



The Beat

The Newsletter of the University Hospital
Medical Staff Organization

July 2019

INSIDE

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Anne Sutherland, MD – Editor
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A Message from the Medical Staff President

Welcome to the inaugural issue of *The Beat*, the newsletter of the University Hospital Medical Staff Organization. In consultation with many of you, it became clear that we need a forum to share news about the good work of our physicians and other providers, to celebrate special achievements, and to keep us all up to date about important upcoming events and developments in the life of University Hospital. This will be the mission of *The Beat*.

University Hospital provides critically important medical care in an intense and remarkably diverse urban setting. Day after day, I marvel at the dedication and commitment of our physicians, nurses, allied health care providers and staff. It is a privilege to work here, in an environment that is both challenging and deeply rewarding.

Now, as University Hospital welcomes new leadership, it is more important than ever that the Medical Staff Organization has a substantive and constructive relationship with hospital administration. The Governing Council is committed to maintaining such a relationship. We stand ready to voice physician and provider concerns and ideas for improvement to the hospital's leadership and to keeping you abreast of those conversations. In the coming months, we will share here in *The Beat*, and in other forums, the different ways that the hospital and its physicians are working together to serve our patients. We look forward to this conversation and hope that you will share your best thinking with us.

This is an exciting time to practice at University Hospital. The Governing Council thanks you for the opportunity to serve and pledges to work together to make University Hospital the very best.

And *The Beat* goes on...

Lisa Dever, MD

UPCOMING Events

Hero's Ball

Thursday, October 24, 2019
NJMS/SDM Plaza (tented event)
5:00 P.M. to 9:00 P.M.

Hosted by The Foundation for University Hospital, a gala to celebrate recipients of The University Hospital My Hospital Hero Award, First Responders, and the 30th Anniversary of the Eric Munoz Trauma Center

MEET YOUR MEDICAL STAFF LEADERSHIP



University Hospital Medical Staff Governing Council

Pictured L to R: Keith Cook, DPM, Onajovwe Fofah, MD, Evelyne Kalyoussef, MD, Anne Sutherland, MD, Michael Curi, MD, Lisa Dever, MD, Michael Jaker, MD, Ana Natale Pereira, MD, Greg Sugalski, MD (resigned), Jean Daniel Eloy, MD (Not pictured, Maureen Gang, MD and Dianne SinQueue, MD)

The Medical Staff of University Hospital is established by the Hospital Board of Directors to assist the Hospital in meeting its mission and to carry out duties assigned to it by the Board to enhance the quality and safety of care, treatment, and services provided to patients. The Medical Staff is also established to facilitate communication between practitioners utilizing the Hospital's facilities and the institution's management and Board.

MEDICAL STAFF OFFICERS

Lisa Dever, MD, President

Dr. Dever has been a faculty member at New Jersey Medical School for 25 years and serves as the Vice Chair for Faculty Development in the Department of Medicine and Clinical Chief of the Division of Infectious Diseases. "As an Infectious Diseases consultant at University Hospital, I have the unique opportunity of working with physicians and staff from virtually all of the medical and surgical disciplines. I am continually amazed at their dedication and commitment to the care of our patients. It is a privilege for me to serve as President of the Medical Staff Organization and to advocate for the needs and concerns of the Medical Staff and our patients."

Ana Natale Pereira, MD, MPH, President-Elect

Dr. Natale is an Associate Professor of Medicine at Rutgers New Jersey Medical School, Division Director of General Internal Medicine, and Assistant Dean for Primary Care and Community Initiatives. She is a graduate of NJMS (1996), Resident and Chief Resident (2000), and has served as attending in Medicine at University Hospital for the past

19 years, with both outpatient and inpatient responsibilities. Dr. Natale serves as a medical staff representative and Secretary/Treasurer since 2015, and will become the Medical Staff President in 2021. "I am a firm believer in the commitment of NJMS and UH to work together and deliver the best care for our patients, and provide an exceptional education to our students and residents. It is an honor and privilege to be part of this outstanding group of faculty and staff who share my passion for patient care and community service."

