

## INTRODUCING

# Renowned Cancer Specialist Dr. Oh

Bermuda Hospitals Board (BHB) is very pleased that Dr. William Oh, a renowned cancer specialist from Dana-Farber/Brigham and Women's Cancer Center, is expected to begin working in collaboration with the Oncology Programme in Bermuda by summer 2009. His office will be in the newly designed Oncology Centre.

**1. Using American statistics, how many men are likely to be diagnosed with prostate cancer?**

One in six men will be diagnosed during his lifetime.

**2. Do you have any reason to believe this number would be different in Bermuda? If so, would it be higher or lower?**

There is concern that this number could be higher. Men of African ancestry are at greater risk of getting prostate cancer, and given Bermuda's population, one would expect that the rate of prostate cancer would be even higher than in the US.

**3. Do you know if anyone is conducting or has conducted research into the incidence of prostate cancer in Bermuda?**

Not to my knowledge, but we would be very interested to explore this research question.

**4. Can you be specific about your particular area of expertise? Can you also say a little about the Lank Center? Is this where your Bermudian patients would go if they needed to have treatment in the US?**

I am a specialist in genitourinary (GU) cancers, including prostate, kidney, bladder and testicular cancers. The Lank Center is a specialized unit at the Dana-Farber with ten medical oncologists and two nurse practitioners who specialise in GU cancers. In addition, we work with four urologists and four radiation oncologists, all of whom specialize in GU cancers. Bermudians with any GU cancer may be treated in the multidisciplinary clinics at Dana-Farber/Brigham and Women's Cancer Center.

**5. How often do you expect to be on the island? When will you make your inaugural visit or has that happened?**

Initially we would project quarterly visits, but depending on patient need, this could be increased to every 1-2 months as needed. It is projected that I would start this spring.

**6. I am sure your work here will relieve the stress of travel and staying in an unfamiliar environment for prostate cancer patients who need follow up, which is a huge benefit. Can you think of other benefits to being treated at home? For example, do people simply do better when they are at home and in familiar surroundings?**

I think this is a huge benefit for patients. Cancer treatment is stressful enough, without having to relocate to get the best possible therapy. The new collaboration with the Dana-Farber will allow Bermudian patients with prostate and other cancers to get state-of-the-art care without having to leave the island. We would be able to provide treatment plans which can be instituted locally with the same expertise as if they came to Boston.

**7. If you recommend surgery/radiology, would that take place at Dana-Farber and would chemotherapy take place here?**

Since there is no radiation facility on the island at this time, radiation therapy would be performed in Boston. The newest surgical techniques for prostate cancer would also be available at Dana-Farber/Brigham and Women's Cancer Center. For instance, most of the prostate surgery done at our hospital is performed using a DaVinci robotic procedure. Patients may be best suited to go to Boston to have this one-time procedure and be followed up here after.

Chemotherapy can definitely be performed here, though much of the discussion would revolve around optimal type and timing of treatment. This is where consultation and a team approach would help to determine the best therapy.

**8. Do you treat female patients with genitourinary cancer as well?**

Yes, women with bladder and kidney cancers.

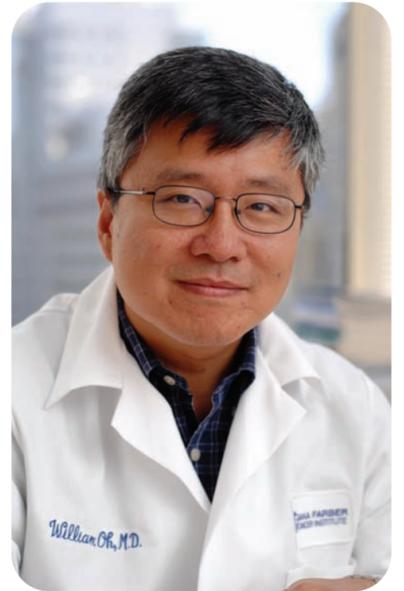
**9. I understand that the Lank Center is also an excellent research facility. Please explain how the research conducted at the Lank Center can be of direct benefit to patients.**

Research is how we make cancer treatments better in the future. There are 2 major ways in which research could help Bermudian patients. The first is to understand the molecular underpinnings of cancer in Bermuda. We have laboratory scientists who have explored specific genes involved in getting prostate cancer and we believe we could explore this area further in Bermuda to develop insights into the cause of prostate cancer. This may require only a sample of blood and permission to track the patient. The other type of research involves clinical trials of new drugs and treatments. This is more for patients with advanced cancer, but they may have access to the newest cutting edge treatments, initially by traveling to Boston, but in the future, possibly by getting treatment here in Bermuda.

