



March 2012

VITAL SIGNS

A newsletter for the physicians of Windham Hospital

A Message from:

Stephen W. Larcen, PhD

Interim President and CEO

Charles Shooks, MD

Chief of Staff



Stephen W. Larcen *Charles Shooks*

Dear Physicians and Staff:

Have you had an opportunity to review the recently published Windham Hospital 2011 Annual Report? If not, we encourage you to read through it, and pass along copies to others. It is also posted on the hospital website's Media Page. We truly are *Building Something Great*, and the exciting momentum continued during the first quarter of 2012.

In recent months, the fastest market share growth of any specialty at the hospital has been in orthopaedic surgeries (see story at right). This dramatic increase is directly attributed to our strategic decision to add another orthopaedic surgeon to our medical staff.

Another specialty where momentum is building is rheumatology, as featured in the November issue of Vital Signs. As the year goes by, we anticipate seeing market share rise in this service line.

Now, on the heels of these recent successes, Charlie and I are delighted to announce

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Windham Hospital Orthopaedics Team Leads the Way

Pictured, from left: Vincent I. MacAndrew, Jr., MD; Robert O'Connor, MD; and Stephen F. Scarangella, MD



Fastest-Growing Specialty Meets Diverse Patient Needs

From a Baby Boomer needing a knee replacement to a third-grader who broke her arm during a soccer match; and from an up-and-coming major league pitching prospect who felt a twinge in his throwing elbow to a retiree suffering from hand tendon issues, a growing number of Eastern Connecticut's 546,000 residents are turning to Windham Hospital's state-of-the-art orthopaedics team for top-level, local care. As a result, in the past year, orthopaedics have captured more market share growth than any other specialty at Windham Hospital.

Among the department's areas of specialty are hand and upper extremity treatment; total joint care including hip, knee, ankle, foot, shoulder, elbow, and finger replacement procedures; sports

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**A Message from
Stephen W. Larcen, PhD
and Charles Shooks, MD**

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that in April, the hospital is bringing in two more cardiologists (see story at right). As a result, by this time next year we anticipate that more people will be able to get their cardiology care near home. Plus, we are already making early-stage progress in enhancing the medical team in neurology and primary care.

In addition to physician recruitment, per the Windham Hospital Balanced Score Card, we are launching new advertising campaigns to grow volumes in orthopaedics, imaging, and emergency room services. This campaign includes print, radio and television advertisements, and will run through the end of the fiscal year.

Our ultimate goal is to strengthen specialty services that allow patients to get more specialized care locally. By operating within an integrated system, Windham Hospital can provide patients with exceptional, personalized coordinated care. Thank you for being an integral part of this dynamic journey. The best is yet to come!

Sincerely,

Stephen W. Larcen, PhD
Interim President and CEO

Charles Shooks, MD
Chief of Staff



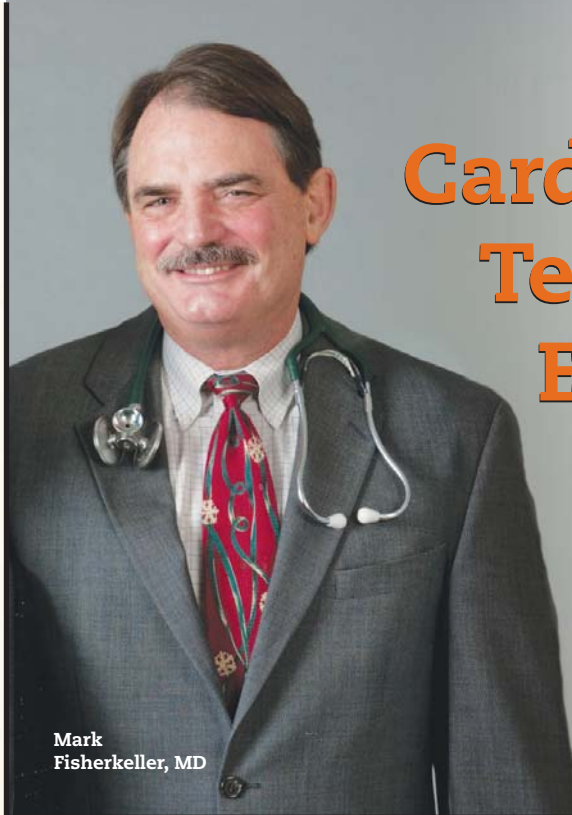
Please
join us for a

**Wine
and
Cheese
Reception**

In honor of the physicians at Windham Hospital, a donation will be made to the Soroptimists International of Willimantic.

