



# IMAGES

## Radiology Department Newsletter

September 2011

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“Images” is the 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

Paul L. Wasserman, D.O.

Dr. Paul Wasserman came to Shands Jacksonville in November 2010. Dr. Wasserman is an Assistant Professor of Radiology at the University of Florida College of Medicine and Chief of the Division of Musculoskeletal Radiology.

Dr. Wasserman attended Medical School at Kansas City University of Medicine and Biosciences in Kansas City, Missouri. He completed an Internship at Western Pennsylvania Hospital, Temple University School of Medicine in Pittsburgh, Pennsylvania. Dr. Wasserman completed his Residency in Diagnostic Radiology at the University Of Pittsburgh School Of Medicine in Pittsburgh, Pennsylvania and a Fellowship in Musculoskeletal Radiology at Wake Forest University School of Medicine and North Carolina Baptist Hospital in Winston-Salem, North Carolina.

Dr. Wasserman is Board Certified in Diagnostic Radiology and specializes in Diagnostic and Musculoskeletal Radiology. His clinical Interests include musculoskeletal tumors, sports medicine, osteoporosis, and arthritis.

In the past few months, Dr. Wasserman has been working with Diagnostic Radiologic Technologists to improve digital imaging. He has provided continuous feedback and suggestions for improvement as well as provided one-on-one image critique to staff. Dr. Wasserman's dedication to image quality and exceptional patient centered care is a valuable asset to the Radiology department.

## CHAIRMAN'S CORNER

Barry McCook, MD



### Surviving Difficult Times in the Workplace

In this day of increasing volumes of studies, with decreasing reimbursement for the work we perform, it is sometimes difficult to remember the real reasons we do what we do. We have to remember every day that our ultimate goal is to provide good patient care, the kind that we would wish for our own families. Radiology is a service field and we should always try our hardest to provide that service to our patients and our referring physician community. With these trying times come challenges to our morale. It is up to each of us to strive to keep this morale as high as possible at all times. We have some exciting changes coming to the department. In past issues I have discussed our new faculty and residents but now we should not fail to mention our new state of the art equipment that will be arriving soon. We will be seeing a new Siemens MRI scanner in the hospital soon which will greatly enhance our overall MR imaging capabilities. We also have received our new Hologic Digital Mammography equipment complete with the new FDA approved Tomosynthesis component that is one of a kind in North Florida. You will see some marketing materials on this new modality in the very near future which will show the tremendous benefit to our patients. Thank you for all the hard work you do for our patients, it is appreciated.

## CUDA'S CORNER

Kevin Cuda, MHA, FACHE



We certainly have received some exciting news about Shands Jacksonville certificate of need for a hospital complex on the north side of Jacksonville. By opening this facility on the north side of town we have an opportunity of expanding our patient base and growing our outpatient business. How can we make sure this venture is a success? As we have discussed many times, some of the keys to success is maintaining a culture of service and operational excellence. Each one of us can help by doing the following with each patient/staff member encounter:

- Always use AIDET
- Always follow your two patient identifiers
- Always perform our discharge phone calls
- Always keep our patients appointment times
- Always offer assistance to someone in need
- Remember your I Promise pledge and live it
- Effective communication when rounding with your supervisor
- Continue to work to improve our PRC and IOI customer service scores

If we all follow these keys to success we will indeed have a very successful north side hospital complex.

## Radiology Policy Update

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

- RAD-01-029: Nursing/Radiology Handoff and Patient Transport revised
- RAD-03-009: Procedure to Minimize, Treat, and Follow-up Contrast Extravasations revised
- RAD-06-016: Management of Acute Contrast Reaction's in Adults for all Radiology areas revised

## Hospital Policy Updates

- "Shands Jacksonville Active Sync Corporate Email Access" (number not assigned) new policy
- "Mitigation of Harm Caused by Breaches of Confidentiality and Information Security" (A-01-021) new policy
- "Shands Jacksonville Resuscitation Team Policy" (A-02-003) revised policy
- "Alcohol Withdrawal Prevention and Treatment Orders" revised form
- "Insulin Subcutaneous Orders - Adult" revised form
- "Consent and Authorization Admissions/Registration"- Translated into Spanish

