Message from our Chair

Dear Radiology Team Members,

I’d like to mention a few items this month. As you probably have heard, I was recently asked to take an interim role as Dartmouth-Hitchcock’s Chief Clinical Officer, beginning in mid-February. I am excited about the opportunity to help Dartmouth over the next several months in this position, but still plan to spend a significant amount of time in the Department of Radiology, continuing our work here. Our Vice-Chairs (Drs. Chertoff, Lewis, Siegel and Cheung) have agreed to take over some additional duties to ensure a smooth transition, and I am grateful for their support and effort. I would like to remind everyone that my door is open, as it has been, to hear any concerns or issues that you may have.

Second, I would like to remind everyone to fill out the upcoming engagement survey - the goal for the department and institution is 100% participation. Knowing your honest opinions about our workplace environment is critical to taking action to improve things. If there are ideas about how to improve the issues you raise, feel free to email or discuss them with your supervisor, Karen Buttrey or me. Many of the best ideas come from those who identify the issues.

Finally, I’d like to give a special mention to 2 of our Radiology Teams. Our mammography team has put in considerable effort responding to the needs of their patients. In December, they noticed an uptick in waiting time for biopsies and implemented a plan that quickly improved the situation. At the same time, the primary care team identified over 100 mammograms that needed to be performed in the next 15 work days. Needless to say, the staff in mammography has been busy, and the patients are very appreciative. Our image library team is also high-performing. Despite their hectic environment, they serve our patients 24/7 and never seem to lose sight of the fact that the images belong to a patient that needs our help – often urgently. I truly appreciate the level of professionalism and dedication they show each day as we care for our patients.

Congratulations Dr. Petra Lewis
2013 ACER Achievement Award Winner

The Alliance of Clinician-Educators in Radiology seeks nominations each year for its Achievement Award. Nominees should be a leader in radiology education, with significant contributions to ACER, education, and academic radiology. Dr. Lewis will be given this award at the annual Association of University Radiologists meeting in Baltimore on April 1st. Dr. Jocelyn Chertoff received this award in 2012 and it is quite an honor to have 2 radiologists from D-H receive this award!
Outreach Activities

In a continuous effort to provide the best patient care possible, effective July 1st, Dartmouth Radiology will provide 24/7 Attending physician coverage. Dr. Jocelyn Chertoff is leading the recruitment of 3 new overnight radiologists. With this new service, D-H will be able to provide final interpretations for our own patients as well as our Outreach sites of Cottage Hospital, Speare Memorial Hospital, Androscoggin Valley Hospital, Upper Connecticut Valley Hospital and Weeks Medical Center. In addition, D-H will begin to market a nighttime only radiology service to hospitals in Vermont and New Hampshire. Over the next several months, Dr. Chertoff and Casey Grigsby will be leading the efforts to implement this exciting new program.

OneView

Cottage implementation into the GE OneView system is still progressing. OneView is a GE product that links directly to our current RIS/PACS systems so it appears seamless for our radiologists. We are currently in the testing phase, making sure we test out all possible clinical scenarios. We are looking at a go-live at the end of February or mid March. IT is also viewing new products for our Nighttime Radiology service that has a target start date of 7/1/14.

IT Happenings

News from CT… by Dr. Michael Tsapakos

In our continuing departmental effort in CT to lower and monitor exam exposure dose to patients, we have recently completed enrollment in the ACR CT Dose Index Registry. As stated on the ACR website, “The Dose Index Registry (DIR) is a data registry that allows facilities to compare their CT dose indices to regional and national values. Information related to dose indices for all CT exams is collected, anonymized, transmitted to the ACR, and stored in a database. Institutions are then provided with periodic feedback reports comparing their results by body part and exam type to aggregate results. Data collected from the registry will be used to establish national benchmarks for CT dose indices.” We have been sending data for approximately 4 months and will receive feedback about our CT dose every six months. We are also working on enrolling the CT data from DHMC Manchester into the DIR.

Did You Know?

...about Department of Radiology—Geisel School of Medicine

As you may or may not know, we have developed a departmental website. The intent of the site is to support our daily work in the department, facilitate rapid localization of supportive resources (interpretive, patient care related, procedural), collate educational resources for the trainees, and serve as 'one stop shopping' in terms of a site to go to at the work days start. We have links to outlook, pubmed, paging services, etc.

As more and more content is being added, more folks are using the site. You can access the site at the following link:  http://geiselmed.dartmouth.edu/radiology
The Dartmouth-Hitchcock Value Institute (VI) is a comprehensive competency development program intended to increase the capacity of DH staff to identify, prioritize, plan, and execute improvement work. Beginning with broadly disseminated basic skills, the Value Institute offers courses and resources designed to gradually increase employees’ depth and breadth of knowledge as their participation in improvement work continues. The VI’s regularly scheduled education programs are designed to create an institutional culture that continuously seeks opportunities for performance improvement and enthusiastically embraces change.

