

Patient Satisfaction!

The outpatient satisfaction summary reports for FY4Q09 showed that for the first time ever, the overall enterprise Outpatient Clinic patient satisfaction rank has reached the 90th percentile! Overall outpatient clinic rank of 90th is a tremendous accomplishment.

Two Department of Medicine clinics won the Outpatient Satisfaction Banners for this quarter:

Off Campus Clinic #1: Goose Creek Dept of Medicine - 99th

(Tricy Kosobud, Dr. Jimmy Alele and Delores Speights Solomon are shown at right:)



Off Campus Clinic #2: West Ashley Cardiology - 98th won the banner for the 8th quarter in a row!

(Left to right below are Nancy Noble, Steve Vinciguerra, Maleah Whitehair, Cassy Davis, Chante Grant, and Lisa Morgan)



Congratulations to our banner award winners!

*John R. Feussner, M.D., M.P.H.
Distinguished University Professor
and Chairman*

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On the Calendar:

Faculty Convocation
August 25th

New Medical Students
arrive on campus
August 19th

NIH/CDC Stroke Champions



Dr. Edward C. Jauch, Associate Professor in Emergency Medicine participated in the NIH/CDC Stroke Champions Information Session held on June 9, 2009 here on the MUSC campus. This Session was used to "reach out" to our community (and surrounding areas) as an educational tool about "Stroke".

The National Institutes of Health through the National Institute of Neurological Disorders and Stroke (NINDS) developed the **Know Stroke. Know the Signs. Act in Time.** campaign to help educate the public about the symptoms of stroke and the importance of getting to the hospital quickly. The NINDS developed the *Know Stroke* campaign to help educate the public about the symptoms of stroke and the importance of getting to the hospital quickly. The campaign includes outreach to consumers and health care professionals using mass media, grassroots outreach, partnerships, and community education. The campaign also targets Spanish-speaking communities through a variety of Spanish language materials available throughout this site. A key partnership with the Centers for Disease Control and Prevention's Heart Disease and Stroke Prevention branch produced *Know Stroke in the Community (KSIC)* in 2004. KSIC partnered with MUSC to recruit "Stroke Champions" in several regional communities who are trained to use NINDS stroke education materials and then charged with bringing campaign messages to their communities. Campaign materials include a stroke education kit with a video, brochures, radio PSAs, and posters.

Know the Signs

Because stroke injures the brain, you may not realize that you are having a stroke. To a bystander, someone having a stroke may just look unaware or confused. Stroke victims have the best chance if someone around them recognizes the symptoms and acts quickly.

What are the symptoms of a stroke?

The symptoms of stroke are distinct because they happen quickly:

- Sudden numbness or weakness of the face, arm, or leg (especially on one side of the body)
- Sudden confusion, trouble speaking or understanding speech
- Sudden trouble seeing in one or both eyes
- Sudden trouble walking, dizziness, loss of balance or coordination
- Sudden severe headache with no known cause

What should a bystander do?

If you believe someone is having a stroke – if he or she suddenly loses the ability to speak, or move an arm or leg on one side, or experiences facial paralysis on one side – call 911 immediately.

Act in Time

Stroke is a medical emergency. Every minute counts when someone is having a stroke. The longer blood flow is cut off to the brain, the greater the damage. Immediate treatment can save people's lives and enhance their chances for successful recovery.

Why is there a need to act fast?

Ischemic strokes, the most common type of strokes, can be treated with a drug called t-PA, that dissolves blood clots obstructing blood flow to the brain. The window of opportunity to start treating stroke patients is three hours, but to be evaluated and receive treatment, patients need to get to the hospital within 60 minutes. A five-year study by the National Institute of Neurological Disorders and Stroke (NINDS) found that some stroke patients who received t-PA within three hours of the start of stroke symptoms were at least 30 percent more likely to recover with little or no disability after three months.





