

EMORY RadReport

It's what's on the inside that counts!

March, 2012

A Culture of Service Excellence

Session I of the Service Excellence Institute (SEI) is winding down as we gear up for Session II. During this time between the sessions, we hope that each of us is putting to use the tools acquired in Session I to become a positive change agent, to influence

more inclusive and more effective, open forums with leadership, regular discussions to share best practices and elective programs to continue to enhance our skill sets and proficiencies that contribute to Service Excellence.

the opportunity to join a development group around each of these projects. You can look forward to seeing updates on in-progress initiatives in future e-mails and Rad Reports.

One of your ideas, "Humus with Habib", is already being planned to facilitate more access to leadership. On a quarterly basis, you can look forward to an open discussion, hosted by Habib, where you can have a dialogue

During the January sessions, you provided many ideas and suggested some projects that would

about topics of your choosing with a panel comprised of members of the Executive Committee and senior leadership. These sessions will be open to all campuses



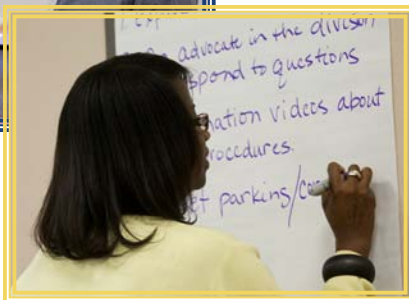
Dr. Applegate starts the morning by cheerfully welcoming the faculty and staff to SEI. Faculty and staff become quickly familiar with one another, working in group activities to discuss concerns, challenges and recommendations.



our work environment for our colleagues, and to deliver individualized experiences for our patients and their families. When you return for the second session, we will be building on these tools and learning more service excellence concepts.

These sessions are just the introduction to the culture we are working to establish and sustain. We will begin working with you on sustainability strategies to make sure that an environment is in place where the ideas and practices of service excellence can propagate. For example, restructuring huddles to be

be conducive to the new culture. Members of the department leadership reviewed these ideas and projects, started work on a "just do it" list a list of 12 possible larger areas of focus. There will be a survey sent to the entire department to vote on the priority of your suggestions. When we have identified the top three, brainstorming sessions around the ideas will be held as an open forum. Everyone is encouraged to get involved in the area that is most inspiring to you. Following these sessions, you will have



through a webcast. Please watch for communications from our department email RadiologyComm.

RadiologyComm emails will also be facilitating the discussions for best practices. You may have already noticed regular emails addressing various aspects of the SEI. These communications are an opportunity for you to have discussions in your areas and

- Story continued on page 5

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Do You Need Media Services?

Media Services available exclusively to the Radiology and Imaging Science Department include:

- Medical Illustration and Animation
- Publication Preparatory Needs
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- Burning Data to Discs (CD or DVD)
- Editing AVI and MPEG Movie Files
- Digitizing Films

If you would like to discuss a project with Eric Jablonowski, Director of Media Services, you may contact him at 404-778-3743 or through e-mail at eric.jablon@emory.edu.

LETTER FROM THE CHAIR

Dear Colleagues,

As I write this month's *Rad Report* column, several members of our department are extending the reach of our good name around the world. The Emory Radiology and Imaging Sciences' global health initiative is taking form, with both long-standing and new activities coalescing into a critical mass of interest and programmatic themes. And these activities are beginning to draw philanthropic support. While radiology as a field has been late to the global health arena due to a number of obstacles such as reliance on large, expensive technology, increasing portability of technology; and growing access to imaging tools in the Third World has drawn attention to the dire need for trained radiologists and educational support programs. Currently, Dr. Pat Hudgins

and senior resident, Dr. Ali Tahvildari are on a return trip to Addis Ababa University/ Black Lion Hospital in Ethiopia to continue the educational program they started there last year. This time they are being joined by Drs. Aarti Sekhar and Meryle Eklund (resident) to both extend the learning goals for our colleagues in Ethiopia and to broaden our trainees' experience in global health. Later this month another resident, Dr. Nnenna Aguocha will travel to Abuja, Nigeria for a global health project funded through the Adopt-a-Resident program.

