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# MedCenter News: October 1999

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# MedCenter News

BOSTON MEDICAL CENTER, BOSTON UNIVERSITY SCHOOLS OF MEDICINE, PUBLIC HEALTH AND DENTAL MEDICINE

## Students take step toward dental profession

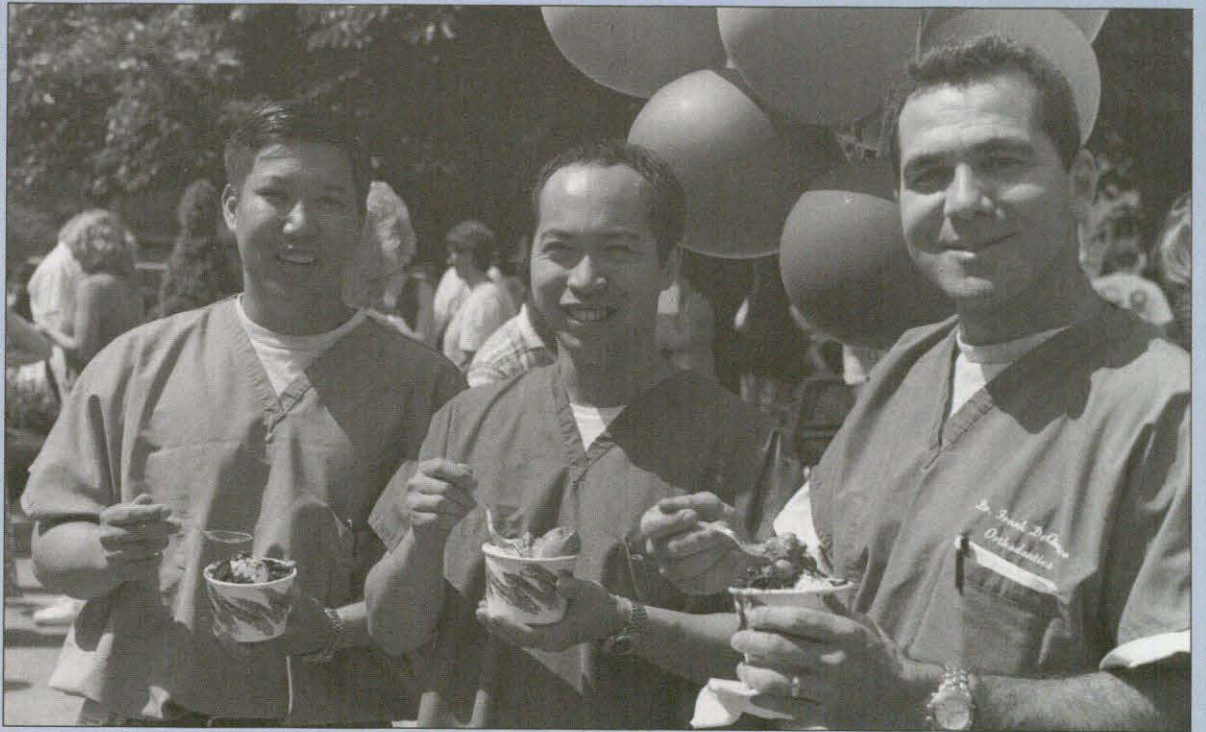
**W**ith crisp white laboratory coats folded neatly over their arms, 107 first-year SDM students filed into Hiebert Lounge for the first-ever SDM White Coat Ceremony.

The ceremony, held Tuesday, Sept. 7, was designed to introduce students to the dental profession and the responsibilities they are assuming. Addressing the students, SDM Dean Spencer Frankl, DDS, MSD, said, "The white coat you are receiving today is not a simple piece of cloth. It is the outfit of a professional. It represents an obligation to service — to help others in a trustworthy and faithful manner."

Frankl explained to the students that their careers would not be defined by a title, a degree or technical vocabulary, but by patient trust. "You are a professional based upon your trustworthiness," he said. "Patients assume that trust when they sit down in your dental chair. They assume that you will honor their interests. They assume that their treatment needs

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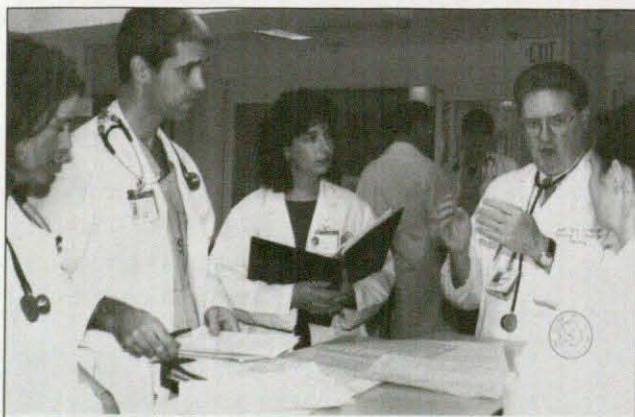
## Just being social



Clear skies and bright sunshine — not to mention hot fudge sauce and candy toppings — brought out most of the BUMC community to enjoy a recent ice cream social. Over the course of the day, more than 3,200 employees from across the medical center enjoyed ice cream sundaes and live entertainment. Above (left to right), Christopher Liang, DMD, Daniel Ma, DMD, and Frank DeQuattro, DMD, take a break from their studies in the orthodontics program at SDM to enjoy a sweet treat.

## Pharmacists playing more active role in patient care

**I**n many areas throughout the hospital, pharmacists join a team of physicians, nurses and other disciplines on patient rounds each day. As the team examines and plots a patient's treatment, a BMC pharmacist shares specialized knowledge of medications, proper dosing and administration techniques to optimize patient care and avoid adverse drug events.



