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MedCenter News

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

Reminder: JCAHO arrives next week

The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) will be conducting a comprehensive, hospital-wide review of the medical center beginning Monday, June 8. The survey is expected to continue through Thursday, June 11.

The review will involve staff at all levels. During their visit, JCAHO surveyors will walk through the hospital, stopping employees to ask questions about the medical center. Preparations for the visit have been ongoing, including departmental improvements and the publishing of a JCAHO newsletter. ♦

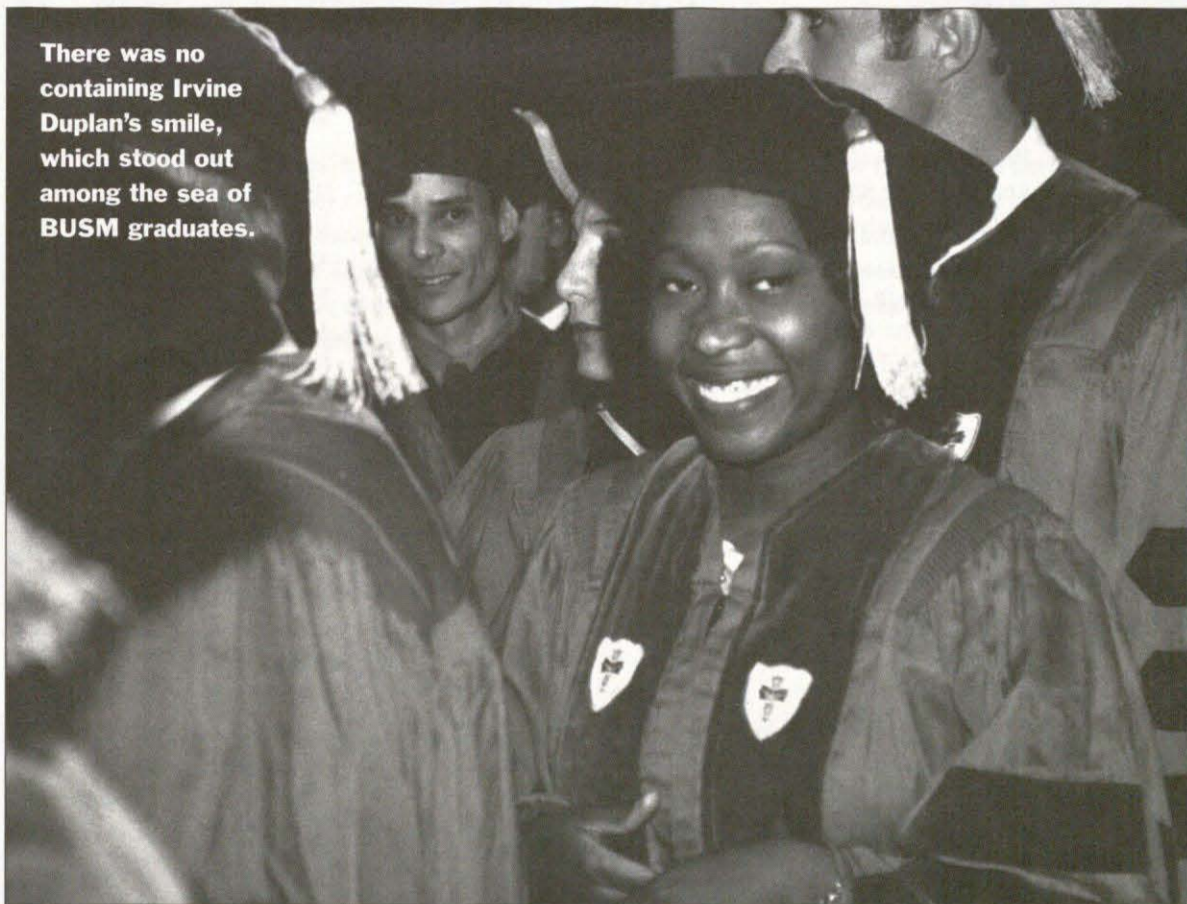
Gift of gratitude

BMC volunteers Jerry O'Neill and Augusta Waters enjoy the festivities at the 8th Annual Volunteer Appreciation Night, held on Thursday, May 7, in the Hiebert Lounge. Sponsored by the Volunteer Services Department, the evening featured guest speakers, dinner and music. The event is held annually to thank the hundreds of people who serve as volunteers at BMC, as well as those who donate to medical center programs.



New horizons for '98 grads

There was no containing Irvine Duplan's smile, which stood out among the sea of BUSM graduates.



For most, graduation is a magical event, marking accomplishment and signifying the transition from one life stage to another. BUSM's 124th commencement ceremony, held Sunday, May 17, did not disappoint — as magic was definitely in the air.

Graduating student Daniel Eli Beyda delighted his fellow classmates, faculty, staff and guests as he "traced" his medical school experience with the help of a giant pencil he pulled from a hat and a few other items he had up his sleeve — such as a speech that burst into flames. "We have discovered that the art of medicine is learned at the bedside and not just in the classroom," he said, concluding his presentation on a more serious note. "We are ready, responsible and intelligent people. I cannot imagine a more satisfying calling."

BUSM Dean Aram Chobanian, MD, provost of BU Medical Campus, told the 139 BUSM graduates that they have been in the midst of a "true revolution of scientific medicine" during their four years at the

school. "Although the latest scientific discoveries have resulted in many ethical dilemmas, medicine is still in a great position because our ability to cure disease is unparalleled compared to any other time in history."

Chobanian reminded the students that their patients' care should always be their top priority and added a word of caution about the importance of also taking care of themselves. "A good physician is one who has a balanced life — one who knows the importance of family and staying physically fit."

