

# CHECK *up*

Kimball News For Our Community



## PATIENT SATISFACTION SCORES FOR KIMBALL ER NEW JERSEY'S BEST

"I live five minutes from another hospital but travel to Kimball Medical Center's ER because of the staff and the quality of care."

"I cannot praise the emergency room staff enough. Everyone was so professional and courteous — I was taken care of immediately. I have been singing your praises to everyone."

"We love Kimball's E.R. staff — everyone is great!"

"Thank goodness for Kimball."

While no one enjoys a trip to the emergency room, these comments are a small sampling of recent feedback from patients who visited Kimball Medical Center's Emergency Department, which has once again achieved the highest overall score in New Jersey for patient satisfaction.

"When it comes to patient satisfaction, the Emergency Department at Kimball Medical Center ranks as the best in the state," says Jim PeQueen, vice president of Patient Satisfaction at Kimball. "That's the news from Press Ganey, the national patient satisfaction surveying firm, which measures how patients rate emergency medical services provided at nearly 50 acute care hospitals in New Jersey, and has recognized Kimball's ER as the best for 2007."

While the nature of a medical emergency may make it challenging to make an ED visit a pleasant experience, Joe Hicks, executive director of Kimball Medical Center, says that it is possible to make the patient's stay as comfortable as possible.

"There are processes we have put in place to help handle emergency situations more efficiently," he says. "The goal of the Emergency Department team is to make the visit flow as smoothly as possible and to make every aspect of the experience as efficient as possible — not only for patients, but for their family members as well. And the hard work of the ED staff is reflected in our top scores."

He notes that this recognition Kimball received from Press Ganey is a reflection of the outstanding leadership of the ED's medical director, William Dalsey, M.D.



"He is well positioned in emergency medicine in New Jersey and we are very lucky to have him at Kimball Medical Center," says Hicks, who notes that Dr. Dalsey was honored with the Clinical Expertise Award from the New Jersey chapter of the American College of Emergency Physicians (NJ-ACEP).

The Clinical Expertise Award is bestowed on a NJ-ACEP member who has shown outstanding expertise in the "hands-on" clinical practice of emergency medicine.

A number of key initiatives to better meet the emergency medical needs of the community have been undertaken in recent years under Dr. Dalsey's leadership, including sweeping renovations and expansions. And in addition to the major initiatives developed by Kimball, the hospital's ED staff in "continually implementing little things along the way" to increase patient satisfaction.

"It's all those little things we do that make a big difference, and it's because of those extra efforts that we consistently receive comments such as this: 'Overall, this visit to (Kimball's Emergency Department) was the best ER experience of my life — the ER personnel were extremely helpful, extremely caring and comforting,'" says PeQueen, who notes that patients time and again remark that Kimball

has the best emergency department in the region. "It's part of the commitment to our patients — members of the community that we're also a part of."

Kimball's Emergency Department is staffed by a team of board-certified physicians who are certified in advanced cardiac life support, advanced trauma life support and pediatric advanced life support. The physicians are supported by a team of specially trained nurses who are certified in advanced life support and highly skilled technicians. To learn more about emergency services at Kimball, call 1.888.SBHS.123 (1.888.724.7123).

### Kimball Medical Center Dedicates ER Playroom in Memory of Area Toddler

Alex Sauickie of Liberty Tax Service, left, and his wife, Jennifer, and children, Kaitlyn, 6, and Gracie, 1, join Joe Hicks, executive director of Kimball Medical Center, to dedicate a plaque in memory of Chloe Alexis Sauickie in a playroom near the hospital's Emergency Department. In 2006, Liberty Tax Service raised more than \$2,600 for Kimball and donated it in memory of Chloe, who is pictured in the framed photo held by Alex. Chloe died at 21 months in 2005 of Sudden Unexplained Death in Childhood — a form of SIDS (Sudden Infant Death Syndrome).

"We know how stressful an Emergency Department visit can be for children and their parents, and we are committed to making each child's stay with us as comfortable as possible," says Hicks, noting that Kimball treats more than 13,000 children each year in the Emergency Department. "Thank you for sharing Chloe's memory with us — her spirit will watch over all who come to this playroom."



Dear Neighbor,



The Emergency Department at Kimball has once again taken the spotlight as the highest-scoring hospital in New Jersey for patient satisfaction.

Our ED has achieved the highest overall patient satisfaction scores in the state for 2007 — and this recognition Kimball received from Press Ganey, the health care industry's leading

independent surveyor of patient satisfaction, is a reflection of the outstanding teamwork our Emergency Department staff displays every day.

