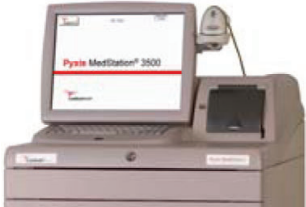




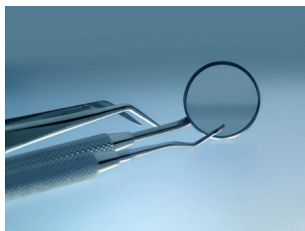
Awards for excellence honor Hospital individuals and teams ~ page 3



Quality of patient care is never-ending focus ~ page 3



Ensuring medication safety is goal of Hospital pharmacy ~ page 2



New Dental Center serves urgent community need ~ page 3



Hospital Rehab Center offers service for cancer patients ~ page 2



PHOTO: M.C. WALLO FOR THE VINEYARD GAZETTE, FIRST PUBLISHED 3/21/08

## Hospital Construction Progresses

**A**FTER months of site preparation, the next phase of construction work began right on schedule on the new Martha's Vineyard Hospital this spring.

To say that the construction of the new 90,000-square-foot facility begins from the ground up is to understate the case. Work began last fall about 30 feet below the surface, with a process called vibro-compaction to densify the ground material and create a solid base to support the Hospital.

Cornelius (Connie) Bulman, an affable 68-year-old, first-generation Irishman who is serving as the Hospital's clerk of the works on this project, describes the work leading up to this phase more colorfully: "We have been rolling, vibrating and pounding sand." The results of the compaction process can be measured in the 11,000 tons of material that was trucked to the site in order to build the grade up to the original elevation. Testing by independent engineers retained by the Hospital found the results of the vibro-compaction process met and in most cases exceeded specifications.

Mr. Bulman is a 43-year veteran of hospital work that includes a great deal of experience in health care construction management. Most recently he served as the Chief Operating Officer of Carney Hospital in Dorchester. He worked closely for 17 years with Tim Walsh, the President and CEO of Martha's Vineyard Hospital, who invited Mr. Bulman to come out of retirement to ride herd on the new Hospital construction project.

Mr. Bulman works closely with Paul Murphy, project superintendent for the contractors, Columbia Construction. Mr. Bulman describes his relationship with the other members of the project team as one of "healthy tension" that allows the project to proceed without creating hardship for the patients who will continue to use the Hospital throughout the project.

"It's my responsibility to ensure our patients have convenient access to the Hospital and the staff has

the proper environment to administer quality care," says Mr. Bulman. "The very nature of construction is disruptive, but I have to advocate for the patients by keeping them safe while they are on the Hospital campus and helping them get inside the doors as easily as possible during the project."

Excavation for a basement mechanical equipment room began in April and will be followed by trenching for foundations and underground plumbing. The foundation walls and slab are scheduled to be poured in June, a major project that involves hauling approximately 100 truckloads of concrete between Goodale's gravel pit at the blinker light and the Hospital site.

**Where can I park?**

For a campus map and the most current parking and patient access information, please visit our website.

[www.mvhospital.com/map](http://www.mvhospital.com/map)

Work has already begun on fabrication of the steel and the logistics of transporting the steel to the Vineyard site. This phase of the project will require a great deal of coordination between the contractor, suppliers, truckers and barge operators. "If we get the first stick up in September we should complete the steel framing by mid-November," Mr. Bulman says.

Summing up, Mr. Bulman says the construction project is advancing on time and he continues to be optimistic that the new hospital will be completed by December of 2009. There have been some small hitches along the way thus far but no major ones. "In a construction environment and location like ours unforeseen things are going to happen," he says.

*Continued on page 2*

# Medication Safety is Constant Focus

**M**ARTHA'S Vineyard Hospital has some 1,600 medications in its formulary, and administers more than 100,000 doses to patients each year. If you're inclined to worry about medical errors, that's an awful lot of opportunities. And the goal is perfection: Ask Dave Caron, director of the Hospital pharmacy, how many medication errors is an acceptable number, and his answer is an unhesitating "Zero."

Mr. Caron and his teammates on the Hospital's medication safety task force, chief quality officer Dedie Wieler, chief nurse executive Carol Bardwell and emergency room physician Mark Shapiro, meet together every two weeks to advance this dogged pursuit of perfection.

In the field of medication safety, as in so many aspects of health care, Mr. Caron says the most important work is prevention. "It's the responsibility of the health care organization," he says, "to be proactive."



The Hospital also offers Islanders tips about how to monitor the medication they take at home at the Annual Health Fair.

One way Martha's Vineyard Hospital is proactive involves the use of technology. The Hospital pharmacy uses a computerized dispensing machine called the Pyxis – Mr. Caron calls it "a glorified vending machine." When a nurse logs into the machine and enters a patient's name, Mr. Caron explains, a specific drawer opens up, containing that specific order.