Phillip Sharp, PhD, chairman of the Department of Biology at the Massachusetts Institute of Technology and winner of the 1993 Nobel Prize in medicine, was the keynote speaker at this year's ceremony.

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Ronald Bartlett

Hospital appoints two; fills vital positions

"We are extremely fortunate to have recruited Ron, who is nationally renowned for his financial acumen ..."

CEO Elaine Ullian

After a nationwide search, BMC has filled two administrative positions that are vital to the continuing success of the medical center: chief financial officer and vice president of Ambulatory Services.

Beginning in July, Ronald Bartlett will assume the role of chief financial officer. As CFO and vice president, finance, Bartlett will be responsible for the financial operations of the medical center, working with administration on

operating results, budgetary control, and the integration of hospital functions in a balanced and coordinated manner.

Bringing more than 30 years of financial expertise to BMC, Bartlett most recently served as senior vice president for Finance and treasurer of Newton-Wellesley Hospital and its successor organization, NeWell Health Care System. In this position, he was responsible for the financial resources of the health care system, which includes Newton-Wellesley Hospital; the NeWell

Home Health Services Inc.; TLC Nursing, a Medicare-certified home health agency; NeWell Management Services Inc., a non-Medicare home and per diem nursing agency; and the NeWell Medical Delivery Organization Inc., a physician-hospital organization. His highly successful tenure was recognized in 1994 by Cain Brothers and *Modern Healthcare Magazine*, which named him CFO of the Year.

"We are extremely fortunate to have recruited Ron, who is nationally renowned for his financial acumen," says President and CEO Elaine Ullian. "I have every confidence that his skills and energy will be a tremendous asset to our leadership team."

A 1968 graduate of Southern Illinois University with a bachelor's degree in

accounting, Bartlett received his master's degree in health administration/business administration from the University of Chicago in 1977.

The position of vice president of Ambulatory Services has been filled by Maureen Sullivan, who will begin on June 22. She comes to BMC from the Summit Medical Group P.A./MedPartners Inc. in New Jersey, where she served as director of Operations and associate executive director. In these roles, she had operational responsibilities for a multi-specialty group practice with seven satellite locations, 1,200 patient visits per day, 500 employees and annual revenues of \$65 million. Prior to her current position, Sullivan has held various administrative positions in the health care field. ♦

Sullivan, working with physician leaders, will help to develop and implement plans to modernize the on-campus ambulatory facilities.

"We are fortunate to have such an able and dynamic leader on our team," says Ullian. "Maureen brings a positive, 'can-do' attitude to the institution and will enhance our ability to provide the highest quality health care and customer service."

A 1980 graduate of Pace University in New York, Sullivan majored in health sciences. She also attended Long Island University School of Public Administration and Wycoff Heights School of Nursing in New York. She brings more than 20 years of health care experience to BMC. ♦

Staying Tuned



In anticipation of the fourth-annual Bike to Work/School Day held at BU Medical Center last month, members of Bikes Not Bombs, a bicycle recycling and youth training center in Roxbury, visited the medical campus to tune up bicycles for students and employees. Above, second-year BUSM student Bill Whitlatch (right) receives maintenance advice from Carl Kurtz. The event was sponsored by BMC's Interinstitutional Transportation Management Association.

SPH leads communities in fight against substance abuse and gun violence

Recent estimates indicate that some 18 million Americans abuse or are addicted to alcohol. Close to 400,000 deaths each year in the United States can be attributed to tobacco. Nearly half of all Americans say they know someone with a drug problem. More than 35,000 Americans die from firearms each year.

Overwhelming as these statistics may appear, the nationally renowned Join Together program is not discouraged. In fact, it is forging ahead to help determined community groups fight these afflictions that are threatening their neighborhoods.

Founded in 1991, the innovative SPH program is an informational and educational resource center for community-based efforts to reduce, prevent and treat substance abuse, as well as prevent gun violence.

"Working together with communities, we hope to reduce the problematic use of alcohol, illicit drugs, tobacco and guns," says Kay Paine, deputy director of the program. "We want to strengthen community-based strategies by providing information and telling stories about what's working in communities, large and small."

The issues surrounding substance abuse and gun violence are wide ranging and complex — from the toll they take on individuals, families and communities to the staggering economic costs of dealing with their effects.

Join Together offers a variety of resources and technical assistance to help communities tackle these difficult issues. They include public policy panels that examine and recommend changes in public policies and practices related to substance abuse, and a database of more than

75,000 individuals and organizations throughout the nation working on similar issues. Through reports, such as *Save Lives! — Report, Recommendations and Action Guide of the Join Together Public Policy Panel on Underage Access to Alcohol*, newsletters and other print publications, Join Together spreads its knowledge across the country. Each year the program selects a number of outstanding community leaders to participate in the Join Together National Leadership Fellows Program. Through the program, fellows have an opportunity to further develop their knowledge and leadership skills and, more importantly, learn from each other.

The latest tool, an Internet site (www.jointogether.org), has quickly become the most easily accessible part of the program — linking people, ideas and resources instantly. Logging more than 3,500 visits each day, Join Together Online provides extensive databases of online documents, events, organizations and directories to help communities with their efforts. Several e-mail forums and message boards also have been established to help organizations get immediate support and advice from peers. Most recently, Join Together collaborated with the Massachusetts Department of Public Health to develop QuitNet (www.quitnet.org), an Internet site to help individuals quit smoking.

Primarily funded by a grant from the Robert Wood Johnson Foundation and the Joyce Foundation, Join Together has become an essential resource for the efforts to raise awareness and help treat, reduce and prevent substance abuse and gun violence in communities from coast to coast. ♦

Nurses praised



In recognition of National Nurses' Week, May 6 - 12, BMC nurses were honored for their contributions to the nursing profession and for dedication and service to the hospital.

