

Parkland Medical Center

COMMITMENT TO EXCELLENCE

2014 REPORT ON QUALITY AND SAFETY

Awards and Recognitions



JOINT COMMISSION HOSPITAL ACCREDITATION

Parkland Medical Center received an “A” evaluation for the quality of its staff and patient-care services during a recent survey by the Joint Commission, the independent, not-for-profit organization that accredits hospitals nationally. Joint Commission reviewers spent more than 70 hours examining physical facilities, reviewing documents and interviewing patients, family members and hospital staff for the survey. A survey leader termed the group’s findings one of the “better reports of the year,” with very few recommendations for improvement and zero patient-care improvement opportunities.



HEALTHGRADES® SPECIALTY EXCELLENCE AWARD FOR CORONARY INTERVENTION AND 5-STAR AWARD FOR CORONARY INTERVENTIONAL PROCEDURES

Parkland Medical Center is the only hospital in New Hampshire to be 5-Star rated, the only hospital in New Hampshire to be named among the top 10 percent in the nation for Coronary Interventional Procedures and the only hospital in NH to receive the Healthgrades® 2014 Coronary Intervention Excellence Award. Healthgrades is a leading and trusted independent source of quality outcomes data that compares performance of virtually every hospital in the United States.



5-STAR RATING FOR TREATMENT OF CHRONIC OBSTRUCTIVE PULMONARY DISEASE

Healthgrades also gave Parkland Medical Center a 5-Star rating for its quality in treating chronic obstructive pulmonary disease (COPD). The recognition gave Parkland the distinction of receiving 5-Star Healthgrades ratings in this specialty for two years in a row, since it had also received a top rating in 2013.



ACCREDITED CHEST PAIN CENTER

With its ongoing accreditation by the Society of Cardiovascular Patient Care (SCPC), Parkland Medical Center is one of only two hospitals in New Hampshire recognized for a higher level of expertise in dealing with patients who arrive with symptoms of heart attack. SCPC standards emphasize diagnostic and treatment programs for effective evaluation and rapid, appropriate treatment of patients with chest pain and heart attack.



AMERICAN COLLEGE OF SURGEONS COMMISSION ON CANCER THREE-YEAR ACCREDITATION WITH COMMENDATION

Parkland has been accredited by the Commission on Cancer since 1996 and reaccredited with commendation in 2013. Accreditation is awarded only to hospitals that pass a rigorous evaluation of cancer care data management, clinical management, clinical trials and quality improvement activities. Accreditation by the Commission on Cancer assures patients that they are receiving the highest quality care in a multidisciplinary setting with advanced services and treatment options.



A LETTER FROM THE CEO

In this report we highlight many of Parkland Medical Center's achievements in our pursuit of the highest quality care. Notable among these were a gold level accreditation of our oncology program by the American College of Surgeons and a 5-Star rating of our heart attack care by Healthgrades, a leading and trusted, independent source of physician information and hospital quality outcomes that objectively evaluates the performance of virtually every hospital in the United States. Healthgrades rated our level of performance in coronary intervention to be among the best in the country.

Such assessments reflect our commitment to seeking expertise and advanced technologies in an effort to provide top-quality care to our patients, and we are proud of these results.

Yet, the quality to which we are dedicated involves far more than statistics and sophisticated instruments. Most of all it involves the compassion and commitment of every individual supporting and delivering care for our patients.

Our mission statement defines our hospital as "your community partner delivering innovative, compassionate care to you and your family." Our 560 staff members have embraced this heartily, and we are proud of every member of the Parkland family who live out our mission on a daily basis.

Recently, we established a task force on developing a memorable, straightforward vision statement that exemplified this goal. After considerable discussion, we agreed that Parkland Medical Center's Vision is "To Provide the Perfect Patient Experience."

Parkland has long been renowned for its commitment to compassionate, individualized care. As we pursue our ambition to be the caregivers who make your experience "perfect," we have no doubt that we are up to the challenge.

A stylized, handwritten signature in black ink, appearing to read 'C. Accashian'.

CHRIS ACCASHIAN, FACHE
CHIEF EXECUTIVE OFFICER

A Commitment to Excellence.



OUR MISSION STATEMENT IS SIMPLE AND DIRECT:

Commitment to excellence defines Parkland Medical Center, your community partner delivering innovative, compassionate care to you and your family.

This commitment means many things. It means an accomplished cardiology staff performing at the highest level. It means sophisticated tools and techniques like the da Vinci® surgical robot and the anterior total hip replacement procedure. It means partnerships with the New England Heart Institute and the Lahey Hospital & Medical Center to offer patients access to top-quality cardiovascular, urological and cancer care.

But our commitment goes beyond all this. It means partnering with patients to ensure that they receive the care that is best for them. Since patients do best in a comfortable atmosphere, it means fostering a welcoming environment in which warmth and compassion are standard operating procedure. We're committed to making the extra effort to meet patient needs, both physical and emotional.