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

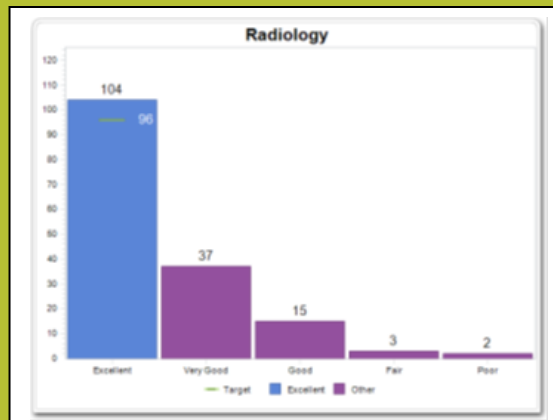


A few months ago I graduated from the hospitals Leadership Boot Camp. Both Charles and I were selected to attend this course and have gained valuable insight to becoming a better leader. The

classes were every other week for 3 months with mounds of homework and activities. I would recommend reading, Overcoming the Five Dysfunctions of a Team, by Patrick Lencioni, it is a quick read and a great reference tool for building strong teams. Here are a few of statements from the book that have stuck with me; trust is the foundation of a strong team, no quality or characteristic is more important than trust, when it comes to teams, trust is all about vulnerability, consensus is not the same as commitment, members of great teams learn to disagree with one another and still commit to a decision, write down what is agreed to, and what you permit, you promote.

As an individual committed to customer service, I often think of the ideal interactions and the small adjustments that could have been made to create the perception of commitment, compassion and excellence. Please encourage each other as you observe and interact with our customers.

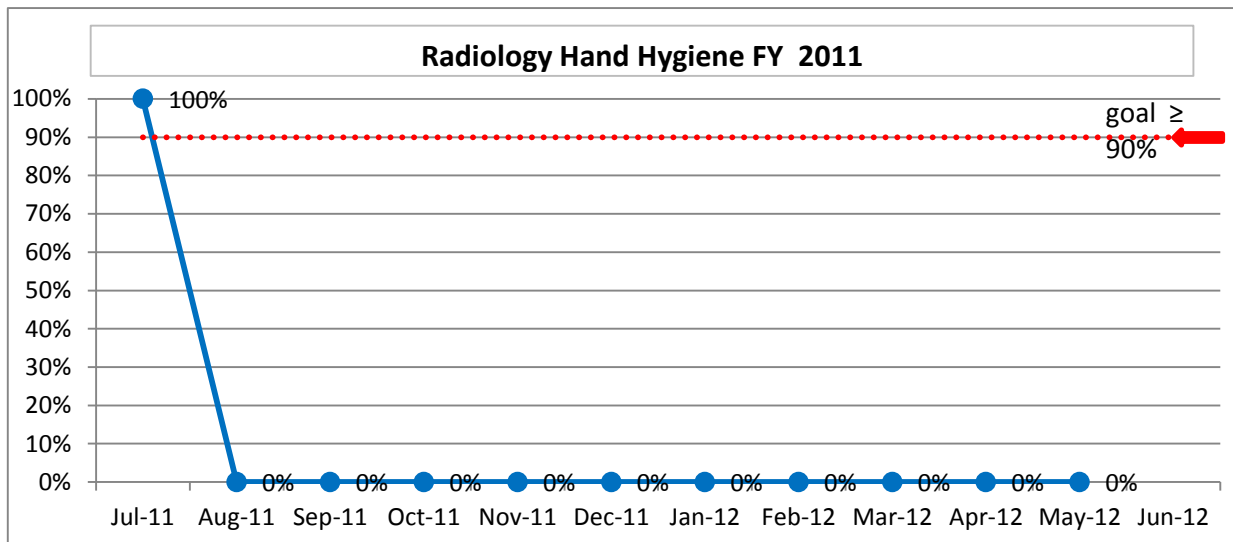
## IN-PATIENT PRC SCORES



In July, 104 out of 161 in-patients stated they received "Excellent" patient care in Radiology. We exceeded our target by 8 patients!

Great work everyone!

# HAND HYGIENE



## PATIENT SAFETY 101: MRI Safety

MRI Safety week has held July 25-29, 2011. Staff members and students were stationed in the East Expansion along with a display board containing questions regarding MRI Safety. Topics discussed included entering the MRI area, what types of devices and implants can go into an MRI area and information on magnets. If you didn't get a chance to visit the display, please contact Theresa Clark, CT/MRI Supervisor for more information.