The 1998 Peggy Cenci Award was presented to Janet Gorman, RN, a staff nurse on the East Newton Street Campus. Gorman, who works with cardiac surgical patients, was chosen from among six nurses who were nominated, including Barbara Devorin, RN; Mary Golden, RN; Monica Mannion, RN; Eileen Mullaney, RN; and Kathylene Pavidis, RN.

Peggy Kelly-DeCamp, RN, a staff nurse on the Harrison Avenue Campus who works with geriatric patients, was the recipient of the 1998 Anne Hargreaves Award. Nominees for the award included Lisa Brennan, RN; Mark Courtney, RN; and Pauline MacEachern, RN.

Executive nursing staff also honored four nurses for their outstanding contributions to nurse leadership. The first Maura Mitchell Nurse Manager Excellence Award was presented to Betsy Ollis, RN, nurse manager for the Women's Center on the Harrison Avenue Campus. Also honored were Catherine Grinnell, RN, chair of the Nurse Documentation Committee; Debbie Harrison, RN, chair of the Nurse Practice Council; and Cathy Rumble, RN, nurse manager. Pictured from left are Ollis, Gorman and Kelly-DeCamp.

BUMC names new chief and chair of anesthesiology

Keith Lewis, MD, has been named chief of the Department of Anesthesiology at BMC and chairman of the Department of Anesthesiology at BUSM, effective July 1.

Most recently, Lewis served as president of Anesthesia Associates of Massachusetts, an organization that provides anesthesia services to many Boston hospitals. He previously was vice chairman of Anesthesia at the former Deaconess Hospital and at St. Luke's Hospital. At BU Medical Center, Lewis will be responsible for the day-to-day operations of the Anesthesiology departments at BMC and BUSM.

"We are delighted that Dr. Lewis has accepted this leadership role at BU Medical Center," says Elaine Ullian, BMC president and CEO.

"As an accomplished teacher, clinician and clinical

investigator, Dr. Lewis will advance the academic goals of the department," says BUSM Dean Aram Chobanian, MD, provost of BU Medical Campus.

Lewis received his bachelor's degree from the University of Rhode Island in 1976 and his medical degree from the University of Connecticut in 1984. He completed his residency in surgery at New England Deaconess Hospital and was a resident and fellow in cardiac anesthesia at Brigham and Women's Hospital. In the 10 years since he completed training, he has become a recognized expert in cardiovascular anesthesia and has written and lectured extensively on the topic.

Lewis replaces Marcelle Willock, MD, who was recently appointed assistant provost for Community Affairs and Outreach at BU Medical Center. ♦

New exchange for Harrison Avenue Campus

After Labor Day weekend, staff at the Harrison Avenue Campus (HAC) wanting to reach out and touch someone will have to do so from a new telephone exchange.

Beginning on Friday, Sept. 4, at approximately 6 p.m., the entire telephone system at HAC will be changed from its current 534 exchange to 414, except for those used for the Public Health Commission. The last four digits of all the 534 telephone numbers at BMC will remain the same.

The conversion, which may leave some phones out of service during the entire weekend, is expected to be completed by Monday, Sept. 7, at approximately 6 p.m. Telecommunications is in the process of identifying critical

phone lines that will remain open.

"I am very excited about this conversion. It will not only improve communications between employees, but it will improve communication for customers calling into the institution," says Shawn Donahue, director of Telecommunications. "Our goal is to offer the highest level of customer service to our patients and family members, and this conversion is a big step in reaching that goal."

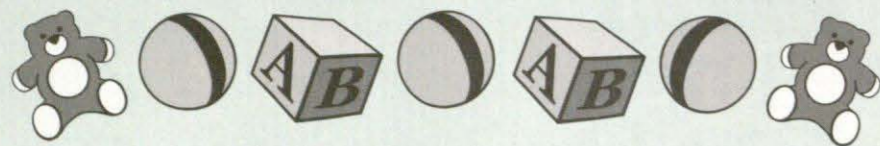
To prepare for the change, all departments must remember to order new supplies of stationery, business cards and any other printed materials with the new 414 number. Current stationery and all other printed materials bearing the 534 exchange may be

used only through Sept. 4. Coordinators have been designated for each department. If you have specific needs, contact your department coordinator.

Once the conversion is complete, all BU Medical Center staff, including BU Medical Campus and the Harrison Avenue and East Newton Street (ENC) campuses, will be able to communicate by dialing a five-digit extension number. The tielines between HAC and ENC will remain in place for calls to the Public Health Commission only. Training for the new phone system will be offered for all users beginning on Monday, Aug. 10, and running through Friday, Sept. 4, in the Administration Building - second floor library.

A Help Desk will be available beginning Tuesday, Sept. 8, from 8:30 a.m. through 5 p.m. The telephone number will be 414-1111 (x41111). For more information, call 638-6890 (x86890). ♦





BMC aims for coveted "Baby-Friendly" distinction

BMC has launched an effort to be recognized as "Baby-Friendly," a designation earned by only 12 hospitals nationwide.

Hospital leadership and staff turned out in force to support this newly launched campaign at a Certificate-of-Intent unveiling ceremony, held last month outside the Newborn Nursery in the Inpatient Building. Sponsored by the World Health Organization and the United Nations Children's Fund, the Baby Friendly Hospital Initiative was created to promote breastfeeding worldwide.

"Research has shown that [breastfeeding] is an important factor in ensuring the health of a newborn," says Sue O'Brien, MD, BMC pediatrician and director of the Newborn Nursery. "We are still in the early stages of becoming 'Baby-Friendly.' Right now our goal is to edu-

cate our staff and continue to make changes that will bring us to that level."