Radiology is a very productive customer of the Value Institute and has several members trained and executing projects at the various VI competency tiers – Yellowbelt and Greenbelt (see descriptions below). For more details about ongoing improvement work within Radiology and how to join the ranks of VI trained staff, please contact our embedded Radiology Value Performance Associate – Tomi Osunkoya.

**Yellowbelt eLearning Program:**
Intermediate training offered via the Dartmouth-Hitchcock online learning platform. Any D-H employee may enroll his/herself into the Yellowbelt modules. These employees may either take part in a Greenbelt-led process improvement project team or complete an individual improvement project that relates to his or her own work. The employee will be certified as a Yellowbelt after Value Institute project approval.

**Yellowbelt**
Intermediate training offered to improvement team members. Team members are selected to work on projects being led by Greenbelt candidates (described below). All project team members attend a two-day Yellowbelt training session which provides all of the basic skills required to execute individual improvement efforts and participate as an effective team member. Participation in at least one process improvement project is required for Yellowbelt certification.

**Greenbelt**
Advanced training offered to employees nominated by their leadership. Certified Greenbelts are responsible for developing and leading performance improvement efforts throughout the D-H system. Greenbelt training is comprised of five days of classroom education, including lectures, exercises, and group work. Greenbelt certification is contingent on passing a competency exam, attending at least one supplemental education class, and successfully leading at least two improvement projects within the Dartmouth-Hitchcock system.
The C Co. 3/238th is an Army National Guard air ambulance unit with detachments in New Hampshire and Michigan. The unit uses UH-60 Blackhawk helicopters to evacuate wounded soldiers to higher levels of care.

Jonathan’s detachment was stationed in Jalalabad airfield for seven months, and serviced a tactical ring around it. Their area of coverage extended from the Khyber Pass on the Pakistan border in the East, north up the Kunar valley to Asadabad City, west to an area past Mitharlam and south into Nangarhar province. (This area of small provinces is sometimes referred to in whole as the N2KL area).

Jonathan has been a combat medic for over 10 years now (He graduated medic school in June 2003). For the majority of that time he served in the 352nd Combat Support Hospital out in California, in a variety of roles. In 2011 he graduated from the Army’s Radiology Technologist program, passed his registry and moved out to New Hampshire where he transferred service components to join the MEDEVAC unit. This was his first overseas deployment.

Flight medics operate at a higher level of care than the normal field medic. Topics covered in the Flight Medic Course included ACLS certification, International Trauma Life Support (ITLS) certification, and specialized study in battlefield, aviation, pediatric and canine medicine. (For comparison, normal medics operate at the level of an EMT-Basic) Yes, that's right - we treat our military working dogs just like soldiers. In addition to the medical field, flight medics are required to understand complicated helicopter systems as well as function as a fully trained aircrew member. Just as much training goes into the aviation skills as the medical ones.

While at Jalalabad Jonathan served as one of five flight medics for the site. His additional duty was organizing the medical training within the unit at J-bad. All in all he flew 50+ hours over Afghanistan.

The War on Terror has seen a profound increase in survivability in American troops, when compared to earlier conflicts. This is due to a variety of factors, including advanced battlefield medicine doctrine, improvement in vehicle survivability and individual body armor, and more rapid surgical intervention. The ability to get casualties to a surgical team within the Golden Hour shapes the MEDEVAC mission - they are always on call for when the troops get hurt. To have participated in this life- and limb-saving effort is one of Jonathan’s proudest accomplishments.

We are very proud to call Jonathan a colleague and would like to extend our sincerest gratitude to him for his service to our country!
UPCOMING EVENTS

THE BRENDA SLEASMAN MEMORIAL CONFERENCE

Saturday, March 8th from 8am to 3pm—Auditorium A-D

This conference is designed for all medical imagers and is pending 6 ECE credits through the ASRT.

The morning offers 2 tracks of speakers, focusing on all modalities. The afternoon will focus on IRIS (Image Right, Image Safe). Please contact Bonnie Nester or Yvette Walker for further information.

CONGRATULATIONS!

Dr. Cliff Belden, Chair of the Department of Radiology, has agreed to serve as Interim Chief Clinical Officer for Dartmouth-Hitchcock, and as the Interim Senior Associate Dean for Clinical Affairs at the Geisel School of Medicine. He will assume these roles effective February 18.

