
AMY M. AVERY, M.A.Ed.

Freelance Healthcare Writing and Marketing Communications

● *well-researched* ● *accurate* ● *on-time* ● *within budget* ●

I have completed writing and other communications projects for . . .

Local and regional hospitals and health systems
National nonprofit organizations
World-class universities and medical centers
International pharma and biotech companies
National B2B consultants
National advertising agencies
National health, medical and health insurance companies

Sample of clients:

A.I. duPont/Nemours, Dela.
Baylor University Medical Center, Texas
Blue Cross Blue Shield, Delaware and N.C.
The Cleveland Clinic, Florida
Connecticut Comm. to Prevent Child Abuse
The Duke Endowment
Geisinger Health System & Foundation, Penn.
Green Dragon (School) Foundation, Penn.
Humana Healthcare, national
Juvenile Arthritis Foundation, national
University of Pittsburg Medical Center
Sentara Health System, Va.
American Marketing Assoc., chapter
Americal College of Health Executives, chapters
Eastern Connecticut Health Network & Foundation
MeadWestVaco, international
Meredith College, N.C.
North Carolina Magazine, small biz column and features
PMPS (a London pharma trade magazine)
Rush University & Medical Center, Chicago
UNC-Chapel Hill

Unsolicited comments about my work:

Excellent, and thanks. That's what I've been trying to say all along!

-- *Health foundation director for a direct mail brochure copy*

This is one of the best-written case studies I've ever read. Well done.

-- *Marketing V.P., healthcare B2B*

Wow! You did such a great job! Thanks for making me sound so amazing. No wonder they hire professional writers for these things!

-- *consumer interview subject for a branding campaign*

I am glad we have you to support our efforts. We just can't do it all ourselves, and I appreciate your help.

--*From a client's boss, for on-going contract work*

I just wanted to call to say 'job well done.' You took a complicated topic and made it easy to understand.

--*Physician interviewed for a feature*

Hi: I just read your comments, and WOW!

Your insight is just marvelous.

-- *Professional, for a ghostwriting project*

The client was very pleased. I can't tell you how happy we are. Thank you for all your hard work!!!!

--*From a national consulting agency*

Amy, these are WONDERFUL stories. You're a great addition to our magazine team.... Hope you'll be interested in an assignment for the next issue.

- *Health System Magazine Editor*

Someone asked who was doing our writing, and I hesitated to tell him--I don't want you to get too busy and forget me! But I did, and I told him you are a bargain, worth every dime.

--*Agency Director*

Public Relations Management Plan Excerpt from PRSA award entry:

1. Situational Audit: Trends Near and Far

In addition to national trends showing growth in women's health product lines, Manchester Memorial Hospital's own research substantiated the relevance of these trends to our market area and identified the needs and expectations of our target audiences. . . . Further, a competitor 10 miles away had begun promoting their version of a women's center.

Based on this research and input from an Advisory Group of 18 women, the Center took shape: located within the hospital, which is central to our market base, it offers a myriad of health care services by and for women (mammograms, PAP smears, physical examinations, counseling, etc.)

2. P.R. Objectives: Seeing is believing

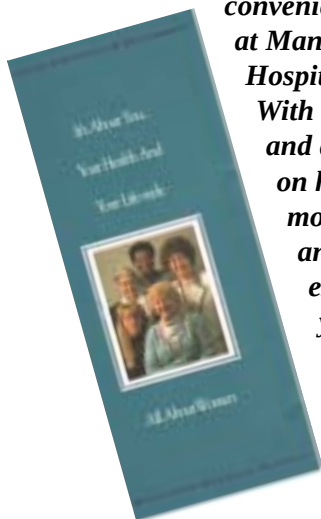
The role of Public Relations became to communicate two main messages about this product: the concept that it offers a convenient, centralized option for health care services and that the V.I.P. membership would be worth the one-time \$10 fee.

Provider-to-consumer Introductory Brochure (excerpt)

The concept of All About Women is simple: you asked for a central location for your health and educational needs. We've made sure you get it

conveniently and comfortably at Manchester Memorial Hospital.

With regular office hours and a nurse practitioner on hand to answer your most intimate questions and provide examinations, we hope you will find that the All About Women center helps you to develop and maintain a healthy life-style.



Visits to the center became our main strategy for introducing this new concept. . . .

3. Results of program launch

We were thrilled that our free on-site programs were sell-outs and that we received 1,100 VIP membership applications within two months of campaign launch. . . .

4. Measuring the success of marketing

To measure success, we turned to projected expectations of staffing needs based on the previous year's research. The Nurse Practitioner position became full-time by month five, 18 months earlier than expected. Likewise, secretarial and mammography staffing increased about 1/4 of an FTE about 18 months earlier than projected.

Anecdotes

Women 20 miles outside our market attended the programs and asked if they could join and use the Center's health services. . . . Some of these women drive by three hospitals to reach us.

Hospital staff, including physicians, also joined.

About Our Staff

The All About Women staff includes a medical director, nurse practitioner, registered dietitians, registered radiology & mammography technologists, mental health professionals, exercise physiologists, massage therapists, and health educators.

