

HealthFocus

A publication of Peninsula Regional Medical Center | Winter 2012

Exceptional Patient Experiences

Top 5% American Hospital
Peninsula Regional Brings
Home Clinical Honors

Surviving
Stroke
A New Procedure
to Blast Blood Clots

EXCEPTIONAL HEALTHCARE. EXCEPTIONAL PEOPLE.

**PENINSULA
REGIONAL**
MEDICAL CENTER
Part of Peninsula Regional Health System

Important PRMC Health Information Inside. Save or Share This Edition.

Exceptional People! PRMC Leadership Awards

PRMC President/CEO Dr. Peggy Naleppa and Board of Trustees Chairman Martin “Marty” Neat recently presented members of the Peninsula Regional healthcare team with President’s Leadership and Chairman’s Awards for their contributions to the Medical Center and the patients they serve.

President’s Leadership Award Winners

The PRMC President’s Leadership Award honors individuals who embrace the philosophy that leadership is a privilege and a position of shared trust. With that philosophy also comes accountability and ownership.

Carol Deal, Executive Director, Surgical Services

Deal, who has been with PRMC since 1995, was recognized for exceeding her goals, being a fair, equitable and driven leader who accepts responsibilities and brings proactive solutions to her issues. Deal was also recognized for her leadership of the ongoing operating room expansion project.

Roger Follebout, Jr., Director, Community Relations

Follebout, a member of the PRMC family since 1998, was recognized for his leadership in dramatically improving community and media relations during his tenure as Director, which began in August of 2009.



Chairman’s Award Winners

The PRMC Chairman’s Award honors clinical and operational teams that demonstrate improvement in clinical quality, patient safety, customer service and patient satisfaction, financial performance, community health and operations.



Late Preterm Infant Initiative



Ventilator Associated Pneumonia Reduction



Clinical Documentation Improvement

1st Place Clinical (Tie)

Late Preterm Infant Initiative

The team was recognized for reducing the percentage of Neonatal ICU admissions and Pediatric readmissions for late preterm infants (between 34 & 36.6 weeks). After process changes using evidenced-based education and clinical guidelines, Neonatal ICU admissions were reduced from 33% to 22% and a readmission rate to Pediatrics was reduced from 11% to 0% within 10 days of birth.

Ventilator Associated Pneumonia Reduction

The team was recognized for reducing Ventilator Associated Pneumonia, one of the most common infections acquired in hospital Intensive Care Units (ICU). Using or reintroducing nearly 20 evidence-based care measures, the ICU team has achieved zero Ventilator Associated Pneumonias for Medical/Surgical patients in the ICU for 13 consecutive months and counting.

1st Place Operations

Clinical Documentation Improvement-Acute Pulmonary Edema/Respiratory Failure

The team was recognized for a change in the way Acute Pulmonary Edema/Respiratory Failure patients were documented. The inaccurate information has impacted PRMC’s performance rating for potentially preventable hospital-acquired complications. Once a new documentation template was created to more accurately reflect post-operative complications, the incidence of Acute Pulmonary Edema/Respiratory Failure dropped from 97% above expected to 12% below expected.

Cover Story 4/5/6
*Exceptional Healthcare—
 What Our Patients Are Saying*

Blasting Blood Clots 7

**Getting to Know
 Peninsula Regional
 Medical Center** 8 & 9
*Information on our
 Centers of Excellence*

**Meet the Peninsula Regional
 Board of Trustees**

**A Message From Board
 Chairman Marty Neat** 10

**PRMC Foundation and
 Our Donors** 11-15

**PRMC Partnerships and
 HealthGrades Awards** 16

Annual Report 17

**A Most Wired
 Medical Center** 18

Community Calendar 19

Need a Doctor? 20
*Peninsula Regional Medical
 Group*

On the Cover

Gavin Stephens, a three sport sophomore athlete at James M. Bennett High School in Salisbury, is one very fortunate young man thanks to a great healthcare collaboration. His mother Renee, in the background with her husband and Gavin's dad Todd, shares his exceptional story in her own words on page 4.

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How Does One Become a High-Performing Organization? Through Constancy of Purpose



A Message from the President

So here we are, around a month into a new year, and hopefully we're still committed to most of our New Year's resolutions. It's a challenge, isn't it? Getting to and maintaining a state of "always" in our lives can be the toughest thing we have to do—personally and professionally. But as I like to remind our team, WHEN IT COMES TO PATIENT CARE there is no substitute for always.

At Peninsula Regional Medical Center, our goal is to continue to weave that into our culture—"A Culture of Always." As a healthcare team, we must ensure that we are doing everything we can to always get it right for **every patient, every person, every time**. We're not perfect, but much of this journey is about learning how to improve so that our partnership is built on the most solid of foundations—trust. We trust that you will feel safe reaching out to us. You, in turn, trust us to be the partner who will strive to be prepared to provide the best people, equipment and healing environment to assist you in getting healthy again.

We clearly understand that it's an earned trust. We have to prove to you every day that we stand by our commitment and partnership. We take great pride in doing that.