Other important global efforts include the Emory University/ Xian Medical University Cooperative Program in medical imaging, which has enjoyed ten years of success. Dr. Perry Sprawls has led

the Emory effort of this partnership, which focuses on advanced imaging technology. We recently agreed to have several visiting professors from Xian University join our department for several months at a time to work closely with Emory Radiology mentors on focused experiences in pediatric radiology and neuroradiology.

And there are many others.... Please make sure I know about any global health activities you are involved with, as we are working to better understand our department's increasing worldwide impact and plan for sustainability.

During the Service Excellence Institute Part I session, we spent some time reflecting on the rich history of our department. Due to a timely



confluence of circumstances, it seems we will have the opportunity to share our journey beyond the borders of our department. Dr. Otha Linton, who has compiled works on Johns Hopkins and Brigham and Women's Hospital, recently offered to take on a book on the History of Emory Radiology. Dr. Linton's first fact-finding visit will be later this month.

Best to all,

- Carolyn C. Meltzer, MD, FACR
Chair of Radiology and
Imaging Sciences

MESSAGE FROM THE VICE CHAIR FOR RESEARCH

Social Versus Market Norms

Have you ever thought about how you comply with a request? Think about these examples: your neighbor would like help lifting her lawnmower into her car (social), a peer at work (not your boss) asks for help solving a problem (probably social), your neighbor asks you to help his professional movers transport a very heavy piece of equipment (social or market), your neighbor offers you \$20 to pick up their mail for a week (market), or the manager at a pizza store asks you to make a delivery on your way home (probably market). How do you feel in each case? When do you help?

Different considerations come into play with each different scenario. In some scenarios you are talking to friends and maintaining a friendship is the primary concern. In other scenarios you may want to build goodwill towards a return favor or perhaps you are accepting money in return for your time.

You will rely on one of two moral systems to make your decision:

social or market. In the social system you consider much more than the immediate transaction. You want to build friendship or goodwill to receive a potential return favor sometime in the future. This is how families act. On the other hand, the market system is strictly quid pro quo. Money is given for a specified effort and there are no further expectations. The social system has the advantage of emotional fulfillment while the market system has the advantage of clear cut expectations (and nothing else).

How does this apply to us at Emory? Let's say I need help from Radiation Safety. If I apply social norms, I would get to know the radiation safety officer and approach him as a friend. I would take additional time to make a personal connection. Perhaps I know he just came back from vacation – I would ask about his trip. I would take even more time to explain the bigger picture of my project so that he knows why I need help. Only then would I ask for the specific favor and it would be understood that I am willing to help him in the future. On the other hand, if I apply market norms I would simply say that I need

a particular form filled out. If asked why I would say, "It doesn't matter, it's your job." This is certainly more time efficient. Which method is more likely to get results by tomorrow? Which method is more likely to have better long term results?

There is a further complication. Generally speaking, you cannot traverse between social and market norms and it is a one way trip from social to market. For example, if I was acting under social norms in the Radiation Safety example and two days later I received a bill for their time, I would be angry and the request would color all future interactions.

I'm sure you have seen bumper stickers that say, "practice random kindness and senseless acts of beauty". I might adapt this to our environment by saying, "Practice kindness and operate by social norms". This is one of the concepts taught by the Service Excellence Institute and it will bring greater dividends to all of us in the long run.



- John Votaw, PhD
Vice Chair for Research

AWARDS & RECOGNITION



Stefan Tigges, MD

Associate Professor
Radiology and Imaging Sciences

A³CR² Outstanding Teacher Award

Dr. Tigges was recognized as an Outstanding Teacher by the American Alliance of Academic Chief Residents in Radiology (A³CR²). The purpose of the award is to recognize an outstanding teacher in radiology by the quality of their presentations and teaching materials, their ability to motivate learning, their effectiveness as a mentor and the impact that their teaching has had upon trainees.



