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Big changes sweep the "old Hospital," including a new name: the MV Hospital Physicians Office Building.

After the Move, a Transformation: Renovations in the Physicians Office Building

WITH THE NEW hospital well into its second year of use, dramatic changes are coming to the old Hospital building. Now that the Emergency Department, Inpatient Care, Maternity and many other Hospital services have new quarters, spaces in the 1972 building (newly renamed the *MV Hospital Physicians Office Building*) are being renovated to improve the services that are staying put.

Because all this work is being done without interruptions in patient care, planning for and staging these changes gets complicated, admits Hospital CEO Tim Walsh. "It ends up being a sort of shell game," he says. "One move necessitates another."

Headlining the list of improvements is the move of the Hospital's Physical Therapy, Occupational Therapy and Cardio-pulmonary Rehab services into the former Acute Care Wing. "We were so cramped for space before," says Mr. Walsh, "our patients had been doing physical therapy work in the corridors." Now there's new equipment and plenty of room. "We're happy with the way it came out," he says.

Island mothers making a nostalgic trip to the spot where their babies were born are in for a surprise, because the old labor and delivery rooms have become the Hospital's new accounting offices. The former accounting offices have been converted

into a new suite of rooms for the Hospital's orthopedic surgeon, Dr. Willie Cater. The Medical Records Department has moved into the space vacated by the Central Sterile Supply and now has room for the years' worth of Hospital records which were being warehoused, for lack of space, at the Martha's Vineyard Airport. The space vacated by Medical Records will become the new office of Dr. Melanie Miller.

"We were so cramped for space before the move, our patients had been doing physical therapy work in the corridors."

Infusion Therapy has new quarters near the "Four Corners" intersection of the old building where the new Orthopedic Office Suites are now located. And looking ahead, the Hospital is preparing to move the Dialysis Service into renovated quarters in the former ER. This is a particularly challenging project, says Mr. Walsh: "Dialysis, by its very nature, involves a whole lot of plumbing – sophisticated plumbing and technology, and you've got to do it right."

In the case of dialysis, as with so many of these other changes, the move also becomes the occa-

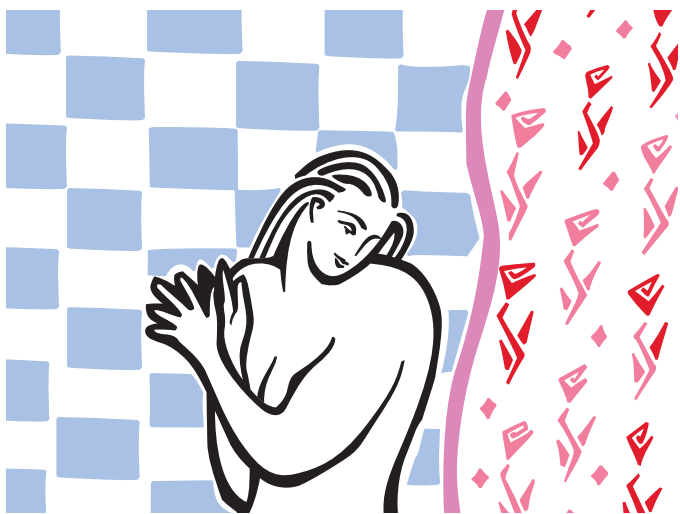
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Breast MRI: New Service

THE NEW MRI machine, which has been hard at work in the new building since late June, represents the very latest in technology from General Electric – in fact, Martha's Vineyard Hospital is one of the first to have installed it.

Working with the experts at Massachusetts General Hospital, who read every scan created here, the radiology department has been working down a long list of protocols for the MRI, which uses specialized coils to enhance the images of different body parts as they are scanned. This fall, the latest addition to the new MRI machine's capabilities is diagnostic breast imaging.

Dr. Deborah Hall, radiologist, emphasizes that this new diagnostic tool is not a replacement for breast mammograms. "Mammography is still the gold standard for breast cancer screening," she says. "A mammogram is proven, far and away, to be the best thing we can do to help patients find and treat breast cancer and decrease mortality."



MRI scans of the breast are a new and very sensitive tool – in fact, the medical community is still working out rules for the situations when it is called for. Some of the reasons for getting a breast MRI, according to the Mass General guidelines, are when there's a strong family history of breast cancer and when breast cancer has already been diagnosed, and a surgeon wants a better picture of its extent. Another use is for patients who have been previously treated for breast cancer, to look for any recurrence of the disease.