Dr. Slate to serve on Study Section

Elizabeth H. Slate, Ph.D., Professor in Biostatistics and Epidemiology, has accepted an invitation to serve as a member of the Biostatistical Methods and Research Design Study Section, Center for Scientific Review for the term beginning immediately and

ending June 30, 2013. According to Dr. Toni Scarpa, Director of the Center for Scientific Review, “members are selected on the basis of their demonstrated competence and achievement in their scientific discipline as evidenced by the quality of research accomplishments, publications in scientific journals, and other significant scientific activities, achievements and honors.”

Dr. Slate directs the biostatistics pre-doctoral T32 program Biostatistics Research for Basic Biomedical Research supported by NIGMS and the Biostatistics Core for the South Carolina COBRE for Oral Health. She is a member of the Medical Scientist Training Program Steering Committee and an active educator and mentor to both students and junior faculty members.

Dr. Parson and team lauded for Pivotal Advance



Dr. Chris Parsons’s group submitted a paper, “Kaposi’s sarcoma associated herpesvirus (KSHV)-encoded microRNA specifically induce IL-6 and IL-10 secretion by macrophages and monocytes”, which was accepted for publication by the Journal of Leukocyte Biology and lauded as a “pivotal advance”. Based on the impact of the findings, JLB will feature the manuscript as a Pivotal Advance with a dedicated editorial for the benefit of JLB readers in gaining greater insight from the findings.

Dr. Parsons is an Assistant Professor in Infectious Diseases. Other contributing authors for this publication are Dr. Zhiqiang Qin (post-doctoral fellow); Patricia Kearney (MD/PhD Graduate Student); and Karlie Plaisance.

Make your Hurricane Plan(s)!

With the arrival of the first named hurricane of the season, it is time to prepare for another active hurricane season (June 1st through November 30th), and to revisit your division’s severe weather plan. Please make certain that you have a comprehensive understanding of your role in the event of a Hurricane or other emergency situation. Copies of your Division’s plan are available upon request from your Division Business Manager. You may access the 2007 MUSC Severe Weather Plan at the following links:

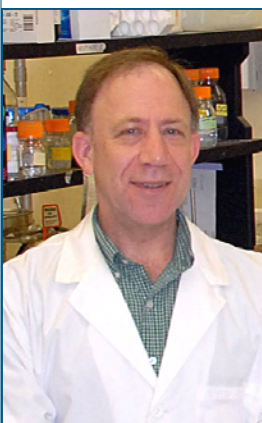
<http://www.musc.edu/weatheremergency/> or <http://www.musc.edu/fanda/risk/>

The things you should do **NOW** are:

- ⇒ Obtain a copy of your Division Hurricane Plan as well as contact information for your Division/Program leaders – faculty and staff.
- ⇒ Understand your role/obligations to MUSC in the event of a Hurricane
- ⇒ Provide your Division faculty and staff leaders with your contact information – how they can reach you in the event of a Hurricane
- ⇒ Make a personal Hurricane plan for you and your family – including pets. Local grocery and home improvement stores have comprehensive plans and checklists available to assist you in your planning.
- ⇒ There are also a set of plans and checklists available online at the following local TV news websites:
<http://www.live5news.com/> or <http://www.wciv.com/hurricane/> or <http://www.schurricane.com/>
- ⇒ **Do not wait** until a hurricane is imminent to make your plans and gather supplies – due to heavy demand it may be too late to obtain needed supplies from local stores.



Rheumatology celebrates “Sweet 16” designation from US News & World Report



Dr. Hoffman awarded SCTR Pilot Project

Stan Hoffman, PhD, Professor in Rheumatology & Immunology is the recipient of a 2009 Funded SCTR Pilot Project, titled “CSD Peptide Mitigates Radiotherapy-Induced Lung Injury/ Fibrosis”. The funded projects represent multiple Colleges and Schools at MUSC, USC and Clemson; and range from Cancer Drug Discovery to Novel Methods for Exercise for SLE Patients.