We're thrilled when patients tell us their experience here is warm and highly personalized, and that they feel like family. At every level, our core values are our commitment to excellence and to partnering with patients and families to provide innovative and compassionate care.

This is the passion of all of us at Parkland Medical Center.

Emergency Care

“Time is Tissue, Brain, Muscle”

In an emergency room, time is on everyone’s mind. Patients are conscious of the time spent waiting to be seen. For the physicians and nurses in the Emergency Department (ED), however, time is far more important – and not just for patient convenience.

We know that the more quickly a heart attack, stroke or trauma patient receives efficient, effective treatment, the better the patient’s outcome is likely to be. The longer the brain, heart or other tissues are deprived of oxygen, the more

cells that die and the more serious the consequences. The saying is: “Time is tissue, time is brain, time is muscle.”

Our weapons against time are teamwork, highly qualified staff and physicians, and a commitment to advanced technology and best practices. That’s why our ED staff works closely with area Emergency Medical Technicians (EMTs) and Paramedics in the field, who often communicate with the ED physicians by radio to ensure that those first responders can begin appropriate

treatment for stroke and heart attack right on scene. And that when a patient arrives at Parkland, our Emergency team – and specialists throughout the hospital – are ready to provide fast, effective care.

In an effort to make the ED journey seamless, we’ve partnered with the software company iTriage, whose iNotify app lets patients on their way to the ED alert staff there from their smartphone or internet device, entering symptoms, medications and other information that will help

the staff prepare for their arrival.

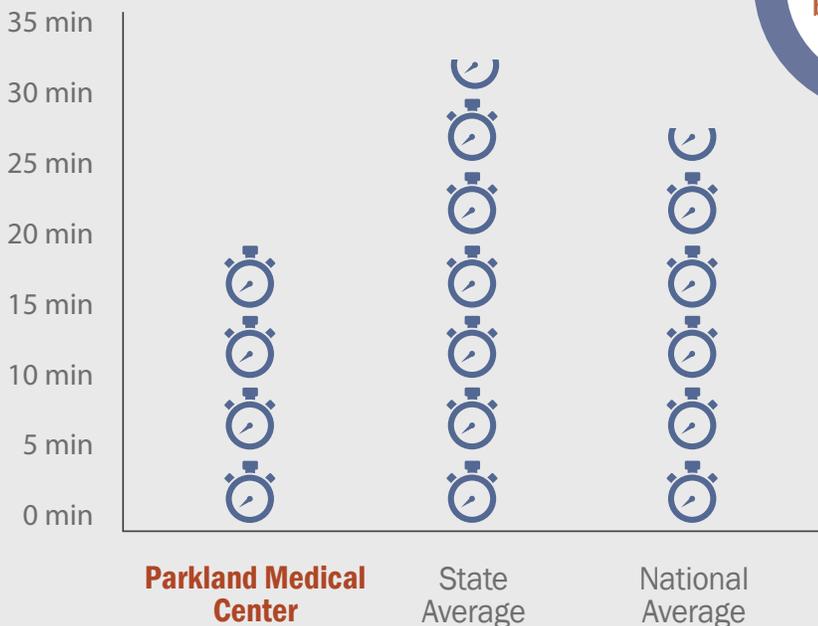
We established an “ED Hold Hour Clock” concept in the ED as a hospital-wide goal of reducing “ED Hold Time,” the time that admitted patients wait to get to a hospital bed.

Through such factors as improved registration, lab testing procedures and coordination with departments such as radiology and hospital nursing staff, we have become a leader in state and national ED length of stay and achieved leading-edge performance in nursing care, pain management communication and the quality of ED physicians.



Emergency Departments Wait Times

Average time patients spent in the emergency department before they were seen by a health care professional



Source: Center for Medicare and Medicaid Services, medicare.gov/hospitalcompare Data collection period: 7/12 – 6/13

From Field to Hospital



When Chester resident Edward Stasko went shopping at a Derry supermarket last December, the last thing he expected was to have a heart attack. When ED Technician Ron Sebastian, EMT-I, drove to work at Parkland that evening, saving a life during his commute was far from his thoughts.

Both things happened. On the scanner in his truck, Mr. Sebastian, also a Derry Firefighter, heard the report of a

Mr. Sebastian's verbal briefing in the ED was a plus for Mr. Stasko. EMTs and ED staff routinely use radio and telemetry communication between field and hospital to start care as quickly as possible and make a seamless transition from the ED, the Cardiac Catheterization Lab where he underwent a procedure to open the blocked artery, and finally to the ICU where he completed his recovery.

the last thing he expected was to have a heart attack

medical emergency – about 1,000 feet ahead. Although off-duty, he was the first responder on the scene. He took over CPR duties from a bystander, used an Automated Emergency Defibrillator (AED) brought by a police cruiser and continued to assist the on-duty EMTs once they arrived a few minutes later. Then he went to work at Parkland, where he gave a full verbal report of the patient's condition to the ED staff – and continued to assist in Mr. Stasko's care.