## AUGUST DEPARTMENTAL EVENTS

SPONSORED BY: Diagnostic

### BLIZZARD'S TO SUPPORT CMN

Congratulations to Victoria Ferguson RT(R) (Diagnostic section) for selling the most Blizzards throughout the hospital in support of CMN on August 11<sup>th</sup>. Victoria sold 89 blizzards! Thank you to everyone in the department that participated in this event and purchased a blizzard for a good cause.



Thanks to the Diagnostic Section for providing the delicious treats and fun for the August events:

- August 5<sup>th</sup> – Waffle Day
- August 9<sup>th</sup> – Polka Dot Day
- August 10<sup>th</sup> – S'mores Day
- August 19<sup>th</sup> – Potato Chips Day & Lemonade Day
- August 25<sup>th</sup> – Popsicle Day



## UPCOMING DEPARTMENT EVENTS

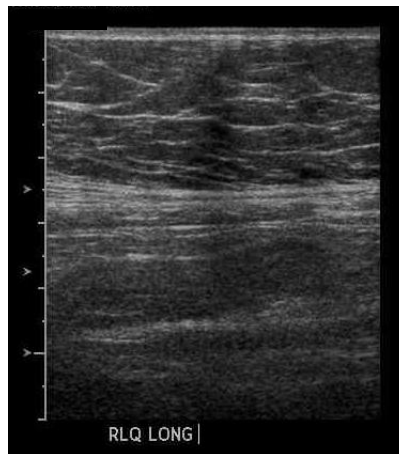
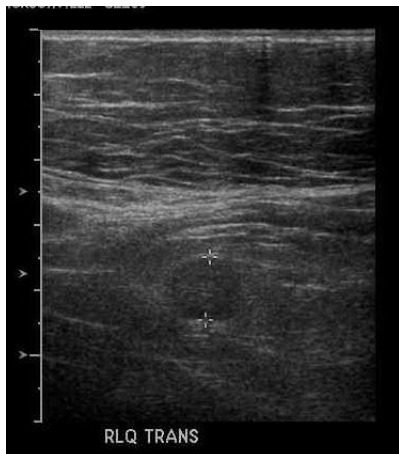
September departmental events will be sponsored by Administration. Please participate and enjoy the events they have planned throughout the month! Please look for flyers for each of the following events throughout the month.

- **Football Fridays:** Starting on Friday, September 2<sup>nd</sup> wear your favorite team jersey or shirt. Competitions will be held for the most spirited employee.
- **Teddy Bear Day:** Bring in new teddy bears by Friday, September 9<sup>th</sup> to be donated to the Rainbow Room located on the 3<sup>rd</sup> floor.
- **Red, White and Blue Day:** In remembrance of the 10 year anniversary of September 11<sup>th</sup>, please wear red, white and blue on Sunday, September 11<sup>th</sup> and Monday, September 12<sup>th</sup>.
- **Creating Cards for Patients:** On September 22 from 11am-12pm come to Radiology lounge and make a card to be delivered to patients throughout Shands Jacksonville.
- **Yogurt Co.:** On September 29 from 5pm-11pm, come by the Yogurt Co. on Southside Blvd and 25% of proceeds from every purchase will benefit the Community Giving campaign.

## Case of the Month: Appendicitis

Submitted By: Candiss DeJesus, Ultrasound Supervisor

At the end of July, Don Monico, Millie Meshberger, and I attended an Ultrasound Conference in San Antonio, TX. One of the sessions was on Ultrasound of the Appendix. We all really enjoyed that session and found it very interesting. On the first day back to work after the conference we had a stat add on outpatient to r/o appendicitis. We don't get these ordered often so we were very excited. The patient presented with classic sings of appendicitis and on ultrasound fit criteria that suggested appendicitis. Following the Ultrasound the patient was walked down to the ED, was admitted, and then had a cat scan. The finding on the CT confirmed the Ultrasound diagnosis of appendicitis. It would be great if we as a facility can get to a place where ultrasound is the primary diagnostic imaging tool used to diagnose appendicitis. When scanned thoroughly ultrasound has a fantastic diagnosis rate and also does not radiate the patient. Great pick up on Ultrasound and nice teamwork of the hospital to get this patient processed so quickly.



## HAPPY BIRTHDAY!!

### September Birthdays

Frank Boccieri (9/2)  
Ashley Coleman (9/5)  
Lauren Hunsinger (9/9)  
Charles Swenson (9/9)  
Zulma Lugo (9/18)  
Eva Bryant (9/22)  
Christina Atkins (9/23)  
Wanda Sanders (9/26)

### STAFF SPOTLIGHT

Congratulations to Jackie Hieser RT(R)(IR), Special Procedures Technologist for passing her IR registry.