Doug Robertson, MD, PhD

Associate Professor
Radiology and Imaging Sciences

ORS Annual Meeting Program Committee

Dr. Robertson was appointed to Topic Chair of Diagnostic Imaging, Program Committee, Orthopaedic Research Society. He has organized a CT and MRI Metal Artifact Update: Relevance to Orthopaedic Research Workshop, with participation from academics and industry, at the Orthopaedic Research Society 2012 Annual Meeting in San Francisco, California.



Christopher Ho, MD

Assistant Professor
Radiology and Imaging Sciences

ARRS Clinician Educator Development Program

Dr. Ho has been selected for the American Roentgen Ray Society (ARRS) Clinician Educator Development Program. The program is specifically tailored to the aspiring radiology educator who is interested in developing the most current and effective teaching skills as well as formulating educational programs that best meet the needs of trainees/learners.



Srini Tridandapani, MD, PhD

Assistant Professor
Radiology and Imaging Sciences

Grand Rounds Highest Faculty Attendance

During the 2011 academic year, Dr. Tridandapani rarely missed a Grand Rounds presentation. His dedication originates from the belief that Grand Rounds is a time for all members of the department to get together to enhance their knowledge. He also likes to set a good example for the residents to encourage lifelong learning.

COMMITMENT TO EDUCATE

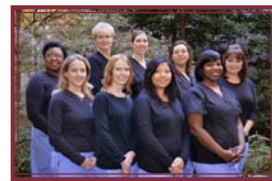
The Republic of Georgia is a nation of 4.7 million people; in 2003, they received independence after the "Rose Revolution." Currently, the nation has no facility that offers radioiodine therapy for hyperthyroidism or thyroid cancer. This led Dr. Kenneth Walker, Professor of Medicine and Neurology to form a medical team and develop a comprehensive plan to provide radioiodine therapy for the Aversi Clinic in the Republic of Georgia. The Aversi Clinic

performs approximately 250 thyroid surgeries a year for hyperthyroidism and thyroid cancer. Dr. Walker's team at the Aversi Clinic consists of physicians, a physicist, a radiopharmacist and a radiation safety officer.

Dr. Walker contacted Dr. Raghuvver Halkar of the Division of Nuclear Medicine and Molecular Imaging and requested specialty training for members of his team to establish iodine based radiotherapy in their country. Subsequently, a team of physicians from Tbilisi, Republic of Georgia, traveled to Emory University on January 12, 2012 to be trained by Dr. Halkar as well as faculty and staff from the Nuclear Medicine Division and from Radiation Safety. One of the team members included Dr. Nino Gabidzashvili,



Dr. Nino Gabidzashvili, an endocrinologist from Aversi clinic, is pictured with the staff of Nuclear Medicine at Emory University Hospital.



Ultrasound Imaging Accreditation

Ultrasound at Emory Midtown

Gold Seal of Accreditation

The Ultrasound team at Emory University Hospital Midtown has achieved the Gold Seal of Accreditation from the American College of Radiology. This certification affirms our commitment of providing the highest level of image quality and patient safety.

an endocrinologist from Aversi clinic. She spent three weeks as an international fellow in the Nuclear Medicine Division and received specialized training in radioiodine therapy for hyperthyroidism and thyroid cancer. Dr. Gabidzashvili was also able to visit Grady Hospital and the Emory Midtown Campus to observe therapies and interact with endocrinologists who have cooperated on research projects involving the Republic of Georgia.