About Our Services

To complement both your personal doctor's care and your own busy schedule, All About Women offers you a variety of health and educational services:

- Breast Examinations & Mammography, accredited by the American College of Radiology
- Routine Gynecological Exams
- Pap Smears
- Contraceptive Counseling
- PMS Counseling
- Menopause Counseling
- Personal Cholesterol & Blood Pressure Screenings
- Fitness Counseling

National Award Winner:
Public Relations Society of America
Certificate of Merit
for Healthcare P.R. Management
PRSA MacEachern Awards

**The Duke Endowment (foundation)
Annual Report Feature: Healthcare Quality**

Throughout the Thanksgiving holidays last year, Nelson Gunter, 56, was coping with the stresses of a cancer diagnosis and recent surgery to remove a large mass from his colon.

“The surgery was very successful. I was healing as expected and was supposed to go home from the hospital in less than a week,” he said.

But because of an error or oversight that occurred sometime during his stay, a dangerous infection set in; the surgery site had to be re-opened; and he ended up staying in the hospital for over a week.

As the patient--and a physician and healthcare quality expert himself--Dr. Gunter offers an important perspective of such events.

“No one at that hospital had any mal-intent,” he said. “Everyone wants the best for the patients. But I got an infection because of poor quality. It was preventable.”

Dr. Gunter is far from alone in this view. Hospitals nationwide have long focused on improving healthcare quality and patient safety. Mistakes cost billions of dollars in medical care, lost wages, lost productivity, disability and death.

There are quality of life costs, too.



A note about accompanying graphics (middle left): Based on interviews, I recommended a photo of Dr. Gunter and grandsons fishing on his property, to emphasize the quality of life issues discussed in the article.

(story, continued)

“The worst part of the experience was the extended length of time I had to leave the wound open [to promote healing], finding someone to change the bandage three times a day, and walking around with saline-soaked clothes for weeks,” said Dr. Gunter, who has recovered and is cancer free. “That’s the human side of the issue of poor quality of care.”

Fortunately, North Carolina’s healthcare leaders now have concrete, collaborative resources to identify and prevent problems like those that Dr. Gunter experienced. A new Center for Hospital Quality and Patient Safety, which was established by a grant from The Duke Endowment, is the focal point on which quality initiatives converge.

“You don’t get training in quality in nursing school, or even in medical school,” said Carol Koeble, MD, Director of the Center, based at the North Carolina Hospital Association. “We and the hospitals throughout the state share research, resources, expertise and success stories.”

In 2006, the center’s first full year of operations, over 800 professionals from over 100 hospitals across the state gathered eagerly to consult with each other during conferences and learn during training sessions.

“With this Center,” Dr. Koeble said, “we now have a tremendous network of hospitals and their employees who are working together to improve the care they give to every citizen of North Carolina.”

The process of incorporating each quality initiative will take time, but the goal is worthy: to create the safest and best hospitals in the United States.

When a small medical device company in Texas was ready to begin a large post-approval trial of its high-tech heart valve, it turned to Tiempo's Clinical Research Software. Cost savings were only one of the company's goals.*

The Opportunity: Better product, fewer medications

Vascular Technologies (VT),* based in Austin, knew it had a great product with its new prosthetic valve.

"We'd spent over a decade on this technology, and the valve was already at the top of its class in valve performance," said John Crisp, Executive Vice President for Regulatory Affairs. "Patients were seeing important quality of life benefits that merited additional study, and we were ready for the next phase: post-approval research to explore these benefits."

With FDA approval, the valve would be the only mechanical heart valve available in the U.S. for low-dose anticoagulation therapy.

"We had to find the right partners to work with us," John says. "We needed a web-based product that met all of our needs for data capture and study management."

VT gained FDA approval to begin the trial, and medical researchers in dozens of prestigious medical centers across the U.S. were in place to begin.

Small company, high stakes

The randomized control clinical trial of the VT Prosthetic Heart Valve involves up to 1,200 patients across 40 different medical centers nationwide. Compared to other medical device trials, theirs is a large study. Stakes were high in finding an experienced company with the software to manage, track and report on all facets of the study.

Some software providers proposed charging five figures per month to provide what VT needed. With healthcare IT costs coming down in many other areas—for storage in particular—these high costs did not make sense to the decision-makers at VT. John kept looking.

"At that time, the issue of upfront costs was also especially important," John says. "As a small medical device company, we needed a partner who could work with us."

After researching five vendors, they chose Tiempo's clinical research software platform.

"From a total cost perspective, we were able to offer significant savings," says Tiempo's David Jones. "Even considering the role of their internal team, savings approached 50 to 60 percent."

"Not only was the cost reasonable, they were willing to offer flexibility on payment terms," John said. "Trials are expensive, and they understood our needs."

Solutions: Robust software, responsive service

As the VT team put the software to work, their choice of Tiempo was confirmed.

"John knows the regulatory environment," David says. "He knew exactly what functionality he needed in a software product to track and report progress on the VT heart valve."

Since beginning the trial, site investigators have offered their own evaluations of the software. They say data entry is simple, the web-based platform is convenient, and the paperless system has huge advantages. Investigators also told VT officials that the "serious adverse event" notification is particularly helpful.

"The software deployed quickly, and the investigator sites love it," John said. "Several investigators have actually volunteered to tell us how well Tiempo functions to manage the studies. The fact that they haven't been contacting us with problems attests to that fact, too."

Streamlined processes, valuable reports, cost savings

By choosing the right partner, VT and their investigator teams are now concentrating on patient outcomes and evaluating clinical benefits, not on paperwork and documentation. Tiempo has streamlined those tasks.

And due to VT's dedication to their product, patients who need prosthetic heart valves are many steps closer to eliminating a lifelong need for higher doses of anticoagulation medication.

Officials expect that the cost savings realized by relying on the Tiempo software can be invested into further product development.

