

EMORY RadReport

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

January, 2012

In this Issue:

Letter from the Chair	2
New Grants	2
Message from the Vice Chair for Research	3
Awards & Recognition	3-4
Check it Out	4
Striving for Excellence	5
Expanded Services	5
In the Know	6
Get Involved	7-8
New Faces & Appointments	8

Fond Farewells

Dr. Baumgartner's journey as a radiologist began as a medical student at Emory School of Medicine, where he graduated number two in his class (Magna Cum Laude). He then spent time at the University of Utah, where he completed an internship and residency in internal medicine. After medical school, Dr. Baumgartner then returned to Emory as a radiology resident and stayed on to join the faculty, making Atlanta and Emory his home. In the following years Dr. Baumgartner joined the Abdominal Division and genitourinary radiology became his area of interest.

Dr. Baumgartner has held many administrative roles but takes most pride in his leadership in education. During his career, he has been very involved with teaching both medical students and residents. When he realized that he



Dr. Baumgartner stands with son Brian and wife Cherry at the 28th Annual Weens Lecture. Brian is an Emmy-award winning Actor who was the guest speaker at the Weens Lecture.

enjoyed teaching and sharing knowledge with others, Dr. Baumgartner accepted the administrative responsibility for the Residency Program and became the first Associate Director of the program in 1989.

This position gave him the chance to enhance the educational opportunities for the residents and was followed by his appointment as Director in 1993. Dr. Baumgartner has influenced the careers of over 250 residents in the Emory Diagnostic Residency Program during his time as director. In 1996, the Department of Radiology was divided into subspecialties and the Executive Committee was formed. The reorganization created a structure for Dr. Baumgartner to take on the administrative duty of Vice Chair for Education.

During Dr. Baumgartner's time as Director, the residency program experienced substantial growth. Not only did the program expand to accept 14 residents per year, educational seminars such as Grand Rounds and subspecialty conferences were added to the curriculum. While building the reputation of having one of the strongest education programs in the country, Dr. Baumgartner was able to personally interview more than 1000 applicants for the residency program. Dr. Baumgartner served as Program Director for 15 years, fostering the growth of the Emory Radiology Residency Program.

With his retirement, Dr. Baumgartner and his wife, Cherry, will now reside primarily in Hilton Head Island, South Carolina. However, they will continue to visit the Emory area frequently to see their daughter, Laura, her husband Tom, and grandchildren, Gavin and Ashley who live in Atlanta.

Emory is a significant part of Dr. Baumgartner's life and he plans to continue to be involved with alumni and development programs. Dr. Baumgartner takes great pride in his years of service, opportunities to educate others and his accomplishments at Emory.

- Monica Salama, Communications Manager



It has been my pleasure to know Bill Fajman during my entire 30 years at Emory. He is truly an unsung hero. An outstanding nuclear medicine physician, he did not hesitate to become an expert musculoskeletal radiologist based primarily at Grady where, by the way,

he served as Chief of Service for many years and covered superbly whatever was needed to be done. Bill is modest-perhaps to a fault. He is quiet and unassuming but wonderfully competent and a great friend to the residents and students. As a rare Grady full-timer, he will be missed more than most people realize. He knows the Grady environment and has always been dedicated to providing the best patient care.

We wish him the best as he retires to Santa Fe, New Mexico to relax, hike, play golf and enjoy the beautiful Southwest with his wife and friends.

- Dr. William Casarella, MD
Associate Dean of Clinical Affairs
Emeritus Chair of Radiology



Dr. Atkinson joined the Department of Radiology and Imaging Sciences at Emory University as a resident in 1970 and continued his educational experience as a fellow in Pediatric Radiology at Egleston Hospital. In 1975, he joined the

faculty at Emory and became a Pediatric Radiologist. Dr. Atkinson was instrumental in forming and developing the Pediatric Radiology Imaging Department along with Drs. Gay and Ball. He was active in developing and facilitating the Abdominal Ultrasound Program at Egleston, which followed his appointment as Director of Ultrasound at Egleston. Throughout his career he ushered in new technology such as Pediatric Ultrasound, CT and MR.