As Chief Clinical Officer, he will work with D-H Chief Operating Officer Dan Jantzen to oversee and direct operations throughout the Dartmouth-Hitchcock system, as well as furthering national and regional clinical collaborations. He will continue to advance several key initiatives in provider compensation, building “programs of distinction” throughout the system, and continuing to coordinate and integrate providers across One D-H.

Dr. Cliff Belden, Dr. Jocelyn Chertoff and Outreach Services Manager, Casey Grigsby for graduating from the Tuck School of Business with a Master’s Degree in Heath Care Delivery Science. Please take a moment to congratulate each of them on their accomplishment.

We are pleased to announce that the next Chief residents will be Eric Goodman and John Towle. They will assume the reigns in June 2014 following completion of their Core ABR exam.

Please join the Program Directors in congratulating John and Eric.

Meet the Junior Residents

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<thead>
<tr>
<th>Name</th>
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<tr>
<td>Jason Balkman</td>
<td>Case Western Reserve University School of Medicine</td>
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<td>Tyler Cooke</td>
<td>Eastern Virginia Medical School</td>
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<td>Eric Goodman</td>
<td>Stony Brook University School of Medicine</td>
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<tr>
<td>John Towle</td>
<td>Geisel School of Medicine</td>
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Have a good idea? Heard something amazing?

If there’s something important, wonderful or just kind of cool going on in your neighborhood of radiology, let us know so we can share the news. Email: Kim Owens at kimberly.a.owens@hitchcock.org
**Radiology Renovations**

**The Core... by Jason Spaulding**

After almost 22 years the DX Core is getting a much needed facelift. Over this time the space has seen many talented people come and go; a change to digital imaging technology from film, the introduction of PACS and now an electronic medical record. The original build had to accommodate for two large film processors including chemical tanks as well as boxes of film and cassettes. The original darkroom area has transitioned from an office to now a central storage area, the Fluoro reading room has transformed into a scheduling and technologist work area, and the team leader office has become a much more functional Fluoro reading room.

This renovation has introduced improvements in sound control with special acoustic ceiling tiles, a more forgiving flooring for those long days on our feet, new furniture to support a digital workflow, and a fresh coat of paint to top it all off. One of the most amazing things about this renovation has been the patience of the staff to tolerate constant work going on around them while providing excellent care to our patients.

We from Diagnostic Radiology would like to thank all of those who have worked on our home and also management for supporting the work and seeing that it was started and completed after almost 8 years in the planning. We are proud of our space and while a few final touches are still ongoing everyone is welcome to come over and take a look at our newly renovated home! Pictures will be coming soon!

**Ultrasound... by Dennis Seguin**

The renovation of the US reading room, workroom and new inpatient holding area is REALLY going to begin on February 17. The project will be broken down into 3 phases. The first phase will be to remodel the self-teaching room (next to US6) into a new reading room and a medical student self teaching room. Once this remodel is completed, the reading room will relocate as will the medical students. The new reading room will have better lighting, 3 ergonomic high/low tables, new carpeting and a more functional interpreting work space. The time line for this remodel is approximately 4 weeks.

The 2ND phase will involve relocating the sonographer workroom into the old reading room creating new workspaces for the tech aide and sonographers. The room design will allow the tech aides to observe the inpatient(s) in a newly designed space through a framed glass wall (similar to the DX core design) along with other computer workstation improvements. Safety and Environment of Care have reviewed the new space and have also made recommendations/ suggestions about this design. New floor tile and other changes are planned.

The final phase will be to create an long overdue inpatient holding space. As you are well aware, inpatients currently are parked in the hallway (enclosed picture) when they are brought to US which has been a patient privacy concern for years. Along the perimeter of the space, curtains will be installed for to meet this privacy concern but will not obstruct the tech aide visibility into the space. The new space will accommodate 2 stretchers and other needs such as oxygen and suction etc. will be available if needed.

We have been re-assured by engineering that the majority of the “loud” remodeling will occur between the hours of 0600-0800hrs. Areas will be closed off during the construction at different intervals to keep the area as clean as possible. Minimizing dust, providing a safe work area and limiting the noise is our top priority.
The Radiology annual holiday party was held on December 6th in the Grand Ballroom at the Hanover Inn. CT’s own Chad Gibbs and his band Turner Round provided fantastic musical entertainment for the night. Everyone had a great time dancing and enjoying a night out with family, friends and colleagues.
The Radiology Department participated in a Food Drive to benefit local charities such as the Upper Valley Haven, LISTEN Food Pantry and the Claremont Soup Kitchen. Boxes were decorated by the Secretaries led by Jennifer Graham and placed in several areas throughout the department. The willingness of our department to help those less fortunate was inspiring.