Months after discharge, his strength has returned to normal while he continues to build his endurance.

Mr. Sebastian is happy to have had the opportunity to assist Mr. Stasko, but doesn't take too much credit for it. "I just happened to be in the right place at the right time," he said.

“...the whole hospital team were heroes”



Ron Sebastian, EMT-I

A Letter of Gratitude

Please extend my gratitude to all the staff during my husband's stay at Parkland. It was like being taken care of by family. The kindness and generosity that was extended to me and my boys made a difference in the most difficult circumstances. There is the healing of the body, in which Parkland exceeded the standards of care. However, your staff offered us healing to the heart and spirit. My husband was the patient who was critically ill; however, we were all traumatized, and your staff was there for all of us.

Ron Sebastian knows he saved a life that day, so it is only natural to mention that he was a true hero performing CPR. The ER team delivered remarkable crisis care. Dr. Patel was the best. The nurses and caregivers who attended to my husband are without a doubt the best in the field – Kelly, Steve, Jen, Patti, Betty, Bethany (PT), ICU staff, IMCU staff, and Lori (RT), x-ray, as well as lab staff.

As a matter of fact, the whole hospital team were heroes. I know the number of people who survive an out-of-hospital arrest to discharge is very, very small. My husband was very, very lucky that day, lucky that all the steps of care were in place from the fire department to Parkland.

I am happy to say that he has made a remarkable recovery, he is back to walking several miles every day, and has not had any further episodes. His recovery from a full arrest is a true team success story. My family and I are the recipients of your exceptional efforts, for which I will always be grateful.

CAROLINE POMEROY, WIFE OF EDWARD STASKO



EXCELLENCE, TEAMWORK, PATIENT SATISFACTION

Parkland Emergency services strive for excellence in patient care and quality of services. The providers are specialists in emergency medicine with the ability to treat illness and injury in all ages to serve our community. We excel in patient satisfaction with improved wait times, iTriage, and ED kiosk check in. Teamwork really defines how the Emergency Department functions. We work intricately with the other departments in the hospital to deliver complete medical evaluations in a timely manner. We value communication and make it a priority with patients and family members. Most importantly, we provide superior staff to create a department of excellence.

AMY M. DELORIE, DO
MEDICAL DIRECTOR



Heart Attack Response

It's no accident that Parkland Medical Center received a 5-Star rating by Healthgrades for excellence in coronary care, placing it among the top hospitals in the country for treating heart attack patients. Our staff is committed to an emphasis on acquiring expertise, fostering teamwork and adopting best practices and technologies to serve our patients.

Our ED staff works closely with both EMTs in the field and cardiology staff in the hospital to make certain heart attack patients receive appropriate care quickly and effectively. One example is our rating in provision of percutaneous coronary intervention (PCI) to every patient who needs it within 90 minutes of arrival at the hospital.

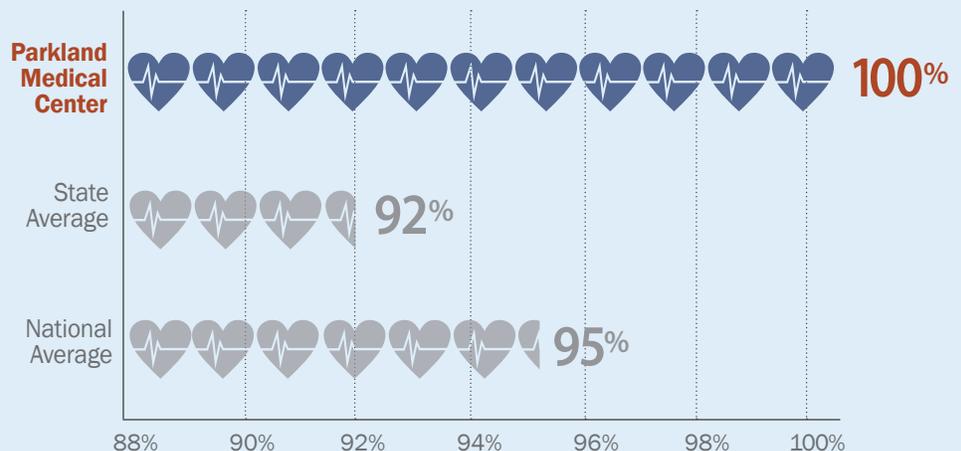


5-STAR HEALTHGRADES RATING FOR CORONARY INTERVENTION

“We have an outstanding team that consistently delivers exceptional care,” said Chris Accashian, Parkland Medical Center’s Chief Executive Officer. “This achievement reflects the high standards and commitment to excellence that our staff delivers to patients every day. We are proud to be honored as one of the best. This achievement demonstrates that those who live in the Greater Derry area can get nationally recognized high-quality care close to home.”