Dr. Atkinson also developed the Transcranial Doppler for screening sickle cell patients. After 37 years of service Dr. Atkinson retires leaving his imprint on Emory. He will certainly be remembered for all of his contributions. We wish him the best.

Letter from the Chair

Dear Colleagues,

It is my sincere wish that each of you has had some time to reflect, relax, and share moments with friends and family over the holidays. It is such times that recharge and refresh us.

It is 2012, a new year. Looking back on my Rad Report letter from this time last year, I had developed my makeshift resolutions list for healthcare in 2011. I will take this column to see how we, and the US overall, have fared over the past 12 months:

2011 Resolution #1 Revisited – “We will keep the patient foremost in every decision.” There are still many details that impact patients (particularly in the realms of cost and access) within the national health care arena that remain unsettled. Locally, we are making more progress. At Emory Healthcare, the multi-year stretch goal of being in the UHC top-10 for quality by 2012 was reached. After months of preparation, the Radiology Service Excellence Institute [i.e., brainchild of one of our Radiology Leadership Academy (RLA) teams] will be launched this month to further solidify our commitment to the highest quality patient service.

2011 Resolution #2 Revisited – “Whenever possible, we will apply evidence-based criteria

to evaluate whether and when to perform an imaging study, and which to optimally perform.” The Centers for Medicare and Medicaid Services (CMS) has funded several institutions’ efforts to evaluate decision support systems that incorporate evidence-based algorithms into computerized physician order entry (CPOE). Unfortunately we were not selected for funding in this competitive program, yet we are still working with the American College of Radiology (ACR) on adopting appropriateness criteria into widespread use. Overall, additional work, including research in gap areas, is clearly needed.

2011 Resolution #3 Revisited – “We, as radiology healthcare professionals, will make it a priority to become ‘visible’ to patients”. While mounting time pressures makes this resolution a constant challenge, the added value of contact with all health care team members is critical to the patient care experience. RLA teams have developed patient education tools that use touch-pad tablet computers such as the iPad, to have some of our most renowned radiologists walk through a

procedure and explain the “scary equipment” in full fidelity. While this is not a substitute for a face-to-face encounter, it can greatly augment our visibility to patients and reduce patient anxiety.

2011 Resolution #4 Revisited – “Clinical practice, especially radiology, will become more quantitative.” There remains a substantial gap between the quantitative nature of research and the generally qualitative practice of clinical radiology. While we are making strides toward structured reporting, what are still missing are a full spectrum of standardized measures of imaging biomarkers. Nuclear medicine remains an exception, as quantitative or semi-quantitative metrics are more frequently expected in clinical interpretation, particularly for disease monitoring. Our research strategic plan, in development under the leadership of John Votaw, PhD, Vice Chair for Research, is focused on quantitative imaging as one of three goal areas. We welcome this important emphasis, and its translation to clinical practice.

2011 Resolution #5 Revisited – “We will figure a way to shrink the bridge that links research to clinical benefit (i.e., that bridge across the ‘valley of death’)”. A major milestone in this resolution came last week as Congress finally approved funding for a new NIH institute: the National Center for Advancing Translational Sciences (NCATS). NCATS will house the nation’s clinical and translational science awards or CTSA’s. Locally, our own CTSA renewal [the Atlanta Clinical and Translational Science Institute (ACTSI)] has recently received a favorable review. Our fingers are crossed that Emory will continue to have this important foundation on which to base research that guides translating discoveries into clinical medicine.

It seems that there has been important progress in these 2011 resolutions, both at the overall and local levels, yet there is more to be done. I look forward to continuing to work with you on these goals and much more in 2012.

Happy New Year!

Best to all,

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



NEW GRANTS

Multispectral Imaging: Mathematical Models, Algorithms and Software

Principal Investigator:

Ioannis Sechopoulos, PhD, James Nagy, MD

Funding Organization: National Science Foundation (NSF)

Significance: This project focuses on the development of novel mathematical and computational methods for spectral reconstruction in tomographic breast imaging. The polyenergetic imaging process is nonlinear; therefore spectral reconstruction is an ill-posed inverse problem that provides great challenges to the development and analysis of mathematical models and computational methods. However, this new reconstruction

approach will result in substantially improved images with fewer artifacts and will allow for more advanced acquisition protocols that may reduce dose, improve contrast, and allow for explicit decomposition of the breast into distinct materials, such as, glandular and malignant tissue, adipose tissue, calcifications, and iodinated contrast agents.