**Friday, March 30, 2012, 6 - 8 PM in
the Windham Hospital Atrium**

**RSVP acrawford@wcmh.org
or 860.456.9116, ext. 3027**



**Mark
Fisherkeller, MD**

Cardiology Team Expanding

Taking on the Top Killer in the State

According to the American Heart Association of Connecticut, cardiovascular diseases and stroke are the top causes of death in the state. To better provide local, high-quality care to a growing number of patients in Eastern Connecticut, the cardiology team at Windham Hospital is being reorganized and expanded this spring.

Mark Fisherkeller, MD, is integrating his practice with the Hartford Medical Group (HMG). A devoted clinician, Dr. Fisherkeller has been the face of cardiology at Windham Hospital for more than 20 years. He is responsible for establishing the seamless, coordinated care patients experience when they require tertiary cardiac services at Hartford Hospital.

Changing the model of cardiology and joining HMG was a matter of finding the best partner to help Dr. Fisherkeller improve clinical care and grow cardiology services at Windham Hospital. HMG appealed to him because of its experience, resources, expertise, electronic medical record (EMR) and favorable health plan contracts. Dr. Fisherkeller will now enjoy the

stability and resources of a major physician group and the local management and operation of a community-based medical practice.

New to the team, cardiologist **Randolph (Randy) Panetta, MD**, is also joining Hartford Medical Group. Dr. Panetta has been in private practice with Advanced Cardiovascular



Randolph (Randy) Panetta, MD

Specialists for four years, with offices in Bridgeport and Fairfield. Patients and physicians in Fairfield County praise Dr. Panetta for his patient-centered approach, humanistic qualities, compassion and clinical acumen.

Dr. Panetta received his undergraduate, Master's and Doctor of Medicine degrees from Georgetown University. He performed his residency through UConn's Internal Medicine Residency Program, and followed with a fellowship in Cardiology at Hartford Hospital. Dr. Panetta is Board Certified in Internal Medicine and Cardiovascular Disease, has been published and is conversant in Spanish. He will begin his duties here on April 9 and practice with Dr. Fisherkeller at the 90 Quarry Street location. His clinical interests include heart failure, pulmonary hypertension and atrial fibrillation.



Service With A Smile: Valet Parking Returns to Windham Hospital

Windham Hospital is now offering a free valet parking service at the Atrium/Shea entrance. Visitors simply pull into Shea Circle, where a uniformed attendant greets them, assists them to the door if needed, and then parks the car.

Making its debut in the midst of construction and inclement weather, the new valet service will continue year-round, in response to feedback received from patients and visitors about the need for more convenient parking.

The new service is part of the hospital's commitment to excellence and extraordinary service to patients from the moment they enter the hospital grounds. The hilly nature of the campus can be difficult for people to navigate—whether they are walking with a cane or crutches, in a wheelchair, feeling the effects of treatment, or simply pushing a baby stroller. Cold weather, snow, ice or construction further complicate the situation. This service offers curbside access to the hospital, and eliminates the need to maneuver through the parking lots.

Although staff members from many departments had suggested initiating a valet service, the Security Team at Windham Hospital stepped forward to research needs and traffic patterns, analyze service options and create the proposal outlining location and hours of operation. Valet parking (staffed by Valet Park of America) is currently available Monday through Friday, from 6:30 am to 3:00 pm. In the future, valet service may be expanded to other entrances. ❊

Allen Klinger and Vladimir Rivera are Windham Hospital's valet parking attendants



Breast Care Center Nationally Accredited

— Making a Difference Where Incidence is Highest —

More than 200,000 women in the United States are diagnosed with breast disease each year, and Connecticut holds the dubious distinction of having the highest incidence of breast cancer in the nation. To help meet this challenge, the Breast Care Center at Windham Hospital provides comprehensive, state-of-the-art, compassionate breast care for patients in Eastern Connecticut.

