



## Inside this issue

Medical staff appointments	2
Maintaining a quiet, healing environment	2
From the Health Sciences Library	4
From the Clinical Documentation Specialists	6
Celebrating milestones	6
Endless gratitude to our pediatric physicians	7
CME corner	7
Medical staff meeting calendar	8
CME calendar	9

*From the president*

## Rekindling the Value of Human Connection in Medicine



Christopher Hedley, MD | Medical Staff

**The December holidays are a wonderful time to gather with friends and family to celebrate the bonds between us.** It is also a special time to reflect on the power of human connection.

When people connect in a meaningful way, listening carefully and seeking to understand each other, amazing things can happen. We know from numerous studies that when patients understand their physicians and nurses well they are significantly more likely to follow their care plan,<sup>1</sup> less likely to be readmitted after discharge,<sup>2</sup> and have better overall health outcomes.<sup>2</sup> They also rate their satisfaction with their care more highly.<sup>3</sup>

Furthermore, it is not just patients that benefit from the power of human connection. We also know that when members of the care team communicate clearly and treat each other with respect, medical errors decrease. According to sentinel event data compiled by the Joint Commission between 1995 and 2005, ineffective communication was

**“The single biggest problem in communication is the illusion that it has taken place.”**

– George Bernard Shaw, Irish Playwright, 1856-1950

*continued on page 3*

**Board meeting.** As provided by the Bylaws of the Governing Body and as the designated sub-committee of the Governing Board the following items were presented and approved by the Medical Executive Committee of November 6, 2017.



## Medical staff appointments



**Gildersleeve, Sandra S., MD**  
**Pediatrics**

133 N. Altadena Dr., 2nd FL  
Pasadena, CA 91107-7325  
T: (626) 397-8348  
F: (626) 397-8337



**Penciu, Oana-Maria, MD**  
**Cardiology**

220 S. First St  
Alhambra, CA 91801  
T: (626) 281-8663  
F: (626) 281-6318



**Hueber, Pierre-Alain, MD**  
**Urology**

1441 Eastlake Ave, Suite 7416  
Los Angeles, CA 90033  
T: (323) 865-3220  
F: (323) 865-0120



**Shine, Kimberley I., MD**  
**Family Medicine**

960 E. Green Street  
Pasadena, CA 91106  
T: (626) 317-0207  
F: (626) 317-0205



**Khawar, Talha, MD**  
**Rheumatology**

1975 Verdugo Blvd  
Suite B  
La Canada, CA 91011  
T: (818) 541-1134  
F: (818) 249-9420



**Urrea, Paul T., MD**  
**Pediatric Ophthalmology**

4560 E Cesar E. Chavez Ave  
Los Angeles, CA 90022  
T: (323) 980-9900  
F: (323) 940-4416



**Niesen, Charles E., MD**  
**Pediatric Neurology**

960 E. Green Street  
Suite L-11  
Pasadena, CA 91106  
T: (626) 599-7600  
F: (626) 599-7601

## Administrative reports

Please go to SharePoint → Medical Staff Services → Board Approved Items → 2017 and select November 2017.

## Maintaining a quiet, healing environment

**In order to heal, our patients need a quiet, restful environment.** There is significant research linking noise levels to patient recovery and clinical outcomes. The impacts of high noise levels include annoyance, sleep disruption and awakening, decreased oxygen saturation, elevated blood pressure, decreased rate of wound healing and higher incidence of re-hospitalization.

If you or a loved one has been in the hospital, you'll likely remember that there can be many interruptions. These include required clinical procedures (vitals, meds, blood draws), equipment alarms, conversations, overhead paging, as well as general activity on the unit (rolling carts, cleaning, etc.).

Quiet Signs have been placed throughout our units to remind visitors and staff to be mindful and maintain a restful environment for our patients. In addition, the following tips can help us maintain a quiet, healing environment:

- Encourage and remind each other to keep voices low, even during the day.
- Turn down volume of cell phones, pagers and unit phones at night.
- Dim overhead hallway lights and nursing station lights during night shift.

