



IMAGES

Radiology Department Newsletter

August 2011

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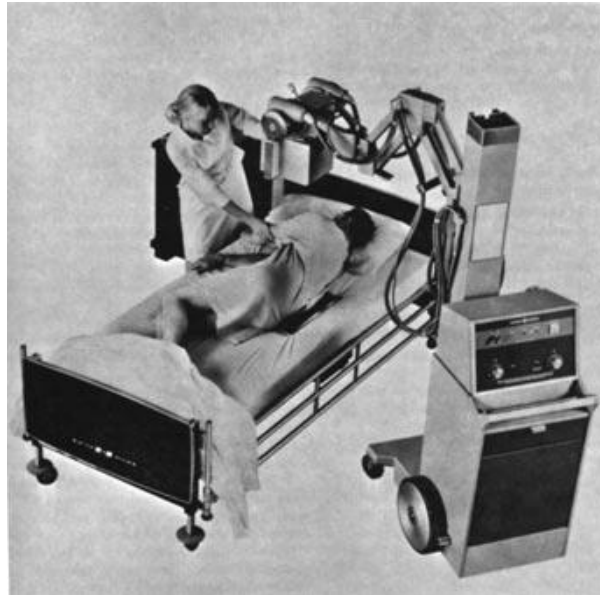
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In 1970, General Electric introduced the first battery-powered mobile x-ray unit in the United States.

“Images” is the new Radiology department monthly newsletter. It will focus on departmental events, professional development, messages from the chairman, director and operations manager, patient safety tips, quality improvement and employee spotlights. Please enjoy this new publication and use it as a forum to promote the great work happening in our department!



PHYSICIAN SPOTLIGHT

Dr. Sukhwinder “Johnny” Sandhu

Dr. Sandhu is an Assistant Professor in Radiology, Division of Neuroradiology at the University of Florida College of Medicine. He came to Shands Jacksonville in November 2010.

Dr. Sandhu attended Medical School at The Johns Hopkins University School of Medicine in Baltimore, Maryland. He attended his Residency in Surgery and Diagnostic Radiology at Jackson Memorial Hospital/University of Miami in Miami, Florida. Dr. Sandhu completed a Fellowship in Neuroradiology at Massachusetts General Hospital/Harvard Medical School in Boston, Massachusetts.

Dr. Sandhu is board certified in Neuroradiology and Diagnostic Radiology. His clinical interests include but are not limited to cerebrovascular disorders, brain tumors, CT/MRI perfusion imaging and neurodegenerative disorders.

On July 19, 2011, Dr. Sandhu presented “Neuroimaging of Acute Stroke” to our Registered Technologists, students and staff. This lecture discussed vascular anatomy, CT & MRI brain imaging, treatment and a variety of case studies. Radiology staff attending this lecture earned 1 CEU through the FL Department of Health.

Thank you Dr. Sandhu for the educational opportunity you provided our staff and welcome to the department!

CHAIRMAN'S CORNER

Dr. Barry McCook, MD



Another great year in resident education has ended only to begin again. After seeing our 5 senior residents receive a 100% pass rate on the American Board of

Radiology Oral Examination, and further their education with cherished fellowships, we now welcome 5 new first year residents to our group. Their names are Mona Ahmed M.D., Sara Fernandez M.D., Joshua Holliday M.D., Brett Horgan M.D. and David Martineau M.D. We also welcome a new Angio and Interventional Fellow named Ryan Daily. There is also a familiar face in the department in that Todd Loper M.D. is continuing his education in the Angio and Interventional Fellowship. It is always bittersweet to see our residents move on in their careers and leave the comfort of our department. We have a lot of confidence in the residents we train here and it's exciting to see that our University of Florida Department of Radiology name spreads to all parts of the United States.



CUDA'S CORNER

Kevin Cuda, MHA, FACHE

Adaptability Through Cross-Training in Radiology:

July brings a new fiscal year to Shands Jacksonville and the Radiology Department. Recent state and federal funding reductions means that we all must find new ways of completing our tasks and continuing to provide outstanding customer service. I would like to thank everyone who has covered a shift, worked at a different location, and watched their overtime over the past several months. Moving forward we cannot meet our 2012 operating budget using the same departmental staffing coverage as in the past. With that said, it will become increasingly important to embrace cross training opportunities that become available during the upcoming fiscal year. As we meet the challenges in front of us this year, I am excited with the opportunities EPIC will bring us, new equipment in the department and a renewed emphasis on patient focused care.