VT has also turned to Tiempo products and services to support its patient safety registry.

More information

To see how the team at Tiempo can support you with your next important post-approval or investigator-initiated clinical trial, contact us.

[Contact information]

***A pseudonym**

Copy by AmyMAvery@outlook.com
By-lined feature included in award-winning series
Audience: "Highly educated" consumers

Exploring the twists and turns of the DNA helix

Both practical and promising research is emerging from virtually every twist and turn of the DNA helix. Discoveries are quickly advancing our understanding of the relationships between human genetics and disease.

"We're experiencing a paradigm shift in the way medicine is being practiced," says Geoffrey S. Ginsburg, M.D., Ph.D., director of the Center for Genomic Medicine at the Duke University School of Medicine in Durham, N.C. "There's a real opportunity to learn early in our lives about our genetic risks and to proactively plan to avoid illnesses. As a researcher, that's what gets me up in the morning."

The range of genetic research encompasses studies of health before birth and chronic disease later in life; mental health disorders and physical illnesses; inherited traits passed from parent to child and those shared by siblings and cousins.

"Families have a remarkably strong sense already that the kinds of diseases their relatives have can increase their risk for those diseases," says Elizabeth Hauser, Ph.D., Interim Chief of the Division of Medical Genetics at Duke.

"If we can understand the genetic components of that risk, we can offer more targeted treatment, and maybe even prevention," she says. "Genetics puts some specificity in the phrase, 'it runs in the family.'"

Encouraging breakthroughs

Study of the human genome and increasingly specific components of genes is offering solid medical strategies to diagnose, treat and predict disease. In the past two years alone, scientists have pinpointed around 50 new genes related to chronic conditions that had been previously impervious to research, according to experts.

Hauser and fellow researchers, for example, have been following the genetic trail of over 900 families who have histories of early-onset (before age 50) coronary artery disease (CAD).

"We've been doing this study for 10 years, and I'm starting to see light at the end of the tunnel," she says. "I'm starting to see ways our research can help these families, how it can give family members a more complete risk profile that they each can use individually."

Hundreds of studies

Scientists are exploring the relationship between diseases and genetics across a broad array of medical disciplines.



Part of award-winning publication:
Gold Winner: Aster Awards
for excellence in medical marketing for a
publication series

They have identified different genetic risk factors for neural tube defects, multiple sclerosis, age-related macular degeneration and cardiovascular diseases, for example.

Researchers are also investigating potentially inherited dermatological conditions such as eczema; ophthalmic conditions such as eye movement disorders; neurological disorders such as Alzheimer's disease, restless leg syndrome and multiple sclerosis; plus others related to severe obesity and septic shock.

Other scientists begin with studies such as these, then explore how external factors like exercise, diet and stress affect genes to cause disease.

"We used to sit around and postulate about the role of genetics and of the environment," Hauser says. "But with the increase in information available today, we're developing the ability to stratify patients, to group them with risk factors and identify ways to reduce health risks."

Dramatic choices

As research leads to more definitive diagnoses, it also leads to therapies. As reported this year in the *Journal of the American Medical Association (JAMA)*, in one study of overweight patients, scientists found that half of the patients who received nutrition counseling based on results of individual nutrigenomics testing lost significantly more weight on average than those who received conventional nutritional counseling.

Research also enables geneticists, pharmaceutical researchers and physicians to proffer preventive treatments even before a disease produces its first symptoms. Another *JAMA* study on genetic mutations related to osteoporosis offers insights that might lead to drugs that target the disease.

In addition, discovery of the "BRCA" gene mutations that lead to specific types of breast cancer defines important options for those who inherit the gene. Some choose to keep a tight schedule for regular screenings. Others choose preventive mastectomies even before cancer develops.

Early diagnosis

In other cases, DNA research offers patients and their physicians the chance to catch diseases early, when treatment and prevention can be most effective. The Duke study on early-onset coronary artery disease is one such example.

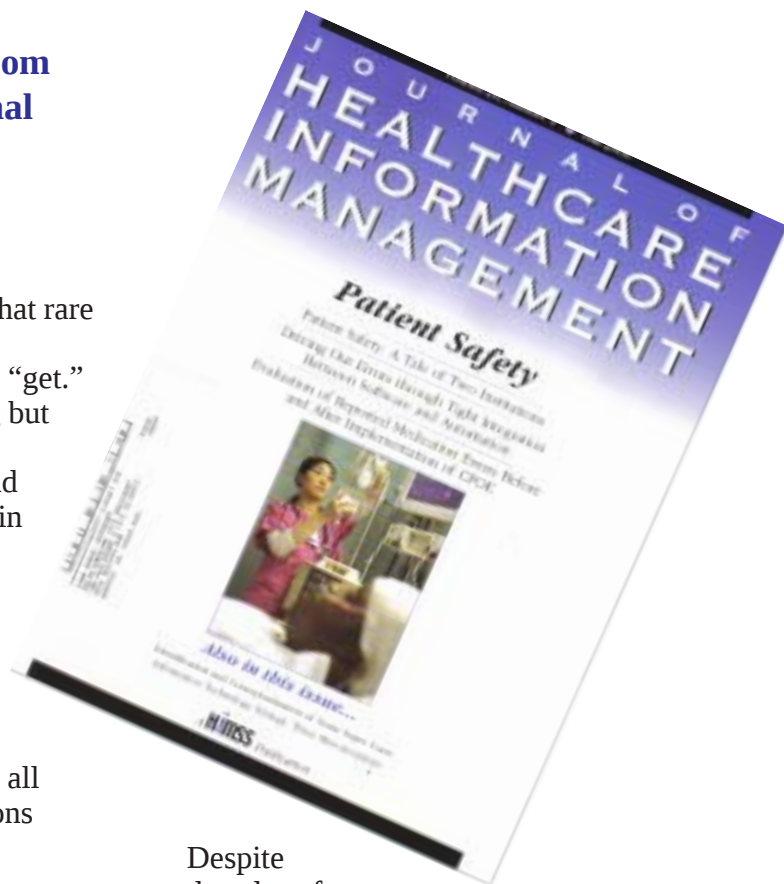
...continued (available upon request)