For questions or comments, please email [patientexperience@huntingtonhospital.com](mailto:patientexperience@huntingtonhospital.com).

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## President Message CONTINUED

identified as the root cause for two-thirds of reported medical errors.<sup>4</sup> In addition researchers have also shown that poor communication in healthcare correlates with lower healthcare provider job satisfaction and increased burnout.<sup>3</sup>

So why then, in an era when we have some of the fastest and most advanced communication technologies in the world, is poor communication such a prevalent and persistent problem?

The paradox at the heart of advanced communication technology is that as it becomes easier to communicate more we often understand less. Electronic health records are wonderful for printing off discharge instructions covering every possible concern a patient might face, but they are not very good at creating meaningful instructions that patients, particularly those who have a low level of health literacy, might actually understand, trust, and follow. Picture archiving and communication systems are fantastic for speeding up the delivery of medical imaging results, but they can't match the comprehension achieved when the radiologist and the ordering physician review an image together.

We don't want to go back to the era of paper records and relying only on face-to-face interactions to communicate. It was slow and prone to other serious sources of miscommunication, especially when prior records could not be located. However, there is value in relearning some communication basics like how to be a good listener and how to treat the other party in your conversation with respect. One good example of this is our Commit to Sit program. Simply taking a moment to pull up a chair and give a patient your undivided attention can prevent time-wasting and even dangerous misunderstandings later on and increase



the patient's perception that your time spent with them was unhurried and meaningful.

There are also a host of simple programs that teach skills for improving clinical conversations, like the Cleveland Clinic's R.E.D.E. program that teaches practical strategies clinicians can easily adopt in conversations with patients and the Agency of Health Care Research and Quality's TeamSTEPPS program for improved clinician-to-clinician and clinician-to-patient communication. (Incidentally these techniques also help in non-clinical conversations.)

This holiday season, I hope we can all find opportunities to practice the art of listening, understanding, and making true human connections. It will help our patients, help our colleagues, and most of all, help ourselves find more meaning and enjoyment in our work.

**Happy holidays!**

### References

1. Zolnierk KB, Dimatteo MR. Physician communication and patient adherence to treatment: A meta-analysis. *Med Care*. 2009 Aug; 47(8): 826-834.
2. Epstein RM, Fiscella K, Lesser CS, Stange KC. Why the nation needs a policy push on patient-centered health care. *Health Affairs*. 2010 Aug; 29(8): 1489-1495.
3. Boissy A, Windover AK, Bokar D, Karafa M, Neuendorf K, Frankel RM, Merlino FJ, Rothberg MB. Communication skills training for physicians improves patient satisfaction. *J Gen Int Med*. 2016 July; 31(7): 755-761
4. Agency of Healthcare Research and Quality. TeamSTEPPS for office-based care communication. 2005 Sept. Available at [https://www.ahrq.gov/teamstepps/officebasedcare/module3/office\\_comm-ig.html](https://www.ahrq.gov/teamstepps/officebasedcare/module3/office_comm-ig.html).

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From the

# Health Sciences Library

## Three Different Ways to Use BrowZine

Explore three different ways to use **BrowZine** to help you browse, read, and keep current with the journals that are most important to you.

**Please note:** BrowZine requires an **OpenAthens** account to access its features. Contact the library to sign up for OpenAthens and create a personal BrowZine account.

