



60 Second Snapshot

**A message from Jan Murphy, president of Lakewood and Fairview hospitals
January 11, 2010**

The Plain Dealer's Thankful Thursday column recently included a comment from a patient who is **thankful for the girls who work in the Coumadin Clinic at Lakewood Hospital** because they have been so helpful to her. My thanks to those 'girls': **Marlene Jones, Judy Tracey, Mariland Morsfield, Joanne Demaline** and **Jennifer Gaizutis**.

I'd like to share with you some wonderful feedback we received through our public Web site, lakewoodhospital.org: "On Monday, Jan. 4, 2010, I had to go to the **emergency room** at your hospital. I have to tell you what great people work there. The treatment I got was outstanding. I will tell everyone I know what a wonderful and caring facility Lakewood Hospital is. Thank you so much." Another patient sent along a thank you for outstanding care they received at our **Birthing Center**. "**Rachelle Maassen** was absolutely the best part of our experience in the Lakewood Birthing Center, very caring and compassionate. Made us feel very relaxed in spite of difficulties that happened. If there was higher than A+ this is what she should receive for her excellent care and dedication." **Nice work, everyone. Thank you for providing world class care!**

When our public Web site changed to a new format, our "**Find a Doctor**" (FAD) functionality was not compatible. Since the FAD is the second most visited page on our Web site, this caused some dissatisfaction. I am very happy to report that the FAD is once again up and working and is better than ever! In the new system you can search by name / specialty / hospital and even zip code and city proximity. The data comes directly from the hospital's Medical Staff Office credentialing system on a nightly basis, so it is quite accurate. Take a moment to search for your physician, **visit lakewoodhospital.org and click on 'Find a Doctor'**.

Congratulations to **Regina Ware**, who graduated from Indiana Wesleyan University in December with an MBA in Human Resource Management. Also, congratulations to Radiology's **Aylin Tucture, Jarrod Prager** and **Courtney Calland** on obtaining their advanced Cat Scan registry. What a great accomplishment!

Did you know that **Cleveland Clinic Ophthalmology/Lakeland Eye** is now offering complete eye care in the Lakewood Hospital Professional Building, suite 550? **John Costin, MD; Wynne Morley, MD;** and **Matthew Ohr, MD** joined **Richard Wyszynski, MD** and **Ryan Deasy, MD** and **Randall Loudenslager, OD**, at the Lakewood office, which is located next to the Lakewood Hospital Diabetes and Endocrine Center. To make an appointment with any of these highly skilled ophthalmologists, call 216.529.5320.

This is the last week to buy a **Straight from the Heart** raffle ticket and still be eligible for the second **\$2,000 Early Bird drawing**. You must turn your raffle ticket in by this Friday, January 15, to be eligible for the January 18 drawing. If you win the Early Bird drawing, you are still eligible for the other 40 prizes, including the \$100,000 grand prize. Tickets are \$100 and cash, check, credit cards or payroll deduction are accepted. If you are interested in attending the gala, call Pat Kubene-Simacek at 216.476.7390 for ticket information.

Vision for Tomorrow

Almost half a million people annually in the U.S. undergo a procedure called Endoscopic Retrograde Cholangiopancreatography (ERCP) to diagnose problems in their liver, gallbladder and bile ducts. As part of its **Vision for Tomorrow** strategic plan, Lakewood Hospital has invested in new, state-of-the-art direct visualization technology to enhance the ability to diagnose and treat conditions such as obstructions and stones within the biliary tract. **Lakewood Hospital's Digestive Health Center is one of the few in the area offering this type of endoscopic procedure.** For more information, contact the Center at 216.529.7220.

Vision for Tomorrow also offers the opportunity to make the most out of what we already have. Over the holidays, **1B received a fresh look** that included painting of all patient rooms; old wallpaper was removed from the corridor walls and were painted; the shower/tub room and block walls were demolished to create a new larger clean utility/storage room; a new larger dirty utility room was created; a new medication room with Pyxis was built; the offices were relocated to accommodate new separate locker and break rooms for staff; new flooring was installed in patient rest-rooms and other areas. Additionally, new carpet will be installed in the activity room later this month. The unit opened to patient care on January 7. **Many thanks to our dedicated staff who worked through the holidays to give 1B its fresh update: Bob Gleeson, Jay Justice, Jim Dempsey, Ray McNamara, Bruce Baughman, Mike Smith, Mike Meehan, Steve Cook, Sam Cardinal, Charlie Swartwood, Mike McLaughlin, Duane Adams, Patrick O'Connor, Sarah Offredo, Regina Ware, Patty Upton, Otis Shannon, Cecil Glover, Fred Williams, Dustin Kubienski, Tina Bullock, Linda Noch, Janet Deas, and Will Taylor.** Another great accomplishment!

For more information about Lakewood Hospital or Vision for Tomorrow, visit lakewoodhospital.org.