July Hospital Dress Code Updates

Refer to Policies on the Infonet; these summaries do not include all necessary information.

Beginning July 1, 2011, an exception will be made to the Shands Jacksonville Employee Appearance and Dress policy (HR-02-002) to permit the wearing of jeans on Fridays.

As always, employees must exercise judgment in their attire based on internal and external meetings they will be attending. Please consult your manager for questions about your department's guidelines. In Radiology, employees that engage in direct patient care will not be permitted to wear jeans on Fridays.

Updates to the Radiology Dress Code have been made and are currently available on the Infonet. Please review the following policies for all changes:

RAD-01-025

RAD-01-027

A Message from the Operations Manager Janet Graves RT(R)



"When we know better, we do better". I think this quote was from an Oprah show I watched some time ago. My perception of the meaning here is; when we are educated and have mastered a skill or behavior, the will to follow what was taught is a choice to be made. As customer service providers we must keep customer service as a top priority. We've all heard of "On Stage Behaviors", "BEST Behaviors", "Patient Centered Care", AIDET, the list goes on. Most importantly is that our actions each and every minute project a willingness to provide support, care and compassion. We all have an impact on our customer's perceptions and we are in fact always on stage. I have been impressed over the number of Customer Service Key Awards our staff receives. I know everyone works very hard to do what's best for our customers. Are customers perceiving you as being approachable, happy with your job and co-workers, competent in the tasks you're performing, projecting a positive influence and respectful? Perception is reality to our customers. Please take advantage of the many educational opportunities that Leslie Pegrum has coordinated. Some of these will be available in Healthstream.

NQF Releases Updated Serious Reportable Events

The National Quality Forum (NQF) Board has recently approved for endorsement a list of 29 serious reportable events (SREs) in healthcare as outlined in the report Serious Reportable Events in Healthcare—2011 Update: A Consensus Report.

(NEW) Radiologic Events: Death or serious injury of a patient or staff associated with the introduction of a metallic object into the MRI area.

To read the full story, go to:

<http://www.prweb.com/releases/2011/6/prweb8568166.htm>

REGISTERED TECHNOLOGISTS GO THE EXTRA MILE

Congratulations to all CT and MRI Technologists on obtaining additional credentialing in their area of expertise. As of July 1, 2011 all Shands CT and MRI Technologists are now additionally certified by the ARRT (American Registry of Radiologic Technologist) and have met the stringent standards set. This certification requires that each Technologist sit for an additional registry as well as documentation of clinical exams. This is a landmark in our journey to excellence. In addition, all CT and MRI scanners are certified by the ACR (American College of Radiology). Please join us in congratulating the individuals below.

Tiffany Mercer R. T. (R) (CT)
Jessica Hodges R. T. (R) (CT)
Kristen Marques R. T. (R) (CT)
Ashley Coleman R. T. (R) (CT)
Vicky Stapleton R. T. (R) (CT)
Tangie Winters R. T. (R) (CT)
Michael Kandaswami R. T. (R) (CT)
Dawn Walker R. T. (R) (CT)
Angi Ngoroge R. T. (R) (CT)
Dianna Ghannon R. T. (R) (CT)
Luis Diaz R.T (R) (CT) (RDMS)
Kevin Fay R. T. (R) (CT) (N)

Beth Ratliff R. T. (R) (MR) (M)
Marc Roberts R. T. (R) (CT) (MR)
Connie Bennett R. T. (R) (MR)
Alfred Futch R. T. (R) (MR)
Robert Hester R. T. (R) (MR)
Honey Atkins R. T. (R) (MR) (CT)
Zulma Lugo R. T. (R) (MR)
Jeanne Cecere R. T. (R) (MR)
Amie Winter R. T. (R) (MR) (CT)
Sandy Showalter R. T. (R) (CT)
Lindsey Clancy R. T. (R) (CT)

*Theresa Clark R. T. (R) (CT) ARRT
Clinical Center CT/MRI Supervisor*

*Kimberly Haines, R.T. (R)(CT)(MR)(M)(ARRT)
Emerson Imaging Supervisor*

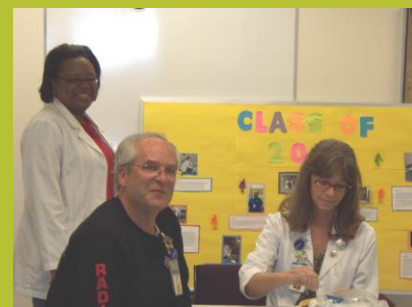
*Shanna Miller, R.T. (R)(CT)(ARRT)
Pavilion Imaging Supervisor*

PATIENT SAFETY 101

Below is a link to a Patient Safety video from the HHS Partnership with Patients website. This interactive video tells a great story about patient care in a little over than 6 minutes.

