresses their appreciation to Meghann Wuorinen, MS, PT and Tania Emerson, MS, PT who have recently left their full-time positions with the department. Both women plan to do per diem work within the department. The department is happy to introduce new staff members, Jim Kennett, PT and Beata Sepata, PT, who specialize in orthopedics physical therapy and Pamela Nation, PT, with neurological skills.

## FUN Photos



Claudia Cleary Nichols with Lefty.



Judy King and Patty.

## Same Day Surgery Initiates Teen Prescription Abuse Education Campaign

The same day surgery unit at MCH has recently initiated a campaign to educate surgery patients about the abuse of prescription drugs among young people, ages 12 –17. Teens view abusing over the counter and prescription drugs as being safer than using street drugs. The prescription drugs most commonly abused by teens are pain killers, depressants such as sleeping pills, and

stimulants such as those used for ADHD. Prescription drugs are free and easy to find from family and friends without their knowledge. The department advocates the following precautions:

- **Safeguard all drugs at home. Monitor quantities and keep track of refills.**
- **Set clear rules for all drug use.**
- **Properly conceal and dispose of old and unused medicines in the trash.**
- **Ask friends and family, especially grandparents, to safeguard and monitor their prescriptions.**

It is the department's hope that this initiative will be promoted in other areas of the hospital. For more information, contact Mary Jo Allen at x2118.

## Upcoming MCH Events

December 6 – Employee Holiday Party, \$10, Hidden Hills, Rindge  
Mid-December – Children's Holiday Party, Information to follow

# Caught in the Act

## Making a Difference at MCH

Here are just a few of the kind acts that we see happen every day at MCH, where fellow employees go out of their way to help another person or take the extra effort to make MCH a better place to work. If you observe one of your co-workers "Making a Difference," please fill out one of the "Caught in the Act" forms, and we may publish your comments in the next issue of the *Pulse*.

**Caroline Gallus, Bond Wellness Center** – Knowing one of our long term members was disappointed that she wouldn't be able to get an appointment for a massage until next month, Caroline gave the member her appointment which was scheduled for that day. This was quite a sacrifice for Caroline as she had been looking forward to this massage after a stressful day!

**Amanda Murray, APU** – Thank you for always being a great team player; helping even when it's not your patient, and having a positive attitude. You are a great addition to our floor.

**Bob Clinton, Respiratory** – Thank you for jumping in and assisting with a very difficult patient. We so appreciated your help.

**Patrick Deshane, Environmental Services** – Thank you for going the extra mile on 8/28 when we needed beds moved. We know it's "not your job" but you always find ways to help. ICU loves you.

**Deb Elliot & Susan Lang, Patient Accounts** – Thank you both for assisting me in my credit card recording dilemma recently... Deb, who received my requests with willingness and a team player attitude. Susan, ditto to you for filling in for Deb when she was on vacation.

**Dr. Carrie Klonel, Emergency Department** – In our time of need, Dr. Klonel responded promptly and pleasantly to a plea for help in a very busy ED on Sunday, 8/24. Thank you.

**Claire Cook, Patient Billing** – For inviting me to join her and her friends for lunch. Whenever I join them I'm always made to feel welcome and part of the group. Thank you Claire. (submitted by a volunteer)

**Judy O'Mara, Emergency Department** – She stayed several hours late on a day when we had 60 patients! She went above and beyond for us. Thanks Judy.

**Mary Payne, OB/UC Supervisor** – Mary showed us a short cut in Registration to "change user" much faster when switching desks. This actually reduces patient wait times and efficiency. Thank you Mary.

**Andy Jones, IT** – "The Go-to Guy" ...in one day I saw Andy in four different departments answering calls. He helps so much and is always pleasant and accessible.