MESSAGE FROM THE VICE CHAIR FOR RESEARCH

What have I learned?

People see me and often ask, “do you like being vice-chair?” Or “what have you learned since becoming vice-chair?” This month I’ll try to answer. Yes, I like being vice-chair and this is what I have learned: people are different, things happen for a reason, and the SEI concept is a good thing.

By ‘people are different’, I mean there are fundamental differences between different people. Some are leaders, some want to be led. Some people value freedom; they want to operate with very few constraints when solving a problem. Some want structure; they want to be part of a team with a strong leader who clearly lays out the stepping stones along the path to the goal. There is no best way to communicate. Some people are direct; they want no mincing of words. Others want a more nuanced delivery where the emotional content is as important as anything in the message. I’ve learned to relish these differences. There is a place for each of these people in a team as vast as ours. People are happier when they are true to themselves, and leaders

are more effective when leading to an individual’s strength.

When I say things happen for a reason, I’m primarily thinking about decisions that are made by others that affect us. I’ve come to appreciate that very few of these decisions are haphazard or made with little thought. Quite the contrary – more common is that someone has collected substantial information, considered many viewpoints, and has tried their hardest to make the best decision possible. When I’m frustrated I try to keep this in mind and think about if my decision would be any different with the same information. This approach has been very beneficial when I meet with decision makers. Occasionally I can bring additional information to the table to modify a current decision or affect a future one. It gives me great satisfaction when I successfully do so.

The Service Excellence Institute (SEI) embraces this approach. In the coming months all members of Radiology will be attending

full-day sessions to learn more (sign up if you haven’t already!). Why should each of us receive training in how to interact with others? Why do I say SEI is a good thing? Above all, it will make our time at Emory better, more effective, and more satisfying. SEI recognizes that there is more to our work than collecting and reading the next image. It recognizes that it is very rewarding to work in an environment that cultivates a spirit of inquiry, demands respect for others, expects us to rely on each other’s expertise, and where successes are attributed to the team. Fostering excellence in these skills is just as important as doing so in our research, education, and service missions.

I enjoy helping others – be it anything from crystallizing a research project to mentoring colleagues. If you have a question you would like to explore – research or otherwise – stop by to see me.

Happy New Year!

- John Votaw, PhD,
Vice Chair for Research



AWARDS & RECOGNITION



Crystal Barnes

Director of Radiology

Director of Radiology at Emory Johns Creek Hospital

Crystal has been promoted to Director of Radiology at Emory Johns Creek Hospital. She will oversee the daily operations of the Radiology Department. With over 32 years of extensive experience in Radiology Operations, Chrystal Barnes will be a valuable asset to our Radiology Department at the Emory Johns Creek Hospital.



Robin Tarpley, RN, BHS

Breast Imaging Nurse

March of Dimes Nurse of the Year Nominee

Breast Imaging Center Nurse, Robin Tarpley, was nominated for the Georgia March of Dimes Nurse of the Year award. The award recognizes nurses across all specialties for their tireless work to provide care, comfort and support to patients in our community. The Nurse of the Year selection committee reviewed hundreds of applications across 16 categories ranging from Home Health and Palliative Care to NICU and Hospice disciplines.

Professional Development Program Graduation

The Learning Services team of Emory University recently celebrated the Professional Development Program graduation. The graduation included three of our Radiology staff members Martha Howard, Season Lewis and Monica Salama. The goal of the programs is to challenge and stretch the participants to uncover the potential and begin the journey of professional enrichment at Emory. The Professional Development Programs include management development, administrative development and Human Resources certification. Congratulations.

