

## Compass Snapshot

Below is a quick snapshot of business developments at Compass Medical since the last publication date. These events are detailed throughout this edition of the Compass Pulse.

### APRIL

- Compass Medical hosted a nationally sponsored RX Take Back Day in the parking lot at Southeast Medical Center.
- East Bridgewater Primary Care began a 4-week billboard campaign in Bridgewater center.

### MAY

- Laboratory Services began offering two new testing services in-house.
- The Touch A Truck event was held in the parking lot at Southeast Medical Center.
- Second annual Employee Service Award Ceremonies were held.
- Monthly internal e-newsletter was launched.

### JUNE

- Compass Medical participated in the Middleborough Job Fair, hosted by the Middleborough Town Hall.
- Compass Medical exhibited at the Stonehill College Parent's Orientation Weekend.
- Radiology hosted Pink & Pins throughout June.



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## Compass Medical, P.C. Enters the Next Era of Healthcare Through Interactive Online Technology and Social Media

It wasn't too long ago that medical care was handled the "old fashioned way". House calls, paper medical records, and mail in forms were all part of the "patient experience". In 2004, Compass Medical, achieved a major milestone in healthcare by becoming the first primary care group south of Boston to upgrade to the Electronic Medical record system. The Compass Medical "EMR" was so successful upon implementation that it garnered a Nesson award, an honor awarded by Partners Healthcare to programs that have exemplified superior work in the area's of innovation, collaboration & excellence.

In today's world, social mediums, email communications and web sites all contribute to the next level of patient experience. As we enter into the next era of healthcare, Compass Medical achieves the next milestone by joining the social media & online patient care revolutions.

Social Media is the latest internet phenomenon. Viral videos, blogs, networks, and tweets are just among the hundreds and thousands of ideas, concepts, and mediums being popularized by millions of followers. Compass Medical joined with the revolution in May of 2011 by completing Phase I of our social media plan, joining Facebook and LinkedIn. Facebook in particular boasts numerous fans and followers for Compass Medical by offering customized pages and consistent new health information. Phase II of the social media plan, anticipated to roll out in 2012, pushes the patient experience to a new level by offering online "what to expect" resources and, potentially, virtual tours of Compass Medical facilities.

In addition, according to our own Compass Medical website dashboard, 60% of our online traffic comes from search engines and business listings. Because of this staggering statistic, over the past 6 months, Compass Medical's Marketing team has focused on creating and updating local business listings with news, events and photos for all of our 8 current locations on Google Places, Yahoo Local Business, Bing Business Portal and Yelp Pages. This upgrade will ensure our patients are provided with a wealth of information about all Compass Medical locations at their fingertips.

The healthcare industry is always changing and upping the ante for Primary Care groups to offer more integrative solutions. That is why Compass Medical is developing an online patient portal, as it is vastly becoming the next step in progressive healthcare. A Patient Portal is a secure, online site that can offer patients 24/7 access to different aspects of their own healthcare. Portal systems are becoming more and more desirable and have the potential to offer patients the ability to view their personal health record, lab results, request a prescription renewal, schedule a non-urgent appointment and more depending on the system chosen. A portal can even serve as a direct communication channel to physicians and nurses for advice and answers. The exact functionality of our portal that will be available to Compass Medical patients is still being reviewed but is scheduled to be available in phases to all patients in late summer.

For Compass Medical, this portal will put our patients in the driver's seat of their healthcare and will offer them the opportunity to become more involved in the management of their care. Allowing patients access to their healthcare online will create a more personal and convenient patient experience. In addition, the continuity of care between doctors of different specialties within Compass Medical will become even easier for our patients to manage.

Inevitably, Patient Portals will establish conveniences for each practice site as well. By shifting non-urgent communications from the telephone, "snail" mail and in-person methods to the web, practices will likely see improved efficiencies, reduced operating costs and increased patient satisfaction.

Technology utilization has become a standard in the new era of the patient experience, and as we progress into the future it will become more entwined in every facet of the healthcare industry. Compass Medical is committed to continuously utilizing the advancements that develop in the realm of online communications for the betterment of our services and patient satisfaction. After all, in the end, the Compass Medical patient experience is what it is all about.

## Laboratory Adds Two New In-house Tests

Effective May 10th, 2011, The Compass Medical lab began performing T4 (Thyroxine), Total and Urine Total protein tests. They are both performed on "Beckman Coulter" analyzer.

