

# Pulse

The Heartbeat of Monadnock Community Hospital WINTER 2008

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## MCH Pharmacy Poised for Major Expansion



Pharmacist Kristie Dussault preparing an intravenous drug mixture.

### Department to Relocate to Medical Arts Building

Like medicine, the discipline of hospital pharmacy has experienced many revolutions over the last century and the Pharmacy Department at MCH has been very much a part of that revolution. While MCH has always had a pharmacy, it wasn't until 1966 that the hospital hired a Licensed Pharmacist.

Dave McMahon, who joined MCH in 1972, is currently Senior Pharmacist and was the former Director of Pharmacy for 35 years, has probably seen the lion's share of those changes. In the book *A Century of Caring*, McMahon is quoted as saying that in 1972 the entire drug budget was \$25,000 and the pharmacy was dispensing 200 drugs. By 2006, the hospital pharmacy had an inventory of almost 2,000 drugs and a drug budget over 3 million dollars.

Today the pharmacy is staffed by four Registered Pharmacists, Dave McMahon, Kristie Dussault, Maryanne Bates and Michael Flynn who is the Director of the Pharmacy. Lorraine Twiss, who has been with the department for over 20 years,

and Arian Griffitt are both Registered Technicians in the department.

Flynn explains that hospital pharmacists are different from retail pharmacists in that they work with different types of medications and do the compounding of intravenous drugs such as those used in chemotherapy. This is a complex process that requires advanced training, quality assurance and special facilities. Also, hospital pharmacists are more interactive with the medical staff rather than with consumers. They work closely with doctors and nurses one-on-one and

are available for consultations 24/7.

The MCH Pharmacy provides prescriptions and some over the counter medications for in-patients, employees and volunteers—all at a discounted rate. Because the pharmacy purchases directly from pharmaceutical companies, large wholesalers, and is part of Novation Group Purchasing, the drugs are competitively priced compared to retail pharmacies.

One of the more major improvements in patient safety and accuracy, was the installation in 2005 of the Pyxis automated medication management system. With five

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MCH Pharmacy Department, back row l to r: Arian Griffitt, Lorraine Twiss, Maryanne Bates, Dave McMahon; front row l to r: Michael Flynn and Kristie Dussault.

## 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).

# Behind the Scenes... Department is Critical to Maintain Safe and Secure Environment

One of the important missions at MCH is to provide a safe and secure facility and environment for patients, staff and visitors. Hospital security represents a unique challenge today and MCH's Security Department officers are well trained to handle all aspects of hospital security.

Until 2002 MCH did not have a Security Department. Starting in 2002, the Security Department at MCH was managed by Concord Hospital. In 2005 MCH took over the duties. Today seven security professionals work three shifts to cover the hospital 24/7. Three of the original Concord Hospital employees joined the MCH department—John Whedon, Noah Collini and Len DiMarco. Other security officers that make up the team include Clayton Stalker, Jared Robie, Peter Beane, and Ron Randall who is the Security Supervisor.

While security is one of their primary responsibilities, this hardworking team is critical to every day hospital operations, from jump-starting cars to securing helicopter landings. Time and time again, MCH's security officers demonstrate their dedication to their work and display genuine compassion for employees and patients. "In difficult situations, they are always there at a moments notice," said Pat Johnson, RN in the Emergency Department. "We know we can always count on them and they're willing to help us in any way."

New officers typically

have 40 hours of on-the-job training and are required to spend time on both second and third shifts. The department prefers that officer candidates have either a military or law enforcement background.

According to Ron Randall, all new security officers are also required to have extensive training in the Management of Aggressive Behavior (MOAB). Taught by Randall, a certified MOAB instructor, this training teaches officers how to approach potentially violent individuals and to be able to "talk down" aggressive behavior. In addition to security personnel, nurses and maintenance employees receive a modified version of this training. The department also routinely has handcuff, hazmat, decon and CPR training. Once a year, all security department personnel are required to take an all day computer exam that covers every area of the hospital. The department is also working towards having all officers certified by the International Association for Healthcare Security and Safety as Certified Healthcare Security Officers.

Hospitals today are faced with an array of potentially violent situations. The Security Department and MCH employees have been trained to respond to these crisis situations immediately by locking down specific areas or the entire facility if necessary. In this regard, the department works very closely with the front desk switchboard personnel. Additionally, several panic buttons are located throughout the hospital that alert the Security Department concerning any emergency issues.

Access control is the cornerstone of a good security system and the MCH badge system allows access to any department or door, but not every employee has access to all departments. The only department that is not part of this system is the pharmacy which has its own unique security system. The Birthing Center has an elaborate security set-up to prevent the abduction of babies. Both babies and mothers wear bar-coded wristbands. If the system is activated, all employees are advised to go to the closest outside door.