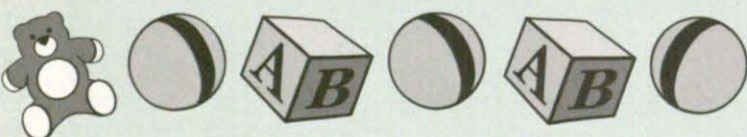
To earn the coveted distinction, the hospital must complete a lengthy process, which includes the implementation of "10 Steps to Successful Breastfeeding" (see sidebar). The hospital also has to undergo an in-depth phone interview and on-site assessment. If awarded the "Baby-Friendly" designation, BMC will be the first hospital in Massachusetts to have the distinction.

"It takes a whole institution to make a change," says O'Brien, "and it is great to have the backing of BMC." Clear evidence of this support is the recent opening of a convenient and comfortable room devoted to breastfeeding moms. "We want all of our moms to feel comfortable when breastfeeding — and this room does that by increasing their privacy." ♦

10 STEPS TO A "BABY-FRIENDLY" HOSPITAL

1. Have a breast-feeding policy that is routinely communicated to all staff
2. Train all health care staff in skills necessary to implement this policy
3. Inform all pregnant women about the benefits and management of breastfeeding
4. Help mothers initiate breastfeeding within an hour of birth
5. Show mothers how to breastfeed and how to maintain lactation, even if they should be separated from their infants
6. Give newborn infants no food or drink other than breast milk unless medically indicated
7. Practice "rooming in" by allowing mothers and infants to be together 24 hours a day
8. Encourage breast-feeding on demand
9. Give no artificial teats, pacifiers, dummies or soothers to breastfeeding infants
10. Foster the establishment of breast-feeding support groups and refer mothers to them upon discharge from the hospital

At the Certificate-of-Intent unveiling ceremony are: (from left) Rebecca Gadon, RN, director of Nursing Operations at BMC; Elizabeth Brown, MD, director of Neonatology at BMC and associate professor of pediatrics at BUSM; Jean Ewan, CNM, director of the Nurse-Midwifery Service at BMC; Richard Moed, BMC executive vice president and COO; Sue O'Brien, MD, director of the BMC Newborn Nursery; Sharon Wreford, RN, nurse manager of Perinatal Services at BMC; Joel Alpert, MD, professor of pediatrics and public health at BUSM and president-elect of the American Academy of Pediatrics; and Philip Stubblefield, MD, chairman of Obstetrics and Gynecology at BU Medical Center.



Kids Can't Fly program honored as national model

Recognizing BMC's outstanding efforts to help save children's lives, the U.S. Department of Health and Human Services recently named the Kids Can't Fly program as one of six special honorees in its "Models That Work" campaign.

A collaborative effort between the Division of Pediatrics at BMC and the Boston Public Health Commission's Childhood Injury Prevention Program, the citywide program was introduced in 1993 as a

response to the growing number of children injured by accidental falls from windows. In the two years prior to the introduction of Kids Can't Fly, 39 children were hospitalized with injuries suffered as a result of a window fall, three of whom died. Since 1993, the number of falls has decreased dramatically — by more than 50 percent.

The multifaceted program works to reduce the number of such accidents by encouraging property owners and tenants to take an active

role in the installation of window guards and by providing prevention and educational support programs. Working with BMC, neighborhood health centers, and the Boston Children's Hospital, Kids Can't Fly has not only helped save lives and prevent injuries, but has significantly cut thousands of dollars in hospital costs.

With support from Boston Mayor Thomas Menino, the program has also helped initiate municipal legislation that recommends the installation of window guards.

"Receiving this recognition is a great honor," says Robert Vinci, MD, co-founder of the program, vice-chairman and chief of Pediatric Clinical Services at BMC, and associate professor of pediatrics at BUSM. "The program clearly makes a significant impact on the lives of children in the Greater Boston area, and we hope to extend our circle of knowledge to communities around the country."

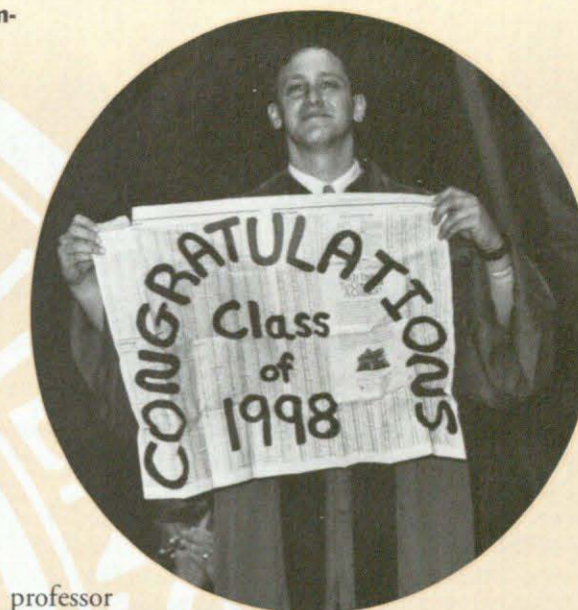
The "Models That Work" campaign showcases grassroots programs that tackle

community health needs and improve cost-effective access to primary health care. Over the next 12 months, Kids Can't Fly staff will provide training and technical assistance to health and human service organizations, elected officials and other policy makers who plan to model the programs in their communities. The award is the second of its kind to be given to a program at BU Medical Center. Last year the "Models That Work" campaign honored the MOM's Project at SPH. ♦



SDM graduates (from left) Hussam Batal, Terry Silta and Scott Eddy share a moment with SDM Dean Spencer Frankl, DMD, after receiving academic awards at the school's annual senior dinner on the eve of commencement.