A T4 test measures the blood level of the hormone T4, also known as thyroxine, which is produced by the thyroid gland and helps control metabolism and growth. The T4 test is performed as part of an evaluation of thyroid function, and has been used for many years to help diagnose hyperthyroidism and hypothyroidism. A provider may order this test if you have signs of a thyroid disorder.

A urine total protein test is conducted to detect excess protein in the urine, to help evaluate and monitor kidney function, and to help detect and diagnose early kidney damage and disease. A urine total protein test is ordered either as a part of a regular physical check-up, or to determine the type of disease or condition affecting the kidney.

### COMPASS MEDICAL LABORATORY SERVICES

SOUTHEAST MEDICAL CENTER  
ONE COMPASS WAY, SUITE 104  
EAST BRIDGEWATER, MA  
PHONE: 508-350-2181  
MONDAY - THURSDAY 7AM-6PM  
FRIDAY 7AM-4PM  
SATURDAY 8AM-1PM

### LABORATORY SERVICES ARE ALSO AVAILABLE IN:

21 BRISTOL DRIVE, SUITE 100  
EASTON, MA  
PHONE: 508-565-7250  
MONDAY - FRIDAY 7AM-5PM

### COMING SOON:

MIDDLEBOROUGH MEDICAL  
CENTER LABORATORY SERVICES  
8 COMMERCE BOULEVARD  
MIDDLEBOROUGH, MA



*Touch A Truck was hosted in the parking lot at Southeast Medical Center on Sunday May 22. A great time was had by all who came by!*



*Compass Medical Staff Volunteers at T.A.T.*



*Jack Bartucca at T.A.T.*

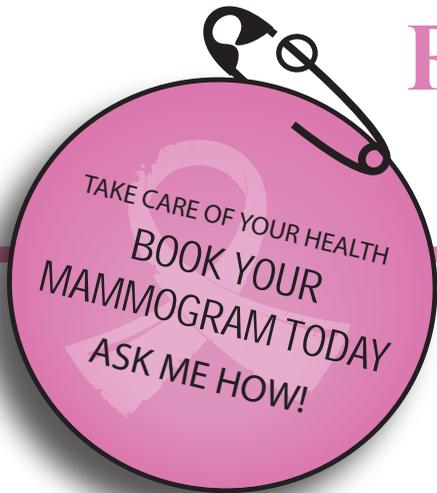
On May 22, 2011, children of all ages were invited to Southeast Medical Center to climb and explore real trucks of all shapes and sizes at the third annual "Touch A Truck" event.

Touch A Truck is a family oriented event sponsored by the Old Colony YMCA's East Bridgewater branch. The YMCA holds the annual event to raise funds to benefit their Strong Kids Campaign. The Strong Kids Campaign provides financial assistance for Y memberships, childcare, before and after school care, Camp Satucket and other recreational programs.

Compass Medical was proud to join with the YMCA to help host this event for the third year in a row. In addition to the excitement of the trucks, there were other children's activities like a bouncy moonwalk, facepainting and sand art.

Many Compass Medical staff members volunteered their time at Touch a Truck. We would like to recognize Jill Clement, Jeannine Sanborn, Vanessa Becerril, Jessica Berrio, Taryn Deboer, Cheryl McCabe, Trisha Corcoran, Dr. Broderick, Dr. Cunningham and Bonnie McClymont & Family for their exceptional help in making the event a success.





# RADIOLOGY

## JUNE HIGHLIGHT OF THE MONTH

# WEAR & PINK & PIN

EVERY FRIDAY IN JUNE COMPASS MEDICAL EMPLOYEES WERE ENCOURAGED TO WEAR PINK IN SUPPORT OF WOMENS HEALTH AWARENESS

WHEN EMPLOYEES HELP BEGIN THE CONVERSATION WITH PATIENTS, EVERYONE BECOMES INFORMED OF WHAT COMPASS MEDICAL RADIOLOGY HAS TO OFFER!

Over the course of June, Compass Medical staff joined to support the Radiology & Imaging Department to highlight their services by wearing pins daily and wearing pink colored clothing on Fridays. This effort was made to help start the conversation with patients about all that Compass Medical Radiology & Imaging Services has to offer.

