

# Medical Staff Update, June 2010

## Special points of interest:

- Around-the-Clock Care: Med Point 24 on Main Street

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## Around-the Clock Care!

Memorial Hospital and Memorial Medical Group are pioneering a health care initiative, unlike any other in the area, offering the most effective, convenient, and low-cost medical option for



minor health emergencies in Michiana. Med-Point 24 on Main Street, formerly Med-Point at Main Street, opened in Mishawaka in July with the only 24-hour walk in urgent care service.

“Going to 24-hour care is about being accessible to patients,” says Modupe C. Popoola, M.D., medical director at Med-Point 24 at Main Street. “We are filling a void that needed to be filled.”

### Convenient, Affordable Health Care

Med-Point 24 saves people time and money. While it can take a considerable amount of time to be seen in an ER, patients at Med-Point 24 are typically examined and treated in 90 minutes or less. A board-certified physician is on staff 24 hours a day at Med-Point 24 to meet the diverse health care needs of the community. A nurse practitioner assists during peak hours.

The cost difference between going to the ER and going to Med-Point 24 is staggering. It can be more than 60 percent more expensive for someone to be treated in an emergency room. At a time when many have high deductible plans and are paying more out of pocket expenses, Med-Point 24 is a highly desirable, far less expensive option. The average co-pay for an ER visit is up to \$200, whereas the comparable co-pay at Med-Point 24 is typically \$50 or less.

Individuals and families aren't the only ones who can secure such savings. Med-Point 24 continues to provide outstanding services for employers, including worker's compensation injuries, pre-employment physicals, drug screens and breathe alcohol testing.

### Larger and Faster

Med-Point 24 now features eight exam rooms, three procedure rooms, full-service radiology services and a full-service laboratory in order to test, diagnose and treat a wide array of conditions.

Even when people visit Med-Point 24 with major emergencies, Med-Point 24 collaborates with Memorial Hospital's ER to transfer patients for more advanced care. These major emergencies include patients with chest pains, severe fractures, major head injuries, significant bleeding, unconscious, severe abdominal pain or seizures and patients with extremely high fevers.

The Advantages of Med-Point 24:

- |  |  |
|--|--|
| • Highly skilled medical staff           | • Additional exam rooms                    |
| • Exceptional customer service           | • Employer-related services                |
| • Increased convenience and availability | • Connectivity with Memorial Hospital's ER |
| • Less wait time                         | • Less cost than ER                        |
| • Expanded lab services                  | • Expanded radiology services              |
| 24/7 STAT lab testing                    | 24/7 General Diagnostic                    |
|  | 24/7 CT Scan                               |
|  | 7:30 - 4pm(M-F) Ultrasound                 |
|  | TBD Mammography & DEXA                     |

### A Byte of IT ... From Your CMIO, Dr. Ken Elek

I hope you're using the PACS Web link when you're in the patient chart that allows you to see all that particular patient's x-rays and any reports that are completed. As a reminder of how to use it, while in the patient chart, click on the PACS Web link on the toolbar. Make sure you have your links toolbar visible. Or, you can just click on "Links" at the top of the page. A login box opens that already has your username inserted so you just have to enter your password. A list of studies opens; choose the one you want to view. To choose from a list of all the studies available on this patient, click on the bar just above the thumbnails for the current study and pick the one you want. To see a report, click on the icon that looks like a piece of paper on the thumbnail line and pick the report you want. Please let me know if you have any trouble with this.

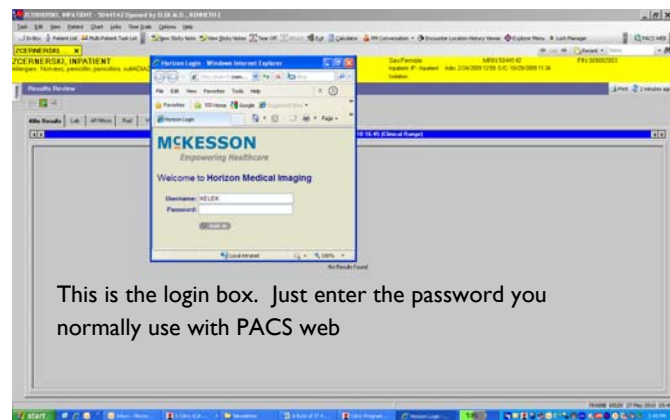
Please give me feedback if you've been using the Inpatient Summary and let me know if there's a particular lab you would like added to the list. I'd really like to know how it's working for you.