Abstract:

Home monitoring technology is a somewhat rare example of highly effective healthcare Information Technology (IT) that patients “get.” This contrasts greatly with the life-saving but confusing technology they encounter in traditional healthcare settings. Clinical and IT professionals throughout the U.S. and in Europe demonstrate that patients learn quickly to understand and grow to value telemonitoring as a tool to take charge of their health.

Healthcare providers involved with home telemonitoring programs report significant direct and indirect benefits for all stakeholders, as well as a number of lessons learned when working with:

- patients
- clinical and medical staff
- healthcare administrators and board members
- third party payers



Despite decades of successes, health telemonitoring technologies are still relatively untapped. However, new and advanced technologies are cued up for the marketplace, and demographic and regulatory shifts are already pushing stakeholders towards a new frontier in telemonitoring.

Based on their own experiences and an extensive literature review, the authors conclude: the new frontier of home telemedicine is here. Where are you?

[4,600-word story available upon request.]

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Ochsner Health System, New Orleans (over 50 hospitals and health centers)

Physician Notes magazine

Audience: medical staff and referring physicians

Goal: re-introduce a specialty service

Pediatric and Adult Congenital Cardiovascular Surgery

Medical center resumes specialty CV surgery

For both the pediatric patient who needs cardiac surgery and the adult with a congenital heart defect, the Medical Center has recently recruited two experienced, board-certified, fellowship-trained cardiothoracic specialists. With their initial surgeries at our flagship hospital this past fall, they have jump-started the system's Pediatric Heart Care Services after a two-year absence.

"Since (Hurricane) Katrina, the region has been underserved," said Douglas S. Name, M.D., Chairman of the Hospital for Children. "We had kept our infrastructure of facilities and equipment in place, and we're proud now to re-start our program with two skilled surgeons."

Referring physicians include adult and pediatric cardiologists, pediatricians, neonatologists, and OB/GYNs. We offer same- and next-day appointments and consultations.

Moms and neonates are sometimes referred after imaging studies. In addition to patients with overt symptoms, children and adults might be referred if they have a strong family history of heart conditions.

Our services focus not only on pediatric patients, but also on patients of any age with suspected or diagnosed congenital defects.

Meet our team

Dennis M. Specialist, M.D., an experienced pediatric cardiovascular surgeon, is the Medical Center's new Director of Pediatric and Adult Congenital Cardiovascular Surgery. He comes to Louisiana after serving 10 years as Chief of Pediatric and Congenital Cardiothoracic Surgery at Connecticut Children's Medical Center, Hartford.

Joining him is **Shaun Alsoaspecialist, M.D.**, our second new Pediatric Cardiovascular Surgeon. He has completed a three-year fellowship in Cardiothoracic Surgery and another in Congenital Cardiac Surgery. (See biography sidebar.)

"The Medical Center has a strong group of specialists already in place, and we work with a team that includes intensivists and an excellent support staff who are also

well-versed in the field," Dr. Specialist said.

Our clinical staff offers broad experience in many diagnostic and treatment areas, including pediatric cardiac catheterizations, pediatric electrophysiology, pediatric interventional cardiology, and more.

Special requirements for congenital CV surgery

"Congenital cardiac defects are very different than acquired heart conditions," Dr. Specialist says. "The disease pathway is very different, and there are structural variations that are different with almost every patient."

Children, too, need pediatric specialists and sub-specialists, plus equipment that is scaled to their smaller bodies.

"The Medical Center has demonstrated its commitment to meeting the needs of these patients," he said. "We're excited to be here, to be providing a level of specialized care that builds on what's already available."

Geographic reach, easy access

Referring physicians can schedule same-day and next-day consultations and appointments with these surgeons. This ease of access makes them a resource for physicians with patients throughout Louisiana plus parts of Alabama, Mississippi, Texas and Florida.

"The entire state of Louisiana, plus many areas bordering it, needs pediatric and congenital CV surgery services," Dr. Specialist says. "The area has been underserved."

"We're in a position to create an excellent regional hub for specialty heart care," he says. "We've gotten off to a great start with these new services."

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Marketing support for pharmaceutical industry.

One of about 20 in a series for international distribution.

HIV/AIDS

Partner with XYZ. We're Experts in Enhancing Clinical Study Performance in Latin America

Strategic Global Support: With more local resources in Latin America than any other CRO, XYZ develops and implements effective, efficient execution strategies, using our proven feasibility and global drug development services.

Operational & Regulatory Experience: Our network of investigators specializes in multiple areas of HIV/AIDS, and we can help you manage the regulatory, operational, and cultural complexities of each clinical trial in Latin America.

Rapid Execution: Our experienced clinical team in Latin America can help you to maximize timelines and minimize challenges associated with large global trials.