Michelle Agresti, PharmD (center), a member of the Critical Care Unit's medical team, listens intently as Martin Joyce-Brady, MD, Pulmonary and Critical Care attending, and associate professor of medicine at BUSM, discusses a case. Also pictured are team members (from left) Denise Buckley, MD, Michael Lee, MD, and Deborah Saudek, MD, all of whom are Department of Medicine residents.

"By involving pharmacists directly in patient care rounds, BMC is taking a proactive step toward eliminating medication errors," said Michelle Agresti, PharmD, clinical specialist in the Critical Care Unit at BMC.

During rounds, the team reviews the patient's progress, including lab results, and current medica-

tions. The team then formulates a plan for the patient with the pharmacist's input regarding the drug therapy being considered.

Agresti is one of approximately 10 pharmacists who participate on rounds for various services, including critical care, hematology/oncology, pediatrics, cardiology, infectious diseases, internal medicine and family medicine. Pharmacists join teams comprising attendings, fellows, residents, interns, medical students, nurses and respiratory therapists. Pharmacy residents and students may also be on rounds.

"It's a diverse, multidisciplinary approach, involving many highly trained health professionals in a patient's care," she said.

Eliminating medication errors is one of four goals on BMC's "Balanced Scorecard" initiative, which tracks the hospital's progress toward achieving established performance goals. "A pharmacist's daily involvement with the team serves as an effective mechanism to catch errors before a physician's order is even written," Agresti said. "We can advise physicians about a patient's drug therapy, including therapeutic choice, pharmacokinetic considerations, poten-

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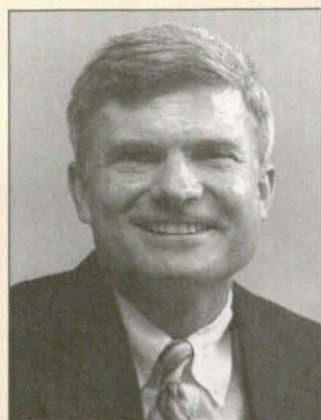
## SDM names head of Endodontics

Professor and Director of the Advanced Specialty Education Program in Endodontics at SDM, Jeffrey Hutter, DMD, ME, has been appointed chair of the school's Department of Endodontics.

Hutter, who joined Boston University in 1997, is a former captain with the United States Navy Dental Corps. After a 21-year career in the Navy, he served as director of the Advanced Specialty Education Program in Endodontics at the University of Maryland Baltimore College of Dental Surgery.

Hutter received his DMD degree from the University of Pennsylvania, his certificate in endodontics from the Naval Dental School, and his master's in higher education administration from George Washington University. He is a diplomate of the American Board of Endodontics, vice president of the American Association of Endodontists, a past director of the American Board of Endodontics, and a past director of the American Association of Endodontists.

Hutter serves on the scientific advisory board of the Journal of Endodontics and the editorial board of Oral Surgery, Oral Medicine, and Oral Pathology, and was recently elected to the American Dental Association's Council on Scientific Affairs. He was also invited to join the American Dental Association's planning committee, which works on devel-



Jeffrey Hutter, DMD, ME

oping a strategy for organizing symposia to assess professional knowledge of relationships between oral diseases and systemic conditions.

"I'm honored to take the helm of a department that has a strong history of education and research," said Hutter. "I look forward to continuing to provide excellent education to future endodontists."

"Dr. Hutter has an outstanding reputation in the field of endodontics and has already made

valuable contributions to the school," said SDM Dean Spencer Frankl, DDS, MSD. "His ascension to chair of the department was a perfect fit."

SDM's Advanced Specialty Education Program in Endodontics was started in 1963 as one of the school's original departments. The school has trained more than 350 endodontists worldwide.

Herbert Schilder, DDS, the department's former chair, had headed the department since its inception. He will remain as professor of endodontics and has accepted the appointment of director of Development for the school.

"Dr. Schilder's contributions to the field of endodontics and to the Department of Endodontics are incalculable. Now, he will help us strengthen our development activities by applying his considerable philanthropic expertise to our existing efforts," said Frankl.

## New document center opens on medical campus

DSI Document Center, a new full-service document imaging service, has opened on BU Medical Campus.

Located in the Talbot Building, DSI Document Center offers competitive pricing for a variety of services, including:

- high-speed, black/white and color copying
- high-speed, black/white and color digital printing
- electronic document management
- document bindery/finishing
- offset printing
- production mail
- kit assembly
- media replication
- list management

"We are always looking for viable retail occupants who will benefit the BUMC community. Document services ranked high as a need on campus, so this center is a perfect fit," said William Gasper, associate vice president for Business Affairs at BU Medical Campus. "DSI will provide quality document imaging services at competitive pricing with unmatched convenience as this center is centrally located on this campus."

Operated by Danka Services International, the center is the result of an initiative proposed by the BUMC Educational Media Center to expand and improve the copying/printing services offered to the medical center community.

Danka Services International is a division of Danka Business Systems, one of the world's largest providers of office imaging equipment, supplies and services. The center is open for walk-in service from 7 a.m. to 9:30 p.m., Monday through Friday, and also accepts work requests electronically and via inter-departmental mail. Simplified transaction processing via a specially designed BU/DSI document request form is available.

According to Domenic Scenci, Educational Media Center director, DSI will be able to provide state-of-the-art copying and printing technology and will work with the campus' information technology network to provide networked printing capabilities.

"The Educational Media staff will work closely with the staff of DSI Document Center to ensure that the highest level of document imaging technology and services are made available to our faculty, staff and students," he said.

DSI will be represented at the BU Medical Campus Administrative Services Fair on Oct. 6, and a grand opening celebration is scheduled for Oct. 20.

DSI can be reached at 414-COPY. ♦

## Child neurology staff plays major role in saving summer camp

This summer, when plans for a camp benefiting children with epilepsy were in jeopardy, two BMC employees stepped to the forefront and made certain these children had their time in the sun.