BUSM graduate Daniel Eli Beyda concludes his speech, which featured various magic tricks, with a congratulatory message for his classmates.



New horizons

continued from page 1

Praising the school's long-standing commitment to the community and its 150 years of premier medical education, Sharp urged the graduates to demand increased funding for the Human Genome Project — saying that within genetic research lies the future of medicine.

In addition to those students receiving medical degrees, 30 students received their PhDs, nine of whom completed the joint MD/PhD program. The ceremony was held at the World Trade Center.

School of Public Health

At the SPH commencement ceremony held at the Sheraton Boston Hotel and Towers, Dean Robert Meenan, MD, MPH, MBA, highlighted some of the many accomplishments of the past year, including the renovation and opening of the Talbot Building, the surpassing of the \$20

million mark in research funding and the many individual achievements of the school's faculty.

"As an institution of higher education, however, our proudest achievements are our graduates," said Meenan. "A school is an institution that changes people for the better. We accomplish this mission most directly through the education of our students. As our graduates, they, in turn, allow us to change a growing circle of people for the better — through their collective efforts as practitioners, teachers and scholars of public health."

SPH alum Howard Koh, MD, MPH, commissioner of the Massachusetts Department of Public Health and former SPH and BUSM faculty member, was the keynote speaker. Koh emphasized the challenges and excitement of working in public health and applauded the graduates on their choice of a career field that emphasizes commitment and caring. One hundred and forty-one students received their diplomas at the ceremony, but more than 250 students earned their degrees from SPH during the past year.

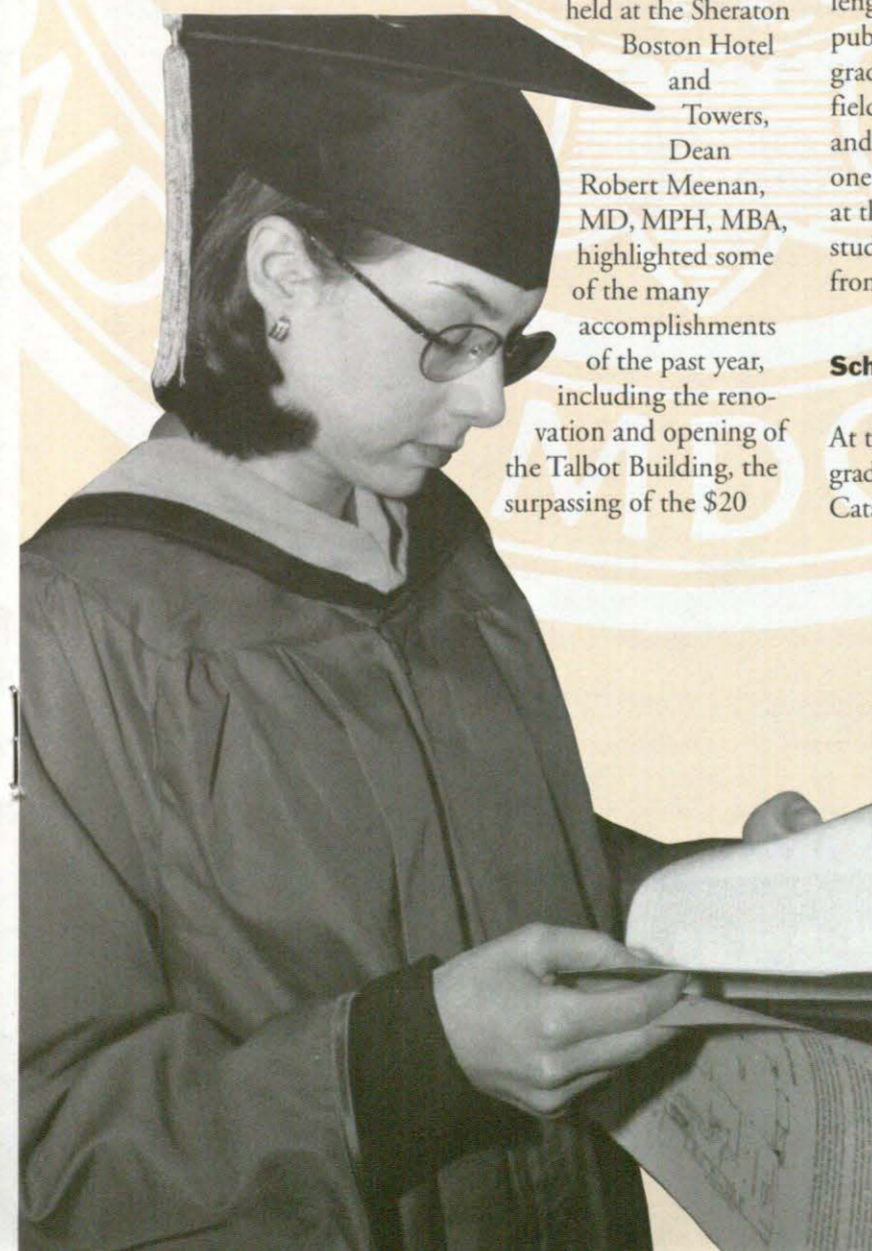
School of Dental Medicine

At the ceremony for the 192 graduates of SDM, speaker Santo Cataudella, DMD, associate

professor of oral and maxillofacial surgery, said that the students, now armed with their SDM dental educations, will move on to become well-trained, competent members of the dental profession.

"I am advising you students to venture into our profession with enthusiasm and determination," said Cataudella. "We look to you as you join our profession to become role models for those who follow you. I wish you the joy and satisfaction that I have found in our profession, as a practicing oral surgeon, and especially as a teacher who is privileged to be at Boston University Goldman School of Dental Medicine."