We continue to look at the medication reconciliation form and process. As you might guess, it's complicated by the number of different areas it affects. The way physicians can help the most is to make sure your patient has a current medication list they can present when they get to the hospital or send it ahead when they have a scheduled procedure or test. This way there is an accurate list to start from which helps in the rest of the reconciliation steps. This is a huge safety issue and some of the burden rightly belongs to us.

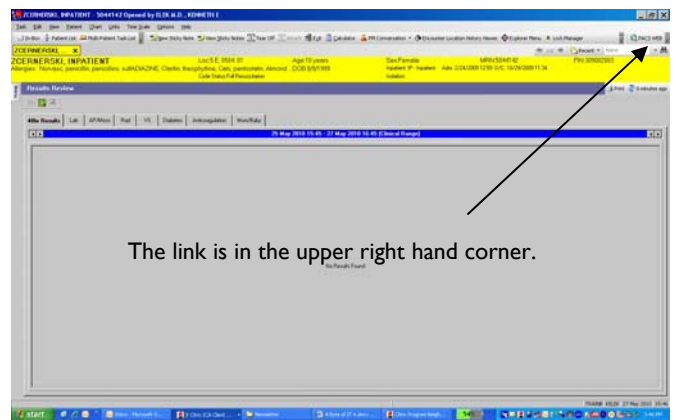
I've started asking some of you to join me in building our order sets as we want these to represent what we do here and have gotten a good positive response. It will be a long but worthwhile process and I'm looking forward to being able to concentrate on it full time. Another issue I would like address is printing. I've been told that there are some physicians who refuse to use the electronic record and want everything printed out for them. This is a safety issue. Last week, labs that should have been on another patient's chart were printed out and acted on by the physician who didn't realize they were on the wrong patient not once but twice. This is much less likely to happen when you have opened a patient's electronic chart and are working in it. Within the next year and a half we plan to be paperless so there will be no place to put printed materials. Starting August 16 we will plan to stop printing routinely to help better insure patient safety.

At some point, I will help all of us understand the connection (and sometimes disconnection) between what we order and how it's interpreted in the pharmacy. JCAHO has an effect on this as does CPOE. More on this later.

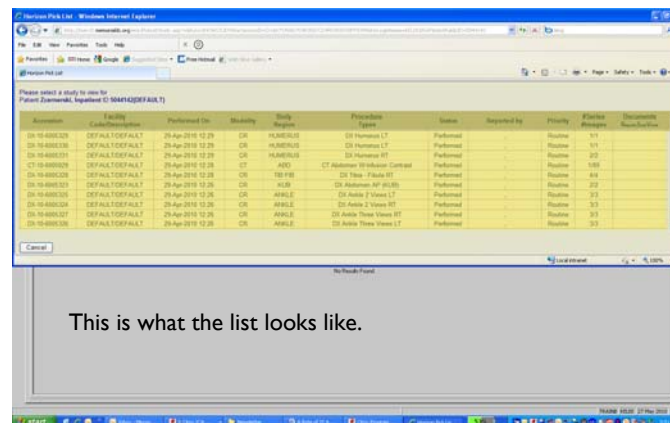
Please send me your feedback either by email at [kelek@memorialsb.org](mailto:kelek@memorialsb.org) or telephone at 574-647-3070. Remember that I'm here to serve you in doing whatever I can to make our workflows optimal and I hope that the changes so far have been positive. I'm still looking for feedback on the patient lists and the place the chart opens. Thanks!