Several Boston hospitals, including BMC, and the Epilepsy Foundation of Massachusetts and Rhode Island had plans to cosponsor a week-long, overnight camp for 48 children (including five from BMC) who were between the ages of 7 and 16. Diana Liacos, RN, MSN, PNP, a nurse practitioner in the Department of Pediatric Neurology and Comprehensive Care Program at BMC, had been involved with the planning of Camp Wee Kan Tu from the beginning.

However, Liacos' most critical involvement came shortly before the Duxbury camp was scheduled to open during the week of Aug. 23. It was at that time that one of the organizing hospitals and its staff withdrew from the camp, leaving the remaining staffers faced with the challenge of ensuring the camp would survive.

"Diana was the muscle behind pulling it all together," said Donna Capin, MD, pediatric neurologist with the Department of Pediatric Neurology at BMC and associate professor of pediatrics at BUSM.

As the camp's head nurse, Liacos had to find medical personnel who would volunteer to cover the sudden vacancies. She also had to fill the resulting gaps in medical equipment and help select the campers. The end result, she said, made it worth the effort of all involved.

"It was rewarding for us," she said. "The kids didn't want to leave at the end of the week. They made new friends and were excited to come back next year."

Although all of the campers had epilepsy, organizers wanted as normal a camp experience as possible for the children who attended.

"It was the first time many of these kids had

been away from home," said Capin, who served as one of the camp's neurologists. "It was a pretty incredible experience. Only a few of the kids went home, and if they did, they came back the next day. They all had a fabulous time."

Camp Wee Kan Tu was similar to other summer camps: children swam and canoed, faced an obstacle course, and participated in arts and crafts. They also slept in cabins and ate in a common dining hall.

But the camp also had some important differences. Many of the camp's counselors were also living with epilepsy. "We believed they could act as good role models for the children and show them what was possible for them in life," Liacos said.

Children participated in support groups to discuss living with epilepsy. "Many of the children had never seen someone else with epilepsy," she said. "When the children did have seizures at camp, we talked about what happened and in doing so, we tried to foster and maintain self-esteem and confidence in the children."

Much of the medical personnel's time was spent giving out medication to both campers and counselors. Liacos stayed at the camp, spending nights there, for the week. Capin also spent several nights there and made frequent trips between BMC and the camp to make certain the needs of the Pediatric Neurology Department were covered.

"It was a lot of hard work. All of the staff worked well together as a team, although they had never worked together before," Liacos said. "We did a fantastic job of keeping the kids and the counselors healthy and safe."

And next year?

"The kids were so grateful they had the chance to participate in the camp," she said. "The parents were so pleased — that's my motivation to do it again." ♦

**"It was rewarding for us. The kids didn't want to leave at the end of the week."**  
— Diana Liacos, RN



Diana Liacos RN, MSN, PNP, a nurse practitioner in the Department of Pediatric Neurology and Comprehensive Care Program at BMC (left), and Donna Capin, MD, pediatric neurologist with the Department of Pediatric Neurology at BMC, made certain that a summer camp for children with epilepsy went on as scheduled.

WE CARE

## Collaborations are making a difference

Collaborations among BMC departments are resulting in significant improvements that directly impact the quality of patient care and customer satisfaction throughout the hospital.

Spurred on by the WE CARE initiative, many departments are joining forces to implement quick fixes and solutions to hospital-wide concerns.

A recent partnership between Rehabilitation Therapies and Interpreter Services serves as a prime example. During the creation of Rehabilitation Therapies' service action plan, staff members noted that scheduling of interpreters to translate for patients was a common concern. The two departments met to discuss potential solutions, and discovered that staff were not properly trained on the scheduling procedure. Extensive training of both staffs on a common scheduling system is now being completed.

"Oscar Arocha [director of Interpreter Services at BMC] was so interested in making sure that we resolved our issues," said Randa Naamani, manager of Rehabilitation Therapies at BMC. "Our departments feel a strong connection now, and we hope to continue to foster that feeling."

A recent alliance between the Pharmacy and Nursing departments has also led to increased efficiency and improved communication within both departments. Essential to each other's success, nurses and pharmacy staff have always worked together to ensure that patients receive the necessary medications. Now they are playing integral roles in each other's service action plans. The departments have also set up the Nursing Pharmacy Committee and Pharmacy Task Force to tackle patient satisfaction issues. In addition, Pharmacy staff participate in the Nurse Managers Council, which aims to encourage open discussions surrounding patient care issues between nursing and non-nursing departments.

"As more hospital departments implement their service action plans, we're finding that the vital key is collaboration not only within each individual department, but with other departments," said Evelyn Hecht, director of Organizational Training and Development at BMC. "It becomes so much easier to fulfill the mission of the WE CARE initiative when departments work together to solve issues and open the lines of communication across the board."



**Bypass, angioplasty effective in treating cardiogenic shock**

Patients suffering from myocardial infarction (heart attack) are sometimes subject to a life-threatening complication known as cardiogenic shock — a condition that results in inadequate delivery of oxygen to body tissue. Treatment for the condition usually involves administering clot-busting drugs (thrombolytic therapy) to help open blocked arteries. Balloon angioplasty or coronary artery bypass surgery, however, may offer advantages when treating cardiogenic shock.

In the Aug. 26 issue of *The New England Journal of Medicine*, Thomas Ryan, MD, chief emeritus of the Section of Cardiology at BMC, and professor of medicine at BUSM, discussed a National Institutes of Health study that showed the advantages of surgical treatment. The study

compared survival rates of cardiogenic shock patients treated with angioplasty or bypass surgery with patients treated with other procedures, including thrombolytic therapy. While the results did not show a significant reduction in overall death rates, patients who were treated with surgery showed a 35 percent improvement in survival rates.