<http://www.hhs.gov/ash/initiatives/hai/training/partneringtoheal.html>

JULY DEPARTMENTAL EVENTS SPONSORED BY: Administrative Systems



July 7 - Everyone received a piece of chocolate to celebrate "Chocolate Day!"

July 15 - We celebrated National Hot Dog Day by serving hot dogs with all the toppings in the Radiology lounge!

July 18 - To celebrate "National Ice Cream Day" ice cream was served in the Radiology lounge!

July 20 - Everyone in the department was given a lollipop for "National Lollipop Day!"

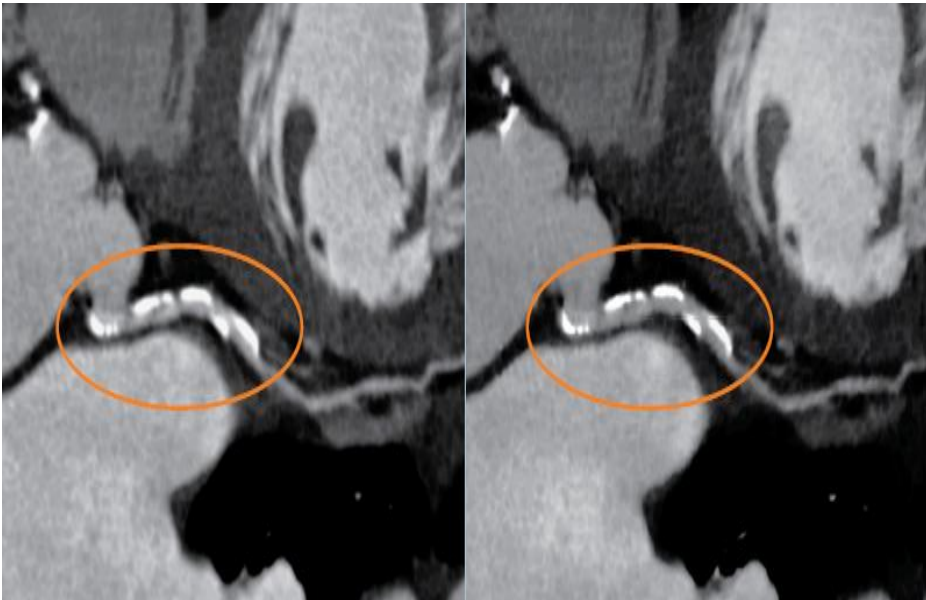


Annual Radiology Picnic

The annual Radiology Picnic was held on Saturday, July 23, 2011 at Mickler's Beach. Members of the Radiology department enjoyed fun in the sun with fellow co-workers and their families. Thank you to everyone that attended this fun event!

Case of the Month

Submitted By: Shanna Miller, R.T. (R)(CT)(ARRT)



Interactive Reconstruction in Image Space (IRIS) is currently being tested on heads, chests and abdomens at the Annex. Siemen's IRIS I software can reduce radiation dose up to 60% for a wide range of routine applications, while maintaining excellent image quality.

The image on the left shows the coronary artery scanned at 0.98 mSv with use of standard filtered back projection reconstruction.

The image on the right has the initial 0.98 mSv scan but was reconstructed with IRIS. The resulting improved image quality shows a better visualization of the vessel lumen and significantly reduces blooming of the calcification.

At the Annex, they began with a 20% reduction in radiation dose. This allows the physicians to evaluate the images to ensure image quality is maintained. If you have any further questions or would like to know more about IRIS, please contact Shanna Miller, Pavilion Imaging Supervisor at 244-1162.

HAPPY BIRTHDAY!!