Keith Cook, DPM, Secretary/Treasurer

Dr. Cook is the Assistant Director of the Podiatry Department. He completed his residency training at University Hospital, and has been on the medical staff for the past 16 years. Dr. Cook has been the Director of Podiatric Medical Education for the past 13 years. "It is an honor to serve the medical staff as a member of the governing council. I look forward to serving as a liaison between hospital administration and the medical staff to ensure the hospital will provide the best possible treatment,

experiences and outcomes for our patients."

Michael Curi, MD, MPA, Past-President

Dr. Curi is Associate Professor and Chief of Vascular Surgery at Rutgers NJMS, and the Director of Vascular & Endovascular Surgery at University Hospital. His clinical interests are in the treatment of complex aortic pathology and cerebrovascular diseases. He is principal investigator in several clinical trials investigating the use of novel bioengineered vessels for vascular reconstruction and vascular dialysis access. A graduate of NJMS, Dr. Curi has strong institutional ties. He has been an Attending Physician since 2010; and is serving as Past President of the Medical Staff as well as a trustee for the Foundation for University Hospital. "I returned to NJMS & University Hospital because I believe in the critical mission of providing exceptional care to all patients here in New Jersey, and providing the best medical education available anywhere to New Jersey's next generation of medical professionals."

MEDICAL STAFF AT-LARGE REPRESENTATIVES

Jean Daniel Eloy, MD

Dr. Eloy is Associate Professor in the Department of Anesthesiology. He is a 2004 graduate of New Jersey Medical School and completed his anesthesiology residency at NJMS/ University Hospital. His clinical expertise is in regional anesthesia and acute pain management.

Maureen Gang, MD

Dr. Gang is a Professor of Emergency Medicine and Vice-Chair of Quality and Safety in the Department of Emergency Medicine. She has been a part of Rutgers NJMS and University Hospital for 2 years, and is looking forward to serving on the Governing Council. "As part of the Council, I will work to advance the common goals of the medical staff and UH employees to provide compassionate, quality care for our patients".

Michael Jaker, MD

Dr. Jaker is an Associate Professor of Medicine. A Diplomate of the Board of both Internal Medicine and Emergency Medicine, he started at University Hospital/New Jersey Medical School in 1979, a few months after the hospital first opened. He is a past-president of the Medical Staff and has served on the Governing Council of the Medical Executive Committee for many years. He is also the Chairman of the Medical Staff Bylaws Committee. "I feel dedicated to the quadruple missions of our institution I first heard detailed by Dr. Stanley Bergen:

Excellence in patient care; education of our students, residents and fellows; Faculty commitment to our community and research."

Evelyne Kalyoussef, MD

Dr. Kalyoussef is an Associate Professor in the Department of Otolaryngology. She has been an attending physician since 2012. She has served as the Residency Program Director for the Otolaryngology Head and Neck Surgery Residency Program for the last 4 years and recently oversaw a major growth in the number of trainees from 10 to 17 residents. Dr. Kalyoussef specializes in thyroid and parathyroid surgery, sialendoscopy, transoral robotic surgery as well as a broad spectrum of pediatric otolaryngologic pathologies. She has served as a medical staff representative since 2017. "As a representative, I hope to advocate for my colleagues and my patients at University Hospital".

Dianne SinQuee, MD

Dr. SinQuee is an Assistant Professor in the Department of Pediatrics, serving as Director of Pediatric Critical Care since 2003. As Director of the Pediatric Intensive Care Unit she manages the care of children with complex medical and surgical problems, educated students, residents, nurses and technicians in the finer points of Pediatrics and Critical Care, and served as Pediatric Quality Care Committee director for many years. "I hope to continue to

exemplify the ideals of providing competent care to my patients, balancing the responsibilities to cure disease when I can, to relieve pain and suffering always, and to minimize distress in the families that I encounter. During the turmoil of last year, UH and the community fought to overcome the privations inherent in Newark, and we will continue to give voice to the most vulnerable people in our society and to be strong patient advocates for our community."

Anne Sutherland, MD

Dr. Sutherland is an Attending in the Pulmonary and Critical Care Division of the Department of Medicine, and the MICU Director. She has been here for a little over 5 years. "As the MICU director, I know that when doctors, nurses, respiratory therapists and the rest of the care team work together, patients benefit. I hope to build on my experience as MICU Director to continue to build bridges between the UH staff and the care providers that are part of the medical staff of UH."