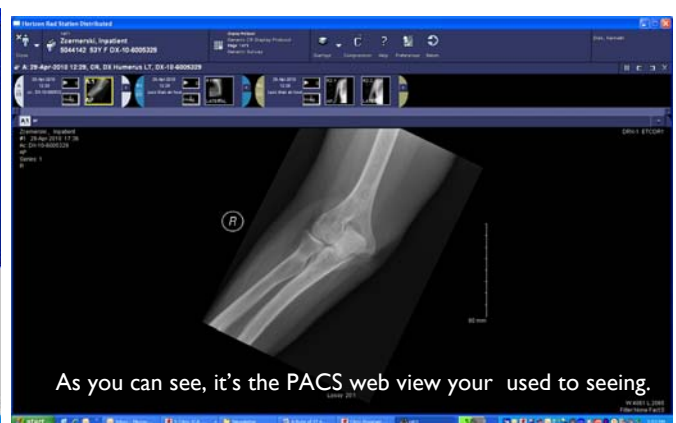
This is the login box. Just enter the password you normally use with PACS web



The link is in the upper right hand corner.



This is what the list looks like.



As you can see, it's the PACS web view your used to seeing.

## New Director of Family Medicine Residency

**Dale Patterson, M.D.** has accepted the position of Director, Family Medicine Residency Program. Dr. Patterson will begin his Directorship on July 21. He grew up in southeastern Michigan and attended the University of Michigan and completed medical school at the Michigan State University, College of Human Medicine. He completed his residency at the Memorial Hospital Family Practice Residency program in 2000, serving as Chief Resident. Dr. Patterson entered active duty in the United States Air Force after his residency and was faculty at an Air Force family medicine residency program.



He completed the National Institute for Program Director Development Fellowship in 2007. He returned to Memorial's residency program in 2007 as an Associate Director. Dale lives in South Bend with his wife Amy and two children.

He is a member of Christ the King Church where he coaches the track team. In his spare time, you may find him running as he prepares to accomplish a goal of a sub three-hour marathon.

## New Leadership for Hospitalists

**Mathew Kallookulangara (Dr. K.), M.D.** has accepted the position of Medical Director for the Memorial Hospitalist physician group. Dr. Kallookulangara completed his medical school at Ross University School of Medicine and completed his Internal Medicine Residency at Southern Illinois University (SIU). After serving as a Chief of Residents at SIU, he joined the Memorial Hospitalist Program in 2005. Mathew resides in Granger with his wife, Rose, and his four children.



The hospitalist group will continue to grow with three additional physicians:

**Hai Bao, M.D., Justin Chow, M.D. and Luke White, M.D.** joining us in July and becoming active in the month of August. They will join Dr. Kallookulangara, **Victoria Costello, M.D., Maliha Iqbal, M.D., Arthur Schroeder, M.D., Michelle Thompson, M.D. and Jody Wiseman, M.D.**



## Memorial Doctor Recognized

Memorial Health System congratulates **Binod Balakrishnan, M.D.**, who was recognized by Centene Corporation (Managed Health Services) for his outstanding quality of care and HEDIS results. Dr. Balakrishnan was honored at a dinner on June 9th.

Each year, only three providers out of more than 1,000 are awarded this honor in the state of Indiana.

## Surgical Site Marking of Digits

In procedures for which laterality, digits, or levels are involved, pre-operatively, the physician performing the surgery/procedure will verify the surgical site with the patient or patient's representative prior to the patient receiving narcotics, sedation, or anesthesia. This cannot be delegated to an RN. The physician will initial the correct site with an appropriate marking pen.

Once the surgical prep has been completed on the extremity identified by the "Time Out" and a sterile sheet has been placed under the extremity with the digits (finger(s) or toe(s) to be surgically corrected, the surgeon will place a steri-strip on the digit identified by his initials. Both the surgeon's initials and the steri-strip will be identifiers of the digits to be surgically corrected.

## Surgical Services Update

Surgical Services has completed another phase of our construction process. The Surgical business offices are now open behind the newly constructed PACU. The offices consist of materials analyst, informatics nurses and analysts, charge coordinators, and a surgical services educator. In addition to the offices there is an education classroom, a large classroom/conference room and a new vendor locker/lounge room.