August Birthdays

Cynthia Butler
Seanda Hines
Deborah Hinson-McCall
David Jansen
Dana Mathis
Lyndsay McClendon
Shanna Miller
Sharon Polite

Staff Spotlight

Lysa Hofmann, RT(R) RDMS, a sonographer working the night shift, recently received her AA degree with honors from Florida State College of Jacksonville.

Congratulations Lysa!

NEW EMPLOYEES

Please help welcome our four new Radiology employees:

Kenneth Dulaney, R.T.
Tatiana Pittman, Fin Rep
Taquilya Cross, Fin Rep
Chanel Starke, R.N.

MEET YOUR UNIVERSITY OF FLORIDA RADIOLOGY SPECIALISTS



Barry M. McCook, M.D.

Chair, Department of Radiology; Chief, Division of Functional and Molecular Imaging



Robert P. Booth, M.D.
Diagnostic Radiology, Neuroradiology



Dalys E. Castro, M.D.
Diagnostic Radiology, Neuroradiology



Inbal Cohen, M.D.
*Diagnostic Radiology, Neuroradiology,
Pediatric Radiology*



Diana L. Edgar, M.D.
Diagnostic Radiology



Pratibha N. Gupta, M.D.
Diagnostic Radiology



Derek J. Hamlin, M.D.
Diagnostic Radiology



Christopher L. Klassen, M.D., Ph.D.
*Cardiothoracic Radiology, Diagnostic
Radiology*



Jerry P. Matteo, M.D.
*Diagnostic Radiology, Vascular and
Interventional Radiology*



Harry M. Northup, M.D., FACR
*Diagnostic Radiology, Vascular and
Interventional Radiology*



Savas Ozdemir, M.D.
Diagnostic Radiology, Nuclear Radiology



Sukhwinder J. Sandhu, M.D.
Diagnostic Radiology, Neuroradiology



Daniel A. Siragusa, M.D.
*Diagnostic Radiology, Vascular and
Interventional Radiology*



Susan D. Snodgrass, M.D.
Diagnostic Radiology



Kristin J. Taylor, M.D.
*Diagnostic Radiology, Musculoskeletal
Radiology*



Frederick S. Vines, M.D.
Diagnostic Radiology, Neuroradiology



Paul L. Wasserman, D.O.
Musculoskeletal Radiology



Martha C. Wasserman, M.D.
Breast Imaging, Diagnostic Radiology



Gregory C. Wynn, M.D.
Diagnostic Radiology

School of Computed Tomography

Anthony Hofmann, Clinical Instructor

The program faculty takes great pleasure in reporting that five students completed their training in Computed Tomography on Wednesday, June 29, 2011. The graduates of our first class included Kenneth Manalo, Belinda Perez, Magda Rodriguez-Aviles, Rosilie Harkeli, and Jessica Fraser. These graduates spent approximately six months in the program which included 3 hours per week of comprehensive classroom instruction and 24 hours per week of clinical experience. We would like to offer our gratitude and thanks to Kevin Johnson, PHD and Teresa Swenson, BSH, RT(R)(CT) for their assistance in providing numerous hours of classroom instruction to the students. We would also like to thank all of the technologists, supervisors, and PCAs that made the program possible by providing an exceptional clinical environment for the students to acquire competency in Computed Tomography. We want to congratulate the graduates on a job well done and would like to wish them much success in their chosen profession!!

Also, congratulations to Belinda Perez and Magda Rodriguez-Aviles on passing their CT registry.



Lunch & Learns

“How to Eat Well, When Eating Out”

When: August 9, 2011

Time: 12:00pm

Where: Radiology Library

“MSK Radiology of Fractures”

Dr. Anthony Harris

When: August 23, 2011

Time: 12:00pm

Where: Radiology Library

(Recorded lecture)



JULY KEY AWARD WINNERS

Amy Wingate
Loretta Brown-Wilson
Vicki Stapleton
Janel Freeman
Don Monico
Erin Rogerson

Katie Acra (no call-outs in 3 years)
Frank Boccieri (no call-outs in 3 years)
Nikki Jackson (no call-outs in 3 years)
Jay Wojdyla (no call-outs in 3 years)
Rindi Weaver (no call-outs in 14 months)
Monica Marzucco (no call-outs in 12 months)

Congratulations to all our Radiology
Customer Service is the Key Award Winners.

Upcoming Department Events

August departmental events will be sponsored by the Diagnostic Section. Come enjoy the wonderful treats and events they have planned!