### #1 Thousands of the Most Popular Journal Titles Available at Your Fingertips

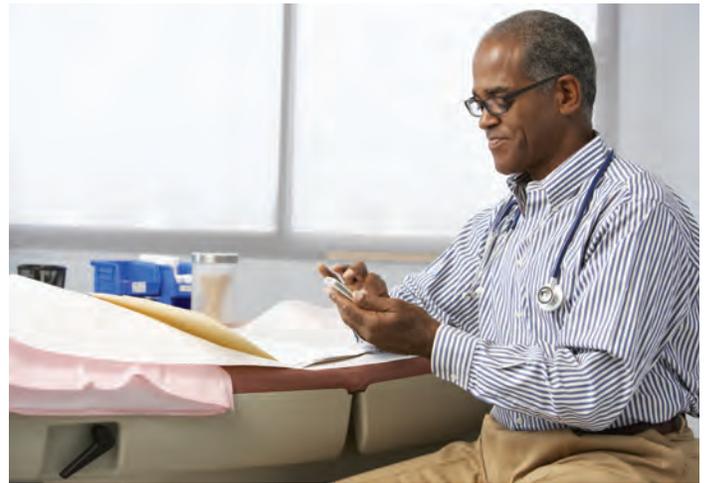
Did you know that BrowZine offers quick, convenient access to some of the most popular medical journals? Thousands of journals are currently available on BrowZine for you to browse, read, and download. Among them are some of the **world's top medical journals** including:

- The New England Journal of Medicine (NEJM)
- The Lancet
- Journal of American Medical Association (JAMA)
- Annals of Internal Medicine
- . . . and many more!

Browse journals by subject area or search directly for a title in the search bar. BrowZine combines journal access and ease of use into one convenient online platform that you can use 24/7.

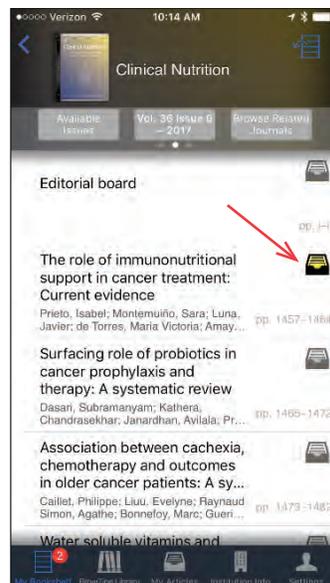
### #2 Read Saved Articles Offline – Anywhere, Anytime

Save your favorite full-text journal articles into your **My Articles** collections for later reading offline. BrowZine automatically syncs any changes or updates to your collections across all your devices. So, whether it be your desktop computer, smartphone, or tablet, you can easily access and read articles at your convenience, anytime, anywhere.



#### How to:

**From a mobile device:** When viewing a journal's table of contents, add an article to your My Articles collection by tapping the **My Articles icon** located to the right of the article title. (When successfully added to your collection, the icon will change from white to yellow.)



**From a desktop computer:** When viewing a journal's table of contents, click on the **Expand icon** to the lower right of the article title, which will reveal the **Add to My Articles** option where you can add the article to your collection.



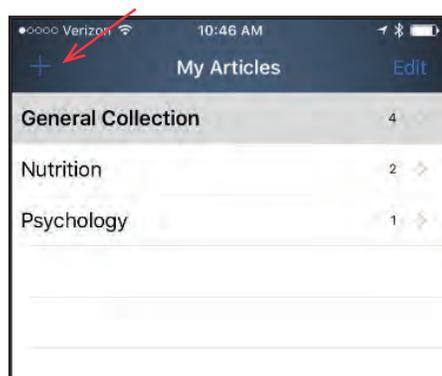
## From the Health Science Library CONTINUED

You can also **organize saved articles** into separate folders for easy retrieval. **Create folders** and arrange your articles by subject or course of study.

**From a desktop computer:** When viewing your **My Articles** collection, click on the “Create New Collection” button. Enter your new collection name and click **Save**.



**From a mobile device:** When viewing your **My Articles** collection, tap the blue “+” sign in the upper-left corner of the screen. Enter your new collection name and click **Save**.

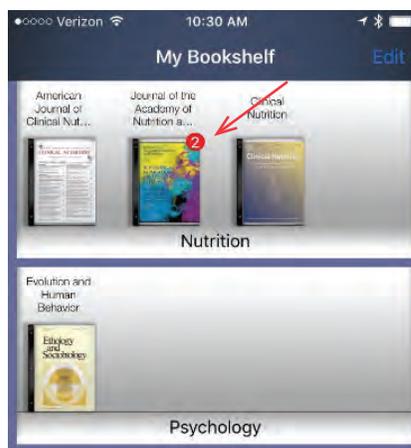


### #3 Keep Current with Alerts That Notify You When New Content is Released

BrowZine allows you to keep up-to-date with your personalized selection of journals.

