

**Mission:** *The Permanente Journal* is published for physicians and nurses to create and deliver superior health care through the principles and benefits of Permanente Medicine.



**On the cover:** "Shepherd's Hut, Picos de Europa, Spain" by David Clarke, MD, is a photograph taken on his 2005 trip to Spain. This is a shepherd's hut high in the mountains in Asturias, Spain.

Dr Clarke is a gastroenterologist at the Mount Talbert Medical Offices in Portland, OR and the Northwest Permanente Ethics Director. He is a Clinical Assistant Professor at Oregon

Health Sciences University in Portland, OR and a Clinical Lecturer at Pacific University in Forest Grove, OR.

Another of Dr Clarke's photographs may be seen on page 69.

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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

Circulation:  
30,000 print readers per quarter  
300,000 Web readers per year worldwide

## SPECIAL FEATURE

A Focus on the Electronic Medical Record

### EDITORIAL OVERVIEW

**3 Doctors and Patients Using an Electronic Health and Medical Record: Research Studies Offer Multiple Views of 21st Century Health Care.**  
Tom Janisse, MD

### ORIGINAL ARTICLES

**5 Adverse Childhood Experiences and Smoking Persistence in Adults with Smoking-Related Symptoms and Illness.**

Valerie J Edwards, PhD; Robert F Anda, MD, MS; David Gu, PhD; Shanta R Dube, PhD, MPH; Vincent J Felitti, MD, FACP

Using data from the Adverse Childhood Experiences Study, researchers explore the reasons adults continue to smoke after diagnosis of diseases and conditions that contraindicate smoking.

**14 MyChart—A New Mode of Care Delivery: 2005 Personal Health Link Research Report.**

Carl A Serrato, PhD; Sally Retecki, MBA; David E Schmidt, MD

A secure member Web site where registered patients may view portions of their medical record and exchange secure messages with their primary care physicians was evaluated on the basis of a survey, content analysis, and physicians logs.

**21 Implementing the Electronic Medical Record in the Exam Room: The Effect on Physician-Patient Communication and Patient Satisfaction.**

Vivian Tong Nagy, PhD; Michael H Kanter, MD

Introducing the computer into the exam room raises important questions about physician-patient communication and patient satisfaction. Patient satisfaction scores were compared to evaluate how scores changed as physicians started using computers in the exam room.

**25 Obesity in the Kaiser Permanente Patient Population and Positive Outcomes of Online Weight-Management Programs.**

Keith H Bachman, MD; Trina M Histon, PhD; Carol Remmers, MPH

The effects of obesity in the Kaiser Permanente population are reviewed and two nationally available online self-care weight management programs are discussed with assessments of potential problems and recommendations.

**31 Decreasing Medication Discrepancies Between Outpatient and Inpatient Care Through the Use of Computerized Pharmacy Data.**

Charles S Salemi, MD, MPH; Norvella Singleton, BS

This study provides an example of a positive impact of modern computer technology and upon the quality of medical care.

**36 Perioperative Tight Glycemic Control: The Challenge of Bariatric Surgery Patients and the Fear of Hypoglycemic Events.**

Bellal Joseph, MD; Jeff Genaw, MD; Arthur Carlin, MD; Jack Jordan, MS; Jean Talley, RN, BSN, MSN, APRN; Ilan Rubinfeld, MD, MBA

Although tight glycemic control has resulted in improved outcomes, fear of hypoglycemia has been an important barrier to implementation. This triple arm prospective trial demonstrates improved hyperglycemic control in bariatric surgery patients with no increase in hypoglycemia.

## REVIEW ARTICLES

- 40 Caring for the Adult with Congenital Heart Disease: Management of Common Defects.**  
**CME** Reema Chugh, MD, FACC

Congenital heart defects are common. Advances in pediatric medicine and surgery have made it possible for nearly 85% of infants born with congenital heart defects to survive into adulthood. This article reviews some of the challenges of adults with congenital heart disease and offers practice guidelines for clinicians.

- 48 Systems Approaches to Improve Quality, Performance, and Efficiency in the Care of Older Adults.**

David B Reuben, MD

Using the Assessing Care of the Vulnerable Elderly study (1 and 2), Reuben reviews the current state of health care to identify barriers and to explore individual and systems efforts to improve outpatient care.

*Clinical Evidence Review: Best Practice*

- 55 Heart Failure.**  
**CME** Anthony E Steimle, MD, FACC

An overview, with vignette, of the recently updated Care Management Institute's Heart Failure Management Guidelines which addresses this major public health challenge.

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*Visual and Literary Arts*

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- 94 The Walk-In Patient.**  
Gary Huffaker, MD

## CASE STUDIES

- 65 Presentation of Osteitis and Osteomyelitis Pubis as Acute Abdominal Pain.**  
**CME** Diane V Pham, MD; Kendall G Scott, MD

A case report discusses the onset of acute abdominal pain in an athlete with both osteomyelitis and osteitis pubis. Pham and Scott emphasize the importance of recognizing that both conditions may occur simultaneously and that failure to identify both disease processes could lead to inaccurate treatment and lifelong conditions.

- 70 Ethnographic Studies in the Principles of Clinical Medicine.**  
William L Toffler, MD

**In Search of Home: From Home to Homeless to Housing.**  
Lianne Lin

A medical school program designed to help students develop cultural sensitivity yields this study of a homeless patient and the student's self-reflective evaluation of the health care system and its impact on the homeless population.

## CLINICAL MEDICINE

*Corridor Consult*

- 74 Hemorrhoids: Modern Remedies for an Ancient Disease.**  
Herman Villalba, MD; Maher A Abbas, MD, FACS, FASCRS

A case study explores the pathophysiology, presentation, evaluation and management of hemorrhoids with recommendations for conservative treatment and when aggressive treatment is indicated.

## EDITORIAL REVIEW

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Arthur L Klatsky, MD

## COMMENTARIES

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- 91 The Future of Employer-Based Health Insurance.**  
Michael J Pentecost, MD



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## Erratum

In Janisse T. A next step: reviewer feedback on quality improvement publication guidelines. Perm J 2007 Winter;11(1):72, Paul Batalden, MD, was incorrectly listed as Peter Batalden, PhD. Our apologies to Dr Batalden.