Ryan stated the study is worthwhile for several reasons. "This represents 93 lives saved out of approximately 1,000, which is more than double the number of lives saved by using thrombolytic therapy alone." He added that new emphasis should be placed on early treatment using bypass surgery or angioplasty. "Physicians should consider emergency revascularization for patients with cardiogenic shock."

**Placebo use questioned**

For most U.S. researchers, the use of a placebo in a controlled

trial is standard practice. Patients enrolled in such trials receive either a placebo (sugar pill) or the drug being tested, but typically do not know which they are receiving. However, Kenneth Rothman, DrPH, professor of epidemiology at SPH, suspects that there may be a better way to evaluate drug efficacy. "What we need to do is understand how potential new drugs compare with the existing standards of care," said Rothman.

He believes that trials that compare standard of care instead of a placebo against a new drug are a more effective evaluation of the medication's treatment potential. "We already know how effective standard of care is, and what we can do using that vs. placebo is twofold: provide patients the most effective treatment, and ideally, learn about a potentially more useful treatment in the process."

**ONTrack**

**Flu shots scheduled for Oct. 12**

Free flu and pneumonia shots for all employees and the public will be available on Oct. 12. Shots for those 18 and over will be given between 7 a.m. and 7 p.m. in the lobbies of the Harrison and East Newton Street pavilions and of the ACC building. For more information, call 638-6767.

**City Year volunteers available**

City Year volunteers are available again this year during the Serve-a-Thon on Saturday, Oct. 23. In order to host a Serve-a-Thon team, projects are needed that will accommodate 20-30 people.

Departments or programs interested in a group of City Year Serve-a-Thon volunteers should contact Volunteer Services (414-5122) for a City Year Service Project Application.

Typical projects include physical service projects, community activities and semi-skilled labor (with supervision). A program or department member would need to be present that day to provide supervision.

**Delivery, shipping changes made at BUSM**

The security desk in the lobby of the BUSM Instructional Building will no longer accept deliveries. All deliveries should be taken to 15 Stoughton St.

The U.S. mailboxes, Federal Express and UPS drop boxes have been moved from their location outside the main doors of BUSM and are now located further down the sidewalk that runs along the Evans Building.

**BUSM trains counterparts in radiation accident response**

It was evening in the United States, but in Armenia the hour was early as an international group came together via teleconferencing equipment and computers to learn about responding to an accidental radiation exposure.

For three days in August, BUSM served as the communications center for a training exercise geared toward instructing individuals in the medical aspects of a nuclear disaster or radiation accident. Armenia served as the host country for the session, which focused on training those who would be first on the scene.

Currently in its third year, the program is known as the International Medical Education and Harmonization Program for Nuclear Accident Preparedness. It brings together BUSM, the University of Massachusetts Medical School and the U.S. Department of Energy's Radiation Emergency Assistance Center/Training Site. Erwin Hirsch, MD, FACS, professor of surgery at BUSM and director of Trauma Surgery at BMC, and Kirsten Levy, administrative manager at BUSM and project manager, have spearheaded the effort.

The heart of the program involves creating a cadre of instructors who are able to recognize and manage patients who have been accidentally exposed to radiation. The goal is that they, in turn, will train others in these techniques.

"Once you provide the infrastructure of the course, it will perpetuate itself as the individuals we train go out and train others," said Hirsch.

Until recently, extensive knowledge concerning the treatment of radiation exposure was limited to those working in specialized settings, such as nuclear power

plants. As radiation sources are used more frequently in medical and industrial settings, however, the chances for exposure increase. The training program is geared toward "first responders" — such as emergency department physicians and fire-fighting personnel — who otherwise wouldn't have a great deal of knowledge concerning radiation exposure.

The exercise, known as Harmony I, involved detective work. Participants were given basic information about "patients": the goal was to put together the scenario of how they became ill, specifically where the individuals were in relation to the source of the radiation and the amount of radiation to which they were exposed.

"They piece together what happened based on how the patient is presenting," Levy said. "But the goal is to treat the patient, not the exposure."

The curriculum is a carefully scripted learning exercise. "There are certain steps the participants need to accomplish within a predetermined amount of time. Once they do, they receive information to move on to the next step," Hirsch said.

The program has already trained professionals across central and eastern Europe. Over the next two years, the goal is to expand training into western Asia and eastern parts of Russia, among other areas. In its evaluation of the recent Harmony exercise, the International Atomic Energy agency lauded the group's accomplishments.

"The exercise was successful, especially bearing in mind it was the first activity of the type. It is an important addition to the programme of training courses, and sets the stage well for a bigger exercise next year," the agency wrote. ♦

**PARKING UPDATE**

Construction is under way of a 1,000-space parking garage, located on Albany Street across from the Talbot Building. The project is expected to be completed by summer 2000.

Effective Oct. 8, Albany Street parking lots will be locked after the evening shift departs, over weekends and during holidays. Night staff employees with current/valid parking permits will be directed to designated parking areas, including the Doctors Office Building garage and the visitor lots on Albany Street. Those individuals parking in BUMC lots without a current/valid permit will be subject to towing.

Employees requiring access to locked parking areas should contact Security at 638-4444 or 414-4444.

For more information, call the Office of Parking at 638-4915.



Above is an artist's rendering of the garage under construction on Albany Street.

**Construction Update**

Several building projects around the medical campus are taking shape or have been completed. The new MRI building, which is adjacent to the Harrison Pavilion, is nearing completion. Construction should be finished in late fall, with occupancy scheduled for early winter.

The Talbot Lot reconstruction, which involved the installation of a brick walkway ringing Talbot Green, is complete. This project is the first step in creating a walkway that will connect the Harrison Avenue and the East Newton Street campuses.

Efforts to enhance the medical campus' appearance and navigability continue. A decorative clock has been erected in front of the Talbot Building, on the Albany Street side, and new signs to assist visitors, patients and staff with directions are being placed around campus.