And because for any family, an emergency room visit is a stressful experience, Kimball's Emergency Department recently unveiled a child-friendly environment designed in the memory of a playful toddler (*see cover photo*). It has been well documented that play is vital to a child's well-being, as children are able to act out — through play — feelings they may not be able to put into words, including fear, anger and loss of control. Whether the child is the patient or a family member, the playroom provides a safe place for playful distraction.

Kimball Medical Center is the region's leader for quality emergency care, and this top ranking could not have been earned without the dedication, commitment and compassion our nurses, staff and physicians put forth each and every day to assure our patients receive the highest quality care possible. As we like to say, our patients say it best, and among the comments received recently through our patient satisfaction surveys was this one — "The staff was like a well-oiled machine — reassuring, pleasant and professional."

We hope it is comforting to our community to know that, should the need arise, Kimball is right here to provide the very best emergency care.

*Joe Hicks*

Joe Hicks  
Executive Director

## KIMBALL MEDICAL CENTER FOUNDATION APPOINTS ALEX SAUICKIE TO BOARD

### Foundation Also Names Two Physicians as Trustees

Kimball Medical Center Foundation recently welcomed three new members to its Board of Trustees, including Jackson resident Alex Sauickie.

"It's an honor for me to be on the Kimball Medical Center Foundation Board," Sauickie says. "I grew up in the Jackson area and Kimball Medical Center was always there for me, and has always been good to my family and me.



Alex Sauickie

I recognize Kimball Medical Center's importance within the community."

The foundation board oversees Kimball Medical Center's fund-raising and development efforts, which furthers the expansion of hospital services, the development of new programs, and helps to bring leading-edge technology and exceptional medical care to the people of Ocean and Monmouth counties.

"The Board of Trustees is pleased to welcome Mr. Sauickie, who brings a vast array of knowledge and commitment to this important volunteer body," says David Sickel, chairman of the Kimball Medical Center Foundation Board. "He will be a strong advocate for Kimball and will greatly enhance the fund-raising and financial strength of the foundation with his exceptional financial expertise, integrity and business acumen."

Sauickie owns and operates several Liberty Tax Service offices in Monmouth and Ocean counties, specializing in the preparation of tax returns for individuals and small businesses. He is actively involved in a number of community service activities and creative fund-raising efforts, including the offer of free services to customers during the month of March of their first year in exchange for a donation to a local hospital. (*See details of Kimball Medical Center donation on cover.*)

In addition to Sauickie, the new slate of officers for the foundation includes two members of the hospital's Medical Staff.

Robert Cranley, M.D., a resident of Brielle who serves as chairman of radiology at Kimball, received his medical degree from Boston University and completed a diagnostic radiology residency at Duke University Medical Center, Durham, N.C., where he also was fellowship trained in vascular /interventional radiology. He joined Ocean Radiology Associates at Kimball Medical Center in 2003. He holds board certification from the American College of Radiology with added qualification in vascular and interventional radiology.



Robert Cranley, M.D.

Toms River resident Jarrod Kaufman, M.D., received his medical degree from the Sackler School of Medicine in Tel Aviv, Israel, and completed his internship and residency in general surgery at Lankenau Hospital in Wynnewood, Pa., where he also served as chief resident. A board-certified surgeon, Dr. Kaufman, who joined Lakewood Surgical Group in 2004, is a fellow of the American College of Surgeons. In addition to general surgery, Dr. Kaufman specializes in laparoscopic and vascular surgery and he serves on numerous committees throughout Kimball Medical Center, including as the hospital's American Cancer Society Cancer Liaison Physician.



Jarrod Kaufman, M.D.

"These physicians are strong advocates for Kimball, and their experience and firsthand knowledge of this hospital will greatly enhance the focus of our fund-raising and development efforts, and we are proud to have them join our Foundation Board." Sauickie says.

### History in the Making

Kimball Medical Center was dedicated on May 1, 1913, as Paul Kimball Hospital, a 16-bed infirmary, and the hospital is marking its 95th anniversary in great style as it dedicates a History Wall that "Celebrates Our Glorious History." Shown here discussing the wall's depictions — which include a legend detailing the naming of the hospital for Lakewood physician Dr. Paul T. Kimball and the fame it gained in the 1930s as the hospital that received patients from the Marro Castle luxury liner and Hindenburg airship disasters — are, from left, Joe Hicks, executive director of Kimball, David Sickel, chairman of the Kimball Foundation Board of Trustees and vice chairman of the hospital board, and Ray Shea, chairman of the hospital's Board of Trustees.