Heart Attack Response

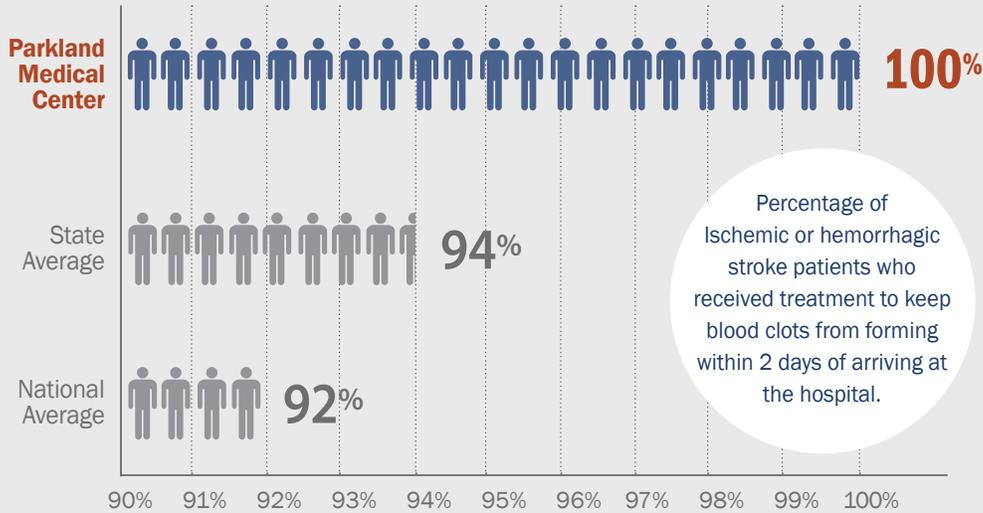
Heart attack patients given PCI within 90 minutes of arrival



Source: Center for Medicare and Medicaid Services, medicare.gov/hospitalcompare Data collection period: 7/12 – 6/13

Stroke Treatment

Stroke Treatment



Percentage of Ischemic or hemorrhagic stroke patients who received treatment to keep blood clots from forming within 2 days of arriving at the hospital.

Source: Center for Medicare and Medicaid Services, medicare.gov/hospitalcompare Data collection period: 1/13 – 6/13

A “best practices” approach at Parkland for identifying and treating stroke **reduced the mortality rate for stroke patients by 14.44% in 2013.**

- Partnerships with Emergency Medical System First Responders and Emergency Department providers to identify stroke early and shorten the time to treatment
- A Stroke Response Team that uses evidence-based protocols for laboratory, imaging and diagnostic testing to reduce the average time for administration of the clot-busting drug TPA to less than 45 minutes
- Patient, family and community education about stroke risk and the symptoms to report

ACCREDITED PRIMARY STROKE CENTER



Parkland Medical Center's commitment to providing outstanding stroke care has earned us The Joint Commission's Gold Seal of Approval™ for certification as a Primary Stroke Center. This means our community has access to better, faster treatment — especially important when it comes to stroke — because “time is brain.”

Our Primary Stroke Center accreditation is more than a certificate on a wall. It's a designation by The Joint Commission — an independent, not-for-profit organization that accredits and certifies healthcare organizations in the United States with the mission to continuously improve healthcare. This designation recognizes exceptional efforts like ours to produce better outcomes in stroke care.

Absolutely Kid-Ready



One in four emergency room visits involve children, and while the majority of these are for minor problems, every emergency department (ED) must be prepared to deal with all types and severities of pediatric emergencies. With this in mind, leaders and clinicians throughout Parkland Medical Center have worked together to ensure that the hospital meets and exceeds guidelines for safe and appropriate emergency pediatric care published by the American College of Emergency Physicians and the American Academy of Pediatrics.

- Our ED is staffed by board-certified physicians and pediatric-certified registered nurses trained to recognize, manage and treat pediatric emergencies.
- Under our Computerized Provider Order Entry system, pediatric medication orders are entered into a computerized system that ensures that medication doses are weight-based and appropriate to each child's size and needs.
- The Artemis System, a pediatric drug-dosing and tracking system for EMS and ED providers, ensuring customized pediatric treatment protocols, equipment and supplies to meet a child's age and weight-based needs.
- Our Imaging Services have protocols and communication systems to minimize radiation exposure for children undergoing radiographic studies.
- We have developed a pediatric asthma community and family education program that is a state model and winner of the Parkland Medical Center 2013 Quality Award.