In December, the Center was recognized by the National Accreditation Program for Breast Centers (NAPBC). Administered by the American College of Surgeons' Commission on Cancer, NAPBC awards accreditation only to those centers that have voluntarily committed to provide the highest level of quality breast care and that undergo a rigorous review of their performance.

During the survey process, the center must demonstrate compliance with standards established by NAPBC for treating patients who are diagnosed with the full spectrum of breast disease. The standards include proficiency in the areas of leadership, clinical management, research, community outreach, professional education, and quality improvement. A breast center that achieves NAPBC accreditation has demonstrated a firm commitment to offer its patients every significant advantage in their battle against breast disease.

"It is rewarding to be recognized nationally for the quality of care that we

provide to the members of the communities we serve," said **Cary Trantalis**, Vice President of Operations. "I would like to extend my appreciation to our entire team, working together to provide our patients with the very best care and outcomes possible."

Receiving care at a NAPBC-accredited center ensures that these patients have access to comprehensive care, including a full range of state-of-the-art services; a multidisciplinary team approach to coordinate the best treatment options with physicians and nurses who have specialized training in cancer care; information about ongoing clinical trials and new treatment options; and quality breast care close to home. ❊

Pictured: Front row, L-R: **Linda Kovalck, RN; Marie Quinn; Irene Juzyn; Kate Cheromcha; Kate Starkey; Gail Greci.** Back row: **Mary Barry, MD; Nadia Nashid, MD; Pragna Kapadia, MD; Melissa O'Neill, APRN; Cary Trantalis, RN, MSN; and Steve Lee, MD.** Committee members not pictured: **Beth Cheney, APRN; Leszek Kolodziejczak, MD; Carol Palonen, RN; Sue Pritchett, RN; Mary Horan, MDiv; Suzanne Gerety-Ferreira; Cindy McClarran; Jennifer Martin, RN; and Gregory Turner, MD**



Applause



Exciting news involving the physicians and clinical staff of Windham Hospital

Mark Fisherkeller, MD, FACC



Mark Fisherkeller, MD, FACC, FASE, RDGS

Mark Fisherkeller, MD, FACC, FASE, RDGS, has earned a ten-year re-certification from the American Board of Echocardiography, and has also been re-certified by the American Society of Nuclear Cardiology through 2016. In addition, the International Board of Heart Rhythm Examiners, an affiliate organization of the Heart Rhythm Society recently recognized Dr. Fisherkeller as a Certified Cardiac Device Specialist. The prestigious CCDS

designation is earned by demonstrating proficiencies in cardiac rhythm device therapy and cardiac electrophysiology (pacemakers and defibrillators).

Yvette Martas, MD



Yvette Martas, MD

Yvette Martas, MD, an obstetrician, gynecologist and partner at Mansfield OB/GYN Associates, PC, in Mansfield Center, recently visited Mexico and Nicaragua as a volunteer with Grounds for Health, screening for cervical cancer. She also serves as a Spanish-speaking March of Dimes spokesperson for their information videos on pre-maturity and reproductive health. Her

passion for education has opened opportunities to serve as mentor to Windham High School and UConn students interested in health professions.

Ethan Foxman, MD



Ethan Foxman, MD

Ethan Foxman, MD, President of Jefferson Radiology, is serving as Interim Head of the Radiology Department at Hartford Hospital. He also serves on the Windham Hospital Board of Directors and as Chair of the Windham Hospital Quality Committee. He joined Jefferson Radiology and the staff of Hartford Hospital in 2004. Dr. Foxman has a keen interest in advancing neuroimaging, and has been recognized as an outstanding

teacher in Hartford Hospital's residency program.

Ayaz T. Madraswalla, MD



Ayaz T. Madraswalla, MD

Ayaz T. Madraswalla, MD, is now Board Certified in Addictions Medicine and head of Pathways Detox in Willimantic and Putnam. He recently served on the Board of Windham Hospital, and has served as President of the Windham County Medical Association, President of the Connecticut Academy of Family Physicians, School Physician for Windham Regional Vocational

Technical School, and on the Board of Health Horizons International, a foundation created to support medical humanitarian missions in developing countries. He has taught medical students at the UConn Medical School and served at Mansfield Family Practice since 1995.

