

**Mission:** *The Permanente Journal* is written and published by the clinicians of the Permanente Medical Groups and KFHP to promote the delivery of superior health care through the principles and benefits of Permanente Medicine.



**On the cover:** "Tracks" by Beverly Brott, MD

Dr Brott shoots with the Canon D 60 digital SLR camera.

Dr Brott is a full-time hospitalist at the Kaiser Sunnyside Medical Center. She lives in Vancouver, WA. She loves to travel and has visited Thailand, Laos, Cambodia, Myanmar, China, Hong Kong, Guam, Micronesia, the Philippines, India, and Nepal. Dr Brott's photo galleries can be found on the Internet at: [www.globalviewphoto.com](http://www.globalviewphoto.com).

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The Permanente Journal  
500 NE Multnomah St, Suite 100  
Portland, Oregon 97232  
[www.kp.org/permanentejournal](http://www.kp.org/permanentejournal)

ISSN: 1552-5767

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**27 The Second David M Lawrence, MD, Chairman's Patient Safety Award.** Arthur L Klatsky, MD

## CLINICAL CONTRIBUTIONS

### 2004 Vohs Award Winner

**9 Tobacco Dependence Program: A Multifaceted Systems Approach to Reducing Tobacco Use Among Kaiser Permanente Members in Northern California.**

Ali Goldstein, MPH; Scott Gee, MD; Rachele Mirkin, MPH

The 2004 Vohs Award winner from Northern California employed a multifaceted systems approach to address the single greatest preventive medical problem we face.

### 2004 Vohs Award Honorable Mention

**19 The Kaiser Permanente Northwest Cardiovascular Risk Factor Management Program: A Model for All.** Jodi S Joyce, BS, BSN, MBA; Martina M Fetter, RN; Dean H Klopfenstein, RPh, CDE; Michael K Nash, BS

This 2004 Vohs Honorable Mention is a centralized, multidisciplinary, proactive clinical management intervention using computer-stored data to identify eligible members with multiple interrelated cardiovascular risk traits.

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Letitia Fitzpatrick, MA

### 2004 Lawrence New Project Award Winner

**28 Perinatal Patient Safety Project.** Julie Nunes, RN, MS, CPHRM; Sharon McFerran, RN, PhD, CPHQ

The 2004 Lawrence Patient Safety New Project Award-winning project, presented here, drew upon a multitude of theories, disciplines, and industries to create high-reliability perinatal units.

### 2004 Lawrence Transfer Award Winner

**35 KP Northwest Preoperative Briefing Project.** Maureen Ann Wright, MD

The 2004 Lawrence Patient Safety Transfer Award-winning project, presented here, was developed by the KPNW Patient Safety Team as a way to transform the patient safety culture in the KPNW's operating suites and to reduce the number of errors.

**41 Pain Management Doesn't have to be a Pain: Working and Communicating Effectively with Patients who have Chronic Pain.** Christine E Whitten, MD; Christine M Evans, PhD; Kristene Cristobal, MS

In direct "how-to" language and with attention to psychological and cultural aspects, this presentation describes the evaluation and management of a pervasive aspect of medical practice.

### 49 Corridor Consult

**The Electronic Health Record "Toolbox."** Michael A Krall, MD

Using case examples, this article describes and gives brief instruction in the tools of the KP HealthConnect toolbox.

## SPECIAL FEATURE

A Focus on Evidence-Based Medicine

In December 2004, *The Permanente Journal* and the Care Management Institute joined together to sponsor the Evidence-Based Medicine Symposium in Costa Mesa, California. The presenters were invited to contribute to this *Journal* symposium to diffuse their learnings.

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Grant Okawa, MD

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Jill Bowman, BS

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**98 *Enclave Services: An Office with a Purpose.***  
Judy Hayward

A collaboration between KPNW and the Oregon Employment Service Company created the KPNW Enclave Services—an extraordinary office setting where persons with disabilities do productive work and fill a vital need.

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Barbara Caruso, BA

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Peter Crooks, MD

Patients with end-stage renal disease constitute a major portion of the most expensive 1% of Health Plan patients. KP Southern California has taken a proactive approach to managing high-risk, high-cost ESRD patients. This article describes the clinical and financial success of such proactive clinical planning.



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**Editorial Office:** *The Permanente Journal*  
500 NE Multnomah St, Suite 100, Portland, Oregon 97232  
Phone: 503-813-4387; Fax: 503-813-2348  
E-mail: [permanente.journal@kp.org](mailto:permanente.journal@kp.org)  
[www.kp.org/permanentejournal](http://www.kp.org/permanentejournal)

**Distribution:** If you have any questions regarding distribution of this journal, contact 503-813-2623 or e-mail: [permanente.journal@kp.org](mailto:permanente.journal@kp.org).

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