The Martha's Vineyard Hospital staff is delighted with the new GE MR450W imaging machine, says Peggy Ekholm, director of diagnostic imaging. "Its image quality is the best," she says, "and with the imaging tube's wider bore, claustrophobia is less of an issue for patients. Our previous magnet was in a trailer, and our new room has two bright windows – it's a great environment."

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The important thing to remember, says Ms. Ekholm, is that a breast MRI isn't something patients should be requesting themselves: "It's really a specialized diagnostic tool. But you don't need a doctor's order to have a mammogram. It is one of the few tests in radiology that a woman can ask for directly, herself."

Martha's Vineyard Hospital performs about 2,000 mammograms every year on its new, digital equipment. Breast MRIs will be called for in only a fraction of those cases. But when they are, the new machine enables the Hospital to perform one more vital test right here on the Island, without the need for patients to travel for their medical care.

Hospital Lab Implements Electronic Record System

EVEN BEFORE the opening of its new building in 2010, with miles of data cables embedded in the walls, Martha's Vineyard Hospital was on a march toward the use of electronic medical records. The latest department to implement an EMR system this year is the lab, which went live in August.

Martha's Vineyard Hospital's lab director Lynn Mercer was part of the team who met once a week via teleconference with the Partners IT team in Boston.

Thanks to all the advance testing before the new EMR system went live, it's been trouble-free, says Ms. Mercer, a good thing: "In the lab, we're dealing with critical information every day – behind each specimen and test result, there's a person."

Before the advent of EMR, Hospital physicians had access to lab results on paper only. More importantly, they had access to only one set of results; if a doctor wanted to look at trends in a patient's blood samples or the results of tests from another hospital, a special report had to be requested.

The new EMR system was designed by Partners Information Systems for use with the software Martha's Vineyard Hospital has been using since 2001. The electronic records now include historical information on patients and are integrated with other hospitals in the Partners HealthCare system, so a patient's information is available to their doctors whether here on the Vineyard or at Massachusetts General Hospital in Boston.

"Moving to EMR systems involves a lot of work," says Mr. Walsh, "but the benefits are worth it. Primary among these are improved patient care."

The new lab module was integrated with the same EMR system that primary care physicians at Martha's Vineyard Hospital have been using for several years. "For us in the lab," says Ms. Mercer, "one beauty of this new system is that when our doctors need information, they can pull the record up themselves rather than calling the lab. Now our doctors have a useful resource that they can go to, using a system that they're already comfortable with."

The lab's transition to EMR was eased, Ms. Mercer says, because much of its equipment was upgraded during the move into the new Hospital last year. "In our new lab we have three chemistry analyzers all dumping into one interface, whereas before each machine had its own, individual wiring. This project would have been a lot tougher without all the new instrumentation we have now and the information systems that came with it."

For hospitals, the transition to electronic medical record systems is a step-by-step process because each department involves data with its own unique characteristics. Next in line for the EMR is Radiology, a transition which Martha's Vineyard Hospital president and CEO Tim Walsh says he hopes can be accomplished in the next six months.

Moving to EMR systems involves a lot of work, says Mr. Walsh, but the benefits are worth it. Primary among these are improved patient care and – eventually – cost savings when duplicate test procedures can be eliminated. "If you're seeing a doctor here and you go to another hospital where they don't have easy access to your lab results," he explains, "it can be like you're starting all over with another round of tests." But when a patient's information is collected into one electronic record, he says, "If a doctor prescribes a medication for you that's contraindicated by an allergy or an interaction with another drug, an EMR system automatically picks up on that and sends an alert."

With better patient care and lower health care costs at stake, those miles of data cables in the walls of Martha's Vineyard Hospital will be carrying lots more traffic in the months and years ahead.

At Windemere, a Caring Approach to End of Life

KEN CHISHOLM, administrator of Windemere Nursing & Rehabilitation Center, carries a memory from many years ago of sitting at a bedside at another nursing home, in the wee hours of morning, as his grandfather was dying. "I remember the way I was treated by the nurse that night," he says. "It wasn't much, just a soft light and a kind touch, but it made such a difference for me."

Ken was just 25 years old. "I held my grandfather's hand as he passed away. It's a very moving, positive memory."

The understanding that such a sad moment can also be a treasured memory has lingered for Mr. Chisholm. It was in an effort to ensure that Windemere is thoughtful about these end-of-life issues that he established the Lighthouse Committee, with members of the Island clergy and nursing home staff working together to see how these times of passage are handled.

"Windemere has always tried to be dignified and caring in the way we approach the time when someone passes away," Mr. Chisholm says. "How the family is treated, and how their loved one is treated at the end is so important. It's a time they will always remember."