Peter D. Jones, MD



Peter D. Jones, MD

Peter D. Jones, MD, who specializes in Internal Medicine, recently performed in Spain with a musical trio named F.A.C.E. (Flamenco and Classic Enthusiasts). Locally, the trio performs on Friday afternoons from 2-5 pm at Mansfield General Store on Route 195 and at other local venues and homes. Dr. Jones is originally from England and came to the United States in 1977. A performance by F.A.C.E. is online on YouTube.

Please email your professional or personal news and photos to Heather Tindall at htindall@wcmh.org for publication consideration. Professional news may include but is not limited to: recent awards or recognition, seats on boards or committees, acts of heroism, speaking engagements, certifications, fellowships, and additional education. Personal news might include: athletic or arts achievements, recent marriages, new inventions, interesting trips or upcoming retirement.

You Oughta' Know...

Marilyn Kritzman, MD, FCAP

Pathologist with Pathology Associates of Windham



Marilyn Kritzman, MD, FCAP, a pathologist with Pathology Associates of Windham, has been with Windham Hospital since 1996. She is Board Certified in Anatomic and Clinical Pathology. With the hospital's synergies from the recent partnership with Clinical Laboratory Partners (CLP) and Computerized Physician Order Entry (CPOE), the laboratory is seeing an increase in volume.

As a youth, Dr. Kritzman was fascinated with science, mostly as it related to living organisms. She also had a strong desire to help people. These factors led her to apply for medical school and to pursue a career in medicine. She emigrated to the United States, marrying her husband in California. Coincidentally, when he was transferred to Connecticut, she was offered a residency at Hartford Hospital. "We immediately liked Connecticut as a good place to raise a family," she recalls, and they have lived in West Hartford ever since. When she completed her fellowship at Hartford Hospital, Dr. Kritzman joined Windham Hospital after learning that Nadia Nashid, MD, FCAP, Chief of Pathology and Laboratory Medical Director, was looking for a pathologist.

Born and raised in South America, Dr. Kritzman has never forgotten her roots. For the past five years, she has travelled to Central America once or twice a year through a Vermont-based organization called Grounds for Health. Through local coffee plantations, a small team of volunteer OB/GYNs, nurses, midwives, and social workers visit selected communities for one week. During this time, the team provides 400-600 women with cervical cancer screenings, pap smears, diagnosis, treatment, and patient education. The team also trains local healthcare providers to continue the work once the team is gone.

When asked what she likes most about being a pathologist, she said that she enjoys working behind-the-scenes within her field of expertise. "It's pretty amazing. The microscope opens up a whole new world that very few people get to see." The Laboratory is staffed 24 hours a day, 7 days a week. Please call 860.456.6790 for more information. ❖

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medicine, including surgical and non-surgical treatments and prevention techniques on both an individual and team basis; and physical therapy.

The hospital also has a strategic partnership with Eastern Rehabilitation Network (a member of Hartford HealthCare) and one of Connecticut's largest physical therapy providers. This partnership enables patients to interface with top therapists in the area, facilitating a full and speedy recovery.

To provide such top-level care, Windham Hospital goes far beyond the x-ray to treat its patients. MRIs, bone density studies, sports medicine imaging and advanced imaging-related injections are just some of the specialized diagnostic tools the hospital is using to address musculoskeletal health issues. In many cases, even the subtlest of joint injuries can be detected before they become a major problem. This leads to a choice of therapeutic treatment over surgery, faster recovery times, and the patient's quick return to a normal lifestyle.

"We really do have a vast wealth of resources, technologies and treatments to help get patients back to enjoying the activities that are important to them," says **Charles Shooks, MD**, Chief of Staff at Windham Hospital, "but what really sets us apart is our physicians." At the heart of the department are its three dedicated physicians, **Stephen F. Scarangella, MD**; **Vincent I. MacAndrew, Jr., MD**; and **Robert O'Connor, MD**. These highly qualified doctors are among the leading practitioners in their fields.

Dr. Scarangella's expertise is in hand and upper extremity conditions, with a specialty in traumatic, neurological, and arthritic reconstructive surgery. His patients range from children and recreational athletes, to elite professional athletes. He is a consultant for the Detroit Tigers baseball club; team physician for the minor league affiliate Connecticut Tigers; and team physician for the athletic teams of Eastern Connecticut State University. He was a consultant to the San Francisco Giants Baseball Club, and has served as a consultant for PGA tour players and officials at the Greater Hartford Open.