SDM's commencement was held on the Charles River Campus in the Morse Auditorium. ♦



Melissa Sinrich gathers her thoughts while looking through the program guide at the SPH graduation ceremony.



BUSM graduates (from left) Jennifer Lynch, Judith Lytle, Anne McCaffrey, Sarita Mahanty and Seth Narins find commencement to be most enjoyable.



BUSM pays tribute to women in medicine

BUSM Dean Aram Chobanian, MD, provost of BU Medical Campus, sets runners on their marks as they set out on the first annual Rebecca Lee 5k Road Race. More than 500 racers came out to honor Lee, class of 1864, the first female African-American physician in the United States. Proceeds from the race benefitted the MOM's Project, a community-based intervention program aimed at improving birth outcomes and reducing drug use among pregnant women.

As part of BUSM's sesquicentennial celebration, the school honored nine women for their achievements in science and medicine. Pictured with Dean Aram Chobanian, MD, are honorees (back row, left to right) Adrienne Rogers, MD, professor of pathology and laboratory medicine and public health at BUSM and director of the Office of Medical Education, for outstanding achievements in medical education; Susan Leeman, PhD, professor of pharmacology and experimental therapeutics at BUSM, for outstanding achievements in basic research; Judith Vaitukaitis, MD '66, director of the National Center for Research Resources of the National Institutes of Health, for outstanding achievements in national policy; (front row, left to right) Reshma Kewalramani, MD '98, for outstanding achievement in undergraduate medical education; Rachel Boone Keith, MD '49, for outstanding achievement in clinical service; and Elaine Ullian, president and CEO of BMC and associate professor of public health at SPH, for outstanding achievement in health care administration.

Not pictured are Anna Bissonnette, RN, MS, associate professor of sociomedical sciences and community medicine at BUSM and coordinator of Elder Health and Housing Services at BMC, for outstanding achievements in community medical service; Ruth Levine, PhD, former associate dean, chairwoman of the Division of Graduate Medical and Dental Sciences and professor emerita of pharmacology and experimental therapeutics at BUSM, for outstanding achievements in graduate education; and Helen Lyons, PhD '98, for outstanding achievements in the division of graduate medical science.



Talbot Building receives preservation award

Standing out as an historic gem in the heart of BU Medical Center (BUMC), the 122-year-old Talbot Building has received a 1998 Massachusetts Historical Commission Preservation Award for its recent renovation.

One of 13 projects in the state to receive the prestigious honor, the Talbot Building renovation exemplifies BUMC's commitment to historic preservation. The oldest structure on the medical campus and one of the most dominant examples of Queen Anne architecture in Boston, the Talbot Building underwent extensive renovations, both structurally and cosmetically, before opening as the elegant new home of SPH in October 1997. The outside was carefully restored and preserved to reflect the building's original Victorian

elegance, and the interior was remodeled to house the seven departments of SPH and administrative offices of BMC.

The Massachusetts Historical Commission was established in 1963 to identify, evaluate and protect important historical and archaeological assets in Massachusetts. Since then, more than 200 individuals or organizations have received recognition for their preservation-minded projects. The award was presented to BUMC representatives, including Robert Meenan, MD, MPH, dean of SPH, and Richard Towle, vice president of Administrative Services at BU, by William Francis Galvin, Secretary of the Commonwealth and chairman of the Massachusetts Historical Commission, at a ceremony held on May 28. ♦



Boston University Medical Center staff appear as expert sources for various media stories on a regular basis. Recent highlights include:

- **Irwin Goldstein, MD**, professor of urology at BUSM and director of the test site at BMC for Viagra, a sexual dysfunction drug, discussed the drug on CNN, WGBH's *Greater Boston*, ABC's *The View* and *World News Tonight*, NBC's *DateLine*, New England Cable News' *Newsnight*, WCVB-TV Channel 5 News, *The Connection* on WBUR, and with United Press International, *Time Magazine*, *Newsweek*, the *Boston Herald* and *The Boston Globe*. Goldstein also appeared on PBS' *Nova* with **Stanley Ducharme, PhD**, assistant clinical professor of urology and clinical professor of rehabilitation medicine at BUSM, and clinical psychologist at BMC; **Robert Krane, MD**, professor and chairman of urology at BUSM, and chief of the Department of Urology at BMC; and **Terry Payton, RN**, urological nurse clinician in the Department of Urology at BMC.
- **Elizabeth Barnett, MD**, assistant professor of pediatrics at BUSM and pediatrician at BMC, appeared on WCVB-TV Channel 5 News and on WFXT-TV Channel 25 News to discuss nasal vaccinations for children to help prevent the flu. She was also interviewed by *The Boston Globe*.
- **Stephen Brady, PhD**, assistant research professor of psychiatry at BUSM and psychologist at BMC, discussed on WCVB-TV Channel 5 News the possible motivations for men to engage in high-risk sexual behaviors.
- **Hershel Jick, MD**, associate professor of medicine at BUSM and director of the Boston Collaborative Drug Surveillance Program, was interviewed by *The Boston Globe* about adverse patient reactions to drugs and drug safety issues.
- **Betsy McAlister-Groves, LicSW**, assistant clinical professor of pediatrics at BUSM and director of the Child Witness to Violence Project at BMC, was featured on WBZ-TV Channel 4 News in a story on how to assist children who have witnessed violence.