One of the projects the committee inspired was to have Windemere's residents sew a quilt. This finished quilt now is used each time a resident dies, covering them as they're escorted out of the building.

Windemere keeps a special kit in the recreation room with a CD player and a selection of peaceful instrumental music, for families

to use during their bedside vigils. The staff tries to make families as comfortable as possible with things like comfort food when a loved one is near the end. And for every resident who passes away, a memory box is prepared with pictures that recall some of the positive

experiences they had at Windemere. "It's a way to help the family remember that this wasn't just a place where a loved one was warehoused at the end of their life," says Mr. Chisholm. The box is presented to the family by the member of the staff who was closest to the resident.

He concludes: "It is so important to remember the good times. This may not be the place where our residents wanted to be, or the place where their families wanted them to be, but we do put a lot of effort into making their quality of life the best we can. There are moments of joy here. There's a great community spirit at Windemere. In the summer, there are barbecues and ice cream socials. Volunteers come here to do a variety of programs, bringing therapy dogs in and helping with our beautiful landscaping, as well as taking residents out into the

community. The Wishes Granted program is about making dreams come true. Residents have taken bi-plane rides, gone horseback riding and visited the US Coast Guard station in Menemsha among other exciting dreams. There's a thousand stories of why Windemere is a special place."

For more about Windemere Nursing and Rehabilitation Center please visit www.windemeremv.org



WITH A diagnosis of diabetes, managing your diet can seem overwhelming. Let us help. Join MVH Hospital dietitian Mary Gross to find out how to make adjustments to your diet and learn about the importance of portion control and the proper distribution of calories throughout the day. You may be surprised at the variety of foods that you can still enjoy. Let Mary take the mystery out of it.

Thursday, February 2, 6:30 p.m.
Martha's Vineyard Hospital
Pre-registration Required:
Please Call 508-957-9473

For directions, please visit:
www.mvhospital.com/stayhealthy

Visit the American Diabetes Association for more information and resources at www.diabetes.org.

Staff Profile: Anthony Piland, P.A.



Anthony Piland, P.A.

A KEY PART of the Hospital's plan for improving Emergency Room service this year was the involvement of physician assistants to field the heavy summer influx of patients needing medical help. Among the key players in that plan, which worked this summer to perfection, has been Anthony Piland.

Mr. Piland, 43, has a quick description of his medical profession, which has only been in existence for about 50 years. "Physician assistants," he says, "are mid-level providers. I tell people that our training is like medical school squeezed into two years, and we always work in a setting where physician supervision is available.

"We see the simple cases – the sore throats, colds, flu. We help with the patients who can be helped more quickly, who might not need a full medical workup." Mr. Piland learned about the PA profession while serving as a medic in the Air

Force. In fact, he notes, the very first physician assistants were veterans trained at Duke University by an instructor who based the curriculum on the fast-track training of medical doctors during World War II.

One reason PAs can be so helpful in an emergency room setting is that they have the authority to order tests. Before, a patient having hurt her wrist in a fall might have seen a triage nurse first, then waited for an hour to see a physician who could order an X-ray. Now, the PA can order an X-ray right from the waiting room, so it's ready when the patient sits with the ER physician. This saves a whole step.

Mr. Piland seldom hears patients complain that the care they're receiving isn't coming from someone with the M.D. label behind their name. "Most of the feedback we get is positive," he says. "People just want to get treated, so they can go home."

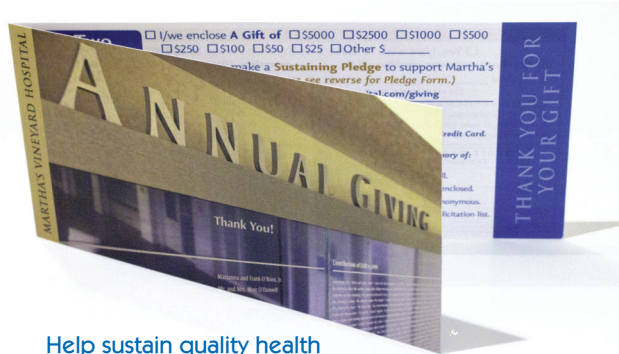
The Emergency Room, he says, "is an environment where you have to be able to gain a patient's trust in a very short period of time. It's important to make people feel comfortable. Listening is the key thing, and treating people with respect."

He concludes, "I love what I do. I'm happy that I made the decision to become a PA."

Pledges: A New Way to Support the Hospital

As a non-profit organization, we rely on the generous contributions of our supporters to be able to continue to ensure our patient programs remain strong and at the high level of excellence to which we aspire.