The faculty and staff of the Division of Nuclear Medicine and Molecular Imaging have

committed themselves to the training of physicians from developing nations to provide state-of-the-art imaging and therapy. The Division would like to give special thanks to Melissa Bayliss of Emory Radiology Human Resources who made paperwork processing seamless and painless. The support staff of the Division of Nuclear Medicine including Gail Foster and Inez Dupree was also helpful in welcoming Emory's guests to the Department of Radiology and Imaging Sciences.

- Raghuvver Halkar, MD
Professor of Radiology

IN THE KNOW

Quality Corner

Service Excellence Committee Update

Greetings from the Service Excellence Committee (SEC). We have been hard at work on several projects that are designed to enhance and enable the customer service efforts of Emory Radiology. The Service Excellence Committee has been deeply involved in the Service Excellence Institute. Many of the SEC members assisted in the development of the department service standards. We helped design the content for the presentations and several of us served as presenters for the first sessions. Members of the SEC are now preparing to assist with the second sessions of the Service Excellence Institute which is to begin in April.

The Service Excellence Committee has worked on several other projects and has many more projects in the works. We recently re-worked the huddle calendars so that they contain more elements that are specific to Radiology, such as our service standards and service recovery strategies. SEC team members have written the script for the next phase of our customer service video, which will feature the physician patient interaction. We have a "Strive for Five" initiative that is in testing in three

modalities at three separate locations. The results of this initiative, so far, are promising and we are hoping to see sustained results over the coming months.

The SEC has worked to develop a more reliable method for providing customer service comments to all modalities at each location. We are working with the department leadership team and the physician leadership team, to have more physician participation at the morning huddles. We continue our work with hospital volunteer services to identify volunteers that will help with meeting the needs of our patients and families in the waiting areas.

The SEC continues its work to improve the customer experience and to provide for the needs of our patients and families. We meet the first and third Wednesdays of every month, in CT-079. If you would like to join our team please contact Linda Gunsby at 404-712-0541.

- Linda Gunsby, BS, RT(R)(CT)
Manager, Imaging Services

Safe Patient Handling

According to National Institute for Occupational Safety and Health (NIOSH), "there is no safe way to manual lift a fully-dependent patient, even when two care givers perform the task." In fact, the Bureau of Labor Statistics and NIOSH states, "nurses, nurses aids, patient transporters and emergency medical technicians, are the most injured profession per capita." Why do nurses keep getting hurt? The thought rationale is that nurses put their patients before themselves, lack of equipment, and insufficient assessment of a patient's lifting needs. These injuries can be avoided by practicing the helpful safety tips given below.

Help to prevent injuries:

- Assess the patient's strength
 - "Hand shake" will give you a good idea of how much they can support themselves
- Look around at the environment
 - Move obstacles, i.v.s , chairs out of the way to assure a short transfer

- Use two hands to push stretchers and wheelchairs
 - Avoid pulling a pole and pushing a bed (you may need to move slower and get two transporters for ICU patients).
- Get as close to the patient as you can (avoid reaching)
 - Put your leg up on bed
 - Hug patients
- Use a Gait Belt
- Use plastic or slippery material to help scoot people over
- Stretcher transfers: Bring a Slide board with you and always attempt to ask for help
- LET THE PATIENT DO FOR THEMSELVES WHAT THEY CAN DO! (ASK THEM)

For more information regarding safe patient handling, please contact Jamie Zingleman at jamiezingleman@emoryhealthcare.org.

-Jamie Zingleman
Case Manager, Occupational Health

CHECK IT OUT

Moser JW, **Applegate KE.** *Imaging and insurance: do the uninsured get less imaging in emergency departments?* *Journal of the American College of Radiology* :JACR 2012 Jan;9(1):50-7.

Moser JW, **Applegate KE.** *Use of inpatient imaging services by persons without health insurance.* *Journal of the American College of Radiology* :JACR 2012 Jan;9(1):42-9.