Pediatric Readiness Score

Studies of hospital's pediatric readiness rated Parkland significantly higher than other hospitals in New Hampshire and nationally



Parkland Medical Center



National Average



State Average

Source: Center for Medicare and Medicaid Services, medicare.gov/hospitalcompare
Data collection period: 7/12 – 6/13

A SPECIAL PLACE

“Children are not ‘little adults.’ Sick kids, sometimes more than sick adults, can present difficult challenges in diagnosis and treatment. Experience in pediatric emergencies and specialized pediatric knowledge are essential to the care of the ill or injured child. Our staff have the experience to manage pediatric emergencies as well as routine pediatric care in an environment that is dedicated to meeting the needs of children and families.

MARK DURCAN, MD

EMERGENCY MEDICINE PHYSICIAN
BOARD CERTIFIED, PEDIATRICS

Maternity, Family and Pediatric Care

Parkland Medical Center's Women's & Children's units provide a comprehensive range of specialized services for women and young families – low-risk maternity and obstetrical care, gynecologic care and newborn and pediatric care – in a warm, home-like setting.

THE FAMILY BIRTHING CENTER

In the Family Birthing Center, board-certified physicians, midwives and obstetric nurses provide top-quality, individualized care to patients and family members, from prenatal counseling through labor and delivery to “Couplet Care” and infant massage classes that help new parents bond with their babies.

COUplet CARE

Parkland's model of Couplet Care provides continuity of care after delivery. One specialty certified nurse is assigned to meet the needs of both infant and mother as well as the support needs of the family. Research suggests that keeping mothers and babies together in couplet care improves the infant's temperature stabilization, nervous system development and feeding. It also keeps the mother informed of her baby's progress and allows the nurse opportunities to coach the new mother.

The Family Birthing Center is proud to maintain one of the lowest Cesarean section rates in the state and is a leader in low risk maternity care. The physicians, midwives and nurses have adopted recommendations from the March of Dimes, the Institute for Healthcare Improvement and other leaders in maternity and pediatric quality. Because they agree that healthy babies are worth the wait, Parkland has been a leader in ensuring no “early elective deliveries” – that is deliveries before 39 weeks gestation – unless there is a medical reason to do so.

PEDIATRIC CARE

TOP-QUALITY CARE IN A FAMILY CENTERED ENVIRONMENT

In the Pediatric Unit – a highly secure unit located within the Women's and Children's Unit – highly skilled and certified pediatric nurses work closely with pediatric specialists and other members of the Parkland Care Team to provide top-quality care to infants, children and teens experiencing conditions ranging from asthma, orthopedic injuries, appendicitis and fractures to influenza, pneumonia and more.



A PACT WITH QUALITY

Developed in partnership with local pediatricians, the Pediatric Asthma Care and Treatment Program (PACT) is a family and community oriented asthma education program based on national guidelines for pediatric asthma care. The pediatric nurses teach patients and families the basics of asthma and asthma care and how to reduce asthma attacks by managing and alleviating triggers and collaborate with primary care providers to develop asthma action plans tailored for each patient.

The PACT project won the Parkland Medical Center 2013 Quality Award and serves as a model for state-wide efforts in Pediatric Asthma Care.

Care Transitions and Discharge Processes That Work



As Chief Medical Officer, I view all of Parkland's quality initiatives through the eyes of a practicing physician. I am proud that Parkland practices a consistent Commitment to Excellence and focuses on the importance of each patient's experience at our hospital.

We who work in healthcare don't do so because it's a "job" but because we are committed to helping others. At Parkland, this commitment is especially evident and it is a part of the environment that makes our hospital a special organization.

EDWARD YOURTEE, MD
CHIEF MEDICAL OFFICER

An Emphasis on Communication

Responsiveness of Hospital Staff



Parkland Medical Center



State Average



National Average

Source: Center for Medicare and Medicaid Services, www.medicare.gov/hospitalcompare Data collection period: 7/12 – 6/13

Parkland Medical Center has focused quality improvement efforts on avoiding unnecessary re-hospitalizations. Our team set out to achieve a 20 percent reduction in avoidable readmissions and we over-achieved a dramatic 30 percent decrease in these costly and inconvenient stays. Communication with primary care providers, comprehensive discharge planning and patient and family teaching have been the keys to this success.

- To make care transitions as smooth as possible, nursing staff make follow-up appointments with primary care providers for patients.
- Our nursing and clinical staff provide education and support for patient self-management.
- Follow-up phone calls are made within 72 hours after discharge to ensure that patients and families have a chance to address any questions or concerns.
- Parkland has partnered with Walgreen's Pharmacy Bedside Delivery Program to offer patients prescription refill and delivery before discharge.
- The Parkland team collaborates regularly with staff and leaders of local skilled nursing facilities, rehabilitation centers, assisted living facilities and other community agencies to find new ways to improve care transitions for patients.