Dr. MacAndrew is a prominent member of the orthopaedics community as a member of several regional orthopaedics societies, and as a fellow of the American Academy of Orthopaedic Surgeons. He has served as the on-site orthopaedist at both the X-Games and the U.S. Olympic skating trials.

A student-athlete, Dr. O'Connor has never left the playing field. He is a Board-Certified orthopaedic surgeon and is fellowship trained in sports medicine. He is a former lacrosse coach and athletic trainer, and his work has been published in the *American Journal of Sports Medicine*.

Dr. MacAndrew and Dr. Scarangella practice at the Orthopaedic and Hand Surgery Center, 150 Mansfield Avenue, Willamantic, 860.456.3997. Dr. O'Connor practices at the SPORTS Center LLC, 151 Storrs Road, Mansfield Center, 860.456.1780. ❖

In Case You Missed It...



by Julie Bundy

Windham Hospital
Physician Liaison

Recent developments that affect Windham Hospital physicians

Text orders are **NOT** acceptable. The Joint Commission recently clarified that it is not acceptable for physicians to text orders for patients to the hospital or other healthcare resources. Why? Because there is no ability to verify the identity of the person sending the text, and no way to keep the original message electronically as validation of what is entered into the medical record.

Beginning April 1, specimens submitted for laboratory testing MUST have the patient's full first and last name plus date of birth. Specimens that are not properly labeled will be rejected.

History and physicals on pre-op patients must be completed less than 30 days prior to surgery.

Computerized Physician Order Entry (CPOE) went live on February 16.

Please keep me informed on how the new process and technology are working.

ID badges now mandatory. Connecticut House Bill 5045 requires that any "health care provider who provides

direct patient care must wear identification badges in plain view" during provider's work hours. If you do not have a Windham Hospital Badge, please contact me.

Progress continues on the new Medical Office Building. Robert Campagnone, MD, anesthesiologist, recently took a video of the blasting that until recently, was heard around 1:10 pm each day. Please visit www.YouTube.com and type in "Blasting at Windham Hospital" to view the video. Excavation of the foundation should begin this month.

As your Physician Liaison for Windham Hospital, I welcome your questions, concerns or suggestions. My goal is to enhance communication and foster good relationships between the hospital and referring physicians, health care professionals and office staff throughout the area. I can be reached at 860.456.6105 (O), 860.634.3383 (C) or by email at jbundy@wcmh.org. ☘

HERE WE GROW AGAIN!

The following physicians and clinical staff recently joined Windham Hospital:



Cedric Benson, MD

Hospitalist, Windham Hospital
112 Mansfield Avenue
Willimantic, CT 06226
860.456.6905



William Muskett

EMS Program Manager
Windham Hospital
112 Mansfield Avenue
Willimantic, CT 06226
860.456.6882



Carin Van Gelder, MD

Prehospital Medical Director
Windham Hospital
112 Mansfield Avenue
Willimantic, CT 06226
860.456.6715



Laughter Is The Best Medicine

It's GO-LIVE for Allscripts Sunrise Acute Care at Windham Hospital! During the month of February, converting to an electronic medical record (EMR) has been a monumental but rewarding initiative that has involved numerous hospital and medical staff. The launch has been successful; however, there have been some challenges involved worthy of a country music song! In fact, one physician in Texas did just that: he wrote a ballad on the trials and triumphs, from a physician's perspective, of implementing the EMR at his hospital. Visit YouTube and download **The Ballad of Go-Live: Electronic Health Record Implementation at Texas Health Denton.** ☘



Get in the Swing of Things



at the 17th annual Windham Hospital Golf Classic on June 13

Mark your calendar now, and plan to participate in the 17th annual Windham Hospital Golf Classic sponsored by ConnectiCare on Wednesday, June 13, with 8 am and 1 pm rounds. The Golf Classic is open to the public and to golfers of all levels. With the four-person scramble shotgun format, it is really fun and easy for golfers at any level.

Proceeds from this event support Windham Hospital's Outpatient Services, which provides thousands of families in the community with essential diagnostic services such as blood work, x-rays, EKGs, EEGs, Cardiac and Pulmonary Rehabilitation, Cardiac Lab, CT Scan, MRIs, diagnostic mammography services and Nuclear Medicine.

