

## BMT Program receives accreditation



*Earning the FACT accreditation required a coordinated effort by a multidisciplinary team of professionals, some of whom are pictured here.*

The MCGHealth Bone Marrow and Stem Cell Transplant Program recently became the only one in the CSRA and one of a select few in the state to receive accreditation from the Foundation for the Accreditation of Cellular Therapy. FACT only accredits programs in the United States and Canada that have demonstrated an exceptional level of patient care and medical and laboratory practices. The FACT accreditation term is three years. FACT is a non-profit voluntary foundation jointly sponsored by the American Society of Blood and Marrow Transplantation and the International Society for Cellular Therapy.

“During an extensive on-site inspection, FACT looked at every aspect of our program. Inspectors reviewed our medical teams, quality, outcomes, policies and procedures and found that we meet their rigorous standards,” said Dr. Anand Jillella, Chief of Hematology/Oncology at MCGHealth Medical Center and Director of the Bone Marrow and Stem Cell Transplant Program.

The FACT accreditation is a life-saving opportunity for some patients. “This accreditation means that many more patients will no longer have to travel hundreds of miles away to have the transplant they need to survive their disease,” said Emily Moore, Staff Nurse in the 5 South Oncology unit.

Transplantation replaces bone marrow stem cells that have been destroyed because of cancer or a blood disorder. The MCGHealth Bone Marrow and Stem Cell Transplant program is accredited for both autologous – cell replacement using a patient’s own non-cancerous cells – and allogeneic transplantation – cell replacement by someone other than the patient.

“The growth and success of the program has been a major team effort. To become fully accredited represents tremendous progress that will allow us to expand our program and help more patients,” Dr. Jillella said. “I’d like to thank all of the staff who made the accreditation possible.”

The Bone Marrow and Stem Cell Transplant Program staff members are:

- Dr Anand Jillella, Program Director
- Dr Farrukh Awan, Physician
- Helen Fain, RN, Clinical Data Manager and Quality Coordinator
- Colleen Floyd, Administrative Coordinator

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## CPOE successfully implemented in adult hospital

After years of putting into place the foundation to support Computerized Provider Order Entry and years of planning its implementation, CPOE has been successfully implemented in the MCGHealth Medical Center.

CPOE allows health care providers to electronically document patient care, and enter, receive and review treatment orders. Standardized order sets ensure that care is delivered consistently. Accuracy and timeliness are hallmarks of CPOE.

First and foremost, our patients will benefit," said Melissa Jarriel, Director of Health Information Management Services. "Medication errors due to illegible handwriting and lack of alerts is a nationwide issue. CPOE has been proven to reduce medication errors." Marlene Sides, Director of Information Services, agreed:



*Members of the CPOE team wear black and yellow buttons encouraging all contacts to "Ask me about CPOE."*

"Overall our patients will benefit the most from CPOE. Our patients benefit from having orders immediately available in a very clear manner from which all clinical support staff work. Turn around times for communicating orders are greatly reduced."

Although our patients are the primary beneficiaries of CPOE, clinicians also benefit. According to 3 West and North Neuro Nurse Manager

Roslyn Marshall, "All clinical disciplines benefit. You can see orders quickly, orders are easy to read and communication between all disciplines is enhanced."

A member of the project's Physician Executive Team, Dr. Shilpa Brown, Assistant Program Director of the Internal Medicine Residency Program, has been involved with the development of CPOE from the beginning and agreed that it will be a boon to clinicians. "I've talked with some of the Medicine residents and although they think it is somewhat cumbersome, they also acknowledge that any challenges they face have more to do with a new learning curve than with the system being difficult. Every resident I've talked to says that once they learn the shortcuts, CPOE will make their lives much easier because they

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*Led by Marlene Sides, Director of Information Services, (standing, left), members of the CPOE team gather each day at 4 p.m. to work on any outstanding issues related to the implementation of the project.*

## CPOE implemented continued from page 2

are able to track what they've ordered and at what stage of completion those orders are. The residents also felt that they had wonderful support from the CPOE consultants – the group of MCG Health, Inc. folks who were out there on the floors helping the clinicians use the system.”

Sides said that great planning, training and support resources made the project the success that it is. “Most successful was the training of all the involved clinical staff.” Jarriel added good participation to the list of success factors. Marshall said that it was a plus that everyone worked together “to stick to our time lines and get the conversion to CPOE done.”

To ensure CPOE's long-term success, a users group meets daily to hold open discussions on how the system is working and to make sure that CPOE is supporting the flow of work.