Congratulations to Lesley Frye CNT, RT(CT), Nuclear Medicine Technologists, for passing her CT registry.

Congratulations to the Nuclear Medicine Department for receiving a 95% on the 2011 IOI surveys. They received the highest scores within the department.

### NEW EMPLOYEES

Please help welcome our new Radiology employees:

Magda Rodriguez-Aviles (CT Tech)  
Ted Magpantay (MRI Tech)  
Nedra Jordan (MRI Tech)



UF&Shands Jacksonville  
The University of Florida Academic Health Center

# LEXUS CHAMPIONS FOR CHARITY GOLF TOURNAMENT for the RITA Foundation



**Monday, Oct. 17, 2011**  
**San Jose Golf and Country Club**

*Foursome: \$1,500 • Foursome & Hole Sponsor: \$1,800*

To register or become a sponsor, please contact  
the Shands Jacksonville Office of Development.

Phone: (904) 244-1060 • Email: [development@jax.ufl.edu](mailto:development@jax.ufl.edu)

The RITA Foundation, Lexus and UF and Shands Jacksonville invite you to join them in the fight against breast cancer by participating in the annual Lexus Champions for Charity golf tournament. This exciting event has raised more than \$1 million for the Shands Jacksonville Breast Health Center. Sign up today!

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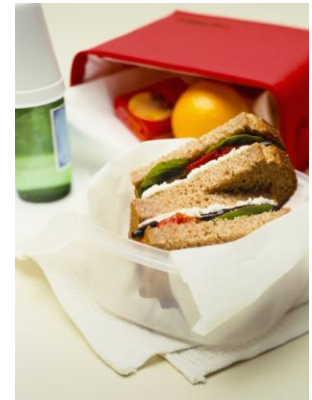
# SCHOOL OF RADIOLOGIC TECHNOLOGY

Anthony Hofmann, Clinical Instructor



The Seniors graduated on Thursday, August 25, 2011 in the LRC auditorium. We were happy to see everyone in attendance.

We would like to extend a very special congratulations to Tambrey Ann Hadaway for achieving Magna Cum Laude status for the Class of 2011. This is an academic achievement reached by a very few. We are very proud of her accomplishments as well as all of the graduates from the Class of 2011!!!



## Lunch & Learn

“Diabetes and Hypoglycemia”

Dr. Kent Wehmeier

When: September 27, 2011

Time: 12:00pm

Where: Radiology Library  
(Recorded lecture)

Ms. Hardaway also received the Mallinckrodt Award. Cortney LeeAnn Wenzel was presented with the JRCERT Certification of Excellence Award for Students, and the Bracco Award. Nannette Boddie was shown appreciation by the graduates and given the JCERT Certificate of Excellence Award for Educators. Ronald W. Nix II was recognized for his Perfect Attendance for the 27 months of the Program. Erin Cuff is the 1<sup>st</sup> year student that received the Christine Haddock Service Award.

We would also like to recognize the graduates from the Computed Tomography program for passing the CT registry. Congratulations to Rosilie Harkeli, R.T. (R)(CT), and Ken Manalo, R.T. (R)(CT) we are very proud of their accomplishment!!



This year the Radiology Department has decided to create a Football/Tailgating Basket for the Community Giving Basket Competition. We already have three tickets to the Jacksonville Jaguars verses Houston Texans on November 27<sup>th</sup> donated. The Basket Competition will be held October 17-28, 2011. If you have any new items you would like to donate (cooler, grill, gift cards, games, chips, drinks, tent, chairs, etc.) please contact Shanna Miller or Eric Jones, co-chairs of the Employee Involvement Committee.

The Community Giving Campaign will hold a fundraiser cookout with food provided by Woody's BBQ, Sonny's and the Fresh Market on September 14 from 11:30am-1pm outside of the Trauma center. Refer to the Infonet for locations where you can purchase your \$7 meal ticket which includes ½ chicken, baked beans, coleslaw, roll, drink and a cookie.