## New Faces

May 2008 through September 2008

NEW FACES	DEPARTMENT	POSITION	NEW FACES	DEPARTMENT	POSITION
Amanda Anderson	Obstetrics/Gynecology	Registered Nurse	Cynthia Ingraham	Member Services	Member Services Rep
Constance Austin	Medical and Surgical	Unit Coordinator	Amanda Kandoll	Environmental Services	Env Services Technician
Leo Barrows	Material Management	Storeroom Clerk/Receiver	Kerrie Kennett	Jaffrey Family Medicine	Nurse, Medical Practice
Pauline Belanger	Medical and Surgical	Lic. Nursing Assistant	Linda Legere	Monadnock Surg. Ass.	Medical Assistant
Pamela Belanger-Kendall	Patient Business Services	Patient Account Rep	Brandi Maleski	Dietary	FD Svcs Aide I
Krista Blasi	Obstetrics/Gynecology	Registered Nurse	Nancy Mallory	Emergency Department	Registered Nurse
Linda Bragg	Monadnock Behavioral	Rehab Referral Specialist	Robin Marchand	Laboratory Services	Phlebotomist
April Buck	Communications	Switchboard Operator	Jason Martin	Emergency Department	Registered Nurse
Joshua Burdick	Laboratory Services	Phlebotomist	Russell Mears	Security	Security Officer
Rodney Bush	Environmental Services	Floor Care Specialist	Leon Moody	Environmental Services	Env. Services Technician
Thomas Carney	Security	Security Officer	Stacey Morton	Medical and Surgical	Registered Nurse
Susan Comeau	Physician Consultants	Receptionist	Pamela Nation	Physical Therapy	Physical Therapist
Julia Cormier	Accounting	Accountant/Analyst	Robert O'Mara	Emergency Department	Ed. Support Asst
Louise Danforth	Community Relations	Program Manager	Marian Overby	Human Resources	HR Assistant
Sachin Dave	Neurology	Physician	James Ramey	Jaffrey Family Medicine	Receptionist
Curtis Dude	Security	Security Officer	Monique Randall	Operating Room	Unit Coordinator
Arlene Edes	Monadnock Internists	Medical Assistant	Samuel Rosario	Monadnock Behavioral	Adv. Practice Therapist
Sandra Ellis	Rehab Administration	Rehab Referral Specialist	Carol Roosa	Information Technology	Chief Inf. Officer
Caitlin Fitzgerald	Fitness	Exercise Instructor II	Melissa Saviski	Medical and Surgical	Registered Nurse
Stephanie Florio	Medical and Surgical	Registered Nurse	Beata Sapeta	Physical Therapy	Physical Therapist
Elissa Gorecki	Medical and Surgical	Registered Nurse	Jeannine Somero	Environmental Services	Env. Services Technician
Brigitte Heissenberger	Medical and Surgical	Registered Nurse	Mackenzie Stone	Obstetrics/Gynecology	Lic. Nurse Asst.
Wakenda Henke	Radiology	Medical Transcriptionist	Cheryl Surette	Medical and Surgical	Registered Nurse
			Deirdra Taylor	Operating Room	Registered Nurse
			Michael Tempone	Environmental Services	Locker Room Attendant
			Kimberly Titzer	Intensive Care Unit	Registered Nurse
			Christine Wayrynen	Environmental Services	Env. Services Technician
			Pamela Zahara	Medical and Surgical	Registered Nurse

## Green Corner

### MCH Successfully Continues Green Initiative with an Environmentally Friendly New Pharmacy and Stepped-up Campus Recycling

BY ELIZABETH FAZIO, ENVIRONMENTAL SERVICES MANAGER

There is some new and exciting news to report on MCH's continuing efforts to be more "green" and environmentally friendly. The hard flooring surface in the "new" Pharmacy is rubber. This product has an exceptionally long life (30 years is typical) and, therefore, does not need to be replaced as often as other materials. The rubber flooring is made from high quality renewable/natural rubber, recycled rubber, abundant natural fillers and environmentally compatible color pigments. It is also free of PVC, plasticizers and halogens. The "new" pharmacy will also have five-star rated T5 lights. Food Services has switched to Ecolab Apex detergents and sanitizers.

These products decrease environmental impact through optimized efficiency and less packaging.

Our on campus recycling program continues to grow. The recycling containers are getting a lot of use. The kitchen now recycles all of its large containers. MCH is working collaboratively with Crotched Mountain to help keep up with our growing recycling needs. Crotched Mountain teachers and students are now transporting our recyclables (glass, aluminum cans and plastic bottles) three times a week. This is a win/win situation for both organizations. We no longer have to pay an outside company to transport our recyclables. Crotched

Mountain students bring the recyclables to their recycling center, where the center houses a vocational recycling program for the students.

The biggest recyclable commodity MCH has is paper. Unfortunately due to the lack of space on campus, we are unable to recycle the amount of paper we accumulate. Paper comprises up to 40% of our solid waste. Paper recycling is an obvious and easy way for us to reduce the amount of solid waste we currently dispose. By recycling paper and using recycled paper, trees are spared — every ton of paper made from recycled fiber saves approximately 17 trees. Cutting down carbon-absorbing trees contributes to global warming, soil

erosion, habitat destruction, and other environmental problems. Currently, we are seeking a donor(s) for a commercial shredder and recycling cardboard/paper compactor. The cardboard/paper compactor would lie parallel to the current regular waste compactor. This would eliminate the need for increased recycling storage space within the facility. Acquiring these pieces of equipment would allow us to drastically increase our cardboard/paper recycling, and decrease our solid waste stream. If you would like more information on becoming a "green team" member, please email [Elizabeth.Fazio@mchmail.org](mailto:Elizabeth.Fazio@mchmail.org).