*Pharmacists report good results using CPOE. “I work on the floor and for me, it has been a pretty smooth transition. All of the physicians are embracing it well. Overall a smooth transition,” said Christina DeRemer, Pharm.D., (clockwise, first left) Clinical Pharmacist. Patricia Knowles, R. Ph., (clockwise, second right) agrees. “Technical support from the CPOE team has been very good and very rapid. They have been able to walk you through whatever you need. That's invaluable because you don't have to wait for an answer.” Also pictured (clockwise, second left and first right) are Pharmacy resident Amber Bradley, Pharm.D., and Nhuan Nguyen, Pharm.D.*

“We do daily reality checks. Very few of our meetings have items that require fine tuning the system. Most issues are related to modifications that need to be made to order sets in PowerPlans. But, even so, the number of items go down daily,” Sides said. Jarriel added: “These meetings have been well attended and the

dialog has been outstanding.” Marshall said that all involved are “continually learning more and more about what the system can do to support us.”

The project was completed in the MCGHealth Children's Medical Center in fall 2008. CPOE is expected to go live in the outpatient clinics next fiscal year. ♦

## Seminar: shaky hands could signal ET

What do Sandra Day O'Connor and Ozzy Osbourne have in common? Besides being famous Americans, both live with essential tremor, a movement disorder that affects one in five people over age 65.

Want to learn more? The Movement Disorders Program will present “Learning About Essential Tremor: Diagnosis and

Treatment Options” from 9:30 a.m. to noon, Friday, August 21, 2009, at the Marriott Riverfront Hotel Augusta, 2 Tenth St. All are invited to attend this free seminar.

MCGHealth neurologists, Drs. Kapil Sethi, Shyamal Mehta and Cole Giller, will discuss how the disease is diagnosed, medications and

surgical options for treatment, as well as the latest research and where to find support. Catherine S. Rice, Executive Director of the International Essential Tremor Foundation will also speak.

Often misdiagnosed as Parkinson's disease, essential tremor is characterized by

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## BMT Program accreditation

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- Carole Gallagher, Social Worker
- Kerrie Harmon, RN, Case Manager
- Julie Neal, RN, Case Manager
- Linda Scott, RN, Leukemia Case Manager
- Tracy Slagle, RN, Clinic Nurse Manager
- Kristen Sterling, NP, Nurse Practitioner
- Dr Celalettin Ustun, Attending Physician

The staff members of 5 South Oncology are:

- Kim Cheely, RN, Nurse Manager
- Kenya Adams, PCT
- Shanotra Adams, PCT
- Victoria Anderson, PCT
- Teresa Bates, Unit Clerk
- Deborah Bennings, PCT
- Bethany Bissell, RN
- Diana Brown, Desk Ops Specialist

- Shonda Coleman, RN
- Brenda Courlas, RN
- Janice Dorsey, LPN
- Crystal Duffie, RN
- Alicia Escobar, Desk Ops Specialist
- Deborah Fletcher, RN
- Helena Fuller, RN
- Pamela Gardner, RN
- Jeannie Germany, Unit Clerk
- Kim Green, RN
- Melanie Hall, RN
- Michelle Hill, PCT
- Lydia Holt, RN
- Tamiko Huff, Unit Clerk
- Lenora Johnson, Unit Clerk
- Sharielka Kirklin, RN
- Carol Krepps, RN
- Terence Leegan, RN
- Dawn Loudermilk, PCT
- Patricia Loveday, LPN
- Shannon Majors, RN
- Nicole Maniccia, RN
- Emily Moore, RN
- Rodriguez Murray, PCT
- Brenda Nogueira, RN
- Shirl Palmer, RN
- Cheryl Price, RN

- Courtney Rambo, RN
- Carol Rauch, RN
- Sharon Ryans, Unit Clerk
- Shante Sharpton, RN
- Ashley Smith, Unit Clerk
- Sabrena Taylor, PCT
- Lorraine Thomas, RN
- Cynthia Thompson, RN
- Jessica Thompson, PCT
- Kelsey Trapp, RN
- Diane Walters, LPN
- Carol Warren, LPN
- Lauren Welch, RN
- Courtney Worthington, RN
- Ann Young, RN

Since 1997, the MCGHealth Bone Marrow and Stem Cell Transplant Program has provided treatments to more than 300 adults with leukemia, lymphoma or other blood-related cancers. It is the only such program outside of Atlanta and serves patients throughout the state. ♦

## You are invited

Please join us as we celebrate the opening of the new Neuroscience Center of Excellence Inpatient Unit on 3 North, Monday, August 10 from 2 to 3 p.m.