Over the years, the Golf Classic Committee has provided funds to support many improvements to the facility that would not have been otherwise possible. The Committee pledged \$1,000,000 to the Emergency and Outpatient Expansion Project that opened in 2006. To date, more than \$861,000 has been raised toward that goal. The registration fee includes a player gift, greens fees, cart, buffet lunch, on-course refreshments, dinner reception and awards.

The Golf Classic welcomes mixed foursomes which consist of one or more women. Prizes are awarded to the top men's and women's foursomes. There are also on-course games, such as closest to the pin and four hole-in-one prizes. A golfer making a hole-in-one on specific holes can win a major prize.



Sponsorships are available. The Golf Classic is a great opportunity to showcase a medical practice, company or services. Sponsorship packages range from \$200 to \$7,500. The hospital is also grateful for in-kind services such as gift certificates, free passes, and merchandise.

Windham Hospital has always maintained its commitment to excellent care for all who enter its doors. The Golf Classic provides a fun, easy way to contribute to strengthening services in the community for themselves, family, friends and neighbors.

Golfers must pre-register by calling the hospital at 860.456.6849 or online at www.WindhamHospital.org/golf. ❖

Pictured Above: Chris Desmond, APRN; Mark Dziedzic, MD; Gale Lockland, PhD; and Greg Shangold, MD

Inset: Each year, Ed Sawicki, MD, brings his own inimitable style to the Golf Classic!

Mental Health Services Expanded



Carl Washburn, MD, NMD, FAPA

According to information from the Mental Health Association of Connecticut, an estimated 4.4 percent of the state's adult population has experienced mental illness

within the past year. To help meet the mental health needs of its patients, Windham Hospital recently contracted with Natchaug Hospital to provide daily psychiatric consultation services. **Carl Washburn, MD, NMD, FAPA**, will be available for afternoon consults on inpatient floors Monday through Friday, and to the emergency department as needed. Dr. Washburn is a psychiatrist at Natchaug's Sachus House Adult Day Treatment and Suboxone detoxification programs.

A graduate of John Bastyr College of Naturopathic Medicine, and Ross University School of Medicine, Dr. Washburn completed his psychiatric residency training at the Institute of Living in Hartford and his psychosomatic medicine fellowship at Hartford Hospital. He is Board Certified in psychiatric and psychosomatic medicine.

Dr. Washburn's unabashed enthusiasm for the field of psychiatry stems from his fascination with people and the brain. He notes that every patient, even those with the same diagnosis as others, is uniquely different. He enjoys his frontline role in this field of medicine, which is still identifying causes of mental illnesses and learning how best to treat them. To Dr. Washburn, there is much "art" in the science of psychiatry. His training, experience and knowledge in nutrition and the links between certain physical diseases and mental illnesses (such as pancreatic cancer and depression), are welcome contributions to Windham Hospital's medical staff. ❖

It Feels Great to Breathe Better!



Robert Bundy, MD, Medical Director at Windham Hospital, was the inaugural speaker for the Better Breathers Club on January 19. He addressed two topics during the presentation: "How COPD Affects the Lungs" and "Talking with Your Physician."

The Better Breathers Club at Windham Hospital is a free program to help people with emphysema, chronic bronchitis, or asthma cope with Chronic Obstructive Pulmonary Disease (COPD).

COPD is one of the leading causes of hospital admissions and readmissions. Better Breathers Club teaches better ways to cope with COPD while getting the support of others who share similar struggles.

Better Breathers meets on select Thursdays from 3-5 pm, in the first floor Pulmonary Rehab Classroom. Topics include:

April 12:

Home Care Supplemental Oxygen, facilitated by **Tom Pawlowski, RRT**, from Thomas Respiratory Care

May 3:

Psychological and Social Aspects of COPD led by **Beth Hankins, MSW**

May 24:

Nutritional Guidelines for COPD Patients led by **Angela Frankland, RD**

The Club is made possible by a grant from the Connecticut Office of Rural Health. For details, please contact **Reneé Clinton, RRT**, at 860.456.6879. ☺

VITAL SIGNS

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Managing Editor: Heather Tindall
Writer: Drew Crandall

Submit items for Vital Signs to:
htindall@wcmh.org

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www.facebook.com/WindhamHospital



112 Mansfield Ave
Willimantic, CT 06226