Discharge Information

Care Transitions and Discharge Processes That Work Parkland Medical Center has focused quality improvement efforts on avoiding unnecessary rehospitalizations



Parkland Medical Center



State Average



National Average

Source: Center for Medicare and Medicaid Services, www.medicare.gov/hospitalcompare Data collection period: 7/12 – 6/13

All in a Day's Work: A Culture of Service Excellence



Peter and Jill McAskill with ED nurse Jen Raineri, RN

In the Emergency Department (ED) at Parkland, it's not just about fast turn-around times and clinical quality. Every staff member looks for opportunities to take our care and service above and beyond for each patient we serve.

This certainly was the case for Peter and Jill McAskill of Sandown, NH, when an unexpected visit to the Parkland ED was bound together with wedding bells on a Saturday in June. It was the day before the future Mr. and Mrs. McAskill were to be married at a friend's farm in Hillsborough.

But on Saturday, working a flea market in Londonderry, Jim, 65, tripped, fell and found himself in great pain. Transported to Parkland Medical Center, it was confirmed that he had fractured his right hip.

As part of his Veteran's Administration Benefits, the plan for him was to be transferred to the VA Hospital in West Roxbury, Massachusetts, for total hip replacement surgery.

"I can't go to Massachusetts," Jim

said. "We're getting married in New Hampshire tomorrow."

"Why don't you get married at the VA?" ED nurse Jen Raineri, RN, asked.

"The license is only good in New Hampshire," he said. "We'd have to start all over."

"Would you like to get married here, today?" she asked. "Then we'll send you to the VA."

By that time, Jill had arrived at the hospital. The answer was "yes." With that, the ED Wedding Planning Protocol kicked into gear. At least, it would have if there had been one.

"Every staff member looks for opportunities to take our care and service above and beyond for each patient and family we serve."

"In 17 years, this is the first wedding I've ever seen held in these conditions," Ms. Raineri says.

She had her daughter go to the store and pick up flowers and a cake. One of the physicians located a local minister to perform the ceremony.

"We can do it right here in this corner," the minister said.

"No, I want to get married in a chapel," Jim said. "It's a religious event."

Still on his stretcher, he was wheeled into Parkland's Interfaith Chapel with Jill. They turned to Ms. Raineri and said: "You'll be Maid of Honor." A few other staff went to be witnesses. The ceremony took 10 or 15 minutes.

Afterwards, the new Mrs. McAskill went home with plans to go to the reception the next day, tell the guests what had happened and make sure they partied anyway. Mr. McAskill was transported to the VA in West Roxbury, where, after several days, he had a successful total hip replacement performed.



Leading the Way in Clinical Excellence



GETTING IT RIGHT, EVERY TIME

Antimicrobial Stewardship Programs have repeatedly been shown to improve patient outcomes and to enhance the quality of care delivered. This is certainly true at Parkland, where our program has already positively influenced antibiotic prescribing practices.

A case in point: A study result that found that at Parkland, 100 percent of pneumonia patients were given the most appropriate initial antibiotics, compared to 97 percent for other New Hampshire hospitals overall and 95 percent for hospitals nationally.

The bottom line is improved patient outcomes in the communities we serve. A committed program like this is a testament to Parkland's commitment to excellence.

PETER J. SEBENY, MD, MPH

INFECTIOUS DISEASES AND
INTERNAL MEDICINE

Sepsis, sometimes called blood poisoning, is a severe response to bacteria or other infection that may be caused by a wound or tissue infection. Sepsis can continue even after the infection that caused it is gone. In sepsis, the normal immune response turns into a cascade of potentially fatal events. The incidence of sepsis is growing faster than the US overall population. Each year more than 750,000 Americans experience some form of sepsis. A major factor in the rising incidence of sepsis is our society's overuse and inappropriate use of antibiotics.

"A major factor in the rising incidence of sepsis is our society's overuse and inappropriate use of antibiotics."

Parkland Medical Center has developed a sepsis treatment program that is a healthcare Best Practice. It is designed to recognize sepsis early and respond aggressively to the negative cascade of events that often accompany sepsis. We've adopted "Surviving Sepsis" guidelines developed by the Society for Critical Care Medicine in partnership with the Infectious Disease Society. In Parkland's Sepsis Protocol we perform comprehensive screening for sepsis on all Emergency Department patients and inpatients, and provide a specific set of treatments that are known to dramatically improve care outcomes.

RECOGNIZING TOO MUCH OF A GOOD THING: ANTIBIOTIC STEWARDSHIP

Recognizing the importance of superior antibiotic management practices, we have established a multidisciplinary program to streamline antibiotic use and eliminate their unnecessary use and the potentially serious events associated with antibiotic use.