GETTING TO KNOW YOU

Clinic Division Manager

Greg Pennington, Senior Manager of Clinic Operations and Willie Arnold, Manager of Clinic Operations work together as Clinic Division Managers by supporting the Division Directors in the Department of Radiology and Imaging Sciences. The Clinic Division Manager reviews the financials of each division and other key metrics, such as productivity and quality metrics. As Senior Manager, Greg reviews and approves all expense reports for the Radiology Clinical Divisions. Greg is responsible for being a Clinical Division Manager for the Abdominal Division, Cardiothoracic Division, Interventional Radiology, Neuroradiology Division and the Neuro Interventional Radiology Division. Willie manages the Breast Imaging Division, Community Division, Emergency Radiology Division, Musculoskeletal Division and Nuclear Medicine Division. Greg and Willie both report to Habib Tannir, Emory Healthcare Associate Administrator.

In addition to Greg's role as Clinic Division Manager, he is responsible for managing Radiology's Image-Guided Medicine Clinics Image-Guided Medicine Scheduling Operations, and the Imaging Workflow Administrator team. Some current projects he is working on include the roll out of Emory Healthcare EeMR clinical messaging pools in our Department, Radiology Simon Web calendar improvements, Emory Radiology space optimization, finalizing the Department's Incident Weather/Disaster Policy among other policies,

and improving external communication with our referring physicians/patients via the web.

Greg's office recently moved from Emory University Hospital Midtown to Emory University Hospital in January. Greg is now located in the office suite BG03D. Although Greg's office has relocated, Greg still spends time at Emory University Hospital Midtown to continue to support the radiology physician practice growth and development.

Although Willie has taken on the role of Clinic Division Manager, he is also involved in the Radiologist interpretation workflow. He manages a staff of 18 people, most of whom are Reading Room Coordinators (RRCs). In working with the RRCs, Willie is very involved in improving and streamlining the Radiologist

workflow. While working closely with the Vice Chair of Quality and Safety, Willie oversees the American College of Radiology's Radpeer system for the department. This quality assessment and improvement tool is used by all divisions within the Department of Radiology and Imaging Sciences. Willie is also the Teleradiology Manager. In this role, Willie oversees the daily operations of Radiology interpretations for non-Emory facilities. There are over 18 Teleradiology facilities located in Chicago, Florida and Georgia. Willie works diligently in maintaining and growing these relationships.

To learn more about the role of Clinic Division Manager, you may contact Greg at 404-686-1516 (greg.pennington@emoryhealthcare.org) or Willie at 404-778-2903 (willie_arnold@emoryhealthcare.org).

-Greg Pennington
Sr. Manager of Clinic Operations
-Willie Arnold
Clinic Division Manager



Greg Pennington and Willie Arnold work together as Clinic Division Managers to support the Division Directors in the Department of Radiology and Imaging Sciences.

A Culture of Service, continued from page 1

share local level best practices with the rest of the department. You are empowered to make

positive change, and the best way to infuse the service culture is to share your successes and best practices with each other. We recognize that with specialized care comes specialized solutions, and we are looking to each of you to be that positive change agent. One other piece to sustain the culture of Service Excellence that is already being arranged is elective programs. These programs will be 1-2 hours focusing on skills and knowledge that will help us to better serve

our colleagues, and our patients and their families. A few ideas for these programs were generated during the first SEI session. Over the next year, you will have the chance to attend optional workshops on Cultural Diversity, Targeted Hiring and People Reading (Communication).

Service Excellence is a big idea that can only be achieved if each of us owns it. Leadership is committed to providing the environment to foster this cultural growth. The success lies with each one of us. For those of you still on the fence, we hope that you will make a conscious decision to be a part of our culture shift. In the words of Walt Disney, "We strive for perfection, but settle for excellence."

- Monica Salama, Communications Manager
- Habib Tannir, Associate Administrator



Vivian Smith listens as faculty and staff discuss communication in the work place.

STRIVING FOR EXCELLENCE

The More Things Change...