#### How to:

**From a mobile device:** Use the search bar to find the journals you would like to add to your **My Bookshelf** collection. When viewing the journal, tap the **Add to My Bookshelf icon** located in the upper-right hand corner. A virtual bookshelf will appear where you can drag and drop the journal onto a shelf of your choice. When new articles are available for those journals in your bookshelf, **red ovals with numbers** will display on the journal notifying you of the number of new articles available for that resource. Check in frequently with BrowZine to keep track of these alerts.



**From a desktop:** When viewing the journal, click on the **Add to My Bookshelf icon** located along the left-hand side of the page beneath the journal information. Your journal will be automatically added to your virtual bookshelf. When new articles are available for the journals in your bookshelf, **red ovals with numbers** will display on the journal notifying you of the number of new articles available for that resource. Check in frequently with BrowZine to keep track of these alerts.

Contact the library for more information at [library@huntingtonhospital.com](mailto:library@huntingtonhospital.com) or (626) 397-5161.

From the

# Clinical Documentation Specialists

## Cerebral Documentation

**Cerebral edema:** Swelling/edema within the brain.

*Causes:* trauma, neoplasm, CVA, intracerebral hemorrhage, hypoxic brain injury, post-surgical, brain abscess, toxins, and extreme electrolyte abnormalities.

**Cerebral compression:** Pressure on the brain producing displacement commonly but not always causing some degree of herniation.

*Causes:* cerebral edema, traumatic brain injury, any intracranial mass such as neoplasm, hemorrhage/hematoma, hydrocephalus, and brain abscess

**Cerebral herniation:** Displacement of a part of a brain across/through a fixed intracranial structure such as the falx, tentorium or foramen magnum that may occur if cerebral edema or compression are severe.

### Documentation examples:

- ⇒ Left temporal lobe glioblastoma multiforme with cerebral edema or vasogenic edema
- ⇒ Traumatic right frontal lobe intracerebral hemorrhage with cerebral compression, with 10 minute loss of consciousness (LOC)
- ⇒ Non-traumatic brain stem intracerebral hemorrhage with cerebral herniation, GCS o-o-o
- ⇒ **Cerebral compression or cerebral herniation instead of** mass effect, midline shift, effacement of ventricles and/or cerebral sulci, or a space-occupying lesion.

Please call the CDI Department for your documentation needs.  
Extension 3662.

## Celebrating milestones

The following physicians hit a service milestone in the month of **December**. The medical staff would like to recognize the following physicians for their **service and dedication** to Huntington Hospital.

### 30 Years (on staff 12/1987)

**Feuille, Richard H. Jr., MD**

Pediatrics

**Wang, David W., MD**

Pediatrics

### 20 Years (on staff 12/1997)

**Iwata, Kathryn S., MD**

Obstetrics & Gynecology

**Roman, Lynda D., MD**

Gynecologic Oncology

**Schlaerth, John B., MD**

Gynecologic Oncology

**Sutherling, William W., MD**

Clinical Neurophysiology

### 15 Years (on staff 12/2002)

**Burnstine, Michael A., MD**

Ophthalmology

**Hartstein, Jennifer A., MD**

Pediatrics

### 10 Years (on staff 12/2007)

**Lisk, Jerome P., MD**

Neurology

**Nazarian, Artin, MD**

Internal Medicine



# Endless gratitude to our pediatric physicians!

**The Emergency Department (ED) would like to extend its sincere gratitude to the pediatric physicians** for their great contribution and commitment to education!

The ED recently initiated a new training program for non-ED nurses to transition to practice in the ED. The 12-week program began in October and consists of both didactic lectures and one-on-one clinical orientation shifts.