Compass Medical Radiology & Imaging offers comprehensive diagnostic imaging services supported through close collaboration with Brigham and Women's Hospital Radiology Department. A team of Board Certified Radiologists from Brigham and Women's interprets all images on-site at Compass Medical on a full-time basis. Compass Medical offers ACR accredited digital mammograms, ACR accredited digital ultrasounds, ACR accredited 64 slice cat scans, as well as Digital X-Ray, Bone Density Screenings and Nuclear Medicine. Compass Medical Radiology is fully licensed by the state of Massachusetts. The relationship between Compass Medical and Brigham and Women's Hospital Radiology Department brings world class imaging services to patients, right in your own community.



**RADIOLOGY AND IMAGING  
SOUTHEAST MEDICAL CENTER**  
One Compass Way | Suite 105  
East Bridgewater, MA 02333  
Phone: (508) 350-2200

**RADIOLOGY AND IMAGING  
EASTON**  
21 Bristol Drive | Suite  
Easton, MA 02375  
Phone: (508) 565-7200

**RADIOLOGY AND IMAGING  
MIDDLEBOROUGH**  
*Opening Fall 2011*  
8 Commerce Boulevard  
Middleborough, MA 02346

## SIGNAGE Progressing Forward

### EAST BRIDGEWATER

Southeast Medical Center has a new permanent pylon directing patients to the medical center from Route 18. This effort has been years in the making, and came to fruition mid June.



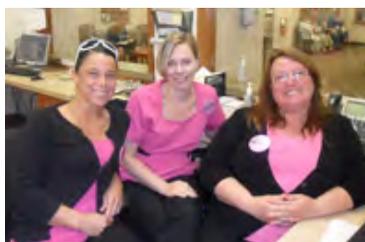
### HALIFAX

The Halifax Office, located at 420 Plymouth Street in Halifax, MA has recently completed construction on an awning above the main office entrance. This new awning has Compass Medical written on it for better directional guidance to our patients.



### EASTON

Marketing, in collaboration with the Easton site managers, is working hard to ensure the medical center gets better exposure into the community. One of their current initiatives involves petitioning neighboring businesses, by going door to door collecting signatures, in order to develop and split the cost of a new, more informative Industrial Park sign. Current town bylaws prohibit a single business to develop the signage.



Compass Medical Staff Wearing Pink on Fridays in June (From left to right; Abington Office, Business Office, Radiology.)

## CAREER FOCUS

### Current Job Openings

#### ABINGTON

Medical Assistant

#### BRAINTREE

Administrative Assistant

#### EAST BRIDGEWATER

#### CARDIOVASCULAR MEDICINE

Stress Nurse

#### INTERNAL MEDICINE

Physician

Medical Records Clerk

Call Center Receptionist

Triage Nurse

#### LABORATORY

Lab Processor/Phlebotomist

Lab Medical Technologist

#### PHYSIATRY

Nurse Practitioner/ Physician

Assistant

#### HOLBROOK

Receptionist

#### MIDDLEBOROUGH

#### INTERNAL MEDICINE

Physician

#### LABORATORY

Lab Processor/Phlebotomist

#### URGENT CARE CENTER

Receptionist (Part time)

Receptionist (Full time)

Clinical Care Coordinator

Medical Assistants (2)

## Interested?

To find out more information or to apply online for any of these positions, please visit our website at [CompassMedical.net](http://CompassMedical.net) and navigate to the Careers section.



You can also contact Paul Porter, Recruitment Specialist, at [jobs@CompassMedical.net](mailto:jobs@CompassMedical.net)

**If you are interested in a position not mentioned in the list above, please fill out and submit a general application, located on the [CompassMedical.net](http://CompassMedical.net) Careers section. By submitting a general application, you will be entered into the pool of applicants once a position does become available.**

# New Compass Providers of Spring 2011

*An overview of the newest members of our growing list of Providers.*



### Glenn Meunier, LICSW BEHAVIORAL HEALTH

Glenn earned a Master of Social Work Degree from Bridgewater State University in 2007, and in 2002 he earned a Bachelor of Science Degree in

Criminal Justice from Roger Williams University in Bristol, Rhode Island.

Glenn is an experienced clinician who has worked with both adolescents and adults in regards to counseling and treatment on a therapeutic level. Prior to joining Compass Medical, Glenn was a Clinical Coordinator for a youth development agency where he developed and integrated a new clinical curriculum which included: Biological-Psychosocial-Assessments; client-specific treatment plans; streamlined referrals and community connections for program clients; and Cognitive Behavioral Therapy and Dialectical Behavior Therapy frameworks for working with both groups and individuals. Glenn has also worked with patients coping with past traumas in residential settings.