For instance, in a recent Premier, Inc. Medicare/Medicaid study, PRMC received Top Improvement awards in heart attack, heart failure and surgical care. The study found that the lives of **149 heart attack patients here were saved** over the past six years due to the quality and reliability of our care. Improvements in the way we diagnose and rapidly treat severe sepsis has **reduced our mortality rate in that condition alone**

by 39%—dozens of lives saved. And relative to heart conditions, within 90 minutes—the accepted gold standard—anyone presenting in our Emergency Department requiring a heart catheterization is receiving a cath 94% of the time within that window; **and we've reduced the median time to just 62 minutes**. For over a year now, there have been **ZERO** Ventilator Associated Pneumonia cases in our ICU and **ZERO** readmissions to our Pediatric Unit within 10 days of birth for late-term babies born prematurely, resulting in a 22% **reduction** in Neonatal ICU admissions.

We promise to save lives every day through best practice improvements led by clinical leaders and a healthcare team dedicated to our partnership with you. HealthGrades awards and Best 100 in America designations (*see page 9*) validate that promise, but it's the people behind the recognitions and designations that advance PRMC's "A Culture of Always."

After all, it's not what keeps you up at night but what gets you up in the morning that matters most, and at Peninsula Regional, we have plenty of great opportunities and thousands of outstanding reasons to embrace each new day every day. We owe you no less than to maintain our continuous pursuit of quality in keeping with our annual resolution: We will not rest on our laurels.

From our family to yours, a very happy and healthy 2012.

Peggy Naleppa, MS, MBA, PhD, FACHE
 President/CEO

Exceptional Healthcare—What Our Patients Are Saying

Gavin Stephens—Fast Response and Children’s National Affiliation Key In Care



Gavin Stephens, center, at home in Salisbury, Maryland with parents Renee, back and Todd, right. With the family is cardiologist Steven Hearne, MD, left, who treated Gavin in PRMC’s Emergency/Trauma Center.

As written by Renee Stephens

Gavin Stephens is our 16-year-old son who had just returned from a High Adventure Boy Scout trip on July 8, 2011 and began complaining of discomfort when he took deep breaths. After taking him to his pediatrician and seeing that the initial x-rays were clear, it was thought to have been a possible pulled or inflamed chest muscle due to a recent injury. Because Gavin, a high school sophomore at James M. Bennett High School in Salisbury, is very active in a variety of sports, anything more serious was not a concern (Gavin plays three sports—football, wrestling & lacrosse and participated in an adult triathlon in May 2011).

Over a two-week period, Gavin increasingly complained of chest pain, mostly at night, and on July 24th it became so severe we took him to the PRMC Emergency Department at 3:00 a.m. Once evaluated by the PRMC Emergency Department team (vitals and an echocardiogram were done), we were told Gavin had a large amount of fluid around his heart—a pericardial effusion, creating tremendous pressure on his heart. Cardiologist Steven Hearne, MD was called in to evaluate and confirmed Gavin’s condition. The fluid buildup was so severe that Dr. Hearne performed a pericardiocentesis in the Emergency Department to drain approximately 800cc’s of fluid from around the heart.

Children’s National Medical Center in Washington, DC was notified and Gavin was immediately transported there, where he spent 6 days (3 days in ICU) for intensive testing and consults with medical specialists. A diagnosis was not found, and the cause was attributed to a virus. Gavin was

released with prescribed medications to keep the inflammation and fluid down, and further follow-up was scheduled. Gavin is fortunate that there was no permanent damage to his heart, or any other organs, thanks to the rapid response of Dr. Hearne and so many others.

Gavin has experienced a few minor setbacks since July 24th (a fever and some reoccurrence of fluid), and we have found ourselves in the PRMC Emergency Department twice since. I was so pleased to see the ease at which PRMC staff was able to connect with Children’s National staff to communicate quickly to provide follow-up medical care. Gavin is recovering and continues to work with his pediatrician and Children’s National specialists to determine the possible cause. I am so grateful for the quick response of the PRMC Emergency Department staff and Dr. Hearne for stabilizing Gavin during this very serious situation. The recent affiliation of PRMC with Children’s National has been a tremendous asset for Gavin and our family, and the teamwork among the various physicians has been outstanding.

As a parent, you never imagine a trip in the middle of the night to the Emergency Department can result in the need for such serious medical care. We never know when emergencies may happen, but we’re so thankful the talented people and processes were in place to respond when we needed it. Thank you PRMC and your Emergency Department team!

“They Never Gave Up On Me”—Bruce Somers and an Exceptional PRMC Experience



Some of the members of the PRMC ICU and Emergency/Trauma teams who cared for Bruce Somers join him and fiancé Tanna Johnson, center front, outside the PRMC Emergency/Trauma Center.

Bruce Somers of Marion Station is a pretty fortunate guy. He was once described by Emergency Department physician Clark Willis, MD, as “the patient closest to death that I’ve ever treated who still made it through.”

It was June 20, 2009; Bruce Somers’ worst day, but as fate would have it, maybe his luckiest too, because he landed in the arms of a talented PRMC trauma team that simply refused to let him go. “People and other doctors will ask us when we went to Shock Trauma and we tell them never,” said Tanna Johnson, Bruce’s fiancé. “Everyone is amazed because

HealthGrades, Inc. has ranked Peninsula Regional Medical Center the #1 Hospital in Maryland for Overall Cardiology Services in 2012.