CALENDAR

June

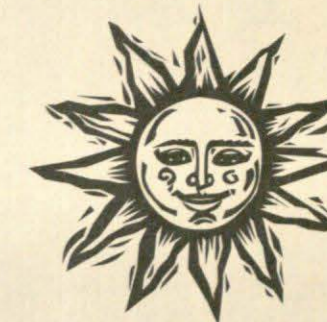
12 BMC Gala - The second annual BMC Gala, celebrating New England's growing multicultural community and BMC's continuing commitment to deliver the highest quality patient care, will begin at 6:30 p.m. at the Boston Marriott Copley Place. The event, entitled "International Avenue," includes a cocktail reception and a buffet featuring ethnic cuisine. Dinner will be followed by performances from several international dancers and musicians, and the evening



will conclude with dancing to the electrifying beat of the band "Motown Express." Dress for the evening is black tie optional or cultural attire. Discount tickets for employees and volunteers are \$75, \$125 for physicians and senior managers. Tickets may be purchased by calling 638-8990.

18 Cultural Diversity Forum - The third Cultural Diversity Forum, focusing on the Bosnian, Serbian and Croatian communities, will be held in Bakst Auditorium from noon to 1 p.m. The forums are designed to help employees better understand the many cultures BMC serves. Each of the upcoming forums will focus on a different culture. For more information, contact Pat Dowd, RN, assistant nurse manager of the Emergency Department on the Harrison Avenue Campus, at 534-5005.

19 Casino Night - The Kids Fund at BMC and The Post Club will host the "Have a Heart Benefit" from 7 to 11 p.m. at Le Meridien Hotel in Boston. The event will feature casino-style gambling, hors d'oeuvres and a cash bar. Tickets are available in advance for \$20 and at the door for \$25. All proceeds will benefit The Kids Fund. For more information, call 534-3651.



Summer begins June 21

25 Stress Management - A half-day workshop entitled "Communicating Under Pressure" will be held from 9 a.m. to noon, and again in the afternoon from 1:30 to 4:30 p.m., in the Atrium Building, second floor, function room 3, on the East Newton Street Campus. The workshop is designed for employees who want to lower their on-the-job stress by learning to handle difficult interactions with colleagues, patients and visitors. The event is hosted by international speaker Keir Carroll and sponsored by the Department of Organizational Development and Training. For more information, call 534-5589.

Automated phone systems to play role in future of health care

Most people find them annoying. Some people are outraged by them. Nearly every one has to cope with them on a daily basis. "They" are automated telephone systems, the ones that tell you to "push 'one' for customer service" and the like. They have become both the benefit and bane of computerized civilization, speeding up your ability to get what you want done, but maddening when you need special, individualized attention.

For more than a decade at BMC, doctors have been working to harness automated telephone system technology to create a novel product that is more of a benefit and less of a bane — and, in doing so, revolutionize how routine health care is delivered. Known as Telephone-Linked Care, or TLC, the computer-controlled telephone conversation system can monitor, educate and counsel patients, providing information and advice specifically tailored to their medical needs. Moreover, patients who use TLC were shown to be more likely to make and sustain healthy lifestyle changes, such as exercising more and changing their dietary behavior, than patients who did not use the

system.

All because of a computerized phone system?

It's true, says Robert Friedman, MD, director of the Medical Information Systems Unit at BMC and inventor of TLC. In March, he presented results from several studies of the system at the annual meeting of the Society of Behavioral Medicine in New Orleans. "The telecommunications technology revolution hyped by politicians and the press is already beginning to affect how we deliver health care," he says. "Soon, what we have created with TLC will be used regularly by patients all over the country."

"Soon, what we have created with TLC will be used regularly by patients all over the country."
Robert Friedman, MD

TLC is a computer-based telecommunications system that uses the same automated telephone system technology that people use whenever they call the telephone company's directory service. But with TLC there is a real "conversation" about your health. To use TLC, patients regularly call a special phone number. After patients enter their personal password, the TLC computer retrieves informa-

tion about their specific conditions and proceeds to ask them questions like a physician would in the office. Patients who test themselves at home, like hypertension patients who check their blood pressure, will "tell" TLC how they have been doing by entering their blood pressure measurements over the phone.

Once the information is provided, the computer addresses specific patient concerns. For instance, if someone has high levels of cholesterol, the computer would advise how to change one's diet and exercise behavior to lower cholesterol. For people having difficulty making these lifestyle changes, TLC gives them advice and motivational counseling. Patients call TLC about once a week, and the information it gathers is relayed to their physicians and noted in their medical records. TLC is not meant to be used in emergencies and does not replace physician appointments, but is meant rather for routine maintenance of chronic health conditions, such as angina, obesity and hypertension, as well as for helping

patients lead healthier lifestyles.

The results have been impressive. One study performed by BMC researchers showed that 89 percent of previously inactive elders who used TLC for three months reached the study goal of being physically active for at least one hour a week, while only 54 percent of elders who didn't use TLC reached that goal. In addition, Friedman studied patients with elevated cholesterol levels, and found that TLC users lowered their cholesterol level by an average of 18 mg/dL, whereas patients who did not use TLC had a decrease of only 3 mg/dL. Another study showed that hypertension patients who used TLC for six months improved their taking of medication by 18 percent over those who did not use it and had a lower diastolic blood pressure by 4.4 mm Hg.

According to Friedman, his research team is working to extend TLC to help patients and their health professionals with other important health problems. "Computer-controlled telephone and other communications technologies will be an integral part of the way we deliver health care in the 21st century," he says. ♦

People

Marvin Cook, PhD, vice president for planning, budgeting and information at BU, has assumed the position of chief operating officer at SDM. In addition to his responsibilities on the Charles River Campus, Cook will be responsible for reviewing business functions, information systems and clinical services at SDM to ensure that the infrastructure effectively supports current operations and the mission of the school. A 23-year veteran of BU, he will also assist SDM in space acquisition plans and renovation projects.