MCH also has an extensive surveillance system of cameras both inside and outside the hospital that relay real-time video back to three DX 7000 computer systems. The cameras are important in cases of theft, accidents and injuries that may occur on hospital property.

"Having Security here at the hospital has proven to be a great asset," says Tom Humphrey. "The officers are very dedicated to their work and the hospital. The relationship between the Security and Engineering departments is great. The two groups work very closely together. Security becomes Engineering's eyes and ears after hours. Having Security here at night ensures that Engineering gets notified at once if there is a problem in the facility."



Safe and secure: Peter Beane mans the video surveillance cameras in the MCH Security office.

## Team Captains Needed for AHA Heart Walk

BY LIZ PELTOKANGAS

MCH is again participating in the American Heart Association's Heart Walk. We are looking for MCH employees who are interested in joining the MCH Heart Walk group as a Team Captain. Last year MCH had a group of 16 participants who stepped out against heart disease and stroke. This year the Central NH Heart Walk will be held on Sunday, May 4th at the Union Leader Corporation in Manchester.

Team Captains will be responsible for putting together a team of about 10 individuals. MCH has a personalized online page where people can register for the walk. We also have the option of having a representative from the AHA sign people up who do not have Internet access. The online page allows team members to communicate with friends, family and co-workers to get them involved in fighting heart disease. The link for the page is [www.centralNHheartwalk.org](http://www.centralNHheartwalk.org).

If you're interested, please call me at 924-7191, ext. 4061 or email to [Elizabeth.Peltokangas@mchmail.org](mailto:Elizabeth.Peltokangas@mchmail.org).



## Pat O'Connell Featured in Keene Sentinel Story

In November, the *Keene Sentinel* featured Pat O'Connell in their weekly **Making a Difference... Nonprofits and People in the Monadnock Region**. The story focuses on her 20-year career at MCH coordinating childbirth education and support programs at The Birthing Center. Sara Meade is quoted in the article as saying "She's very integrated into the many, many family services here. She knows the families through their hospital stay and sometimes beyond. Across the childbearing

experience, through education and support, she's a presence."

In the story Pat credits the success of the hospital's programs to the staff's cooperative effort. "I love the babies and mothers," says Pat. "We've all grown together. And, we have a great team here. It's a very collaborative group. The physicians and nurses are all colleagues. We have wonderful relationships."

During Pat's two decades at MCH she counts more than 6,650 births.

**"Thank you all so much** for your kind words of comfort and support before and after the loss of my husband. I can't put into words the feeling I have received from your cards, flowers and hugs. I have returned to work because this is the place I feel most comfortable. I will never forget your kindness." —Carole Connor



Laboratory—Several new personnel changes have been announced: **Gretchen Koo** Lead Tech in Microbiology; **Lisa Lacroix** Lead Tech in Chemistry; **Debra Whitney** Lead Tech in Hematology; and **Cindy Ingerson** full-time MT Generalist.

The following Lab employees have earned degrees while maintaining full-time status: **Lisa Lacroix**, BS in Clinical Laboratory Science; **Kathy Myhaver**, A.S. in Clinical Laboratory Technology.

**Dr. Stephan Coffman**, Monadnock Surgical Associates—On November 29, 2007, Dr. Coffman and his wife, Ruth, became the proud parents of a baby boy. Victor William Coffman was 5 lbs. 5 oz. and 17" long. Congratulations Dr. Coffman.

**Allie Meader**, The Bond Wellness Center—has been promoted from Exercise Physiologist to Cardiology Testing Specialist.

Respiratory Therapy Department—is expanding their Pulmonary Function Lab hours from 8 a.m. to 4:30 p.m. Tuesday, Wednesday and Thursday. Physician's Consultants will continue to schedule the testing times for the physicians.

Radiology—Instead of swapping gifts during the Christmas party this year, the department donated food items to the Food Bank at the United Church of Jaffrey.

The Window Shop—Despite the strained economy, The Window Shop did GREAT this Christmas season. Many of the customers made a conscious decision to shop locally this year. The sales for December reached an all-time high.

**Karen Menor, PA-C**, Monadnock Surgical Associates—started working as a Physician Assistant in MSA on December 3rd.

# Off the Cuff

BY PETER GOSLINE



## Holiday Traditions:

On December 1, 2007, over 200 employees, spouses, friends and significant others gathered at Hidden Hills in Rindge to celebrate the Holidays. The food was tasty and plentiful, the music was energizing and I think all in attendance had a terrific time! Although this past year has not been without its challenges, it was nice to just relax and have fun with everyone and enjoy our accomplishments and each other's company.