**SDM professor discovers gene involved with inflammatory disease**

A research team led by Salomon Amar, DMD, associate professor of periodontal and oral biology at SDM, has discovered a gene involved with the development of certain inflammatory diseases.

The researchers examined the behavior of certain proteins involved in the body's infection-fighting and inflammatory responses, both of which have been associated with a number of chronic and debilitating diseases including rheumatoid arthritis, lupus and Crohn's disease.

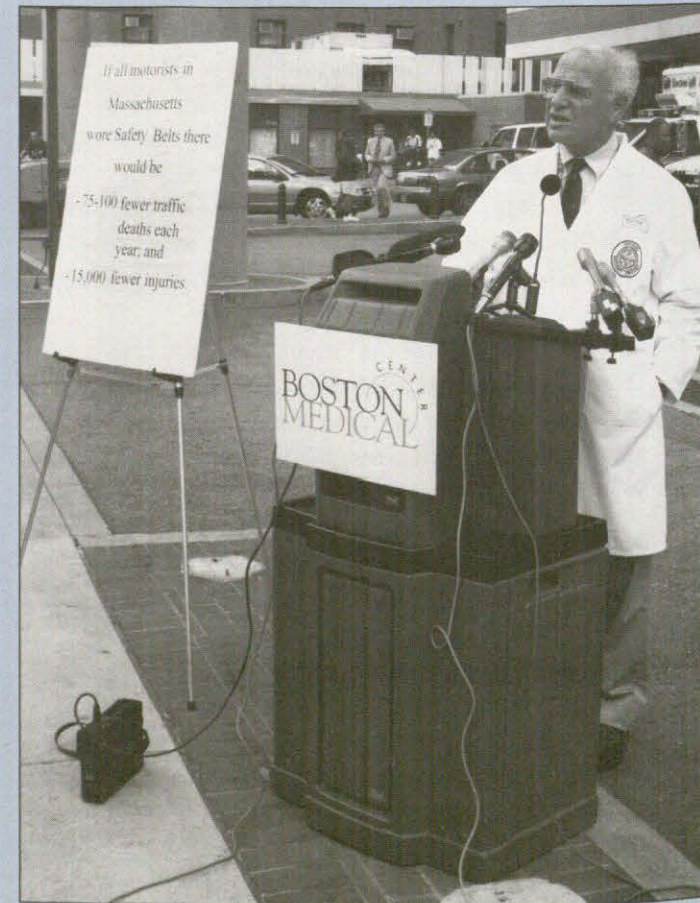
According to Amar, the discovery of a gene involved with the inflammatory response will offer insights into how the body regulates inflammation, and should lead to new methods of detecting and treating many conditions. "My main goal is fighting infectious diseases, which I began to look at within the context of periodontal disease," he said.

Last spring, the team discovered that a previously unknown protein (dubbed LITAF) appears to be involved in the production of tumor necrosis factor-alpha (TNF-a). The body produces TNF-a, which is used to destroy unwanted tissues, in a tightly regulated fashion — only small amounts of it are produced at any given time.

"TNF is one of the body's keys to fighting infection, but when it's overproduced, inflammatory disease occurs," Amar said. A paper outlining the research was recently published in the *Proceedings of the National Academy of Sciences*.

Amar intends to induce a genetic mutation in mice and then observe any differences in response to infection and inflammation. "We plan to observe mice lacking in LITAF and determine if there's a major difference in how they respond," he said. "If their susceptibility to inflammatory disease and infection differs, then that would have huge implications in our approaches to therapy."

According to Amar, the potential for treatment is significant. "Showing LITAF's connection to TNF-a in an animal model would lead to a potential treatment for Crohn's disease," he said. Within the next year, Amar is confident that he will develop such treatments. He is currently applying for a patent for his discovery and credits his research team with making it possible. "The BU and the SDM administrations helped us to put together an incredible team. That's why this research has progressed so quickly," he said. ♦



**A plea for safety**

Erwin Hirsch, MD, FACS, director of Trauma Surgery at BMC and professor of surgery at BUSM, addresses the media, emphasizing the need to wear seatbelts while in a vehicle. The August press conference, which included representatives from local television stations and newspapers, followed two high-profile traffic crashes on area highways.

**Hospitality Program offers the comforts of home**

Edouard Masse regularly drives his daughter from Quebec to Boston so that she may undergo cancer treatments at BMC. The six-hour drive is long and tiring, but Masse knows they will have a welcoming place to stay once they arrive in Boston.

Over the past year, Masse and his daughter have spent several nights with Boston-area residents as part of the Hospitality Program. Comprising 130 volunteer host families, the program is a non-profit organization that provides free or low-cost housing for families and patients who travel from out of town to seek medical treatment at Boston-area hospitals.

Since January 1998, BMC patients and their families have spent 150 nights with Hospitality Program hosts. During their trips to Boston, Masse and his daughter have stayed with families in West

Newton and Brookline. Their hosts, Masse said, are welcoming and interested in learning about life in Quebec.

Since its inception in 1983, the Hospitality Program has arranged for more than 72,000 nights of housing. According to Kurt Schrammel, placement coordinator for the program, hosts range from professionals to retirees to families with children. Hosts can charge a nominal nightly fee — \$15 for the first person and \$5 for the second — but approximately two-thirds of the hosts don't ask for any reimbursement.

Although several organizations offer low-cost accommodations for those seeking medical treatment, "we provide it in a unique way," Schrammel said. "Guests go back to the comforting environment of someone's home."

Marie-France Demierre, MD, FRCP(C),

director of Photopheresis and the Skin Oncology Program at BUMC, and assistant professor of dermatology at BUSM, has suggested to patients that they consider using the Hospitality Program.

"It's an invaluable program, especially for patients who are undergoing treatment on consecutive days," she said. "The hosts are welcoming, which makes the Hospitality Program a wonderful resource for those being treated at BMC."