## Focus on Quality: Kimball's Geriatric Unit Sees Fresh Approach to Care for the Frail Elderly

Taking care of geriatric patients can be quite demanding, as elderly patients tend to have unique health concerns with many issues occurring at once. At Kimball, an innovative team approach to caring for medically frail patients with mental health issues is yielding impressive results.

The hospital's 5-West inpatient unit, a 38-bed Medical-Surgical Unit with a concentration of elderly patients, recently welcomed a new clinical director whose extensive background in psychiatric nursing is combining with her staff's expertise in the special medical needs of the geriatric patient population on effective new treatment approaches. Denise Morrow, R.N., came to Kimball last July from the Saint Barnabas Behavioral Health Center in Toms River, where she served 11 years as the clinical director of a 40-bed adult/geriatric psychiatric unit.

"Elderly patients often react differently than younger patients when they become ill, so care plans must address their unique health needs," she says. "We primarily serve a medically sick population of geriatric patients, many of whom also have a mental illness, or dementia from Alzheimer's disease, which means our nurses are dealing with combativeness, and patients who wander and are non-compliant."



*Kimball recently welcomed clinical director Denise Morrow, shown here second from right with members of her unit's nursing staff, from left, Elaine Olsen Miller, Jennifer Mozart and Mary Jane Poll.*

Since arriving at Kimball, she has made it a priority to educate the staff regarding the psychiatric nursing approach to the 5-West patient population.

For example, we always try to avoid the use of restraints," she says, pointing to the recent installation of the WanderGuard System, which alerts staff with an alarm if a patient with dementia attempts to leave the unit, and investment in a host of equipment to prevent patients from pulling out IV's or tubing. "And we really try to get our patients out of their rooms. We let them come sit

at the Nurses Station, for example, and do all we can to promote their independence. If their disease causes them to wander, we let them wander, as long as they're safe."

Collaboration with other departments of the hospital is also key, according to Morrow.

"There are patients on our unit who can't get out of their rooms and walk, but they can get out of bed to a chair, so we work with physical therapy to keep them ambulatory," she adds. "My philosophy is if you come into the hospital walking, you should leave the hospital walking."

She notes that the staff has been educated on "Sundowning Syndrome" — a condition that often causes elderly hospitalized patients to suffer extreme agitation and confusion during late afternoon or early evening hours, leading to irritability toward hospital staff.

"When the sun goes down, you will really see a change in behavior in geriatric patients," she says. "A patient who may be very sweet and cooperative during the day may become more confused, more irritable at night, and this requires a different approach in caring for him or her."

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## Kimball Physician Provides Lifesaving Care at 35,000 Feet

When Samir Jain, M.D., boarded a plane for Mumbai, India, in early December, he never anticipated that his skill and expertise as a cardiologist would be put to the test at 35,000 feet.

Dr. Jain, a Kimball Medical Center heart specialist affiliated with Cardiology Associates of Ocean County, was looking forward to meeting family who had earlier made the same trip out of Liberty International Airport in Newark when, nearly halfway through the 15-hour flight, the plane's crew asked: "Is there a doctor on board?"

A 42-year-old male passenger had been found unconscious on the floor of the plane and the crew knew he needed urgent medical attention. Dr. Jain, along with a California cardiologist, stepped forward. "His breathing was labored, he was pale, sweating profusely and completely unresponsive," he recounts.

Using a blood pressure machine in the airplane's first aid kit, the two physicians determined that the man was in critical trouble. "His heart rate was 40 and his blood pressure was 60 over 0," said Dr. Jain, noting that a normal blood pressure reading is typically 120 over 80.

Dr. Jain and his medical colleague were able to use the plane's advanced emergency medical kit to administer oxygen and start an IV. "Once we gave him the oxygen and

fluids his blood pressure came up a bit" says Dr. Jain, who notes that the two also administered aspirin from a fellow passenger to the patient.

"After additional fluid he started to come to and we were able to get a little medical history from him," he says. They then used a portable echocardiogram machine that the California physician brought with him for a medical mission to India to perform a sonogram of the man's heart — utilizing some face cream from a member of the flight crew to serve as the necessary lubricating agent.

The outcome of the makeshift sonogram was not encouraging. "The results reinforced our suspicion that he might be suffering a heart attack," Dr. Jain says.

Administering the last liter of saline in the airplane's emergency medical kit, the two physicians monitored their patient's heart on the plane's portable defibrillator. Two-and-a-half hours later, with no IV fluids left to maintain their patient's blood pressure, and little left in the way of medical supplies, they conferred with the captain and crew of the airplane, who contacted MedAire — a global emergency medical service that helps airlines handle in-flight medical emergencies — and then made an emergency landing at London's Gatwick Airport, where an ambulance was waiting.