COMMITTEES with a MEC Vote

Bylaws Committee

Suzanne Atkin, MD, Co-Chair
Michael Jaker, MD, Co-Chair

Credentials Committee

Natalie Roche, MD, Co-Chair
George Wallace, DPM, Co-Chair

DEPARTMENT CHAIRS AND CHIEFS OF SERVICE

Anesthesiology

Alex Bekker, MD

Dental Medicine

Vincent Ziccardi, DDS, MD

Emergency Medicine

Lewis Nelson, MD

Family Medicine

Chantel Brazeau, MD

Medicine

Marc Klapholz, MD

OB/GYN Women's Health

Mark Einstein, MD

Ophthalmology

Marco Zarbin, MD

Orthopaedics

Joseph Benevenia, MD

Otolaryngology

Soly Baredes, MD

Neurology

Suhayl Dhib-Jalbut, MD

Stephen Kamin, MD

Neurosurgery

Anil Nanda, MD

Pathology & Lab Services

Chen Liu, MD

Pediatrics

Onajovwe Fofah, MD

Physical Medicine & Rehab

Steve Kirshblum, MD

Podiatry Services

George Wallace, DPM

Psychiatry

Petros Levounis, MD

Radiology

Sohail Contractor, MD

Radiation

Oncology

Bruce Haffty, MD

Surgery

Anne Mosenthal, MD

Chief Medical Officer Report to the Medical Executive Committee

Lawrence Ramunno, MD, MPH, FAAFP

The following was reported at the June Medical Executive Committee Meeting:

Year-End Report June 2019

There was material progress around major metrics in the following year-end results:

- a) Central line bloodstream infections - 29% decrease
- b) Catheter associated UTIs – 50% decrease
- c) *Clostridium difficile* – 29% decrease

According to Dr. Ramunno “*These are very dramatic changes associated with a very brisk improvement in hand washing. We are heading in the right direction and have some aggressive goals for next year.*”

Readiness

Dr. Ramunno reported that Dr. David Alland was at some meetings in China and received information from his colleagues that what is going on in West Africa with regards to Ebola is much worse than what is reported in the news. The Ebola Team has regrouped to ensure that UH is fully prepared when necessary. The team is reviewing policies, supplies and scheduling training and drills.

Culture of Safety Survey

Dr. Ramunno distributed the Culture of Safety results. The survey was measured in March and April with 379 responses analyzed. Results were presented to the UH Executive Team and Leaders.

Dr. Ramunno relayed that every unit will have a debriefing session of the survey. ■

A 1:1 WITH THE CHIEF EXPERIENCE OFFICER

Putting Patients First

F Yellow Awarded Most Improved Unit

To win the Quarterly Patient Experience Award, the unit will have to outperform its peers in showing the most improvement in patient experience scores.

The UH unit showing the biggest percentage improvement during a quarter period on how its patients rate UH on a 1-10 scale will be the winner. “Rate the Hospital” is one of the 11 survey domains included on the HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey sent to every patient following their discharge.

“The award is not about getting the highest score, the award is about

undertaking the Patient Experience initiatives on the in-patient floors,” said **Chief Experience Officer Joan Dauhajre**. “We want to focus on who is showing the most improvement, based on their hardwiring the initiatives and engaging staff.” The ward is intended for all disciplines and shifts working on a unit, rather than clinical staff exclusively. “It includes case management, social workers, housekeeping, food and nutrition, nursing, residents – anybody on that unit that has been there working hard to help improve their HCAHPS scores will be recognized,” she said. “Not only do we want this to be a reflection of the fact that we are improving patient experience, but we want to recognize those units that are putting that effort into helping raise the scores.”

Among the recent Patient Experience initiatives are bedside shift reporting, intentional rounding, environmental rounding, unit huddles with the day and night shifts, and frequent review of patient survey comments with appropriate follow-up when necessary. Post discharge calls with patients will start soon.

“These initiatives work,” said Dauhajre. “But you have to hardwire them, and I what I would like to see as we move forward is that the unit that gets the prize shares their experience with other units. I want

them to share their strategies with other units in order to replicate their success.”

Dauhajre said Chief Medical Officer Dr. Lawrence Ramunno has underscored how an A+ experience for a patient throughout their stay can be harmed by just one negative interaction with an employee. “We need to offer a consistent,

positive experience from the point of admission to the point to the patient’s discharge,” Dauhajre said.