The Hospital task force follows the work of national agencies that track the field of medication safety. When the Institute for Safe Medication Practices reports on incidents and issues from around the country, Mr. Caron and his team scour the list, looking for ways to prevent errors.

"One big issue for hospitals," Mr. Caron says, "is look-alike, sound-alike medications." To make mix-ups less likely, the Hospital separates these medicines at every step of the path from physician to pharmacy to patient.

Incorrect dosages are another problem the pharmacy works proactively to prevent. The Pyxis machine helps with that, too.

Even doctors' handwriting – the butt of so many jokes – comes under new scrutiny in the campaign to prevent medication errors. It's all about eliminating ambiguities," Mr. Caron says. His pharmacy now uses equipment that transmits prescriptions via digital scans rather than faxes. "Now," he says, "when we need to interpret a prescription more closely, we're able to zoom right in on areas we need to see."

# Cancer Rehabilitation Service Making a Positive Difference

**O**CCUPATIONAL therapist Jill Belcher, OTR/L, has helped launch a new service at Martha's Vineyard Hospital, and she's on a mission to spread the word and reach more people.

The new service, now in place for a year and a half, is cancer rehabilitation, and already Ms. Belcher has worked with 15 people who otherwise would have had to travel to off-Island medical centers for the help they're now receiving here.

Says Ms. Belcher, "People don't often think of what this therapy can do for someone who has a diagnosis of cancer. But range-of-motion issues often can come up after surgery. There can be cancer-related fatigue after chemotherapy or radiation. There can be soft-tissue limitations that lead to range-of-motion problems, and pain that can cause body disturbances involving balance. There can be numbness after chemotherapy or when a nerve is disturbed during surgery."

For many Islanders with cancer, treatment involves off-Island surgery, radiation or chemotherapy. "In my practice here," Ms. Belcher says, "I noticed that sometimes when these people come back, they have these difficulties and they don't know whom to turn to. I thought we could offer this service here, because these patients have to do so much traveling already."

She has reached out to Hospital doctors, and meets regularly with Island cancer support groups. "I've been a marketing machine lately," she says, "because I feel so passionately about this." Slowly but steadily, she says, the number of referrals to this new program has been growing.

Ms. Belcher works with all ages, from the young to the old, helping them cope with the after-effects of their treatment for a wide range of cancers, from lung cancer to breast cancer, from leukemia to prostate cancer. So it's hard to say what a typical course of therapy looks like, except that education is always central. Ms. Belcher's goal is to put people on a track toward self-sufficiency, with a program they can carry forward on their own.

"When someone first sees me, our evaluation starts with a self-report questionnaire on quality of life issues. It starts with a complete medication list. And then we move to a person's issues – perhaps you have range of motion problems after surgery, as well as some pain and balance issues.

"My key is education. I'll say, here are some exercises you can start doing at home. When you come in, we'll constantly review that exercise program as well as adding more to it as you progress."

Each person who sees Jill Belcher for cancer rehab is unique. And as she helps them, one by one, this new program at Martha's Vineyard Hospital is sure to grow. That's exactly the way she wants it to be. She's confident that the cancer rehab service is making a positive difference in Islanders' lives. For now, she says, "I just want people to know this service is out there."

To see an interview with Ms. Belcher, featured on Plum TV's "This Week on Martha's Vineyard", visit Plum TV at [www.vineyard.plumtv.com](http://www.vineyard.plumtv.com). Search for: Jill Belcher



## Valentines from Vineyard Kids Make Veterans' Day

The MVH Childcare & Learning Center received a Certificate of Appreciation from hospitalized veterans at the VA Boston



Healthcare System. The children made Valentine's Day cards for all the veterans!

## Construction

*Continued from front page*

"There's a degree of difficulty you wouldn't have if you were doing this project on the other side of the pond. But so far this project is going well."

And as the work progresses, Mr. Bulman promises that he'll remain mindful of his role as the advocate for Martha's Vineyard Hospital and its patients through the building process.

For photos of the construction site and progress updates, please visit [www.mvhospital.com/newhospital](http://www.mvhospital.com/newhospital)

# Quality of Care is 'Everybody's Job'

**W**HEN Martha's Vineyard Hospital received accreditation from the Joint Commission in November of 2006, no one on the staff was prouder or more pleased than Dedie Wieler, the Hospital's chief quality officer for the past four years.

Accreditation signifies that Martha's Vineyard Hospital has met the standards of the nation's most rigorous health care accrediting organization. Before granting this highest level of certification, the Joint Commission conducted a site visit to the Hospital, measuring its quality of care against dozens of standards, from the way caregivers communicate to how medication errors are prevented, from strategies that cut the risk of infections to practices that reduce the risk of patient injury due to falls.