*Glenn currently practices out of the Halifax office.*



### Melissa Zine, LICSW BEHAVIORAL HEALTH

Melissa earned a Master of Social Work degree from Boston College Graduate School of Social Work. She has provided counseling in an acute

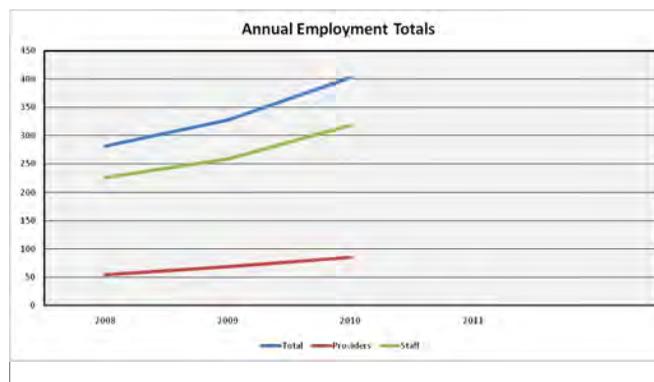
inpatient psychiatric facility and worked in a secure correctional setting with adult males. Her background also includes working with children and adolescents with developmental disabilities. She counsels adults, children, and families utilizing a mix of psychodynamic and cognitive behavioral techniques in treating mental illness, depression, anger, anxiety and substance abuse issues.

*Melissa currently practices out of the Holbrook office.*

*Welcome!*

## Recruitment Corner

**2010 and 2011 have been record hiring years, enabling the expansive growth of Compass Medical, P.C.**



The recruitment activity within Compass Medical over the past 2 years has been significant. Despite a sluggish economy, we are growing. In addition to adding many new providers, we have employed a proportionate amount of clinical & business staff. We will experience another growth spurt as we begin to staff our new Middleborough Medical Center this summer. We will be hiring within Cardiovascular Medicine, Radiology, Lab, Primary Care, Urgent Care & more.

The growth that Compass Medical has experienced over the past 2 years is due to the vision of Dr. Clairmont and the Board of Directors, the tireless leadership of our Executive Director, the exceptional medicine that our Providers deliver, the guardianship of our Directors & Managers, and the day to day dedication and performance of our staff.

For additional recruitment information, please contact Paul Porter / 508-350-2133 / [Paul.Porter@CompassMedical.net](mailto:Paul.Porter@CompassMedical.net)

**Paul Porter**  
Compass Medical Recruitment Specialist

## COMPASS MEDICAL INTRANET - COMING SOON

Over the summer, Compass Medical is rolling out the start of a corporate intranet. The first stage includes a comprehensive online HR Resource and will be rolled out to managers first to test for usability, and then to employees and providers over the later summer months.

Designed as a resource for employees, managers and providers alike, this site will provide up to date communication about what is happening around the Compass Network as well as pertinent information helpful to all. This site is expected to be dynamic and continually changing, with the majority of the site anticipated to be completed in the fall. For more information about this initiative, contact [Marketing@compassmedical.net](mailto:Marketing@compassmedical.net)



## Employees Giving Back

### Easter Basket Donation

In April, the staff in Primary Care at Southeast Medical Center made an even bigger difference in local children's lives.

Both Family and Internal Medicine staff in East Bridgewater donated items to fill 28 Easter baskets for 17 local families. Baskets were donated to the South Shore Women's Resource Shelter, which provides resources for women and families who are the victims of domestic violence.

## National Take Back RX Day

**Compass Medical partnered with the East Bridgewater Police Department, the East Bridgewater Board of Health and the U.S. Drug Enforcement Agency to host the second annual Take Back RX Day on April 30th, 2011**

On April 30 from 10 a.m. to 2 p.m. the East Bridgewater Police Department, East Bridgewater Board of Health and Compass Medical, in association with the U.S. Drug Enforcement Administration (D.E.A.), gave the public another opportunity to prevent pill abuse and theft by ridding their homes of potentially dangerous, expired, unused, and unwanted prescription drugs. The free and anonymous service was hosted in the Compass Medical parking lot at Southeast Medical Center (One Compass Way, East Bridgewater, MA.) Many community members came out to bring their medications for disposal, the East Bridgewater site collected over 57 pounds of prescription drugs.



### "Locked Up" for the Muscular Dystrophy Association

Louise Flood, Jill Bentley, Byron Byfield & Sue DaSilva participated in a fundraiser for the Muscular Dystrophy Association on Wed. June 22. Each participant was "arrested" and transported to a fundraiser at Barret's Alehouse in Bridgewater. They pledged to remain "locked up" until they raised their bail of \$1600, which they exceeded by over \$1000! The "bail" went towards sending two children with Muscle Dystrophy and their families to attend an MDA summer camp.