## H1N1 PSAs sought

The U.S. Department of Health and Human Services is conducting a contest for Public Service Announcements on H1N1 flu prevention/education. Submissions are due to HHS August 17. First prize is \$2,500 and the use of the PSA in a national awareness campaign. For contest rules, go to [flu.gov/psa/index.html](http://flu.gov/psa/index.html). ♦

## The catch of the day nets recognition



*Sarah Gillen came up with the idea to reward Perioperative Services employees for making “good catches” to erase the stigma of making a “near miss.”*

When someone catches a mistake in progress, why is it called a “near miss”? asks Sarah Gillen, RN, CAPA, Charge Nurse of Pre-op Evaluation. Gillen believes it should be viewed as a “good catch” and has developed a program for the units of Perioperative Services around that theme.

“The words you use to describe a scenario totally

changes your entire perception about it. The term “near miss” implies that someone did something wrong as opposed to “good catch,” which suggests that someone did what they were supposed to do, which is to right a wrong,” Gillen said.

Here’s how the program works: Each Perioperative Services unit has a “fisherman.” When one of the staff members makes a good catch, he or she tells the unit fisherman and the fisherman awards a good catch necklace or adds a fish to it. Every 30 days, the person with the most fish wins two movie tickets. “More importantly,” said Gillen, “we are adding positive reinforcement and rewarding people for catching and fixing mistakes rather than assigning blame for making the mistakes in the first place.”

In addition, each unit has a bulletin board, complete



*Kelly Hadden models one of the good catch necklaces to which a fish is added every time the wearer makes a good catch.*

with netting and paper fish. The names of those making good catches are placed on a gold star and added to the bulletin board.

The fisherman for each unit are: Shannon Snellgrove, RN, CAPA, for Pre-Operative Services; Kelly Hadden, RN, for 8 West Same Day Surgery; Raemell Blount, RN, for the PACU; Lee Ealey, Patient Care Aide, for Endoscopy; and Collier Badger, PCT, for 8 ADT. ♦

## Baby Blessings clothes the smallest patients

Baby Blessings, a group of about 20 Aiken-Augusta area knitters, recently donated 115 hats, 40 blankets and 12 pairs of booties to the Neonatal Intensive Care Unit. One baby of a set of triplets, held by Dr. Brad Buckley, is shown in a hand-knit blanket and homemade cap. ♦



## Welcome new team members

**Paul Beck**, *Kidney Transplant*

**Carrie Blackburn**, *Utilization Management*

**Phyllis Brown**, *Dietary*

**Charlena Cain**, *Surgical Pathology*

**Ashleigh Caudill**, *3 North Neuroscience*

**Tamara Clark**, *Environmental Services*

**Doris Cooper**, *Admit, Discharge, Transfer*

**Sabrina Cumbermack**, *3 North Neuroscience*

**Dan Dragosin**, *Blood Bank*

**Jasmin Graham**, *ER Observation Unit*

**Allison Griffin**, *5 South Oncology*

**Amanda Huff**, *HIMS*

**Preston Keel**, *Pharmacy*

**Alicia Miller**, *Utilization Management*

**Jo Mitchell**, *Anatomic Pathology*

**Chau Nguyen**, *Microbiology*

**Jennifer Osaghae**, *6 South Telemetry*

**Tammy Pagan**, *7 West Labor & Delivery*

**Gregory Schmalfeldt**, *Pastoral Counseling*

**Tray Till**, *Pharmacy*

**Timothy Varghese**, *Physical Therapy*

**Courtney Voss**, *5 South Oncology*

**Tonia Williams**, *6S Telemetry* ♦

### Seminar: shaky hands *continued from page 3*

rhythmic shaking that occurs during voluntary movement or while holding a position against gravity, such as raising a hand in the air. Most often it affects only the hands, but the head, voice and legs can sometimes succumb.

Space is limited. Registration is required by calling 888-387-3667, or you can sign up online at [essentialtremor.org](http://essentialtremor.org). For more information, call Amanda Stefanakos, Outreach Coordinator for the MCGHealth Movement Disorders Program, at 706-721-4895, or visit [mcghealth.org](http://mcghealth.org). ♦

## Annual MS event aids understanding of MS

For the fourth consecutive year, Rehabilitation Services joined with the Augusta Multiple Sclerosis Center at MCGHealth to provide volunteer support that helped make “Living with MS as a Family” so successful. The annual event at Fort Discovery helped nearly 100 children and adults experience what it is like to have MS through games, discussions, demonstrations and more.

Pictured (seated, left to right) are Kristine Howard, Occupational Therapy student, and Susan Wise, Assistant Occupational Therapist. Standing (left to right) are Katie



Anderson, volunteer; Holly Anderson, Physical Therapist; Daydra Cain, Speech Language Pathologist; Saku Sundaram, Physical Therapist; and Henrietta Motin, volunteer. ♦