Parkland's Antimicrobial Stewardship Program draws on specialists throughout the hospital, including an infectious disease physician, a senior clinical pharmacist, microbiology lab staff and infection prevention staff to assist prescribers and patients in adhering to best practices in antibiotic usage and limit the impact of evolving antibiotic resistance.

Wound Healing and Hyperbaric Medicine



“They saved my life and saved my foot.”

Mike McKenney and Parkland's Center for Wound Healing and Hyperbaric Medicine Staff

Hampstead, NH, resident Michael McKenney doesn't know what caused him to almost lose his right foot, and potentially his life, but he knows what saved it – Parkland Medical Center's Center for Wound Healing and Hyperbaric Medicine.

What Mr. McKenney, 48, knows about his injury for sure is that following a camping trip last Labor Day weekend his foot began to swell to the point that he was barely able to walk. It progressed rapidly and he soon developed fevers, chills and weakness. He went to Parkland's Emergency Department where medical evaluation identified he had systemic signs and symptoms of a limb-and-life threatening infection.

The initial testing in the ED also revealed that he had diabetes, of which he was unaware – he had no symptoms. Once admitted, the hospitalist team consulted Surgery and Infectious Diseases specialists and he was treated with intravenous antibiotics, surgical debridement, and a wound care regiment to manage the infection.

Since diabetes can interfere with wound healing, his blood sugar was brought under control. Due to the medical expertise and teamwork at Parkland, Mr. McKenney's condition improved and he was discharged with a specific follow-up plan to treat his diabetic foot wound and the continued infection.

At Parkland's Center for Wound Healing and Hyperbaric Medicine, general surgeon Anne Loosmann, MD, a wound specialist, prescribed treatment in the Wound Center's hyperbaric chamber. “With hyperbaric oxygen therapy,” Dr. Loosmann says, “the patient is placed inside a hyperbaric chamber so that a wound can be exposed to an atmosphere of pure oxygen. It stimulates the growth of blood vessels in damaged tissues and promotes healing.”

The hyperbaric chamber is a long, clear-acrylic tube which can accommodate the patient lying in a bed. Treatments typically last 90 minutes. There was a problem: Mr. McKenney is claustrophobic. And even though the sides of

the chamber are all transparent, claustrophobia threatened to rule.

The Wound Care staff talked with him, let him sit inside the chamber with the door open, made him comfortable with it, which relieved his fears. He ended up undergoing 40 treatments, five days a week, over eight weeks. Because the sides are transparent, he could watch television during the sessions. Being a science fiction fan, he caught up on the series “StarGate.”

The Wound Center's multi-disciplinary approach, enabled Mr. McKenney to have follow-up care with the Infectious Diseases physician and continued wound care by Dr. Loosmann and the wound care team at the same time; all of whom worked tirelessly to help him heal his foot.

“Mr. McKenney had a really good result,” Dr. Loosmann says.

Adds Mr. McKenney: “They pretty much saved my life and saved my foot.”

Surgical Excellence

SMALLER INCISIONS, FASTER RECOVERY, LESS PAIN

Parkland Medical Center is a community hospital with leading-edge surgical capabilities, whether in technology (the da Vinci® surgical robot that maximizes precision and accuracy) or expertise (techniques of anterior total hip replacement that offer patients smaller incisions, faster recovery – and faster return to mobility). Minimally invasive techniques are used in a broad range of procedures. Whether for inpatient or outpatient surgery, our skilled and experienced surgeons offer expertise in areas as diverse as gynecologic surgery, spinal surgery and laparoscopic abdominal surgery.

THE DA VINCI® ROBOTIC EQUATION

Parkland's robotic surgery program was established in 2008 under the direction of David Canes, MD, a fellowship-trained robotic surgeon from Lahey Hospital & Medical Center who has performed more than 650 robotic procedures. Dr. Canes oversaw the development of Parkland's team, representing urology, gynecology and general surgery.

Ideal for delicate urologic surgeries such as prostatectomies, robotic-assisted tools in the skilled hands of our experienced surgeons can spare surrounding nerves and retain greater function. In addition, minimally invasive procedures require smaller incisions, less pain and shorter hospital stays with a faster recovery and return to regular activities.

EXCELLENCE IN WOMEN'S SURGICAL CARE: INDIVIDUALIZED, PATIENT-CENTERED CARE

The Women's Health Unit is a special unit that provides medical and post-operative care to women who have undergone gynecologic or general surgery, such as fibroid removal, robotic surgery for hysterectomy, or who are experiencing a medical illness. In the Women's Health Unit, highly qualified staff nurses provide individualized patient and family-centered care in private rooms and a quiet, home-like atmosphere. During the stay, nurses provide emotional support and information on women's healthcare concerns and wellness topics.

David Canes, MD



Surgical Innovation: Anterior Direct Hip Replacement



Joint Replacement Innovation: Advances in techniques and equipment have made it possible for patients to be back on their feet within days.