## PROVIDER SERVICE AWARDS

Pictured below are some of the 26 providers who were honored in March for their 10+ years of dedicated service to Compass Medical



Using the year of 1993 as our official beginning, when we were Physician Health Alliance, Compass Medical would like to recognize those Providers that have demonstrated exceptional commitment and dedication by honoring those that have been employed for 10, 20, 25 and 30 years!

PLEASE JOIN US IN CONGRATULATING THE FOLLOWING RECIPIENTS

### 10+ Year Award Recipients:

Michael Achey, MD  
Melissa Baughman, RNC  
Dyan Bhatia, MD  
Beth Cerce, MD  
Joyce Child, DPM  
George Clairmont, MD  
Maria Connor, MD  
Malgorzata Cywinska-Soltysiak, MD  
John Diorio, MD  
Mario Dominguez, MD  
Yevgeniy Drakhlin, MD  
Jonathan Ellis, MD  
Edward Hassan, MD  
Evan Kaiser, MD  
Suzanne Leone, NP-C  
Yelena Levin, MD  
Elizabeth Levine, MD  
Geraldine Matteson, PA  
Mary Scott, MD  
Nancy Scott, ANP-BC  
Susan Thomas, MD  
Michael Tremblay, MD  
Dahlia Riad, MD  
Bruce Weinstein, MD  
Evan Weisman, MD

# COMPASS MEDICAL SERVICE AWARDS

Traditionally this time every year we like to reflect upon the many accomplishments of our organization, and upon how much we appreciate the dedication, hard work and service of our extended teams.

PLEASE JOIN US IN THANKING ALL OF OUR EMPLOYEES FOR THEIR CONTRIBUTION TO OUR CONTINUED SUCCESS!

We would also like to recognize those employees that have demonstrated exceptional commitment by honoring those that have been employed for 10, 20 and 25 years!

## *Congratulations to all of the recipients!*

### *25 Year Recipient*



**Lana Preston**

### *20 Year Recipients*



**Janice Haskell-Mace**



**Lynne MacKay**



**Nancy Olivolo**

### *10 Year Recipients*



**Paula Chretien . Valerie Clancy . Kathleen Eacobacci  
Suzette Grasso . Amy Harrington . Carolyn Lemieux  
Mary Mulholland . Kerry Nault . Pamela O'Connell  
Jeanette Pottier . Linda Shepherd**

**Congratulations again to all of the honorees!**

Ceremonies were held over the week of May 23 honoring the recipients. On Monday May 23, a ceremony was held at 12:45 for Abington office recipients. On Tuesday May 24, a ceremony was held at noon for Taunton office award recipients. On Thursday May 26, award ceremonies were held for Business Office and East Bridgewater award recipients at 10:30AM, 12:30PM, respectively.

# STAY HEALTY THIS SUMMER

## FIVE TIPS FOR A SAFE AND HAPPY SUMMER

### 1. Beware of Bugs

Warmer temperatures mean more time spent outside. They also mean the numbers of mosquitoes, ticks, and fleas are at their height. Mosquitoes can transmit West Nile virus, ticks can transmit Lyme disease and other serious infections. To keep yourself and loved ones protected, use an appropriate insect & tick repellent and apply it properly. Prime mosquito-biting hours are usually dusk to dawn, but ticks are out at all times of the day and night, and can sometimes be hard to detect.



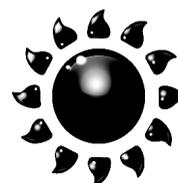
### 2. Hydrate Early and Often

Don't wait until you feel thirsty to drink water; the human body needs fluids on a regular basis. An adult should drink the equivalent of four average sized water bottles daily to stay hydrated. In extreme temperatures, two to four 8-ounce glasses of fluid an hour will help keep you hydrated & decrease the risks for heat exhaustion or heat stroke.



### 3. Cover up in the Sun

Prevent sunburns and skin cancer by covering up in the sun. Apply sunscreen with at least SPF 15 if you know you'll be outside, and be sure to reapply if swimming or performing strenuous activities. Wear a brimmed hat and sunglasses to protect your eyes from harmful UVA and UVB rays. Avoid being outdoors midday when the sun is intense. Take caution even when it's overcast, the strongest UV rays pass through the clouds. High temperatures can cause heat stress, heat exhaustion and heat stroke, be aware of the warning signs.