After a brief layover, Dr. Jain and the other passengers continued on their trip to India. Later, Dr. Jain received this e-mail from his very grateful in-flight patient.

"I am writing to offer my deepest appreciation for your kind help during my recent trip to India," the patient wrote. "I cannot imagine what would have happened to me if you were not there, or you were not willing to stand up to offer your help. I just felt lucky to be on the same flight with you. This incident has certainly changed my life perspective."

Everyone involved that day — the airplane crew, passengers, hospital staff and the patient himself — agrees that luck was on his side, and that Dr. Jain is one exceptionally skilled cardiologist who can think on his feet. His diagnostic expertise and ability to improvise enabled him to provide the high-level medical attention the patient needed to survive — 35,000 feet in the air.



*Samir Jain, M.D.*

## IN THE SPOTLIGHT:

### Kimball Medical Center Hosts New Monthly Ocean County Weight-Loss Surgery Support Group

Millions of Americans have experienced success with bariatric surgery. If you've had weight-loss surgery, or are currently anticipating or planning to have it, you should know that your overall success could be enhanced with support.

The Ocean County Weight-Loss Surgery Support Group is a peer-to-peer support group that offers members and their family and friends insight, information and emotional support. Group members celebrate achievements and share common experiences with others who have achieved success after weight-loss surgery.

The group meets on the third Monday of each month from 7 to 9 p.m. at Kimball's Center for Healthy Living, located at 198 Prospect Street in Lakewood. Upcoming sessions include May 19 and June 16. Pre-registration is not required.

For more information contact Nannette Ryan McKendrick at 732.773.5934, or [thirdwifeclub@aol.com](mailto:thirdwifeclub@aol.com), Michael Rosen at 732.241.8918, or [michaelrosen@optonline.net](mailto:michaelrosen@optonline.net), Jack Martin at 732.341.2834, or [djjack@comcast.net](mailto:djjack@comcast.net), or Deidre Krok, L.S.W., at 732.270.2662, or [dkrok@sunnydays.com](mailto:dkrok@sunnydays.com).

### Monthly Support Groups and Ongoing Programs

**Arthritis Support Group**, fourth Thursday, 11 a.m. to noon  
Upcoming sessions include:

- *Arthritis and Medications* – bring your questions to discuss with a Kimball Medical Center pharmacist, May 23, 11 a.m. to noon
- *Alternative Methods for Treatment of Arthritis* – discussion of chiropractic treatment, acupuncture therapies, and massage, June 26, 11 a.m. to noon

**Blood Pressure Screenings**, First Thursday, 10 to 11 a.m.

**Glucose Screenings**, First Wednesday, 9:30 to 10:30 a.m.

**Ocean County Weight-Loss Surgery Support Group**, Third Monday, 7 to 9 p.m.

**Tai Chi**, First Friday, 1:30 to 2:30 p.m. (\$2 fee due to instructor at start of class)

**Diabetes Support Group**, Third Thursday, 1:30 to 3:30 p.m.  
Upcoming sessions include:

- *May Day! May Day! Learn how to manage your diabetes when ill*, May 15, 1:30 to 3:30 p.m.
- *How to survive summer BBQ's and picnics; eat more of the best, and less of the rest*, June 19, 1:30 to 3:30 p.m.

*All programs are held at The Center for Healthy Living, 198 Prospect Avenue, Lakewood, unless otherwise indicated. Call 1.888.SBHS.123 (1.888.724.7123) to register or learn more.*

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And she in turn is learning from her staff about the medical needs of her patients.

"I'm learning a lot from the unit's nurses about the medical patients, and together, we're looking at different treatment options to provide the best quality of care to meet their physical and mental health needs," she says, noting that they also work closely with a consulting psychiatrist and attending physicians.

Pointing to what she calls an excellent Education Department at Kimball, she says nurse educators are working with staff on quality assurance (QA) initiatives.

"I believe strongly that a focus on QA will lead to better care and treatment for all of our patient's." she says. "This is a collaborative effort, as the nurses play a big role in the data collection. This is not my unit, it's our unit, and the only way we can make quality improvements is through teamwork."

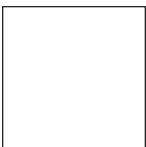
She says the unit's staff also focuses on wound care, as many patients suffer skin breakdowns from lying in bed for prolonged periods of time. "We have a great Wound Care Department here," she says.

Additionally Kimball has invested in some physical upgrades for 5-West, recently installing a new handicapped shower, as well as new furniture to aesthetically improve the unit, improvements funded through the Kimball Foundation.

To learn more about inpatient care at Kimball, call 1.888.SBHS.123 (888.724.7123).

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20131-04/08



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