Jack Evjy, MD, clinical professor of medicine at BUSM, was recently elected president-elect of the Massachusetts Medical Society (MMS). Evjy will serve a one-year term as president-elect of MMS, a statewide organization for physicians and medical students, in preparation for the presidency in 1999.



Mohammad Farivar, MD

Mohammad Farivar, MD, clinical associate professor of medicine at BUSM, and his two sons, **Alexander Farivar, MD '98**, and Robert, a surgical resident at Yale, recently presented a research paper at the



Jack Evjy, MD

International Conference of the American Society for Gastrointestinal Endoscopy. The family team shared their findings about the efficacy of using a colonoscopy to diagnose diverticulitis, an inflammation of the lining of the colon.

BUSM student **Pedram Salimpour '00** was recently awarded a student research fellowship from Alpha Omega Alpha, an international honor society for medical students. The award will support his research entitled "Sexual and Urinary Tract Dysfunctions in Running and Bicycling Athletes."

Thomas Van Dyke, DDS, PhD, professor in the Department of Periodontology and Oral Biology and director of the Postdoctoral Periodontology and Clinical Research

Center at SDM, recently began his two-year term as president of the International Academy of Periodontology.

New Appointments

Bennett Beres has been named director of Network and Business Development at BMC. Beres comes to BMC from Quincy Hospital, where he served as vice president for Clinical and Support Services. He was responsible for physician relations and worked with physicians to ensure that the hospital was responsive to



Bennett Beres

their needs for managed care contracting and risk share. In his role at BMC, Beres will be responsible for new business development and managed care contracting.

Beres received his bachelor's degree from Drew University in New Jersey and a graduate certificate in public health from the Harvard School of Public Health/Harvard University Extension.

Aljeron Bolden, DMD, MPH, has been appointed director of Community Health Programs at SDM. Nationally known for his efforts to make oral health services available to underprivileged populations, Bolden has been director of dental services at several health care organizations, including Boston Health Care for the Homeless. He comes to SDM from the

University of Iowa, where he was an associate professor in the Department of Preventive and Community Dentistry. A graduate of BU, Bolden earned his master's degree from Harvard University and his doctor of dental medicine from Tufts University.

Stephen DuLong, DMD, has been appointed assistant dean for Clinical Services at SDM. In this newly created position, DuLong is responsible for administering the clin-



Stephen DuLong, DMD

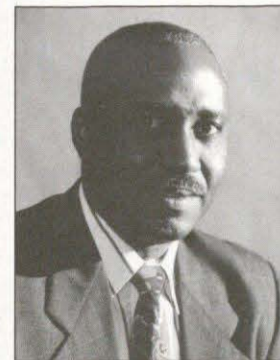
ical activities at the school. He also manages areas that provide support services, such as the preclinical laboratories, and coordinates student academic activities with department chairs and the associate dean for academic affairs.

DuLong '75 was a member of the Goldman School's first predoctoral class and continued his studies at the school as a prosthodontic resident. In 1978, he received his certificate of advanced graduate studies in prosthodontics and joined the faculty at SDM as an assistant professor. He was promoted to associate professor in 1989.

Grants Awarded

The Boston Comprehensive Sickle Cell Center, in the BMC Division of Pediatrics, has received five additional years funding from the National Institutes of

Health (NIH) for \$11 million. The center, the longest continually funded NIH Comprehensive Sickle Cell Center in the country, was founded in 1972, and is one of 10 such centers in the United States. Directed by Lillian McMahan, MD, associate professor of medicine at BUSM, the center will use the grant renewal for sickle cell testing, education, counseling and ongoing research.



Aljeron Bolden, DMD

BUSM fighting disease in Eastern Europe

Extending a helping hand across the Atlantic Ocean, BUSM is helping to fight disease in Armenia and other Eastern European countries.

A consortium of donors, led by BUSM, will fund approximately \$5 million worth of medications to combat tuberculosis (TB) and familial Mediterranean fever (FMF) in Eastern Europe, where these diseases are prevalent.

Earlier this spring, BUSM's Armenia Medical Partnership Program, along with the Agnes Kazarian Memorial Fund, announced that their partnership will help provide an estimated three million doses of isoniazid, the main medicine used to fight TB, and approximately nine million doses of colchicine, a medication that helps many people suffering from FMF — an ethnically restricted genetic disease found among Armenians and Jews originating from North African countries.

"Resistant strains of TB have developed in many countries throughout the world, including Armenia," says Aram Chobanian, MD, BUSM dean and provost of BU Medical Campus, explaining the need for assistance. "The standard

therapies available in these countries have proven inadequate for a fair percentage of these patients."

According to Chobanian, the consortium believes that by containing the two diseases, the initiative may help reverse the downward spiral of sickness and poverty that plagues Armenia and many other Eastern European nations. The initial shipments of the medications are expected to be delivered this spring.

The initiative was announced shortly after World Tuberculosis Day on March 24 and was begun in response to the World Health Organization's (WHO) declaration of a global TB emergency. According to WHO, over a quarter of a million TB cases occur annually in Eastern Europe, and an estimated 30 million people throughout the world could die from the disease if greater efforts are not made to contain it.

BUSM's charitable work for Armenia and Eastern Europe has been an ongoing effort. Most recently, the school has helped implement an extensive nuclear accident training program in Eastern Europe, where professionals can pool their knowledge via teleconference. ♦

Institutional abbreviations

- BMC** – Boston Medical Center
- BU** – Boston University
- BU Medical Campus** – BU Schools of Medicine, Public Health and Dental Medicine
- BUMC** – Boston University Medical Center (includes BU Medical Campus and Boston Medical Center)
- BUSM** – BU School of Medicine
- SDM** – Goldman School of Dental Medicine
- SPH** – BU School of Public Health

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