The purpose of SCTR Pilot Projects Program (PPP) is to assist faculty members at SCTR institutions in competing successfully for major research funding from external sponsors. There are three different categories for submission: 1) Discovery Grants, 2) Early Career Investigator Grants, and 3) Novel Methodologies & Technologies Grants.



Thank you Dr. Carol Sherman & Dr. Valerian Fernandes!



Dr. Sherman,

I wanted to thank you and the wonderful staff at Hollings for your fantastic care, advice and compassionate service to all of us, especially [my mother-in-law]. We really appreciated it and we're absolutely delighted to learn of your NCI designation.

That is wonderful for our community and is such a comfort! Please know that we greatly respect all of the Doctors and Nurses and caring staff at Hollings Cancer Center. Thanks to you and Susan especially for helping to explain and navigate our way through [my mother-in-law]'s battle.

My mother-in-law, did pass away at the end of February but it wasn't without extreme effort and care excellence from Hollings Cancer Center and other Doctor's at MUSC. We also received phenomenal care from Dr. Silvestri and Dr. DiRosimo and they should be recognized too. Even at the front desk at visits and so forth everyone was incredibly kind and caring.

While we're at it, I myself am alive because of **Dr. Valerian Fernandes** after receiving emergency care 5 years ago for a very rare kind of aortic dissection that resulted in a heart attack. I didn't know that's what it was at the time and had only lived here for 3 months at the time but chose only to head for MUSC. How lucky I am that Dr. Fernandes was on call. This man is the most wonderful doctor I have ever encountered and I thank God for him and his skill everyday.

I work for the Business Journal. Although I do not have the pleasure of serving as the Account Execu-

tive for MUSC, I enjoy sharing the passion for watching MUSC grow and prosper and become nationally recognized. MUSC has long been a sponsor of an event we hold in November called Healthcare Heroes.



We will begin the process to accept nominations in the next few weeks

and perhaps as you come across grateful patients like me and my family, encourage them to help recognize these wonderful doctors and tell their stories. The nominations can be done via our website www.charlestonbusiness.com. I don't mean to put you on the spot but I've always been looking for someone to be a champion for these special doctors in my life.

Thanks again and if there is anything else I can help with, please let me know!

[reprinted with permission, part of message deleted to protect privacy of patient's family]

Thank you Dr. Gebregziabher!



Mulugeta Gebregziaher, Ph.D., Assistant Professor in Biostatistics & Epidemiology, volunteered in July for the non-profit organization, Crane, at the St. Julian Devine Community Center.

According to Patricia Smith, Director of the Internal Summer Program for the Charleston Recreation Department, "Dr. Gebregzibher educated the children, ages 5—13, about the country of Ethiopia. He presented the material in an interactive and interesting way with the children both seeing, listening and asking questions. He was very understanding and very encouraging with the children and helped make it a positive experience for them.

Thank you for your employee's participation. He helped make the summer program a success with the children by broadening their understanding of the world."



◆ **Dr. Daniel STEINBERG** was **UTTERLY FABULOUS!**



◆ **Merriman Dowdle, PA** is very knowledgeable and explains facts about my illness and treatment in a caring and proficient way.
◆ I have been seeing **Dr. [Rick] Silver** since I was 2 years old. I am now 18. He has been great.
◆ Every visit to this cardiology office

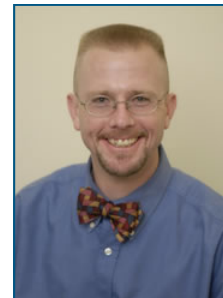
has been more than pleasant - EVERY employee is more than willing to be helpful. **Dr. Pam Morris** is one of my most favorite specialists. I am thoroughly confident regarding the care she gives to my heart.