XYZ understands the nuances of working with health systems and regulators in each Latin American country. Our clinical teams are experienced in supporting investigational therapies for HIV/AIDS in patients ranging from children to adults. By partnering with us, you will have access to a knowledgeable, experienced investigator network and clinical teams who can ensure rapid start-ups and strong patient retention rates—so you can get your therapies to market quickly and safely.

Quick Overview: XYZ, HIV and Latin America

With more than 1.7 million people in Latin American with HIV today, investigators and health authorities are motivated to increase the availability of therapies and to improve their clinical outcomes.

- Based on nearly 15 years of experience with HIV clinical trials in Latin America, XYZ has earned a reputation locally and internationally for investigators' training and delivery of high quality data.
- Our average site activation timeline for Latin American trials ranges from two to eight months.
- XYZ works closely with key, local opinion leaders, many of whom have vast experience in HIV clinical trials.
- Our monthly enrollment rate is high, at 2 patients per site on average, compared to 0.45 patients in North America and 0.35 in Europe.

XYZ's HIV/AIDS Network in Latin America:

- Our investigators specialize across multiple areas of HIV/AIDS.
- More than 275 investigators are based in 12 countries in Latin America.
- Our HIV specialists are based in private practices, research institutions, site management organizations (SMOs) and academic sites.

XYZ's Patient Experience in Latin America

Average number of patients per site:

- Treated adults: 332 monthly (up to 4,200)
- Naïve adults: 94 monthly (up to 1,400)
- Treated adolescents: 12 monthly (up to 130)
- Naïve adolescents: 5 monthly (up to 100)
- Treated pediatric patients: 17 monthly (up to 200)
- Naïve pediatric patients: 3 monthly (up to 60)

The XYZ Clinical Team in Latin America:

The Latin American team brings you extensive experience with HIV trials:

- **Directors of Clinical Management:** 64% of total staff has extensive HIV—experience, averaging 2.8 years.
- **Clinical Team Managers:** 60% of total staff has HIV experience, averaging 2.2 years.
- **Clinical Research Associates:** XYZ's 80 CRAs have more than 2 years' experience with HIV trials.
- XYZ's **project experience** includes over 1,600 trial sites in Latin America and 30 Phase I-IV HIV studies for pediatric patients and adults.

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AmyMAvery@outlook.com
Physician-to-Physician
e-newsletter (and print newsletter)
UNC Health System

My services for this project:

- start-up consultations, including options for tone/style, graphic design, target audiences, publication schedule, etc.
- editorial schedule
- interviews with subject matter experts
- writing
- client review
- design
- e-distribution oversight
- print options and distribution

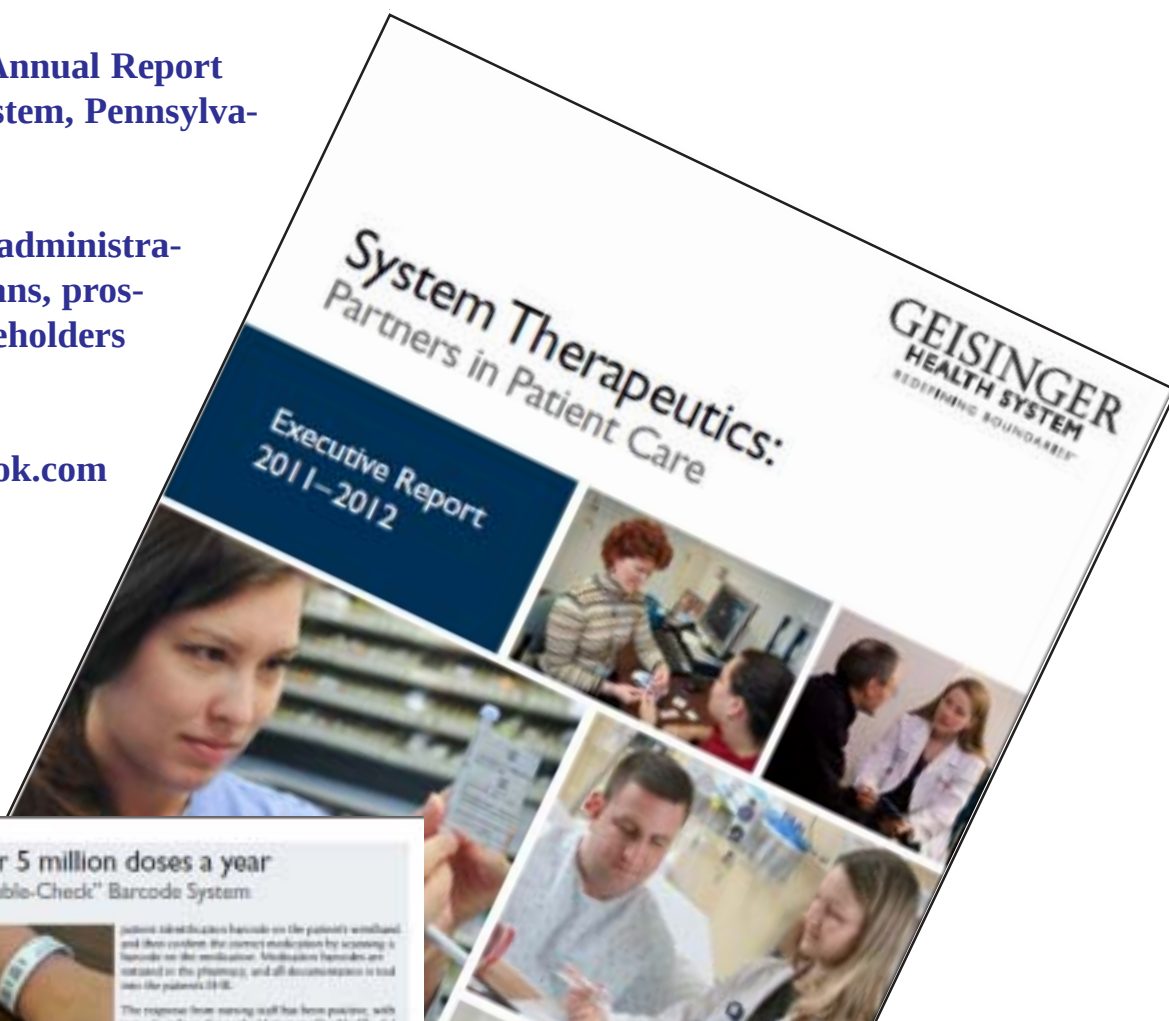
Graphic shown here is of the print version.