Martha Howard, MBA
Research Project Coordinator

Season Lewis
HR Senior Associate

Monica Salama
Communications Manager

EMORY HEALTHCARE

AWARDS & RECOGNITION

Assistant Program Directors, Diagnostic Radiology Residency



Brent Little, MD

Assistant Professor
Radiology and Imaging Sciences



Matthew Zygmunt, MD

Assistant Professor
Radiology and Imaging Sciences

Drs. Brent Little and Matthew Zygmunt have been appointed as two of our new Assistant Program Directors of the Diagnostic Radiology Residency, joining the leadership team led by Dr. Mark Mullins. They will be actively involved in resident education issues, residency curriculum, ACGME core competencies and the day-to-day activities of the residency.

RSNA 2011 Awards

Last November many of our faculty, staff and trainees attended RSNA 2011. RSNA had a total of 59,097 in attendance, 2% higher than 2010. Our faculty, staff and trainees presented nearly 50 courses, oral and poster presentations. Their hard work did not go unrecognized. Several of the faculty, staff and trainees were awarded for their contributions to RSNA 2011. Those awardees include:

Dr. Has Mukh Prajapati received a Certificate of Merit for the RSNA presentation titled "Autoimmune Pancreatitis (AIP): MRI Imaging Findings before and after Corticosteroid Treatment and Its Differential Diagnosis." Co-authored with **Dr. Oluwayemisi Ibraheem**.

Dr. Ankur Doshi received a Certificate of Merit for the RSNA presentation titled "Problematic Plumbing: A 2011 Update on Postoperative GI Fluoroscopy" The co-authors were **Drs. Courtney Coursey** and **Pardeep Mittal**.

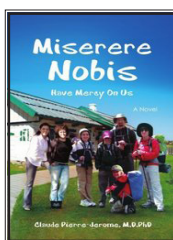
Dr. Michael Lubarsky received a certificate of Merit Award for his Educational Exhibit, "Emergency Applications of Body MRI: A 2011 Update."

Drs. Elizabeth Ingram Parker, Andres Moreno-De-Luca, Claude Pierre-Jerome, and Michael R. Terk received the Certificate of Merit award for two Educational Posters:

Multimodality Imaging of the Lysosomal Storage Diseases: Part I-The Nonlipids
Multimodality Imaging of the Lysosomal Storage Diseases: Part II-The Lipids

The Image Gently Campaign received AuntMinnie.com's 2011 Minnies #1 award for "Most Effective Philanthropy

CHECK IT OUT



Feng SS, **Sechopoulos I**. A software-based x-ray scatter correction method for breast tomosynthesis. Medical Physics 2011, Vol. 38, Issue 12, page 6643.

Pierre-Jerome C. *Miserere Nobis: Have Mercy on us*. Xlibris Corporations. 2011.

Smith AD, Remer EM, **Cox KL**, Lieber ML, Allen BC, Shah SN and Herts BR. **Bosniak Category IIF and III Cystic Renal Lesions: Outcomes and Associations**. Radiology. 2011 November 21. [Epub ahead of print]



Stefan Tigges, MD

Associate Professor of
Radiology and Imaging Sciences

Dean's Teaching Award

Our students have the great advantage of being taught by outstanding teachers and role models. Each year the faculty and students choose six to eight individuals to receive the Dean's Teaching Award. In 2011, Dr. Stefan Tigges of Cardiothoracic Imaging was awarded the Dean's Teaching Award for his dedication to quality education and enthusiasm as a mentor to students.

ACR Accreditation for Vascular Ultrasound at Emory Johns Creek

Every three years the American College of Radiology (ACR) re-evaluates imaging facilities to verify their commitment to quality patient care, and assures that the staff and equipment are delivering the highest quality of care. Congratulations EJCH!

STRIVING FOR EXCELLENCE

The Pledge

By now, many of you have heard about the Pledge. What you may not know is what to do when the Pledge principles (listed below) are not practiced.