Have you ever heard anyone say “things are crazy and nothing seems to work right these days”? Okay, so we have all said or thought this after being frustrated when trying to get something done. The “system” just seems to be too complicated and makes things harder to do.

The pace of change in the world over the past couple of decades has been dizzying. Today, our smart phones and iPads reach into some place called “the cloud” and give us access to information right in the palms of our hands. We can shop online and interact with thousands of people around the world instantly. New technologies have improved many things in our lives, but these same new technologies have also made the ways we interact and work together (i.e. our business

processes) no longer suitable for large complex organizations such as Emory.

In this sense, Striving for Excellence means that we all have to constantly examine the way we perform our jobs and work together here at Emory to identify and eliminate waste, overlap, redundancy, and confusion wherever possible. These are people issues that are addressed by changes within Emory to:

1. its policies and business processes; and
2. the roles, individual responsibilities and mutual accountability of its staff.

Successful organizations always have a well maintained highway system of policies and up-to-date roadmaps of processes

and procedures, which help people to find the information they need, learn how to accomplish critical tasks and exercise the judgment necessary to perform their work. In the fast paced information based work environment of today, where everyone has to do more with less, having clearly defined roles, individual responsibilities and mutual accountability are the necessary fundamentals to achieving Excellence. Neither really have anything to do with technology. They are the

same people issues that groups and organizations have always had to focus on, as they Strive for Excellence.

Hmmmm, it's funny, the more things change . . . the more they stay the same!

- Orman Simpson
Assoc. Clinical Administrator



GET INVOLVED

Deeds of Kindness

This past holiday season the ultrasound staff at Winship Cancer Institute (WCI) and Emory Midtown shared their generosity with their dear colleague, Yolanda Jackson, PRN who has been battling cancer for over a year. She and her husband have missed work due to her illness and they have three daughters who are 9, 12 and 19 years old.

The Ultrasound team began to brainstorm ideas as to how they could help their colleague and friend. They began to make a list of items the children might need during the holiday season. The list of items was announced during huddles and was placed in centralized areas in the department. The generosity from WCI and Midtown was astonishing. All the items on the list were fulfilled plus additional items that were not on the list, such as movie tickets for the family to share. There were so many gifts and some were even handmade. All the gifts were delivered to WCI for the Jacksons to pick up. The feeling of seeing Yolanda and her husband picking up the gifts with their big smiles was priceless. Many of the employees have not met Yolanda since she is a



Yolanda Jackson, PRN and her husband were overjoyed by the generosity of her colleagues.

PRN and has been absent most the year. We wanted to share this story with the Department of Radiology and Imaging Sciences to show the love, generosity and compassion of our department and the employees who work here.

-Laura Champagne-Cheek, Ultrasound Technologist

Special Thanks

We would like to thank the faculty and staff of the Department of Radiology and Imaging Sciences for your support in the 2011 Metro Atlanta Heart Walk. With your dedication and support, we were able to place in the top ten fundraising teams at Emory. We are proud to announce the fundraising results for our efforts with the American Heart Association:

Top Ten Division Leaders

Marcus Foster
Ranked 4th place
Grand total \$21,208.00



Top Ten Teams
Decatur Plaza
Location Ranked 1st
Place Grand total
\$12,769.00

Top 10 Walkers

Tina Dawson - Ranked 8th place – Grand Total \$3,700.00

It was truly a team effort and we could not have done it without you. We look forward for the Department of Radiology and Imaging Science to have a stronger presence in 2012.

-Tina Dawson, Administrative Coordinator

GET INVOLVED

Service Excellence Institute

SEI Session II

By now, the commitment to Service Excellence throughout our department should be self-evident. Each of us has had the opportunity to attend Session I of the Service Excellence Institute, and become a positive change agent through the tools we received. While some of you may still be skeptical about whether the change will take hold, we thank those of you who have embraced the concepts and have already started to influence a positive environment for your colleagues, and to deliver individualized experience for our patients and their families.