- ◆ **Jennifer Page [NP]** is one of the most caring and understanding persons in the medical field I have met. This is her knack of explaining is so helpful in bad times.
- ◆ Fabulous, wonderful, like my [PA] **Cameron Burch**.
- ◆ I have never been treated with such courteous and caring nurses in any hospital like what I experience every time at **MUSC Emergency**.
- ◆ **Dr. Kathy Wiley** is doing an excellent job. And the nurse/assistant **Marsha Mathias** is outstanding!! She does a wonderful job in every way!!
- ◆ **Dr. Maria Lopes-Virella** is outstanding!
- ◆ Complete confidence in **Dr. [Carol] Sherman, Susan Keller, and entire 2nd floor staff**.
- ◆ **Dr. Yalani Vanzura** was extremely thorough and very helpful with the infection I came in for and the incision problem I didn't know I had.
- ◆ My 6 yo granddaughter was with me & said she wanted a snack & **Dr. Gregg** got her a snack from their break room.
- ◆ It took me a year to make the decision to go to MUSC, in 4 months they have done what 3 Myrtle Beach doctor could not in 1 yr. [ART GI]
- ◆ **Dr. [Juan Manuel] Gomez** called me at 7:50 p.m. to tell me my blood results which had increased. I



am very glad he is my dr. and would not trade him for the world. **THANK YOU!**

- ◆ I like **Dr. [Scott] Stewart** very much he always takes his time with me, and always explains what needs to be done. He is a great doctor. There should be more like him.
- ◆ **Dr. Alan Brown** is courteous, personable, knowledgeable, & caring.
- ◆ I received "tip top" service! Thanks! **[Emergency Department]**
- ◆ **Dr. [Faye] Hant** is always very thorough in her exams and always takes the time to listen and talk with you about all issues.
- ◆ **Dr. [Tamara] Wolfman and her staff** are very concern people, who will sit you down and explain to you about your medicine and condition very good service.
- ◆ I couldn't believe my eyes - it was so fast I was all hook up to IV and all the dr. and nurse was there thank you. **[Emergency Department]**
- ◆ **Dr. [Jennifer] Murphy** was extremely thorough and spent a good amount of time explaining my plan of care.
- ◆ **Dr. Terrence O'Brien** is working hard to better diagnose my circulation problem. I am totally satisfied with his expertise in cardiology.
- ◆ I get excellent care at the Infectious Disease Clinic, the people there are very friendly and I enjoy my visits. My doctor name is **(Dr. Christopher H. Parsons.)**
- ◆ **Dr. Goodman and Dr. Fenning** and anyone with them are so wonderful.
- ◆ **Dr. Vogt** is an outstanding physician
- ◆ I would recommend **Dr. [Robert] Miller** to anyone who wants a caring and concerned doctor.
- ◆ **Dr. [Charlie] Strange** has been my doctor for several years because he is brilliant, unfailing kind yet always honest, and stays up to date. I feel very safe with him and know that he made a huge difference in my health.



Medicine Grand Rounds

*All lectures are held in the IOP Auditorium
each Tuesday at 8:00am
CME credit applies if you have
signed/swiped in by 8:15 am.*

August 18 **"Alcoholic Hepatitis"**



David Koch, MD
Assistant Professor
Gastroenterology & Hepatology

August 25 **"Environmental Emergencies-
The Extremes"**



Diann Krywko, MD
Assistant Professor
Emergency Medicine

and



Pauline Meekins, MD
Instructor
Emergency Medicine

September 1 **"Humanism in Medicine"**



Adrian Reuben, MD
Professor
Gastroenterology & Hepatology
Director
Liver Studies

September 8 **"Diagnosis and Treatment of
Osteoporosis: State of the Art"**



Jimmy D. Alele, MD
Assistant Professor
Endocrinology, Diabetes &
Medical Genetics

MUSC DEPARTMENT OF MEDICINE

MISSION

*To improve the health of those we serve
through the highest quality patient care, excellence in
education, and innovative research*

VISION

*To be a leader of academic internal medicine
in South Carolina and the Nation*

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