## AUGUST KEY AWARD WINNERS

Janell Freeman  
Amy Wingate  
Ruth Bazemore  
Aimee Evans  
Dave Jensen  
Angela Stevens  
Millie Meshberger

## QUARTERLY KEY AWARD WINNERS



Millie Meshberger  
Sonographer, Ultrasound/CC



Lauren Hunsinger  
Financial Representative



## Patient Safety Tip of the Month:

# Get important test results to the right staff person on time. (NPSG.02.03.01)

### What's Your Promise?

*"I promise to treat my patients the way I would want to be treated."*

Kelly Dorsey  
Breast Imaging Supervisor

*"I promise to keep moving forward".*

Eric Jones  
Interventional Radiology Supervisor

*"I promised to treat all my patients as if they were my "Grandson."*

Jerald Farrow  
Nuclear Medicine Supervisor

*"I promise to show kindness and provide excellent customer service to all staff and customers".*

Loretta Brown-Wilson  
Administrative Systems Supervisor

*"I promise to treat my coworkers and patients as if they are members of my family."*

Michelle Connell  
Interventional Radiology  
Nurse Manger

### Professional Development:

- September 13, 2011 at 8am: New Employee Training with Leslie Pegram

### CEUs Available in HealthStream:

- Dr. McCook's Lecture "Advantages of PET & PET/CT in Oncologic Imaging" is now available on HealthStream. To access this course, type "Radiology" in the catalog.

**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

From August 15-31, 2011 the Radiology Department raffled off 3 tickets to the University of Florida Gators home opener against Florida Atlantic University on September 3<sup>rd</sup> and 2 tickets to the Jacksonville Jaguars verses the Cincinnati Bengals to be held October 9<sup>th</sup>. All proceeds benefit the AMA Heart Walk. Thank you to Shanna Miller for donating the Jaguar tickets and Leslie Pegram for donating the Gator tickets for this raffle.

**Congratulations to Ernie Parker who won both the FL Gators football tickets and Jacksonville Jaguars football tickets.**

**A total of \$277.00 was raised during the football ticket raffle to bring our grand total to \$ \$1045.17.**

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

**Our Team Name: Shands Radiology**

## Cervical and Thoracic Spine In-Service Evaluation Results

Due to the increased number of physician QAs an in-service was held for all Diagnostic Technologists in April 2011 to improve cervical and thoracic spine imaging. Between January and March 2011, 37% of the QAs were on c-spine images and 30% were on t-spines. Three months following the training there has been a significant reduction in QAs related to spinal imaging. Cervical and thoracic images were reduced to account for only 4% versus 67% of the physician QA from April-June, 2011.



## September Employee of the Month

**Amy Wingate, RT (R), ARDMS**

Amy Wingate is an Ultrasonographer nominated for the September Employee of the Month by Shanna Miller, Pavilion/Annex Supervisor and Candiss Dejesus, Ultrasound Supervisor.

Shanna Miller's nomination: "Amy is always willing to help with diagnostic x-rays at the Pavilion and demonstrates teamwork at all times. She is able to multi-task and float from one modality to another without hesitation. She exhibits B.E.S.T. behaviors at all times and focuses on patient centered care."

Candiss Dejesus's nomination: "Amy Wingate is one of the few sonographers that have chosen to keep their x-ray license up to date over her employment here with Shands. She always helps whenever and wherever needed. Over the past two months, she has been stationed solely at the Pavilion to help with x-rays in between her Ultrasound patients due to the sudden staffing shortages at the Pavilion in the CT/MRI area. She has done this without complaining about being the only one to do this. Her dedication to teamwork is to be commended. She also on several occasions in the past has been on her way to lunch or at the door to go home and an x-ray is waiting and she will set her personnel mission aside and make sure the patient gets done in a timely fashion which says a lot about her personnel dedication to providing excellent patient care."

### Breast Health: Tomosynthesis

The following link provides a 1 ½ minute video on tomosynthesis. This equipment is currently being installed in the Breast Health Center located in the towers.

[http://www.sciencedaily.com/videos/2007/0907-pain\\_free\\_mammogram.htm](http://www.sciencedaily.com/videos/2007/0907-pain_free_mammogram.htm)

### EPIC

Fundamentals' Training for Certified Trainers was held August 29-31. This 3 day in-depth EPIC training for Kim, Michelle and Leslie provide them working knowledge of every EPIC module.

If you would like to view and learn how to maneuver through EPIC, you may register for "PCBOO1- Basic Computer Skills" on Health Stream. It provides you with in-sight into EPIC. There are two sections and they last approximately 20 minutes.

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 October issue, please email Lynn Cadwell-Gordon your topic by September 8. Article submission must be completed by September 21 to be included in the October issue.

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