To help prepare these new ED nurses to care for the pediatric population in the emergency setting, our pediatric physicians provided a variety of pediatric lectures and presentations and shared their expertise on topics ranging from dermatologic conditions and common respiratory emergencies to shock and non-traumatic surgical emergencies.

We would like to especially thank **Dr. Stephen Treiman**, Director of Pediatric Medical Center/PICU Intensivist; **Dr. Jim Eguchi**, PICU Intensivist; **Dr. Cathy McElveen**, Pediatric Hospitalist; and **Dr. Ernie Maldonado**, Director of Pediatric Hospitalists. Their dedication to interdisciplinary and interdepartmental collaboration are remarkable!

## CME corner

### Medical grand rounds

TOPIC	<b>HIV Update</b>
SPEAKER	Kimberly Shriner, MD
DATE	December 1, 2017
TIME	12 – 1 p.m.
PLACE	Research Conference Hall
METHOD	Lecture
CREDITS	1.0 AMA PRA Category 1 Credits™

### Second Monday

TOPIC	<b>Tomosynthesis: A step forward in screening</b>
SPEAKER	Jon Foran, MD
DATE	December 11, 2017
TIME	12 – 1 p.m.
PLACE	Research Conference Hall
METHOD	Lecture
CREDITS	1.0 AMA PRA Category 1 Credits™

If you would like a copy of your CME credit report please contact Gladys Bonas via email at [Gladys.Bonas@huntingtonhospital.com](mailto:Gladys.Bonas@huntingtonhospital.com)

**If you would like to submit an article to be published in the Medical Staff Newsletter** please contact Gladys Bonas, (626) 397-3770 or [Gladys.bonas@huntingtonhospital.com](mailto:Gladys.bonas@huntingtonhospital.com).

Articles must be submitted no later than the first Friday of every month.

Medical staff meetings

# Calendar

DECEMBER 2017

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
				<u>1</u>
<u>4</u> 5:30 p.m. MEC TBD	<u>5</u>	<u>6</u> Noon Plastic Surg Sect CR-10	<u>7</u> 6:30 a.m. Anest Section CR 7	<u>8</u>
<u>11</u>	<u>12</u>	<u>13</u>	<u>14</u>	<u>15</u>
<u>18</u>	<u>19</u>	<u>20</u>	<u>21</u>	<u>22</u>
<u>25</u> Christmas	<u>26</u>	<u>27</u> Virtual Credentials Committee	<u>28</u>	<u>29</u>