Our annual Children's Party was held on Sunday, December 9th. 66 children of employees attended the event and were entertained, fed and each received a specially selected and meticulously wrapped package, personalized with each child's name. This is a fabulous event, one that children and parents alike enjoy. Santa made an appearance as well and was warmly received by the young "believers." I happen to know first

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Holiday Christmas Party at Hidden Hills, clockwise from top left: Michael Blood, Laura Gingras, Janet Willis and Peter Gosline; Mark Kurasz, Rich Scheinblum and Laura Scheinblum; Jon Gullage and Melinda George; Eva Kot and Laurie Pelkey.

## MCH Opens Satellite Practice in Rindge

A new satellite of MCH, Rindge Family Practice, opened its doors in late December. The practice is being staffed by Dr. Elizabeth Cooley who joined the hospital in March 2007 and was previously a family care physician in the Monadnock Family Care practice at the hospital. Nurse Practitioner Chris Jacobson will be offering care one day a week. Rounding out the staff are Stacy LaPoint, Medical Assistant, Louise Britton, Clinical Coordinator, and Heather Forrest, Office Manager.

The new Rindge facility, which is located on Sonja Drive off Route 202, is approximately 1,600 square feet, including a waiting room, three exam rooms, a lab and offices for the staff. The space, which is in a multi-use building, was chosen because of the location off a major highway and because it could be finished to fit the needs of the medical practice.

"After meeting with residents and business leaders in the town of Rindge, it was clear to me that they wanted and needed the presence of a primary care physician in town," said Peter Gosline. "The Rindge Family Practice office increases access to medical services in both Rindge and Jaffrey."

December 9th Children's Holiday Party, Peter Gosline as Santa.



# 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*.

**Joyce Kullgren, Specialty Services**—An unexpected absence on a very busy day caught us all at a bad time. Though Joyce works in a different department that was even busier, she kept a smile on her face and pitched in to help out. She really kept the ship afloat!

**Chris Long, Engineering Services**—To Chris who went above and beyond! When Chris was approached by infection control with a problem in the Decon shower area (a bat), within five minutes Chris was able to devise a plan and execute and complete the plan. He followed through by double checking the shower area before retreating back to engineering. Although his plan did drive Eileen and Donna "a little batty," it did prove successful in the end.

**Deb Morris, Laboratory**—Deb took the time to come to the ED and explain a policy to me which was extremely helpful in allowing me to give accurate information to a family during a difficult time.

**Debbie Cadorette, Patient Accounts**—One morning coming into work, I saw Debbie physically holding a car back from rolling down the hill into another car. She had called for help and was waiting for security. She had noticed the car rolling and quickly took action. She saved a lot of damage to the cars and hassle for the owners. I was in awe!

**Rebecca Wilson, APU**—thanks for your help each night. You are a great new asset to the night shift.

**Beverly Kauer, Registration**—On 9/19/07 the computers went down suddenly and stayed down all day and through the evening. Bev stayed until 2 a.m., worked on extra projects and made certain all the back registrations were done. She ordered pizza and shared it with the hard working IT staff!

**Len Dimarco, Security**—Thank you for helping out in the ER on a particularly busy "unruly" day.

**Patrice Pennington, ER Registration**—After an extremely busy day in the ER with nine hours of downtime, Patrice stayed two hours after her shift ended to help the department get caught-up. Thanks for your help Patrice.

**Waide Pillsbury, Engineering Services**—Waide came to our rescue on Halloween morning checking out a wire on our TV, so we could play tapes for our patients on Halloween morning. Thanks Waide.

**Paula Buydos, APU**—Paula, thank you so much for helping me out by coming in when I had a family emergency. You are a wonderful nurse and great resource to me. I always look forward to the nights we work together. Thanks so much.