- We will treat each other the way we want to be treated.
- We will cultivate a spirit of inquiry.
- We will defer to each other's expertise.
- We will communicate effectively.
- We will commit to these behaviors in support of Emory Healthcare Care Transformation

I have talked with countless individuals over the years and it continues to amaze me when I hear a person say, despite deep anger or frustration with a coworker, that they are absolutely professional, that any negative feelings are masked, and that they are able to give full attention to their patients. Guess what? The angry person may think they have it under control and that none are aware of their true feelings, but they are often mistaken! Many people,

including patients and their families, are painfully aware when there is conflict and that the conflict results in poor communication. It takes a great deal of energy and attention to carry anger. When the ill will goes unresolved over time, the atmosphere becomes toxic and the negativity spreads like a cancer so that the overall workplace is impacted. Patients and others around us do not receive our best efforts... care and service is compromised. Imagine a patient handoff between two nurses who do not like or trust one another – what patient information remains unshared? Picture a radiologist and technologist who have a history of unpleasant interaction – will their patient get the best exam? How about a leader who talks, but does not listen or even invite input – are the safest and best practices in place?

When the principles of the Pledge are not practiced, what can be done to resolve differences and open communication? Those who developed the Pledge – staff, physicians, students, and patient/family advisors – came up with the

cup of coffee conversation. The cup of coffee talk involves open and honest communication that is respectful and focused on finding the best solutions for all concerned...not on blame or personal attack. Finding an appropriate time and place is key for a good cup of coffee conversation and the motive is to improve relationships so that we can best serve our patients. If you are not comfortable initiating a conversation, involve someone else whom you know to be fair and who is willing to assist.

For the sake of your patients, your coworkers, and yourself, invite someone for a cup of coffee when there are unresolved issues that hurt the workplace and hinder patient care. And be receptive when someone asks you for a cup of coffee. All, including patients, will feel better when the air has been respectfully cleared.



If you have questions about the Pledge and cup of coffee conversations, please feel free to contact Dr. Kimberly Applegate or myself.

-Charles Powell, Director of Technical Operations

EXPANDED SERVICES

Buford Imaging Center

The new Emory Imaging Center, in Buford, Georgia, will bring our Department's high-quality subspecialty imaging to the community.

Dr. Leonel Vasquez, Assistant Professor of the Department of Radiology and Imaging Sciences, and Director of the Division of Community Radiology Specialist, emphasizes the need to expand our services beyond the academic campus. By reaching out into the community,

Dr. Vasquez feels, "we can practice the highest quality

The Emory Imaging Center is located at the corner of Buford Drive and Gravel Springs Road. The new Imaging Center offers the GE 1.5T MR, with a 16 Channel upgrade.



medicine, with our mission statement from Emory and also deliver excellent patient service."

The Emory Imaging Center will offer Ultrasound, MR and diagnostic x-ray imaging in a convenient, patient-friendly location. The Buford Imaging Center will occupy the lower level of a busy urgent care center. Dale Walker, Director

of Strategic Initiatives and Alison Dunkerley, Radiology Services Manager, have been leading the Emory Imaging Center launch team. The launch team is working to ensure the infrastructure, medical software and equipment are installed and running smoothly. The Emory Imaging Center is set to open in Buford, Georgia in early 2012.

Alison Dunkerley, Radiology Services Manager

IN THE KNOW

Quality Corner Lifelong Learning'

Not too long ago, the American Board of Medical Specialties created a program called the Maintenance of Certification (MOC) that encourages ongoing learning and competency throughout our medical careers. The MOC is a professional response to the need for public accountability and transparency to all stakeholders. It is also increasingly recognized by insurers, the government, and health care organizations as a marker of quality. Since 2002, all graduating radiologists have been required to participate in this program whereas those already practicing radiology may volunteer to do so. There are four components of the MOC program:

- Professional Standing (medical license status)
- Lifelong Learning and Self-Assessment (participation in continuing medical education--CME and self-assessment modules--SAMs)
- Cognitive Expertise (computerized exam every ten years)
- Practice Quality Improvement (PQI)

The Emory Department of Radiology and Imaging Sciences has committed to enrolling all of our faculty in this lifelong learning and quality improvement program. In fact, faculty were required to enroll in the MOC program of the American Board of Radiology (ABR) or the American Board of Nuclear Medicine (ABNM) by the end of calendar year 2011.