We appreciate your feedback from Session I. We have incorporated much of your feedback into Session II and look forward to seeing everyone there. You will have an opportunity to share the changes you have been able to make and also to build on the tools that were provided in Session I. We are committed to creating a sustainable culture of service excellence in the Department of Radiology and Imaging Sciences by empowering our faculty and staff to exceed expectations.

Please begin to plan for attendance of Session II in your areas. These sessions are listed in the ELMS system and we encourage you to register as soon as possible. Please note that additional dates have been added. Below are the SEI Session II dates:

- April 9 – 12
- April 16 – 19
- April 27
- April 30 – May 1, May 3 – May 4
- May 7 – 11

Visit [SEI](#) web page for additional information.

Radiology Calendar

Week of March 5, 2012

Wed., March 7 –
Grand Rounds -
Cooper Lecture
Suresh Mukherji, MD
Emergency Head and Neck Radiology

Thurs., March 8 –
Research In Progress Series (RIPS) -
NO RIPS

Week of March 12, 2012

Wed., March 14 –
Grand Rounds -
Srini Tridandapani, MD, PhD
*A New "Call to Order" in Diagnostic Imaging:
The Use of Photography to Improve Safety and
Efficiency in Medical Imaging*

Thurs., March 15 –
Research In Progress Series (RIPS)-
Helen S. Mayberg, MD
*Imaging Strategies to Optimize the Treatment of
Major Depression*

Week of March 19, 2012

Wed., March 21 –
Grand Rounds -
AUR- NO GRAND ROUNDS

Thurs., March 22 –
Research In Progress Series (RIPS)-
Claudel H. Antoine, Research Program Manager
Research Management at GE Healthcare

John Oshinski, PhD and
Stephanie Clement-Guinaudeau, MD
*MRI Measurements of Skeletal Muscle Perfusion
in the GPAD2 study*

Week of March 26, 2012

Mon., March 26 –
Cancer Imaging Lecture Series -
Hyunsuk Shim, PhD

*Next Tracers/Molecular Imaging for
Cancer Imaging*

Wed., March 28 –
Grand Rounds -
Vikas Gulani, MD PhD
*Simultaneous Magnetic Resonance
Angiography and Perfusion (MRAP)*

Thurs., March 29 –
Research In Progress Series (RIPS) -
Srini Tridandapani MD, PhD
*Design and Implementation
of a System for Integrating
Patient Photographs within
the PACS Environment*

For times & locations visit the website:
www.radiology.emory.edu




Women First!

March 28
2:00pm-3:30pm
School of Medicine Building 110
(1648 Pierce Drive NE, Atlanta 30322)
Free of charge; open to the entire Emory Community



Second Annual Women's History Month program honoring the accomplishments of School of Medicine-associated women who are/were the first in their field/program/area of study.

This year's featured women are:
Dr. Carolyn Meltzer and Dr. Ragsbert Phillips



Dr. Meltzer is well known for her expertise in translational imaging methods, including leading the clinical evaluation of the world's first PET/CT scanner. She is currently the William P. Timmie Professor and Chair of Radiology and Imaging Sciences, and Associate Dean of Research at Emory University School of Medicine.



Dr. Phillips is a general surgeon and fellow of the American College of Surgeons specializing in breast surgery. She graduated from Columbia University School of Medicine in 1977 and in 1982 became the second woman and first African-American woman to successfully complete Emory University's surgical program.

Please join us as these remarkable women share their stories and answer your questions.