- August 5th – Waffle Day
- August 9th – Polka Dot Day
- August 10th – Smores Day
- August 11th – Presales for DQ Blizzard Day to benefit CMN
- August 19th – Potato Chips Day & Lemonade Day
- August 25th – Popsicle Day

Patient Safety Tip of the Month:

Before a procedure, label medicines that are not labeled. For example, medicines in syringes, cups and basins (NPSG 03.04.01).

What's Your Promise?

"I promise to always look for ways to improve our services so that we can provide excellent Patient Care and Customer Service."

Theresa Clark
CT/MRI Imaging Supervisor

"To support upper management, always respect my peers, and promote teamwork in a safe productive work environment for my staff."

Andrea Gage
Administrative Systems Supervisor

"I promise to treat each patient as if they were a member of my family."

Shanna Miller
Pavilion/Annex Imaging Supervisor

"I promise to lead by example and to be an advocate not only for my patients but for my staff as well."

Candiss Dejesus
Ultrasound Supervisor

"I promise to treat everyone with kindness, courtesy, and respect."

Charles Swenson
Diagnostic Supervisors

Professional Development & CEU Opportunities

- **August 2, 2011:** Financial Reps & Schedulers In-service on "Working with difficult people"
- **August 4, 2011:** Financial Reps & Schedulers In-service on "Working with difficult people"
- **August 9, 2011 @ 8am:** New Radiology Employee Orientation provided by Leslie Pegram (includes restraint trainings, Spine in-service, NPSG, etc)
- **August 16, 2011 @ 2pm:** "Back to the Basics" presented by Leslie Pegram

By the way...Any RT that presents a state approved CEU, can earn 2 CEUs for themselves. If you are interested in presenting, please contact Leslie Pegram.

HEART WALK September 24, 2011

During the month of July, change was collected throughout the Radiology sections. It was a tight race but the section with the most change was.....

Administration

Administration raised a total of \$112.73. As a department, \$380.25 was collected through the July change jars. Thank you to everyone that participated in this fundraiser.

To date, we have raised a total of **\$551.75!**
Our team goal is \$1000 so we are over half way there!

To join the Radiology Team please log on to:
<http://firstcoastheartwalk.kintera.org>

Our Team Name: Shands Radiology

Staff Spotlight

In June, Erin Rogerson, Financial Representative at the Emerson Clinic, completed the Shands Jacksonville's School at Work program. School at Work is designed to grow and develop staff to be promoted into patient care positions and to encourage continuing education. Congratulations, Erin!

**August
Employee of the Month
Kristen Marques, RT (R) (CT)
CT Technologist**



On July 28, 2011 Kristen Marques received the Employee of the Month award for August. She was presented a Certificate and Letter of Appreciation by Kevin Cuda, Janet Graves and her Supervisor Theresa Clark. She will be treated to lunch with Kevin, Janet and Theresa as well as have her name on the Employee of the Month plaque on the second floor.

Kristen was one of three employees nominated for this award. The following is the nomination submitted by Leslie Pegram.

"I would like to nominate Kristen for the August Employee of the Month. Kristen has been working with me in improving CT head imaging. Kristen has met with Dr. Booth to discuss CT imaging and offered ideas for improvement. This behavior Kristen demonstrates not only shows initiative but also dedication to excellent patient care. She demonstrates skills and knowledge surpassing what is expected. Every time I see Kristen, she always has a smile on her face and compassion for the patients she is working with. Kristen should be viewed as a positive role model for other technologists and staff.

Thank you Kristen for your hard work and dedication to this department. Your hard work is appreciated!"

EPIC

As of July 26, 2011 a go-live date has not been set for EPIC.

Radiology has submitted workflows and scenarios for each area. Thank you to the supervisors and everyone involved in helping with any request related to EPIC.

Next up, integrated testing will begin in August. More information will be provided when it becomes available.

If you have any questions regarding EPIC, please refer them to:

- Janet Graves, EPIC Radiology Coordinator
- Michelle Connell, Certified Trainer
- Kimberly Haines, Certified Trainer
- Leslie Pegram, Certified Trainer

Newsletter Submissions

If you would like to submit something to the September issue, please email Lynn Cadwell-Gordon your topic by August 5th. Article submission must be completed by August 22nd to be included in the September issue.

All topics and articles are reviewed for publication by Dr. McCook, Kevin Cuda and Janet Graves prior to distribution.