But as pleased as she is with this high honor, Ms. Wieler is quick to explain that the credit goes ultimately to every employee at the Hospital: "In the end, you can't look at this as my job. Quality is really everybody's job here."

Ms. Wieler's job is to keep up with advancing standards of excellence in patient care, and to see that they're applied to improve the quality of service at Martha's Vineyard Hospital. The mandates of the outside world – from government to third-party insurance payors – demand constant attention. But Ms. Wieler also tries to focus, whenever she can, on issues unique to this hospital and its community.

"For example," she says, "we've been looking carefully at maternity cases. We already plan to have high-risk mothers deliver their babies off-Island. But in our maternity department, we always have to ask, if the need arises, can you get this mother and baby off-Island? Is there a storm coming, or is fog rolling in? Thinking about the weather isn't something you learn about in med school."

Ms. Wieler has worked hard to build a process that encourages Hospital staff to embrace the effort to improve quality of care. The idea, she says, is not to miss any opportunity for improvement at Martha's Vineyard Hospital. "We're trying to make it so people are as comfortable as they can be about reporting their concerns."

It's a conversation, she says, that can't be too broad or too deep: "Eventually, almost anything in a hospital can become a quality issue."

*Dedie Wieler, RN  
MV Hospital  
Chief Quality Officer*

PHOTO: BETSY CORSIGLIA

# Awards Recognize Excellence



PHOTO: BETSY CORSIGLIA

**O**N February 1, Martha's Vineyard Hospital was honored for the first time by the Partners in Excellence awards program since joining in an affiliation agreement last year with Partners HealthCare. The system of hospitals in Boston includes Mass General and Brigham and Women's Hospital among others. The awards recognize individuals and teams at all levels who have contributed to the success of the partnership and its member institutions.

The ceremony honored several individuals and the entire MVH stroke team, which works closely with Mass General to coordinate emergency treatment protocols for their commitment to excellence. This interdisciplinary team's program has won state certification, which President & CEO, Timothy J. Walsh noted was no small accomplishment for a community hospital of this size.

*Pictured above, from left to right: Lynn Mercer, Carol Bardwell, Daisy Pattison, Karen Dumont, CEO Tim Walsh, Gayle Poggi, Dave Caron, Peggy Ekholm, Gage Hansen, MVH Director Ken Chisholm, and Jeff Davis, Massachusetts General Hospital Vice President for Human Resources.*

[Learn more about the PIE Award and Partners Healthcare at www.partners.org](http://www.partners.org)

# Hospital Reopens Dental Center

**T**HE four-year quest to reopen a community dental clinic at Martha's Vineyard Hospital ended on April 7 this year, when the Massachusetts Dept. of Public Health issued a license for the clinic. Casey Pedro, DMD, began seeing patients on Tuesday, April 8.

Launching the new clinic has been a priority for the Hospital's President & CEO, Tim Walsh, and for Jay Ferriter, director of physician practice management, who joined the staff in 2006.

The challenge, Mr. Ferriter says, was twofold – first, finding a dentist to operate the clinic, and second, securing licensure from the state. "It's been a Catch-22," he says, "because you can't have a program without the dentist, but it's hard to attract a dentist when you don't have a program up and running. The Dept. of Public Health has been saying, 'When you get your staff, give us a call.' But we needed the program in place to recruit somebody."

The solution, like the challenge, had two parts. First, Mr. Ferriter connected with Dr. Pedro, a young dentist, originally from Oregon and graduated in 2003 from dental school at Boston University. Second, the leadership of Martha's Vineyard Hospital made a commitment to this clinic by bringing Dr. Pedro on staff in January to help get the new service jump-started.

Dr. Pedro says the decision was clinched, for him, by his sense of the community's urgent need. "What it comes down to," he says, "is that it's so difficult for patients with Mass Health coverage to get dental care on the Island. For those patients who have to go off-Island, it's a cost factor and a time factor, and if you're already in a low-income situation, it's even more difficult."

The day the new clinic opened, it already had hundreds of people on its waiting list. Says Dr. Pedro, who is fluent in Spanish and Brazilian Portuguese: "Obviously, the things we'll need to address first are the most urgent needs."

Mr. Ferriter says he is deeply satisfied to see patients coming into the new clinic, and grateful to Dr. Pedro for stepping up to lead it. Looking back on the Hospital's four-year quest, he says: "It's taken us awhile to get here. But it's never been a question of our commitment to meeting this community's need."



*Casey Pedro, DMD*

# Investing in the Future

## A Thoughtful Gesture Creates a Lasting Legacy

**B**AILEY NORTON is one of Edgartown's elder statesmen. Born in 1920, he spent most of his growing-up years on the waterfront. He went on to training as an engineer, to a successful career in manufacturing, and finally, coming full circle, to a long and active retirement in Edgartown.