Julie Abbott, BSN, RN, and Paul Lutz

A NEW APPROACH FOR QUICKER RECOVERY

When Derry schoolteacher Paul Lutz, 64, needed hip replacement surgery, he went all in – having his left hip replaced only five weeks after he had undergone identical hip implant surgery on his right one.

Everyone knows that total hip replacement surgery involves pain, a lengthy hospital stay and a drawn-out recovery process in a rehabilitation facility to learn to walk again.

Except with the anterior approach hip replacement, performed at Parkland Medical Center. Advances in techniques and equipment have made it possible for surgeons to perform hip replacement as a minimally invasive procedure that has patients back on their feet within days. For his first hip replacement

operation, performed using the new, anterior approach, Mr. Lutz went home after four days in the hospital, had his rehab therapy provided by visiting therapists and transitioned from walker to crutches in 10 days. When he went in for his second operation, he didn't even use his cane.

"The anterior procedure is still major surgery," says Kathleen Hogan, MD, the orthopedic surgeon who performed both of Mr. Lutz's procedures. "We can use four-inch incisions, much smaller than the 8- to 10-inch incisions involved in traditional hip replacement surgery. The anterior technique is much easier on the patient and most patients can bear full weight almost immediately."

Since patients undergoing anterior hip replacement generally go home

- rather than to rehab following their procedure - they benefit from a hospital setting that accommodates the family member or friend who will be their "coach," or support person, through the surgical and rehabilitation journey.

"While they are in the hospital following surgery, skilled and experienced orthopedic nurses provide individualized care throughout the stay," says Julie Abbott, BSN, RN, Director for Adult and Critical Care Services. "The recovery is so different from traditional hip replacement surgery that consistency is very important."

As a patient, Mr. Lutz had a more personal view: "The nurses were extremely attentive. They were phenomenal."

Community Outreach

A COMMITMENT TO CLINICAL EXCELLENCE AND OUR COMMUNITY'S WELLBEING

As one of the region's largest employers, with 564 staff members, salaries, wages and benefits average \$32 million per year. Charity Care and uncompensated care, contributions and federal, state and local community taxes amount to more than \$42 million annually.

But our role as a community partner involves much more than just tax payments and charitable care. As part of an effort to expand the availability of care to residents of Southern New Hampshire, during 2013 we opened the 50,000 square-foot Parkland Medical Office Building in Salem, NH, making urgent care and a range of other medical services more accessible to a larger patient population.

Our hospital made charitable contributions to dozens of area organizations as diverse as the Boys and Girls Club, the Derry Soup Kitchen and the Londonderry Chamber of Commerce.

COMMUNITY OUTREACH PROGRAMS

Our commitment to our community partnership involves programs to further the wellbeing of our neighbors through education and outreach services. Through lecture programs, screenings and other wellness and community events such as the Relay for Life, our commitment is to advance the health and wellbeing of Southern New Hampshire residents outside our facilities as well as in them. For more information on classes and events, visit parklandmedicalcenter.com/calendar.



Distinguished Young Pharmacist Award recipient, Kerri Johnson with husband Brian

DISTINGUISHED, YOUNG... AND INVALUABLE

Kerri Johnson, PharmD and board certified Pharmacotherapy Specialist, is Parkland's Clinical Pharmacy Manager and a critical member of the Antimicrobial Stewardship and Surviving Sepsis projects. As a clinical pharmacist, she plays a key role on the health care team with her advanced knowledge of medications and their effects on the body.

Dr. Johnson has been recognized by her peers with the "Distinguished Young Pharmacist Award" for her work in the state pharmacy association and for her role in advancing the profession. At Parkland, her knowledge and passion are invaluable: She mentors students, provides clinical resources, teaching and support to the clinical teams, patients and families.



A LETTER FROM THE FROM THE CHIEF NURSING OFFICER

“Commitment to Excellence defines Parkland Medical Center, your community partner delivering innovative, compassionate care to you and your family.”

In 2013, Parkland staff members wrote this mission statement to reflect their dedication to high quality, innovative, team-based care and a promise to partner with patients and families for the best care possible. This report highlights that commitment and those achievements.

As an organization we have received countless awards and recognitions for care quality. Our teams have dramatically reduced ED waiting times, achieved top performance in stroke and cardiac care, and we’ve adopted innovative techniques for surgical care and wound healing.

But for our staff, the moments that really matter are those reflected in the stories shared within this report. That we made a difference in one person or one family’s experience, that we honored their time, their needs, their preferences for “excellent” care. Parkland’s nurses, physicians, providers and staff remain committed to clinically excellent care, delivered with compassion, in a spirit of partnership. So don’t be surprised when your caregiver asks: “What does excellent care mean to you?”

EILEEN KEEFE, MSN, RN, CNL, NE-A

CHIEF NURSING OFFICER



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