Unfortunately, the floors in the OSC operating rooms have not held up very well. This is due to moisture creating the glue to release and bubbles to form under the flooring. The OR rooms will be closed two (2) at a time to replace the floor using a type of glue that will hold up under moisture changes. Rooms A and B are not affected. During the room closures cases will continue with the use of the remainder of the OSC rooms and MOR rooms.

The remaining PACU renovations continue without complications and we look forward to completing our current projects in the late fall. Thank you for your patience during this time.

**Medical Staff Officers**

President  
**Thomas Hauch, M.D.**  
 Vice President  
**Etta Nevel, M.D.**  
 Secretary-Treasurer  
**John Mathis, M.D.**

**Medical Staff Office**

Vice President Medical Affairs  
**Cheryl A. Wibbens, M.D.**  
 Medical Staff Coordinator  
**Pamela Hall, CPMSM, CPCS**  
 Physician Liaison-Administration  
**Tawnn Hoover**  
 Executive Assistant  
**Mariellan Weaver**

Phone: 574-647-7920

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*Please send any information you would like to see included in future newsletters to Mariellan Weaver, [mweaver@memorialsb.org](mailto:mweaver@memorialsb.org) or contact her at 574-647-7920*

*You may view current and previous Medical Staff Updates at [www.qualityoflife.org/docs/hospital/newsletter.cfm](http://www.qualityoflife.org/docs/hospital/newsletter.cfm)*



## New Vice President of Memorial Health Foundation

**Kellie Porter** has been named Vice President of Memorial Health Foundation. Her role will include fund development and management, and ongoing support of community development initiatives. She will begin on or about September 1st.

A South Bend native, Kellie completed her undergraduate work and received her master's degree in business administration from the University of Notre Dame.

Most recently, she served as Senior Donor Relations Officer at Cincinnati Children's Hospital Medical Center where she worked extensively with leadership donors and managed the Department of Development's partnerships with six major divisions. She also served as Senior Development Officer at Children's Healthcare of Atlanta, where she raised more than \$4 million for the "One to Grow On" campaign.

She served as Co-founder and Vice President of Pro-Med Staffing, Inc. in Seattle, WA, where she and her business partner grew the company to more than \$6 million in annual revenue and more than 70 employees. She also served as a Major Gifts Officer at the University of Notre Dame, where she developed a new territory for the university's "Generations" campaign.

In addition to her professional achievements, Kellie stays actively involved in her community, and has volunteered with the Notre Dame clubs of Atlanta and Cincinnati, Atlanta Community ToolBank, The Atlanta Women's Foundation Healthcare Grant-Making Committee and with the Leukemia and Lymphoma Society "Team in Training" as a fundraiser, marathon runner and mentor, among others.

## A Request from Social Services...

In recent months the Drug Enforcement Agency (DEA) has increased its focus on the use of controlled medications in long term care facilities. In accordance with 21 Code of Federal Regulations 1306, the nurse at the facility cannot act as the agent of the prescriber and that signed Discharge Orders, Telephone or Physician's Admission orders are **not** valid prescriptions that a pharmacy can dispense from. Please help us and help your patients receive their needed medications as soon as possible by writing prescriptions for Schedule II -V controlled substances prior to their transfer to a facility.

## Welcome New Medical Staff Members:

**Sonia K. Ghei, MD**

Teleradiology  
 Vision Radiology  
 112 W. Washington Pl., Suite 17A  
 Pittsburgh, PA 15219

**Brandon Gumbiner, DPM**

Reconstructive Rearfoot & Ankle Podiatry  
 The South Bend Clinic  
 14950 State Road 23  
 Granger, IN 46530

**Jeffrey A. Steele, MD**

Anesthesiology  
 Michiana Anesthesia Care, PC  
 416 E. Monroe St. Suite 200  
 South Bend, IN 46601

**Luke A. White, DO**

Internal Medicine  
 Hospitalists  
 615 N. Michigan Street  
 South Bend, IN 46601

## From the Pharmacy Department...

**All orders written for patients at Memorial MUST be on a Memorial order sheet. Rx MUST be written on an order sheet or a prescription pad (no paper notes or scraps of paper). The pharmacy will not fill medications unless they are ordered on the appropriate document.**