Pharmacy Division Annual Report Geisinger Health System, Pennsylvania

Internal Audiences: administrators, funders, clinicians, prospects and other stakeholders

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Safety and Innovation: For 5 million doses a year Geisinger Begins "Automatic Double-Check" Barcode System

The challenge: To improve patient safety and care by ensuring the accuracy of five million doses of medications a year.

Solution: In a pilot initiative between Geisinger's Pharmacy and System Therapeutics Departments, the health system has initiated a five-million-dose pilot program to ensure hospitalized patients with their correct medications. The Barcode Medication Administration (BCMA), now being implemented at Geisinger Wyoming Valley (GWV) and Geisinger Medical Center (GMC), allows bedside nurses to scan a



patient identification barcode on the patient's wristband and then confirm the correct medication by scanning a barcode on the medication. Medication bottles are labeled in the pharmacy, and all documentation is tied into the patient's EHR.

The response from nursing staff has been positive, with some describing this as the "Automatic Double-Check." Since patients receive a total of 14,000 doses every day...over 1 million a year at these two facilities...both nurses and pharmacy welcome this additional layer of patient safety and efficiency.

Geisinger's Medication Therapy Management (MTM) Program: Continues Expansion

Working closely with physicians, we've expanded the locations of our MTM services from three clinic locations in 2010 to 16 in 2011 and more than 25 in 2012. This expansion allows us to increase the number of unique patients we serve from 100 to more than 10,000.

MTM is a formal medication process, which includes tracking medication use and effectiveness for specific medical conditions.*

Our goals:

- Improve patient medication compliance
- Improve therapeutic outcomes
- Decrease costs of care

*Specialty conditions may include hypertension, diabetes, high cholesterol, and depression.

Medication Adherence Program: 90 percent gains for patients

For the last year, pharmacists at GMC and GWV have introduced three home care patients who are on any glucose therapy after placement of a device. For example, we provide them with education about their medication and offer to fill their prescriptions before discharge.

Since implementing this program, we've seen significant improvements for these patients. Today:

- 94 percent fewer patients need rehospitalization or re-staying at 30-day post-discharge placement
- 92 percent of patients fill their anti-glucose prescriptions before or on the day of discharge, compared to 61 percent prior

Future steps: Our goal is to expand this program to include other targeted medications and conditions.

Pharmacy Residency Program Training competent, innovative practitioners

The Pharmacy Residency program at GMC offers two levels of post-graduate training. For our three first-year residents (PGY1), the program encompasses all aspects of contemporary pharmacy practice and is tailored to the resident's academic, experience and goals. Our second-year residents (PGY2) focus on residency. For more information about this program, visit www.geisinger.edu/makeusyourpharmacy/



Accomplishments in FY12: A Summary

Ensuring patient improvement

- Completed a pilot using a pharmacy-based discharge medication reconciliation process at GMC.

Expanding services to meet needs

- Expanded the Anticoagulation/Medication Therapy Management Service to six new clinic locations
- Implemented pharmacy services at GWV Emergency Department and NICU, and added a nurse-midwife Anticoagulation Stewardship Program
- Pharmacists joined the Code Team at GMC
- Expanded the clinical pharmacist role for oncology care at three CPSL clinics
- Implemented a Community-Based Pharmaceutical Water Talk-Back Program, GMC

Bringing technical innovation to new locations

- Installed a new pharmacy information system and selected its two resident pharmacists, GMC
- Implemented a preprint secondary control system, GWV Henry Cancer Center Pharmacy

Expanding to meet our growing communities' needs

In the past five years, the System Therapeutics team at Geisinger Health System (GHS) has grown from 180 to close to 300 members. The increase in the past year, in particular, stems from several exciting events:

- The health system's growth, with the merger of Geisinger Wyoming Valley Community Hospital (GWHCH) in Coal Township and Geisinger Community Medical Center (GCMC) in Scranton
- Our service level work with these facilities and expansion of many of our existing programs
- Our department's new and innovative initiatives to improve patient care and efficiency

These experiences have provided both new opportunities and challenges for the entire service line, as we integrate our clinical practice model into the new locations, initiate new services and maintain the successful programs we have created over the years. This report highlights our work in all three areas.



Using MyGeisinger.org: Medication Reconciliation Pilot Taking Proactive Steps to Protect Our Patients

The challenge: Patients, especially those with chronic conditions, are sensitive to medications, potential side effects and to drug interactions. Often, various problems occur because providers are not aware of all medicines a patient takes.