# Calendar

DECEMBER 2017

MONDAY	4	11	18	25	
	<b>OB/GYN Dept. Mtg</b> 12:15 - 1:15 p.m. CR 5 @ 6	<b>Second Monday</b> 12 - 1 p.m. RSH			
TUESDAY	5	12	19	26	
	<b>MKSAP</b> 7:30 - 8:30 a.m. Wingate Doctors' Lounge <b>General MDisc Cancer Conf.</b> 12 - 1 p.m. Conf. Room 11 <b>HMRI Lecture Series</b> 4 - 5 p.m., RSH	<b>MKSAP</b> 7:30 - 8:30 a.m. Wingate Doctors' Lounge <b>General MDisc Cancer Conf.</b> 12 - 1 p.m. Conf. Room 11 <b>HMRI Lecture Series</b> 4 - 5 p.m., RSH	<b>MKSAP</b> 7:30 - 8:30 a.m. Wingate Doctors' Lounge <b>General MDisc Cancer Conf.</b> 12 - 1 p.m. Conf. Room 11 <b>HMRI Lecture Series</b> 4 - 5 p.m., RSH	<b>MKSAP</b> 7:30 - 8:30 a.m. Wingate Doctors' Lounge <b>General MDisc Cancer Conf.</b> 12 - 1 p.m. Conf. Room 11 <b>HMRI Lecture Series</b> 4 - 5 p.m., RSH	
WEDNESDAY	6	13	20	27	
	<b>Genitourinary Cancer Conference</b> 12 - 1 p.m. Conf. Room 11 <b>Radiology Teaching Files</b> 12 - 1 p.m. MRI Conf. Room	<b>Radiology Teaching Files</b> 12 - 1 p.m. MRI Conf. Room	<b>Genitourinary Cancer Conference</b> 12 - 1 p.m. Conf. Room 11 <b>Radiology Teaching Files</b> 12 - 1 p.m. MRI Conf. Room	<b>Radiology Teaching Files</b> 12 - 1 p.m. MRI Conf. Room <b>Radiology Teaching Files</b> 12 - 1 p.m. MRI Conf. Room	
THURSDAY	7	14	21	28	
	<b>Trauma Walk</b> 7 - 8 a.m. Conf. Room B <b>Trauma M&amp;M</b> 8 - 9 a.m. Conf. Room B <b>Thoracic Cancer Conf.</b> 12 - 1 p.m. Conf. Room 11	<b>Surgery M&amp;M</b> 8 - 9 a.m. Conf. Room B	<b>Trauma Walk</b> 7 - 8 a.m. Conf. Room B <b>Surgery M&amp;M</b> 8 - 9 a.m. Conf. Room B <b>Thoracic Cancer Conf.</b> 12 - 1 p.m. Conf. Room 11	<b>Surgery M&amp;M</b> 8 - 9 a.m. Conf. Room B	
FRIDAY	1	8	15	22	29
	<b>Neurosurgery Grand Rounds</b> 7:30 - 9 a.m. Conf. Room 11 <b>Medical Grand Rounds</b> 12 - 1 p.m. RSH <b>MDisc Breast Cancer Conf.</b> 12 - 1 p.m. Conf. Room 11	<b>Neurosurgery M&amp;M</b> 7:30 - 9 a.m. Conf. Room 11 <b>Medical Case Conference</b> 12 - 1 p.m. RSH <b>MDisc Breast Cancer Conf.</b> 12 - 1 p.m. Conf. Room 11	<b>Neurosurgery Grand Rounds</b> 7:30 - 9 a.m. Conf. Room 11 <b>Medical Case Conference</b> 12 - 1 p.m. RSH <b>MDisc Breast Cancer Conf.</b> 12 - 1 p.m. Conf. Room 11	<b>Neurosurgery Grand Rounds</b> 7:30 - 9 a.m. Conf. Room 11 <b>Medical Case Conference</b> 12 - 1 p.m. RSH <b>MDisc Breast Cancer Conf.</b> 12 - 1 p.m. Conf. Room 11	<b>Neurosurgery Grand Rounds</b> 7:30 - 9 a.m. Conf. Room 11 <b>Medical Case Conference</b> 12 - 1 p.m. RSH <b>MDisc Breast Cancer Conf.</b> 12 - 1 p.m. Conf. Room 11



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 Pasadena, CA 91109-7013

ADDRESS SERVICE REQUESTED

### Medical Staff Leadership

- Christopher Hedley, MD | President
- Harry Bowles, MD | President Elect
- Laura Sirott, MD | Secretary/Treasurer
- Madhu Anvekar, MD | Chair, Credentials Committee
- David Lourie, MD | Chair, Quality Management Committee
- Syeda Ali, MD | Chair, Medicine Department
- Kathy Walker, MD | Chair, OB/GYN Department
- John Rodarte, MD | Chair, Pediatrics Department
- Howard Kaufman, MD | Chair, Surgery Department

Glenn D. Littenberg, MD | Newsletter Editor-in-Chief



## U.S. News & World Report ranks Huntington Hospital

**#4** in Los Angeles      **#9** in California

National rankings in three specialties:

### Recognized as Best Regional Hospital/Los Angeles in 13 types of care!

**“High Performing” in six adult specialties:** Diabetes & Endocrinology, Gastroenterology & GI Surgery, Nephrology, Orthopedics, Pulmonology, Urology

**“High Performing” in seven common adult procedures and conditions:** Abdominal Aortic Aneurysm Repair, Heart Failure, Colon Cancer Surgery, Chronic Obstructive Pulmonary Disease (COPD), Hip Replacement, Knee Replacement, Lung Cancer Surgery