### 4. Practice Food Safety

Summertime is prime grilling season, and food safety should be a priority when cooking and eating outside. Use a meat thermometer to ensure that meat and poultry are cooked thoroughly before serving. Ground beef should be cooked to an internal temperature of 160°F. Always place cooked meats on a clean platter, re-using a plate that had raw meat on it can cause cross-contamination and illness. When picking fresh fruits, vegetables & herbs from your yard, ensure they are washed well before eating to remove all pesticides and other potentially toxic chemicals from them.



### 5. Remember Your Furry Friends

Don't forget about keeping your furry friends safe too! Keep you and your family healthy by ensuring your pets stay healthy too. Protect family pets from ticks and fleas by keeping them on a flea and tick control program. Children can become infected with roundworm and hookworm from soil contaminated by pet feces (stool). To prevent that from happening, make sure that puppies and kittens are seen by a veterinarian and dewormed.



## CARDIOVASCULAR COMPASS L.I.T.E.

Has officially begun scheduling patients  
**June 2011**

The Compass LITE (Lifestyle Intervention to Enhance Cardiovascular Health) Program has begun to schedule patients. This is a board approved program that was designed to assist overweight, cardiovascular patients achieve a healthier weight and lifestyle. The LITE Program is directed and supervised by Cardiologist Dr. Ellis and a team consisting of cardiovascular nurses and fitness trainers. An individual plan involving education, practical guidance into healthier eating choices, and development of a personalized exercise regimen will be implemented for each patient. Patients will receive weekly follow up for the duration of the program, which runs for 8-12 weeks. This will include several office visits, as well as follow up phone calls by the nurses.

All office visits for this program will be documented in EMR. The PCP will be notified, when their patient enters and completes the program. If you feel you, or someone you know, may benefit from enrolling in this program, please contact the Cardiovascular Center at 508-350-2400 to find our more information or to arrange for entrance into the program.

## My Plate: Retiring the Food Pyramid



On June 3, 2011, the U.S. Department of Agriculture officially retired the "food pyramid" as the basis for nutritional guidelines. It has been replaced with a plate shaped icon with sections indicating what types of food and how much of them should occupy the average meal. Its designers are hopeful that the simple, meal-by-meal visual guide will be easier to understand than the pyramid, which has been called both confusing and misleading. To find out more information about this change, visit [ChooseMyPlate.gov](http://ChooseMyPlate.gov).

**CARDIOVASCULAR MEDICINE**  
Phone: (508) 350-2400

**SOUTHEAST MEDICAL CENTER**  
One Compass Way | Suite 107  
East Bridgewater, MA 02333  
M-TH 9AM-5PM, F 9AM-4:30PM

21 Bristol Drive  
Easton, MA 02375  
TU 9AM-4:30PM  
W 9AM-2PM

# Red Cross Blood Drives

Make an appointment to donate blood at one of our upcoming drives to join our support of Red Cross efforts

The need is constant.  
The gratification is instant.  
Give blood.



Over the next six months, Compass Medical has committed to helping support the Red Cross by hosting drives at several of our locations:

**Easton Medical Center**  
21 Bristol Drive | Easton

Tuesday July 26, 1-6PM

**Taunton**  
152 Dean Street | Building 3 | Taunton

Wednesday August 24th, 1-6PM

**Southeast Medical Center**  
One Compass Way | East Bridgewater

Monday September 19th, 1-6PM

**Middleborough Medical Center**  
8 Commerce Blvd. | Middleborough

Tuesday November 15th, 1-6PM

Collecting blood to help those in need has always been a challenge. Especially in today's uncertain world, it is harder than ever to maintain a 5-10 day community blood supply, but the fact is that nearly 2,000 units of blood are needed each day to help those in need right here in our own community. This is why Compass Medical is gearing up with the American Red Cross to help boost our community's blood supply. Every blood donation is an opportunity to help a brother, friend, neighbor, co-worker or stranger in need.

Anyone 17 years of age or older, weighing 110 pounds or more and in good health may be eligible to donate blood. According to the American Red Cross, 1 pint of blood can save up to three lives. Please remember, it only takes about an hour to become a hero to someone in need.



## Professional Development

Be on the lookout for monthly offerings of:

- EMR Basic Training
- Insurance 101
- Patient Registration

As well as offerings from the Professional Development Series for Managers