Solution: In November 2011, System Therapeutics initiated a pilot program using MyGeisinger.org web-based services to allow patients to more easily and proactively connect their medicines with a pharmacist, in a process called "medication reconciliation."

For this pilot, the System Therapeutics team targeted specific patients who were already using MyGeisinger. The team sent these patients an electronic list of medicines we currently had on record for them and asked them to update it. Geisinger pharmacists reviewed each reply and followed up with both patients and their PCPs (or case managers), when appropriate.

The result: Greater patient involvement, appreciation and care before an actual preliminary findings.

Over half of the patients in the pilot chose to use this service and take an active role in managing their own medications. Our team personalized medication lists to more than 800 patients, over half responded. Further, by our initiative, eight to every 10 shared one or more updates to their records. We are encouraged by these impressive numbers.

Pharmacists found over 100 opportunities to improve medication management for specific patients. By reviewing the medication lists,

our pharmacists found many patients who would benefit from either additional or different medicines or who needed different doses. Many striking, we found more than 221 medications that patients should delete from their personal medication lists.

The streamlined review offers efficiencies for providers. When patients brought their completed, updated medication list to their providers, providers reported that the medication reconciliation discussion during that visit was much more efficient—taking up to half the usual amount of time, according to one doctor.

Patients appreciate and trust the process. Through focus groups, we found that patients appreciate this process, for several reasons. It allows them to track their medications more easily and give them specific information they can talk to their providers about. Patients also found that communication with our pharmacists to be reassuring, since their updates were being reviewed by a trusted health professional before any changes were made in the medical record.

Preliminary mechanisms and areas of future study:

- On a large scale, such a medication reconciliation process could be a time- and resource-intensive project for pharmacy staff, though it saves providers time. However, we believe there are opportunities to simplify automated dissonance-related advice within the EHR to save time. In the next phase of the study, Geisinger will explore this possibility.
- Geisinger's efficient and effective EHR and related e-healthcare tools were major contributors to the success of the pilot.



Copy by AmyMAvery@outlook.com
Cleveland Clinic “eHealthLines”
a quarterly e-newsletter;
target: “highly educated” audience

Surgical Advances in Brain Tumor Treatment

Treating brain tumors effectively takes a team of physicians who have a high level of expertise in different areas of medicine. Cleveland Clinic Florida has such a team. Highly skilled neurosurgeons offering new surgical techniques are able to remove brain tumors that physicians elsewhere have deemed inoperable.

“With our surgical techniques and the expertise of our physicians, there really are few ‘inoperable’ brain tumors anymore,” says Badih Adada, MD, a neurosurgeon with Cleveland Clinic Florida. “And technology has evolved so much that our patients can expect great outcomes following brain surgery.”

Delicate Precision

Because of their location and their relation to delicate structures, brain tumors can be extremely challenging to treat. “Removing a brain tumor in its entirety and preserving the patient’s functions and quality of life are the ultimate treatment goals,” Dr. Adada says. Physicians at Cleveland Clinic Florida use a combination of surgery, radiation therapy and chemotherapy to reach this goal.

“Until 10 to 15 years ago, brain surgery could result in neurological deficits like poor motor function, cognitive function and speech,” says Richard Roski, MD, Cleveland Clinic Florida neurosurgeon. “But with the development of microsurgery, imaging tools and other techniques, those types of results are extremely rare.”

New Techniques to Target Tumors

In removing a tumor, Cleveland Clinic Florida neurosurgeons rely on their vascular expertise to preserve the intricate blood vessels and nerves of the brain. And their experience in “skull base surgery”—which involves surgery using highly advanced tools, cameras and training to operate through the nasal passages to reach the brain—gives them options to effectively remove tumors without causing dramatic scarring and requiring a long recovery.