Masse is delighted to have the housing option provided by the Hospitality Program.

"It's important for us to depend on an organization like that," he said.

For more information about the Hospitality Program, or to receive information on becoming a host, call (617) 482-4338. ♦



## BUSM students welcomed to medical profession

The Sept. 2 scene was reminiscent of commencement, but for 150 first-year BUSM students, it was only the beginning.

With family and friends looking on, the class of 2003 lined up to walk across the stage in Bakst Auditorium. White coats in hand, they approached Suzanne Sarfaty, MD, assistant dean for Student Affairs at BUSM and assistant professor of medicine at BUSM, who assisted each as he or she donned the short white lab coat that serves as a symbol of the medical profession.



Suzanne Sarfaty, MD, assistant dean for Student Affairs at BUSM (left), congratulates Stephanie Agular, a first-year medical student.

Dedicated to fostering humanism in medicine, the practice of the White Coat Ceremony began at BUSM in 1994. Dean Aram Chobanian, MD, provost of BU Medical Campus, welcomed the incoming medical students, as did guest speaker Andre-Jacques Neusy, MD, director of Global Health at New York University's School of Medicine.

Telling students that their patients will need caring as much as they will need care, Neusy encouraged the class to listen to their patients and the community they will serve.

"You have chosen a wonderful profession," he said. "I wish you the best of luck."

After the students received their coats, they recited the 2,000-year-old Hippocratic Oath. The long-standing tradition of reciting the oath at the completion of medical school was changed with the initiation of the ceremony at BUSM and other medical schools nationwide by the Arnold P. Gold Foundation, which provided pins to all the students. Incoming medical students now recite the oath at the start of their medical careers.

Following the White Coat Ceremony, students and their guests enjoyed a dinner reception, sponsored by the BUSM Alumni Association, on Talbot Green.

## SDM White Coat Ceremony

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are central to you and that you can be trusted to care for them."

The ceremony closed as the class of 2003 rose and recited an oath pledging themselves to the service of humanity and their patients, community and profession.

"This inaugural ceremony represents what we hope will become a long-standing tradition in which dental students make a solemn commitment to themselves, fellow students and SDM faculty and staff, to adhere to the highest professional, ethical and moral standards of patient care," said Frank. ♦



Smiles abound as (left to right) Wendy Chu, Katrine Morin, Thuy Do and Rosemary Chen, all members of the Class of 2003, gather following SDM's first-ever White Coat Ceremony.

## With a little help from Friends, medical center acquires equipment

As summer approached, the Department of Urology needed a portable urodynamic analyzer, but a dwindling capital budget left little chance of one being obtained this year.

While not a dire necessity, the analyzer would make caring for bedridden patients much easier by allowing analysis to be done on the floor, rather than at the lab. However, the odds were overcome when The Friends of BMC donated the analyzer and today, patients throughout the hospital are benefiting.

The Friends of BMC, a volunteer auxiliary organization made up of BMC staff and their families, have been supporting hospital departments for nearly half a century. Although the organization, which was formed in the early 1950s at one of BMC's predecessor hospitals, has changed its name over the years, its mission remains the same — to improve the quality of patient care.

"All of the Friends have a steadfast commitment to BMC, its mission and its patients," said Judy Anderson, RN, evening charge nurse in the operating room and president of The Friends of BMC. "Our goal is to help departments provide the most exceptional care possible for patients."

In recent years, their fundraising efforts, which include a partnership in a local thrift

shop and BMC clothing sales, have provided hospital departments with supplemental resources for medical equipment or special projects. Some of the most significant donations have enabled the purchase of TTY public telephones for hearing-impaired patients and visitors, and a voice-activated computer for paraplegic patients.

Most recently, the group answered the requests of several BMC departments in need. In addition to supplying the urodynamic analyzer, the organization was able to provide a universal compact head ring, which is used to stabilize patients undergoing brain X-rays, for the Departments of Neurology and Radiology. The Department of Neurology also received a computer-aided sensory evaluator. The Friends contributed a CPR mannequin to the Department of Pediatric Emergency Medicine, as well as funding for the development of a pediatric resident training video.

"The Friends of BMC play a valuable role in assuring that we can continue to deliver on our promise to provide exceptional care without exception," said Elaine Ullian, president and CEO of BMC. "We count on the Friends as a partner in our commitment to serve the community." ♦

## Pharmacists on medical rounds

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tial drug-induced problems, and drug-drug and drug-disease interactions. The pharmacist's focus on drug therapy issues avoids complications before they have the opportunity to occur."

One specific tool that has significantly helped avoid adverse drug events and increase appropriate use of medications at BMC involves the creation of a pre-printed doctor's order form for the use of neuromuscular blocking agents in the ICU. Because the indication, dosing and monitoring of these agents is quite complicated, the order form has been designed to aid physicians in choosing the most appropriate therapy for the patient.

Since its implementation in April 1998, inappropriate initiation of these agents has been reduced from 46 percent to 17 percent, appropriate selection of agents has increased from 46 percent to 75 percent and use of necessary adjuvant therapy has improved from 38 percent to 93 percent.

Most BMC pharmacists who participate on rounds have earned a doctor of pharmacy degree and almost all have completed a one- or two-year pharmacy resi-

dency or fellowship program in a specialty area. On average, pharmacy specialists have trained for seven to nine years.

"Although physicians do receive training in managing drug therapies, it's very helpful to have someone on the team who is trained specifically in therapeutic drug monitoring, drug interactions and adverse drug event management," Agresti said.

Although pharmacists are not licensed to give medications directly to a patient, they are a valuable source of information concerning the best way to administer a particular drug. They can also share their knowledge and educate other medical personnel concerning how to avoid adverse reactions.