Simplify your giving and make your dollars go further by becoming a Sustaining Contributor. Sustaining contributions provide a dependable, ongoing source of funding while reducing administrative costs. That makes every contribution a full investment in the unique and outstanding care you expect and deserve. Your contribution is automatically charged to your credit card each month. Your support continues uninterrupted until you request that we discontinue or change it.



Help sustain quality health care for our Island community by becoming a Sustaining Contributor today!



MARTHA'S VINEYARD HOSPITAL

An Affiliate of
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and a Member of
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DEVELOPMENT

Tuna Kiersted
Chair, Development Committee
Rachel E. Vanderhoop
Director of Development
508 693-4645

save the dates please join us!

Trees of Light Celebration
Wednesday, December 14th

Annual Health Fair
MV Hospital • Saturday, April 7th

26th Annual Golf Tournament
Farm Neck Golf Club
Sunday & Monday, July 15th/16th

24th Annual Sullivan 5K Run/Walk
East Chop, Oak Bluffs
Saturday, August 25th

For information please call the
Development Office:
508 693-4645
or visit www.mvhospital.com

Renovations *continued from the cover*

sion for upgrading the technology inside the space. "We've often thought, going into these projects, that we would just move a piece of equipment," says Tim Sweet, chairman of the Hospital board – "after all, it's on wheels. But when we get to the point of making the move, we often realize it's time to update."

All through the Physicians Office Building, thanks to the wiggle-room provided by the completion of the new Hospital, spaces are being improved and patient services are being expanded into them. "What we're seeing now," says Mr. Sweet, "is really the transformation of the old building, which was inadequate as a Hospital, into attractive and efficient space that's ideal for outpatient care."

View or download a campus map
and floor plans of the
Hospital and the Physicians Office Building at
www.mvhospital.com/map

★ A New Twist on our 28th Annual ★ "Trees of Light" Celebration!

THE Martha's Vineyard Hospital Auxiliary's *Trees of Light* will celebrate the 28th anniversary of a revered Island holiday tradition with a new twist: multiple trees will be lit outside around the Hospital campus with hundreds of lights, each one donated by an individual in honor or in memory of a loved one.

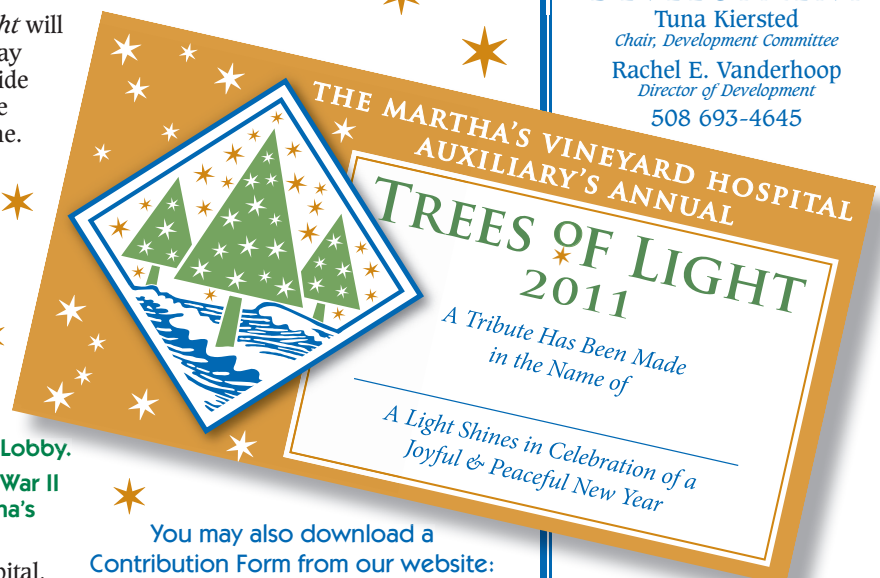
- ★ • A \$25 contribution places one light on a tree this season.
- ★ • A \$100 contribution places five (5) lights on a tree this season.

BOTH your name and your tribute's name will appear in the Hospital's Annual Report, and along with our acknowledgement of your gift, we'll enclose card(s), pictured to the right, for you to give to friends or family to let them know a tribute has been made in their name.

Please join us for the Tree Lighting Ceremony on
Wednesday, December 14th at 4pm in the Hospital's Main Lobby.

This year we will be honored to have Ted Morgan, World War II
veteran, former Edgartown selectman and former Martha's
Vineyard Hospital administrator, light the trees.

Contribution Forms will be available throughout the Hospital,
or call the MV Hospital Auxiliary Volunteer Office: 508-693-0410.



★ You may also download a
Contribution Form from our website:
mvhospital.com/tol ★