**10. Could you tell us about yourself?**

I was born in Korea and immigrated to NY when I was only two years old. My parents had a small construction business, but always prioritized education. I went to public schools in NY and received a scholarship to attend Yale University for college and NYU Medical School. I have been in Boston for 15 years and I did my residency and fellowship in Boston. I have been at Dana-Farber since 1995. I am married with two sons, aged four and eight.

My family and I have been to Bermuda once before and we had a wonderful time. We visited the lovely beaches, the wonderful Aquarium and Zoo, used the excellent bus system to travel and were always greeted warmly everywhere we went. The people of Bermuda are very special.



## Digital Transcription Means Quicker Turnaround of Medical Reports

A new 3M™ Voice Script digital transcription service has been in service at BHB since late 2008. The new service is the first in a series of improvements to electronic record keeping. It allows doctors to record and edit their reports in real time over any landline telephone. Electronic record keeping that is faster and more efficient leads to considerably less waiting time for patients when it comes to receiving medical reports.

In addition to reports, lab tests and diagnostic imaging studies performed at KEMH are available to doctors and nurses on our wards through Clinical Suites and to General Practitioners in their offices all across Bermuda through the Physicians' Portal. BHB's IT professionals went to GPs' offices to help set up and familiarize GPs with BHB's new service.

Patient confidentiality is safeguarded through a series of built-in protections that ensure only a physician with the correct entry data and a unique password can see patient reports, and each report is organized by patient name and birth date for extra accuracy.

Doctors who are privileged (able to practice at KEMH) are registered on the system. Currently, close to 200 doctors are registered to use digital transcription. The new service also allows a doctor to sign with unique digitally encrypted signatures, which signifies that he or she has read the report and it is accurate.

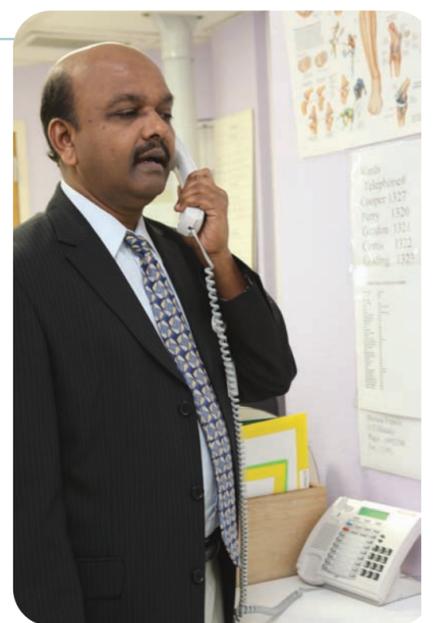
The new system is gaining ground in acceptance and usage. The next phase will be voice recognition, but because medical reports use very precise and complex words, the system requires 1200 hours of voice reporting before it will self-generate reports (rather than have a medical transcriptionist interpret and type the reports).

Although it is a few years away, voice recognition will make reporting extremely efficient. A doctor will verbalize his or her report, it generates type which he or she sees on the monitor, the doctor checks accuracy, edits and digitally signs, and the report is posted to the patient's records. This is the gold standard and we're on our way.

*Here's how it works*

The days of analog cassette tapes and hard copy reports that must go back and forth between medical transcriptionists and doctors are over.

- 1) Doctor phones in on any landline phone.
- 2) Enters codes and the verbal report is digitally recorded.
- 3) Transcriptionist (who can work at KEMH or from home) types report
- 4) Doctor checks, and if necessary, edits online.
- 5) Doctor signs electronically, which indicates final, accurate report.
- 6) Report is uploaded to Clinical Suites.
- 7) Report, as well as any diagnostic or lab tests from KEMH, are available to GPs through the Physicians' Portal.



# Newly Designed Patient Room Tested

A patient room on Curtis ward at King Edward VII Memorial Hospital has been entirely renovated as part of BHB's Capital Investment programme. A second room, with a different design, is almost complete. The two rooms will improve what our patients experience in terms of both décor and function.

"This is an exciting time in the development of new and better facilities for our patients and staff," says Jane Chapman, Services Redesign Manager, who is overseeing the project. "BHB is committed to investing in the care environment and services we provide. We look forward to renovating other patient rooms to this standard."

The rooms will be vetted by patients, their families and staff members as part of a pilot project to make sure they meet the needs of people using them before other patient rooms in the hospital have similar refurbishment. Patients started using the first room this week, and patients will be admitted to the second room by early March.

"Our pilot rooms are setting the standard for the future refurbishment of KEMH wards, as well as the 90 new single-occupancy en suite rooms that will be built in our new patient tower," says Granville Russell, Director of Medical/Surgical Wards. "Each room is unique and features effective and attractive design elements that incorporate blues, greens and light wood accents in keeping with other renovation projects at KEMH."