FACULTY and STAFF – PLEASE REGISTER IN ELMS; STUDENTS CONTACT [Rachelle Lehner \(rlehner@emory.edu\)](mailto:rlehner@emory.edu)
Emory University encourages the full participation of individuals with disabilities in all aspects of campus living and learning. If accommodations are required, please contact [Rachelle Lehner \(rlehner@emory.edu\)](mailto:rlehner@emory.edu) immediately so arrangements can be made.
Questions? Contact [Rachelle Lehner \(rlehner@emory.edu\)](mailto:rlehner@emory.edu)

Sponsored by the School of Medicine Office of Staff Development

NEW FACES & APPOINTMENTS



Gail Peters, MD

Interim Director of Interventional Services - Grady Memorial Hospital

Dr. Peters will provide oversight and coordination of the services in the Division of Interventional Radiology and Image-Guided Medicine at Grady under the supervision of division director Dr. Kevin Kim. For operational issues, Dr. Peters will work closely with and report to Dr. Fountain, Chief of Radiology Services for Grady,



Pamela Wimberly

Human Resource Manager - EUH

Prior to joining Emory, Pamela was employed by Hewlett-Packard for over 12 years. She has experience developing and driving the effective execution of Human Resources processes and programs that enhance an organization's performance, productivity and profitability. Pamela has extensive experience in public, private, union and nonunion environments. Her various industry experience includes IT, manufacturing, communications, high tech and government.

Pamela has a Bachelors Degree in Employee Relations and Industrial Psychology from Michigan State University. She is certified as a Senior Professional in Human Resources (SPHR) and is a member of the Local and National Chapters of Society for Human Resources Management. Currently, she is pursuing a Project Management (PMP) Certification. Pamela's interests include church and community service, international travel, music, reading, playing tennis and cheering for her favorite basketball and football teams.



Richard Wright, BS, RT (R)

Assistant Director - EUH

Richard is currently responsible for EUH Interventional Radiology, CT, and Wesley Woods Imaging Services. With his new appointment he will retain those responsibilities and also assume additional oversight for EUH General Diagnostic Radiology, Ultrasound, front desk, and file room operations.

HR Tip

National Nutrition Month (NNM)

March 2012 is National Nutrition Month (NNM) and the theme this year is "Get Your Plate in Shape."

The Faculty Staff & Assistance Program is hosting many activities to promote NNM along with health and wellness across our campuses.

Below are a few programs that will be available in the month of March:

Walking Group: "Meet Me at Lullwater" begins March 6th and takes place every Tuesday at 11:45 am

Healthy Meals: Recipe Tastings – sample hearty, nutritious white chicken chili at various EHC cafeterias throughout the month. 11:30am-1:30pm at EUH on 3/7; EUHM on 3/14

Culinary Demo: Quick & Easy Cooking – come learn how to prepare quick and easy health meals, tastings provided. Decatur Plaza, 3/9 11:30-1:00pm

Zumba Classes: Two Zumba sessions on a first come, first served basis at WCI, 5th Fl Conference Room on 3/21 from 11:45am -12:25pm & 12:30-1:15pm

The full list of month long activities can be found at <http://fsap.emory.edu/health/wellnesscourses/nnm.html>

Updates from Imaging Applications Support (IAS)

Emory Healthcare Quality Academy and IAS

The Emory Healthcare Quality Academy was formed in 2007 to further the mission of Emory Healthcare and to help fulfill our quality promise to patients of impeccable outcomes, delivered safely, with excellent service.

Betsy Barber and Wendy Lybrand are in the beginning stages of the course, "Practical Methods for Health Care Improvement." This course is designed to develop local quality improvement leaders who are capable of independently planning and conducting improvement in their areas and serving as resources to others. The first session covered the history of process improvement and several key components used when beginning a Quality project. Wendy and Betsy's team will submit their Quality projects this year. The changes made through Quality projects are part of the Emory Healthcare mission.

If you have a Quality project in mind, the IAS team would highly recommend taking this course. Not only is it informative, but also trains on quality improvement skills that can be used in other aspects of your career.

If you are interest in learning more about the Quality Academy, visit the Emory Healthcare intranet under Quality at EHC.

-Wendy Lybrand, Radiology Informatics Trainer

Look for a new issue of
the Rad Report
the first full week of April.