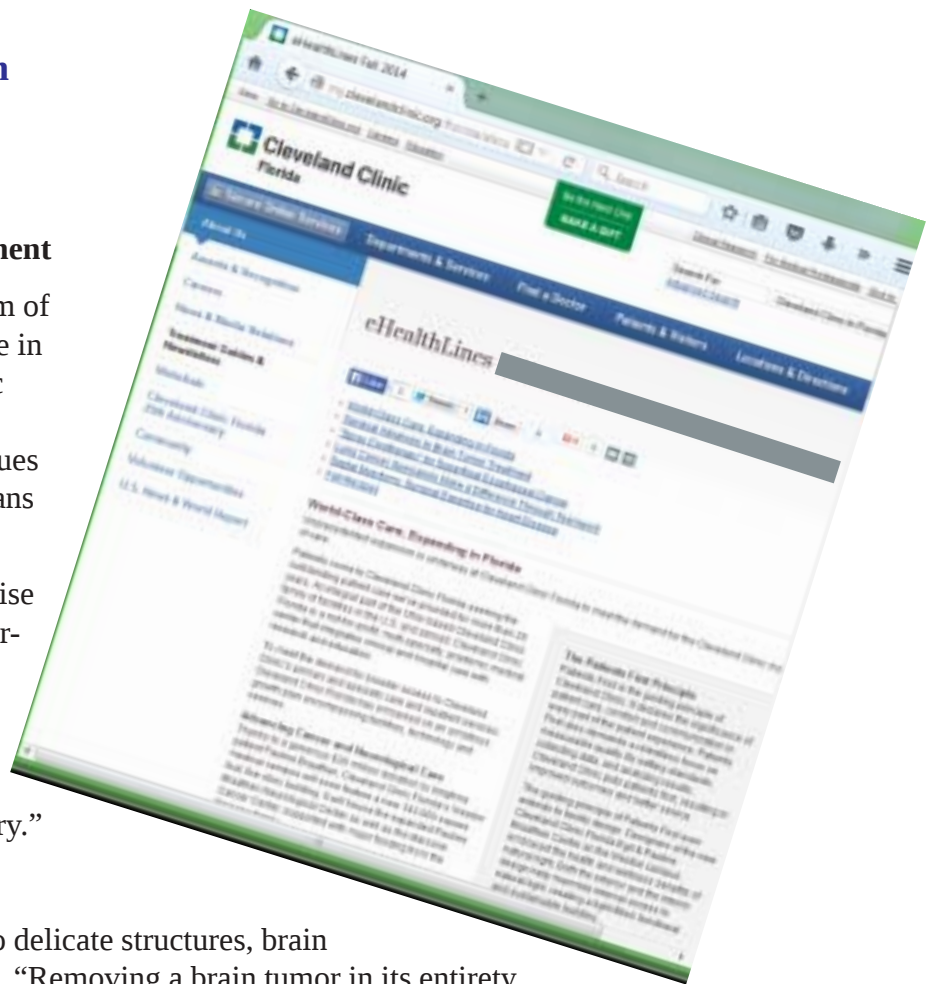
“Our ability to navigate inside the skull and brain has been another of the big breakthroughs to make tumor removal safer,” Dr. Roski says. For example, before surgery, neurosurgeons at Cleveland Clinic Florida use advanced, navigation software and imaging to clearly locate the tumor and plan a safe path to reach it. During surgery, they use ultrasound images to ensure they remain on the right path.

“Our physicians bring a combination of experience and expertise in brain surgery that is unique to our region of the country,” Dr. Adada says. “What that means for our patients is that, though having a brain tumor is a stressful diagnosis, we can offer them hope that our treatment will be successful and that we expect results to be

superb.”

“Spray Cryotherapy” for superficial esophageal cancer

Other stories in this issue:
Lung cancer specialists make a difference through teamwork



Cancer service line, sample pages:

1. Chest and Lung Cancer Expertise & Experience

At South Nassau Communities Hospital, if you need chest surgery for cancer or other conditions of the thorax (chest), our experts can often avoid the need for traditional surgery. Our cardiothoracic surgeons are experienced in using advanced tools that offer the precision of a computer plus advantages such as a shorter hospital stay and shorter recovery. We also use video-assisted equipment with similar advantages.

Some procedures we offer include:

- Lobectomy, removal of a lobe of the lung
- Wedge resection, removal of part of the lung
- Thoracotomy (pleurotomy), or surgery involving the chest wall
- Video-assisted thoracic surgery (VATS)
- Surgery for cancer

Cancer in the chest area: Thoracic Oncology Program

Focused on the treatment of chest cancer, the skilled surgical team at South Nassau Communities Hospital has unparalleled expertise in:

- Lung cancer
- Esophageal cancer
- Mediastinal tumors, or growths in the chest, including those in the heart, related blood vessels, breathing tube (trachea) and esophagus
- Tumors of the thymus gland (thymoma)
- Tumors of the chest wall

2. Gynecological Cancer Experts

Cancer diagnosis and treatment is a strong focus of the women's care specialists at South Nassau Communities Hospital. Our staff includes a range of dedicated physicians and surgeons with board certification in obstetrics and gynecology. These include one of the area's finest gynecologic surgeons, based at Valley Stream Cancer Center, who is among a limited number of physicians in the region who are board-certified in the subspecialty of gynecologic oncology, or cancer of women's reproductive system.

Our comprehensive services include state-of-the-art diagnostic tests and therapies. Our team works closely with a range of cancer experts to offer advanced radiation, chemotherapy and surgery. Whenever possible, we use "laparoscopic" techniques that require only small incisions, and results in faster recovery. Our surgeons are also highly experienced in using computer-guided (or robotic) techniques that give us greater precision than possible by the human hand alone.

In all that we do, our primary goals are to quickly and efficiently evaluate each patient's needs so we can create the best treatment plan as soon as possible.



3. The Center For Prostate Health

For men with conditions related to the prostate gland, the Center for Prostate Health offers experts who are experienced in the latest diagnosis and treatment options. We're located in the Gertrude and Louis Feil Cancer Center at Valley Stream. So you can get the advanced care you need right here in your community—near work, family and friends.

Our team includes physicians who specialize in urology, oncology (cancer), radiology and radiation oncology. We offer compassionate, expert care and can often schedule appointments quickly. Along with a team of technicians, technologists and other clinical experts, we work with each patient to identify all treatment options. Further, we focus on both care and quality, and our staff has ensured our facility is accredited by the American College of Radiology.

Treatment expertise

Not all hospitals offer every treatment option, but South Nassau offers a full range of care using the latest advances in techniques and equipment. Learn more.

Contact us: South Nassau's Center for Prostate Health (need address and one phone #)

Learn more

- Prostate cancer treatment options at South Nassau Communities Hospital
- Learn more about prostate cancer
- Our experienced team of board-certified physicians and staff
- Diagnosis and treatment for cancer
- National certifications for care and quality
- Support and education for patients and their loved ones.
- Overview of cancer care at South Nassau
- Prostate Cancer Support Group
- Gertrude and Louis Feil Cancer Center at Valley Stream