# New Faces

September 2007 through December 2007

NEW FACES	DEPARTMENT	POSITION
Cherylann Wheeler	Communications	Switchboard Operator
Heather Forrest	New Ipswich Family Medicine	Office Assistant
Robert Jensen	Security	Security Officer
Maribeth Clark	Perioperative Services	Registered Nurse
Susan Hamlin	Mon. Behavioral Health	Lead Office Asst.
Carol Farnham	Communications	Switchboard Operator
Sandra Senn	Communications	Switchboard Operator
Kassandra Dupre	Emergency Department	Unit Coordinator
Maureen Campbell	Communications	Switchboard Operator
Ruth Desmarais	Operating Room	Office Assistant
Jacqueline Geoffroy	Dietary	Food Services Aide
Jennifer Sirois	HS Administration	Receptionist/Asst.
Amy Pearson	Communications	Switchboard Operator
Louise Britton	Administration/Phys. Svcs.	LPN Clinical Coord.
David Chevalier	Aquatics	Aquatics Instructor
Susan Creighton	Medical & Surgical	Unit Coordinator
Jeffrey Curry	Security	Security Supervisor
Deborah Ducharme	Patient Registration	Registrar 1
Donna Everhart	Communications	Switchboard Operator
Kristin Ferrell	Patient Registration	Registrar 1
Susan Gignac	Communications	Switchboard Operator
Lisa LaFave	Patient Registration	Registrar 1
Tyler Martel	Dietary	Food Services Aide
Rachel Salmonson	Jaffrey Family Medicine	Receptionist/Asst.
Denise Bieniek	Environmental Services	Env. Svcs. Tech.
Sarah Buydos	Medical & Surgical	Lic. Nursing Asst.
Robert Clinton	Respiratory Therapy	Resp. Therapist
Miriah Greenwood	Operating Room	Registered Nurse
Lisa Marie Hall	Monadnock Regional Pediatrics	Office Assistant
Stacy LaPoint	Rindge Family Medicine	Medical Assistant
Kerri McCarthy	Billing Services	Patient Acct. Rep.
Karen Menor	Mon. Surgical Associates	Physician Assistant
Christina Moore	Rehab Administration	Receptionist
Jamison Sanderson	Dietary	Food Services Aide
Karina Schofield	Environmental Services	Env. Svcs. Tech.
Sandra Wright	Environmental Services	Env. Svcs. Tech.

# Changing Faces

DEPT CHANGES	FROM	TO
Deb Elliott	New Ipswich Family Medicine	Patient Accounts
Michelle Hammann	Jaffrey Family Medicine	New Ipswich Family Medicine
Ruth Desmarais	Operating Room	HS Billing

## MCH Pharmacy, continued from page 1

medication stations strategically placed throughout many of the departments in the hospital, this system automates the distribution, tracking, management and security of medications and drives improvements in quality and efficiency. This highly automated system reduces the chance of medication errors and captures in "real-time" patient medication charges. With a recent upgrade to a PAR Rx bar code picking system, errors have been reduced to zero. According to Flynn, only three other hospitals in the state have this sophisticated medication management system.

The department is once again going to take a major step forward. In July of this year, the pharmacy is scheduled to relocate to the first floor of the Medical Arts Building where they will have almost twice the existing space. "This is a significant move for us," says Flynn. "Our current space is very tight and the new space will allow us to grow with the hospital, and it will also provide us with a separate clean room for the preparation and mixing of our more complicated intravenous drugs."

"Mike Flynn and the staff in the Pharmacy have done an impressive amount of work in preparation for the new department," said Andy Macdonald. "The creation of a brand new expanded pharmacy at MCH is one of the first steps in the hospital's long term plan to dramatically expand the facilities at MCH."

## Off the Cuff, continued from page 3

hand that Santa enjoyed himself as much as the children that day!

On Friday, December 21st, Drs. Lisa and Ross Ramey invited all of us to their annual Holiday Dessert Extravaganza and it was a feast to behold! Ross' efforts in creating all of the goodies are amazing and we are so lucky he and Lisa enjoy feeding their fellow MCH'ers. This is one of our treasured traditions and may it continue for many years to come!

Despite our challenges financially, 2007 was a year of many achievements as well. For instance:

- We recruited 12 new members of the medical Staff during FY 2007 and these new practitioners have established themselves into the community.
- Rindge Family Practice opened on December 20, 2007.
- Monadnock Orthopaedic Associates became "provider-based," under the MCH Umbrella.
- By an overwhelming margin, the Town of Peterborough voters approved the construction of a "Connector Road," to improve circulation and increase access between Route 202 and Old Street Road.

- Our CON application was approved last April and has been refined since that time into an exciting and worthwhile project.
- The revised Master Facilities Plan is underway and contracts are being negotiated for the initial phase of its development, including, among other things, relocating the Pharmacy, upgrading our generator and re-orienting our parking and traffic circulation to accommodate a new entrance to our campus, via the new Connector Road.
- We initiated a major conversion of our Information Technology systems, a project that will be continued during the next few years, as well.

## My Message for 2008:

May the New Year bring with it the prospects of financial stability, continued success in recruitment and retention initiatives, completion of the next phase of our computer conversion, continued focus on our culture change initiatives, and many other exciting changes that will continue to promote excellence and inspiration in all we do.

Thank you for all you do to provide outstanding health care to our community!