The department has developed a number of activities that fulfill the MOC requirements that include CME conferences and encourages participation in professional organizations that provide SAMs and PQI modules. In addition, all eleven clinical divisions of our department now participate in the RADPEER program which potentially fulfills one PQI project within the ABR MOC program. Radiology has many active PQI projects underway within each clinical division as well as within our quality and safety committees. Contact Dr. Applegate, your divisional quality officer, or your colleagues involved with these initiatives for more information about PQI projects.

For residents and fellows, this is a great time to get involved and learn more about the process, methods, and teamwork of quality improvement and process improvement work. This year, four residents have PQI projects submitted or accepted at national meetings. The projects range from the process improvement of the stroke CT program (Dr. Andy Nicholson with Dr. Ashley Aiken) to a survey about patient preferences regarding direct communication of imaging results (Dr. Lilli Ivansco with Drs. Carolyn Meltzer and Kimberly Applegate) for the AUR meeting. Dr. Valeria Montayo (with Drs. David Schuster and Halkar) will present a paper at the ARRS meeting about the value of the nuclear medicine consult for - therapy patients. Dr. Xuexian Yan (with Dr. Schuster) has submitted an abstract for the SNM meeting showing differences in outpatient compared with inpatient PET image quality.

We are proud of the commitment to quality and the strength of our research in quality improvement at Emory.

-Kimberly Applegate, MD
Vice Chair for Quality & Safety

Updates from Imaging Applications Support (IAS)

Effective Immediately:

New RadNet Procedure Critique tool –

The Radiologists will use this tool to document their comments and feedback for Diagnostic Technologists only. Diagnostic will be the pilot go-live for the first couple of months and we will re-evaluate, at that point, the next sections for implementation.

The CRDR Quality Committee is creating usage guidelines, more information to follow.
Wendy Lybrand will be in the Reading Rooms conducting training.

Coming soon...

Approve Button Enhancement – In PowerScribe the Approve button will be configured to send reports to Power Chart and the Attendings queue.

Teaching File Enhancement – On the GE PACS workstations, the delete files feature will be added to the Teaching Files tool.

New Resident Sign-out Tool – Designed to interface PowerScribe to GE PACS during use of the External Sign-out queue.

More details to follow on the upcoming enhancements.

-Wendy Lybrand, Radiology Informatics Trainer

GET INVOLVED

A Season of Celebration

'Tis the season for happiness spent with family and friends. This year the Emory Radiology's Holiday Party held at the World of Coca-Cola on Friday, December 9, 2011, proved to be a huge success with over 700 guests in attendance.

The Radiology Department faculty and staff brought family and friends to enjoy this season with their co-workers. The Holiday Party was the perfect opportunity to reflect on the growth and accomplishments of all the hard work that has contributed to this successful department and prepare for another flourishing year.

This fun-filled night of good food, great company and lively dancing packed the World of Coca-Cola. Looking around the room, endless



Drs. Torres and Sekhar hit the dance floor to get the party started.



The World of Coca-Cola's Polar Bear was a big hit this year.

smiles beamed from one face to another. Familiar faces and new introductions lasted throughout the evening as the guests enjoyed the perfect opportunity to unite. Those who attended the event enthusiastically mingled with a special visitor, the Coca-Cola Polar Bear who also attended the festive celebration. The retail store was open exclusively for our Department all evening as guests used the opportunity to purchase holiday gifts or souvenirs. Faculty and staff even received a commemorative bottle of Coca-Cola to help them remember the joyous occasion.

As 2012 begins, we will continue to work together as we strive for excellence and collaborate for another successful year of clinical, research and educational aspects that makes Emory Radiology and Imaging Sciences a national destination department.

- Alaina Shapiro, Program and Event Coordinator

Radiology Calendar

Week of January 9, 2012

Wed., Jan. 11 –
Grand Rounds -
Vinod Thourani, MD

New paradigm for treatment of aortic stenosis: transcatheter aortic valve replacement

Thurs., Jan. 12 –
Research In Progress Series (RIPS) -
Richard Jones, PhD
Evaluation of liver iron content using gradient echo MRI.