Rather than being a voice at the other end of the phone when someone calls the pharmacy with a medication question, the pharmacist is an active part of rounds. "We see the entire picture of what's going on with a patient, which allows us to make a much more informed decision," Agresti said. "It's a very rewarding job. I feel I have a lot of impact on patient care." ♦

## SPH leader is changing the face of midwifery

For centuries, midwives have coached women around the world through the childbearing process — from prenatal care to birth and postpartum support. Yet today, the United States remains one of the few industrialized countries where midwives do not play a central role in the care of pregnant women. A recent report, however, co-authored by Lisa Paine, CNM, DrPH, professor and chair of the Department of Maternal and Child Health at SPH, and professor of obstetrics and gynecology at BUSM, hopes to change that.

With the goal of bringing midwifery into mainstream health care, "Charting a Course for the 21st Century: The Future of Midwifery" explores the current state of midwifery and the role it plays in U.S. health care delivery. Paine recently chaired the University of California San Francisco Center for Health Professions Taskforce on Midwifery, the group of eight medical, legal and public health professionals who authored the report.



Lisa Paine, CNM, DrPH

According to the report, midwifery has had difficulty gaining full recognition in the health care system because it calls for non-traditional approaches to the birthing process, and for shared authority between physicians and midwives over the delivery process.

To elevate the status of midwives within the health care system, the report urges educators, policymakers and professionals to consider major reforms in midwifery practice, credentialing, education, research and policy.

"Despite the fact that midwifery is a well-established profession, there is a persistent lack of understanding on what the role of midwives can and should be," said Paine. "Midwives are underrepresented in policy and service development, and should have a place at the policy table and be recognized for their contributions toward the goals of managed care."

In the report, Paine and her colleagues call for midwives to be recognized as independent and collaborative practitioners, and that current health care laws and regulations permit full access to their services. In addition, the report outlines a plan for the development of educational programs that attract a more diverse pool of students to serve an increasingly diverse population of patients. It also suggests that managed care organizations reimburse midwives more equitably, bringing them up to par with physicians who provide similar services.

Despite the uncertainty of the role midwives play in managed care, they are well-positioned to participate in today's competitive health care market. "Midwives have traditionally provided high-quality care that generates high levels of patient satisfaction, and may cost less than other alternatives," said Paine.

"As this report catches the attention of health care providers across the country, we hope they recognize what valuable skills and expertise midwives have to offer to women and their families," she added. ♦

## October

**6 Administrative Fair** — The third annual BU Medical Campus Administrative Fair will be held from 10 a.m. to 4 p.m. in the Hiebert Lounge. Campus departments such as Educational Media, Financial Affairs, Research Administration and Facilities Management will be on hand to showcase their services. In addition, BankBoston, the BUMC Bookstore, Garber Travel and the University Credit Union will be available to discuss their services. Internet sites, publications and videos will be featured at many of the booths. Light refreshments, raffles and giveaways will also be offered throughout the day.

**8 Bicknell Lecture** — SPH will host the inaugural William J. Bicknell Lecture in Public Health at 9 a.m. in Keefe Auditorium. Michael Osterholm, PhD, MPH, chairman and CEO of the Infection Control Advisory Network Inc., will be the featured speaker. He will address the topic "Emerging Infectious Disease: An Outdated Concept?" For more information, call 638-4640.

**12 Street survival course** — General Services at BUMC is sponsoring several two-day workshops titled "Street Survival: Personal Safety Awareness and Response." The workshops will focus on effective verbal and physical responses, with emphasis on risk management and avoidance techniques. The workshop comprises two four-hour segments and will include sessions on Oct. 12 and 13, Oct. 18 and 21, and Oct. 25 and 27. All classes will be held at the Newton Pavilion cafeteria, function rooms 1 and 2, from 5:30 pm to 9:30 pm. To register, call Organizational Development and Training at 414-5488.

**20 Financial management seminar** — A financial management seminar for Boston-area medical students will be held from 5 p.m. to 9:30 p.m. at the BU School of Management. Topics that will be addressed include negotiating physician employment agreements and debt management. For more information, contact the Office of Residency Planning and Practice Management at 638-5125.

**22 Kids Fund benefit** — The Kids Fund is holding its third annual "Show of Support" benefit from 6 p.m. to 10 p.m. at the Algonquin Club of Boston. WCVB-TV Channel 5's Heather Khan will be master of ceremonies for the evening, which will include silent and live auctions, a light buffet and entertainment. For more information, call 414-3651 or 414-4163.

**28 Laboratory safety course** — The Office of Environmental Health and Safety is sponsoring a talk titled "Laboratory Health and Safety — Choices" from 10 a.m. until noon in the Keefe Auditorium. James Kaufman, PhD, director of the Laboratory Safety Workshop in Natick, Mass., will be the keynote speaker. The event is open to all laboratory personnel and is designed to assist the Office of Environmental Health and Safety in establishing a network of laboratory safety representatives. For more information, call 638-8842.

**28 Asthma conference** — A three-day conference to train asthma educators, titled "Caring for the Asthma Patient: A Comprehensive Approach, Infant to Adult," will be held at the Colonnade Hotel. It is open to medical professionals, and scholarships are available. Participants may receive CEU credits. For more information, call 414-4527.

## November

**4 Spine injury seminar** — The Department of Continuing Medical Education at BUSM and the Section of Orthopedics at BMC are sponsoring a day-long seminar titled "Interdisciplinary Care of the Spine-Injured Patient." The event will be held in Keefe Auditorium at BUSM. For more information or to register, call 638-4605.

**5 Digestive disorders symposium** — The Section of Gastrointestinal Surgery at BUSM, in conjunction with the Center for Digestive Disorders at BMC, is presenting the 14th Annual Smithwick Symposium. Held in the Keefe Auditorium at BUSM, the day-long symposium will focus on "Disorders of the Digestive Tract: A Multidisciplinary Approach." For more information or to register, call 638-4605.