"I am pleased patients admitted to Curtis ward will be the first to use these rooms," says Karen Raynor, Clinical Coordinator for Curtis ward. "They incorporate state-of-the-art technology, which means better service for patients and a more therapeutic environment."

**"Improving the patient experience is one of our guiding strategies and this is an important initiative for BHB. The feedback we get will be carefully considered, and the preferred features in each room will inform the final plans for both our renovated and newly-built patient rooms," says CEO David Hill.**



## The pilot rooms feature:

- Bedside controls for lighting and nurse call button
- Bedside computer for more efficient record keeping
- Sensor-operated faucets and lighting in washrooms for resource efficiency
- Attractive design for a pleasant, soothing patient experience
- Separate hand washing sink for staff, patients and visitors for better infection control
- Bright, decorative floor coverings
- Technology to support bed maintenance and future services
- Entrance doors with small windows for viewing patients without disturbing them
- Double-glazed pivot-action windows that make cleaning easier
- Easy access to plumbing and electrical services through specially-designed access panels

## Head Hospitalist Dr. Arlene Basden

Dr. Arlene Basden, head hospitalist at King Edward VII Memorial Hospital, is passionate about helping people. "I love acute medicine. I like to problem-solve and fix things."

She grew up in the west end, attended Warwick Academy and studied for two years at Bermuda College. She then majored in biochemistry at Dalhousie University in Nova Scotia, Canada and went on to study medicine at the University of the West Indies. She moved to Manchester in northwest England and spent six and a half years earning a post-graduate degree in internal medicine and is a member of the Royal College of Physicians.

Hospitalists like Dr. Basden are specialists in managing diseases and conditions that require acute care in a hospital setting, for example a diabetic crisis. The same way that orthopedists look after bones, cardiologists look after the cardiovascular system and oncologists look after people who have cancer, hospitalists are highly-trained internists who look after virtually every other part of a patient, and specialize in how to manage hospital-based care for those who need to be admitted to KEMH.

### DAY IN THE LIFE OF DR. BASDEN

**6:30 am: Fitness:** Dr. Basden works out in a gym for an hour, and then gets ready for work.

**9:00 am - 1:00 pm: Rounds.** Dr. Basden's day starts with rounds with the house officers. House officers are doctors who have completed their medical training but are not yet fully qualified. She sees patients and reviews test results, and discusses the night's events with the house officers. There are four teams, each headed by a hospitalist and generally containing two house officers. This offers the house officers training and supervision in hospital-based care from a specialist in that field.

Dr. Basden sees every patient under her care, to discuss their progress and to make any adjustments necessary to their care. She will see her patients at least once every day.



**1:30 pm: Lunch:** either on the fly or with colleagues.

**2:00 - 6 pm: Administration:** Typically Dr. Basden is in her office in the hospital (hospitalists do not have offices outside the hospital) and involved in administrative work. This could be organizing shifts for the four other hospitalists on her team, or speaking with specialists at partner hospitals at Johns Hopkins, the Lahey Clinic, Dana Farber /Brigham and Women's. She responds to emails and makes quite a few calls regarding patients and devotes a portion of her time to speaking to patients' relatives.

She is available to house officers who may require her assistance.

**6 pm - Committee meetings:** Talking to Chief of Staff, Chief of Medicine, wrapping up for the day. There are often patients who are just being admitted, so there may be more work ups during this time.

**7:30 - 8 pm - Home:** Dr. Basden leaves for home, where she likes to read in her spare time.

Her days may be long, but Dr. Basden is passionate about what she does. "It's very satisfying when a patient comes in and you use your skills to sort out what could be going wrong, decide on a strategy for care using the resources available in the hospital and see the patient improve and go home. Working as a team, that's what we work toward. That's what we hope for every time."

## A Feel Good Story

A new line of linens has been introduced at BHB that includes larger, higher- absorbency bath towels and wash cloths. These linens will make a real difference to patient comfort, as they have a softer feel.

Our laundry department chose these towels for hygienic reasons, too, because they can be laundered at ultra-high temperatures and their quality affords them a longer lifespan. They also complement the colours in our new Pilot Patient Rooms. The new linens will be phased in as current linens reach the end of their useful lifespan.



## Help Us Name Our New Blood Donor Mascot

The Blood Donor Centre has a new member of the team whose goal it is to help increase the number of people donating blood in Bermuda. Please help us give our new mascot a name! Drop off your suggestion at the Blood Donor Centre on the first floor of King Edward VII Memorial Hospital, or leave your suggestion on the Blood Donor Centre's official Facebook site (search for "Bermuda Blood Donors"). Suggestions need to be in by 31 March 2009.



**Bermuda Hospitals Board**

CARING FOR OUR COMMUNITY