Week of January 16, 2012

Wed., Jan 18 –
Grand Rounds -
Greg Zaharchuk, MD

Imaging Brain Attack: a Brief Tour of Acute Stroke Neuroimaging

Thurs., Jan. 19 –
Research In Progress Series (RIPS) -
James Galt, PhD
Yttrium-90 Emission Tomography?

Week of January 23, 2012

Wed., Jan. 25 –
Grand Rounds -
Petra J. Lewis, MD

Beyond the 'Sage on the Stage': Alternative Methods in Radiology Education

Thurs., Jan. 26 –
Research In Progress Series (RIPS) -
Erwin Van Meir, PhD
Professor, Departments of Neurosurgery, Hematology and Director, Laboratory for Molecular Neuro-Oncology
WIC of Emory University
A new function for the p14ARF tumor suppressor: the regulation of tumor-induced angiogenesis

Week of January 30, 2012

Wed., Feb. 1 –
Grand Rounds -
Kay Vydareny, MD

ABR update, an alphabet soup (EOF, MOC, PQI and U)

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

GET INVOLVED

Service Excellence Institute

We are excited to report that 75% of the Department of Radiology and Imaging Sciences has registered for the Service Excellence Institute (SEI) sessions in January. If you have not registered, we encourage you to do so as soon as possible. SEI is a required curriculum for all faculty, staff and trainees.

In the spirit of becoming a destination department, we must be trained experts in providing patients and colleagues with excellent service. We will spend a valuable and interactive day providing faculty and staff the tools needed to deliver service excellence to our patients and colleagues. The SEI program will benefit the patients' experience and also

encourage a positive work environment for all of us. Lunch and breakfast will be provided for everyone during training.

As one of the largest departments at Emory, we want to set the example of Service Excellence. Our department has 800+ dedicated employees which is enough to make a significant impact at Emory. We hope to set an example with a successful model in our evolving health care environment.

Action Items

- Sign-up for your SEI session:
- Visit [SEI](#) web page- review FAQ's

Stories of Harm and Charm

We would love to hear your stories of Harm and Charm. If you would like to share your stories, please contact Alison Dunkerly, Radiology Services Manager (adunker@emory.edu or 404-778-2626).

NEW FACES & APPOINTMENTS "Friend" Request Radiology



Joanna Scheinfeld

PRN Sonographer- WCI

Joanna received her Associates Degree in Radiologic Technology from Gwinnett Technical College. She was recognized as the most outstanding student in clinical practice at Grady School of Sonography. Joanna has successfully completed American Registry for Diagnostic Medical Sonography in Physics and Abdomen.

You can help us unite the past and present for a promising future by building upon the contributions you have made to our successful department. Become "our" Facebook friend and use Emory Radiology's profile to stay connected. Follow the directions below to register for your own Facebook page and add Emory Radiology as your friend:

- Step 1** - Visit www.facebook.com and complete the information on the home page including your name, e-mail address, password and birthday. Then click the "sign up" button to submit your information.
- Step 2** - Check your e-mail. A confirmation will arrive with a link to confirm your e-mail. If you don't see it right away, check your spam or junk mail folder.
- Step 3** - Set up your profile with as much information as you would like other Alumni to know about what you have done and where you are now.
- Step 4** - Add us as a friend by typing in "Emory Radiology - Alumni" in the top right hand corner search box.



Step 5 - Under our profile picture, you will see a link to click to "request Emory Radiology as a friend"



Step 6 - Use our friends list to find others that have been a part of Emory Radiology and stay connected.

HR Tip

W-2's Available Online

Are you signed up to receive your W2 online? If not, you have until January 7th, 2012 to go online and enroll.

What are the benefits to receiving your W2 online?

- No waiting on the US Postal Service
- Early availability: 2011 W2s are available anytime night or day after January 17th 2012

Sign up only once! If you have not registered in the past, you may sign up by visiting www.w2express.com or call 1-877-325-9239 for assistance.

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

For more details simply e-mail:

RadiologyComm@emoryhealthcare.org