Save the Date!  
June 10, 2000 — BMC Gala



# People

**Marilyn Augustyn, MD**, director of Training, Developmental and Behavioral, in the Section of Child Development in the Department of Pediatrics at BMC, and assistant professor of pediatrics at BUSM, recently received the William T. Grant Foundation Faculty Scholar Award.

The **Child Witness to Violence Project** was recently awarded the City Excellence Award from the city of Boston and the Public Policy Award from the Massachusetts Victim and Witness Assistance Record.

**Paul Geltman, MD, MPH**, assistant professor of pediatrics at BUSM, recently received the Harvard Pilgrim Health Care Foundation Hero Award.

**Perri Klass, MD**, medical director of Reach Out and Read at BMC and assistant professor of pediatrics at BUSM, recently received the following awards/lectureships: Bing Medical Humanities Lecturer at Stanford University School of Medicine; Living Writers at Colgate University; Simon Lecturer at Brown University; American Medical Students Association Keynote, Chicago, Ill.; Alpha Omega Alpha Lecturer at Case Western Reserve University; and the Excellence in Education Award, Alpha Gamma Chapter, Pi Lambda Theta International Honor Society, Boston University School of Education.



*John Noble, MD*

**Betsy McAlister Groves, MSW, LicSW**, director of the Child Witness to Violence Project, and assistant clinical professor of pediatrics at BUSM, was recently awarded the Individual Project Fellowship from the Open Society Institute of the Soros Foundation.

**John Noble, MD**, director of the Center for Primary Care at BMC and professor of medicine at BUSM, was recently honored by the Society of General Internal Medicine with its most prestigious award, the Robert J. Glaser Award. Noble was recognized for his outstanding contributions to General Internal Medicine in the areas of education, research, program development and health policy.

**Stephen Pelton, MD**, chief of the Division of Pediatric Infectious Disease in the Department of Pediatrics at BMC and professor of pediatrics at BUSM, recently received the Community Excellence Award from the Community Center for Health, Education and Research (CCHER) for his outstanding efforts on behalf of children with AIDS.

**Bobbi Philipp, MD**, medical director of Pediatric and Adolescent Medicine at BMC and assistant professor of pediatrics at BUSM, was recently chosen to be on the Academy of Breastfeeding Medicine's board of directors.

**Barry Zuckerman, MD**, chief of the Division of Pediatrics at BMC and professor and chairman of pediatrics at BUSM,

recently received the following awards/lectureships: Pfizer Visiting Professor at Cook County Hospital/Chicago Medical School in Chicago, Ill.; Ray A. Kroc Visiting Professor at the University of Illinois in Chicago, Ill.; Marvin Small Memorial Lectureship at Stanford University/Packard Children's Hospital in Palo Alto, Calif.; and the First Annual Edward Penn Memorial Lecture for the Massachusetts Chapter for the American Academy of Pediatrics.

#### New appointments

**Mary Callahan, DO**, recently joined the medical staff at BMC. She also joined the medical staff at Jordan Hospital and practices in Plymouth and at the Jordan Health and Wellness Center in



*Mary Callahan, DO*

Halifax, Mass. Callahan is board certified in internal medicine and board eligible in cardiology. She received her undergraduate degree in biochemistry and a master's degree in nutrition from the University of New Hampshire. In 1992, she received her doctor of osteopathic medicine degree from the University of New England and completed her internship and residency in internal medicine at Roger Williams Medical Center in 1996 and a cardiology fellowship at Albany Medical Center in 1999.

**Sean Shapert** has been named general manager for the Environmental Services Department at BMC. He comes to BMC from Crothall Healthcare, and his most recent assignment was as operations manager of Environmental Services at the Cleveland Clinic. Shapert has more than 15 years of experience in the field.



*Sean Shapert*

#### BMC announces September WE CARE Individual Employee Awards

Recognized for their outstanding dedication and commitment to the mission of BMC, several employees were recently honored with WE CARE Individual Employee Awards. The awards honor employees who, in the course of their jobs, exceed required standards and responsibilities and help further the mission of BMC to provide exceptional care without exception. Criteria used to judge nominees include the significance of their contri-

but ion to BMC and the amount of independent thought, insight or creativity involved in their actions.

The September awards were presented to: **Ivette DeJesus**, receptionist, Radiation Oncology; **Jenice Hall**, medical technician, Occupational Health; **Jairo Jaen**, interpreter, Interpreter Services; **Megan Redgate, RN**, staff nurse, 8 West, East Newton Street Campus.



#### A few words of introduction

**Jim Glover**, director of Student Services at SPH, takes a few moments to explain the schedule of orientation events to incoming student **Ruzan Avetisyan** on Aug. 31. Over the course of the day, SPH students attended introductory lectures and toured the campus. Orientation events culminated with a welcoming barbecue on Talbot Green.

## Professional development courses available

The Organizational Development and Training Department at BMC has the following educational opportunities available for employees:

**Financial overview** — Managing a budget is a year-round process. This course will help align individual department's needs with BMC's operational plan by determining and developing budget. Open to staff involved with BMC's financial administration process, the course will be held in two-hour sessions on both Oct. 21 and Oct. 25.

**Introduction to Windows and keyboarding** — Lectures and hands-on experience will introduce participants to basic keyboarding and typing skills. Use of a mouse will be covered, as will MS Window skills and word processing. Open to all BMC staff, the course will begin Oct. 27 and run for seven weeks.

**Make them happy, make them return** — This workshop will provide practical strategies for increasing patient and staff loyalty in today's competitive health care market. Covering ways to determine customers' expectations and manage complaints, one two-hour session is scheduled for Oct. 13.

**Successful delegation for nurses** — Participants will learn how to prioritize for safe, legal and effective delegation. Contact hours are available. One two-hour session will be held on Oct. 13.

For information about additional courses, call 414-5488.

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