Mr. Norton concludes his autobiography, *My Long Journey Home – A Life Worth Living* (2006), with an expression of gratitude for the opportunities life has afforded him. "I have been fortunate," he writes. "But I also firmly believe that there are principles that you steadfastly rely on that shape your life every day. For me those include working hard and creating wealth by saving and investing. More importantly, treat your fellow man as you would like to be treated."

All of these guiding principles – hard work, good stewardship and care for others – came into play last fall when Mr. Norton approached the development office at Martha's Vineyard Hospital, saying he wanted to make a major gift to the Hospital.

Mr. Norton recalls that during the campaign to raise funds for the new Hospital, "I thought about doing something then, but I was not quite ready. I kept putting it off, thinking I might leave something in my will." But then he adds, in his soft-spoken and understated way, "I've had a couple of experiences with the Hospital."

That "couple of experiences" included a stroke in the fall of 2005 and a life-threatening episode of gastric bleeding last year; in both cases, Mr. Norton received a speedy evaluation at Martha's Vineyard Hospital before being airlifted to Massachusetts General Hospital. Through it all, he was deeply impressed by, and grateful for, the quality of care he received both here and in Boston.

Reflecting on these experiences, Mr. Norton says: "I was really pleased with the way they pulled me through, and with the fact that we have this associa-



tion with such a fine hospital as Mass General – really one of the best in the world. To see them working back and forth with all this telecommunications equipment – it's great. You have to use some of these services to realize how fortunate we are to have them here."

He continues: "I got to thinking, you know, this is great what we have here, and rather than waiting till I pass on to leave the Hospital some money, maybe I should do it now and get it done with." He adds wryly, "I like to clean things up as I go along. I don't like a lot of unfinished business hanging around."

Conversations with the Hospital ensued, and in the end he agreed to make a substantial gift to the Hospital Endowment Fund. It would be the first gift to the new planned giving program at

Martha's Vineyard Hospital in the form of a charitable annuity.

Mr. Norton says it was important to him that his gift should go to the Endowment, where the principal will remain untouched, its income forever supporting the Hospital's work.

Says Rachel Vanderhoop, director of the Hospital's development office, "Our affiliation with Mass General helped us to administer this gift. And they will continue to guide us as we expand our planned giving programs to our donors."

A charitable gift annuity enabled Mr. Norton to invest in the future of MVH while at the same time receiving annual income from that gift for the rest of his life and receive a tax deduction as well.

Of his generous gift, Bailey Norton says simply, "I was pleased to be able to do this."

He adds, "I don't think, from my experience, that you could find a better place to make a gift, or a better organization to support. It's here to help everyone who needs care. And if this could lead others into considering this type of giving, I think that would be good, too."

PHOTO: BETSY CORSIGLIA



**MARTHA'S  
VINEYARD  
HOSPITAL**

*An Affiliate of  
Massachusetts General Hospital and  
a Member of Partners HealthCare*

One Hospital Road  
P.O. Box 1477  
Oak Bluffs • MA 02557  
508 693-0410  
www.mvhospital.com

### TRUSTEES

John P. Ferguson

*Chairman*

Timothy D. Sweet

*Vice Chairman*

Earle A. Ray

*Treasurer*

Mary R. Brown

*Secretary*

Timothy J. Walsh

*President & C.E.O.*

Pieter Pil, M.D., PhD

*Chief of Staff*

Frank J. Biondi, Jr.

Susan C. Crampton

Judith M. Davenport

Donald W. Davis

Kevin B. Dole, M.D.

Timothy E. Guiney, M.D.

Brent L. Henry, Esq.

Edward T. Kenyon

Tuna Kiersted

Edward F. Miller

Ann L. Prestipino

Peter L. Slavin, M.D.

Andrew L. Warsaw, M.D.

### DEVELOPMENT

Tuna Kiersted

*Chair, Development Committee*

Rachel E. Vanderhoop

*Director of Development*

508 693-4645



PHOTO: L.A. BROWN

The Martha's Vineyard Hospital Annual Golf Tournament is held at Farm Neck Golf Club.

## save the dates please join us!

22nd Annual Golf Tournament  
Farm Neck Golf Club  
July 20th & 21st

20th Annual Sullivan 5K Run/Walk  
East Chop, Oak Bluffs  
August 23rd

For information please call the  
Development Office:  
508 693-4645, or visit:  
[www.mvhospital.com/news.htm](http://www.mvhospital.com/news.htm)



PHOTO: GEORGE MOSLEY

Run/Walk founder and former U.S. Secretary of Health and Human Services Dr. Louis Sullivan with champion runner Danielle D'Angela.