“We are hoping this trophy will promote some healthy competition among the units, but most importantly, it’s to help staff recognize how they are contributing to the patient experience at UH.” ■



Dr. Lisa Dever, Medical Staff President, visited F Yellow to congratulate nursing staff for receiving the UH Quarterly Patient Experience Award for Most Improved Unit (April 2019)

Physicians play a strong role as patient experience champions and team members. Physicians are rated on communication, explanation about medicines, discharge information and pain management. Results on these domains have a significant impact on the overall score.

HIGHLIGHTS

Clinical Issues in End-of-Life Care *Sponsored by the University Hospital Medical Staff Organization*



“Lester’s performance brought the sense of being present, experiencing those moments, with our patients.” said Dr. Jaker. “It was educational and informative, yet very different from the traditional point and click module.”

In an effort to help University Hospital providers meet the New Jersey Board of Medical Examiners requirement for end-of-life care education, the medical staff organization hosted a CME event on Tuesday, May 21, 2019. This standing room only event was held in Lecture Hall MSB B610 & Rosemary Gellene Room, and was attended by over 140 faculty members.

Typically, two back-to-back lectures, this year there was something new – off Broadway theatre! Dr. Michael Jaker invited writer and actor, Lester Thomas Shane, to perform “*Mortal Coil, Voices from the Hospice*”. In a series of compelling monologues, Lester Thomas Shane presented a single night on a hospice unit. Based on real life experiences, he portrayed 13 characters: patients, caregivers, and staff, each facing the challenges of life in the midst of imminent death.

Immediately following Mr. Shane's performance, Michael Shapiro, MD, Chairman of the University Hospital Medical Staff Bioethics Committee, presented "*Understanding the Medical Aid in Dying for the Terminally Ill Act*". This informative presentation brought a greater understanding of how this legislation, which now permits qualified terminally ill patients to self-administer medication to end life in a humane and dignified manner, will impact physician practices. ■



University Hospital Golf Classic & Dinner

Golfers teed off at Crestmont Country Club on July 25th for the 8th annual University Hospital Golf Classic to raise funds for University Hospital. The tournament has served as University Hospital's largest and most visible fundraising event since 2012. Championed by Dr. Michael and Lisa Curi, the annual event brings participants, sponsors, and supporters of UH together for an afternoon of fun and sport. Following the tournament, participants gathered for a special awards dinner featuring a raffle and a silent auction. Among the items raffled were 4 tickets to Hamilton the Musical on Broadway, 3 Bose Audio Suites, and a 50/50 cash prize of \$3,600!

Congratulations to Dr. Joseph Benevenia's (Department of Orthopaedics) foursome for best overall score! Other contests included a Women's Longest Drive, Men's Longest Drive, Closest to the Pin, and Hole-in-One for a Mercedes-Benz.

Plans are already underway for the 2020 event, and we hope to see it continue to grow. If you were unable to attend, and would like to make a tax-deductible contribution, please contact The Foundation for University Hospital at info@uhnjfoundation.org or (973) 972-1873. ■

"The Golf Classic serves an important role in supporting the critical mission of University Hospital. It also enhances camaraderie, as well as business and donor relations – It's a win-win!" said Ciro Scalera, chair of the Foundation for University Hospital. *"We are proud of the success of this event, which has grown tremendously in only eight years"* added Michael Curi, MD, chair of the event steering committee. *"We are truly grateful to all of our supporters."*

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Pictured: 1) University Hospital Volunteers with Event Chairman, Michael Curi, MD; 2) Participants; 3) Dr. Justin Sambol & Guests; 4) L to R: Drs. Mosenthal, Klapholz, and Elnahal; 5) L to R: Drs. Sutherland, Dever, Patel, Wong, and Kothari; 6) L to R: Drs. Kumar, Shakir, Elnahal, Contractor, and Shakur; 7) L to R: Drs. Oleske and Kirton; 8) L to R: Drs. Haffty, Elnahal, Orsini, Goldman, and University Hospital Board Chairwoman Tanya Freeman, Esq. *Photographs by GV Photographics*



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WE WANT TO HEAR
..... *from*
YOU

Please e-mail comments, suggestions, news events, awards or recognitions and other items of interest to: uhmedicalstaff@uhnj.org