

Medical Staff Update, December 2010

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To the Memorial Medical Staff

At the core of our mission is the commitment to improve the quality of life for our patients and our community. At the core of our ability to achieve this mission is the dedication, expertise and commitment of each member of the medical staff.

The challenges in the health care industry aren't getting any smaller and the need for highly specialized medical care and health education continues to grow. We can't think of any team of physicians we'd rather face these situations with than the more than 500 physicians now on our staff. As we enter our 117th year, we look forward to your input and contributions as we continue to live the vision that's helped us grow for over a century.

All the best for a happy, healthy new year!

Phil Newbold
President
CEO

Kreg Gruber
Vice-President
COO, MHSB

Cheryl Wibbens, M.D.
Vice-President
Medical Staff Affairs



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

One of the things I need you to consider as we move forward in the CPOE project is the organization of the PowerPlans. This includes both the naming convention and the organization of the folders in which these PowerPlans will reside. My current plan is to have 2 categories; "Admission to" a particular unit and by disease process. The idea is to select the appropriate basic admission orders and then put the disease process orders on top of them. Hopefully this will streamline the admission order process and make things easier to find. The PowerPlans themselves will reside in folders organized in a way that makes sense, such as "Infectious Disease" or "Cardiac". If you have any feedback on this, please let me know. I would again like to address the process for consulting other physicians. This should always be a physician to physician contact. It will not be acceptable in the future for the ward clerk or the nursing staff to consult another physician on your patient. It's very important that the consulting physician have the information on your patient that only you can give. I would also like to reiterate the need for progress notes to be real-time. This is a huge patient safety issue and I would like to avoid any problems here. I plan to make available the ability to become familiar with PowerNotes on the computers in the doctor's lounge. I also plan to do this in plenty of time to allow all of us to become familiar with what's available and comfortable with using it. I'm also investigating other alternatives like voice recognition. When thinking about this, think about "can I type or create a PowerNote faster than I can write" not "can I type or create a PowerNote faster than I can talk" since we all currently write out our progress notes. I know there's been some discussion and concern about our device strategy. Since the conclusion of this project is nearly a year away and the types of devices that will be available then are different than the ones available now, a final decision won't be made until 2011, but well before the go-live of the project. We're still working on the iPads and will try any similar devices as they come on the market. If you have any suggestions or ideas about this please let me know. We all know that we need more devices. There have been some questions about "favorites". In our version of CPOE you will have the ability to save a particular PowerPlan as a favorite with your preferred portions preselected. You will also have the ability to put favorite single orders in a favorites folder. So far I've had no feedback about having the charts open to the Inpatient Summary. I really need your feedback about that since I'd like to do that before the end of the year. I appreciate those who've given feedback so far but for those who haven't, please send me your feedback either by email at 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 help make your day to day hospital life easier. Let me know if there's anything else I can do. Thanks!

Medical Staff Name Badges

Memorial strives to make our facility a safe environment for all within it. One of the steps we are taking to insure everyone's safety is to limit the areas of access into our facility after normal working hours. You will notice at these points of entry a proximity scanner. In order for our Medical Staff to enter through a "lock down" area they must have their name badge in order to scan it across the proximity scanner.

Please remember to have you name badge with you whenever you are entering Memorial Hospital. Please feel free to contact Mariellan Weaver in the Medical Staff Office at 574-647-7920 or at mweaver@memorialsb.org if you should need a name badge or your name badge is not working properly.

LOOKING FOR A NEW YEAR RESOLUTION?

We cannot change the past, but we can minimize the financial risk for the future.

Since the end of September, the Revenue Audit Contractors (RAC) has selected 128 inpatient medical records to retrospectively review for medical necessity and the presence of an Inpatient order. The RAC is looking specifically for the word "Inpatient" for claims billed as Inpatient. Reimbursement previously paid to Memorial will be taken back for those records without "appropriate" admission orders. Center for Medicare and Medicaid Services (CMS) requires that the admission order is specific.

When writing your admission orders please resolve to designate the Admission Type by specifically writing:

**"Inpatient"
"Outpatient Observation" or
"Outpatient" (for outpatient surgeries, procedures, or
diagnostics)**

For your convenience, preprinted Admission Order sheets are available with check boxes that meet the CMS requirements. The admission order must make the distinction between Inpatient and Outpatient.

Your documentation is vital to compliance with CMS rules and regulations. If you have any questions, contact Susan Koski, Director of Care Coordination @ 647-1050 or skoski@memorialsb.org

daVinci (DSVP) Procedures

Surgical Services is very proud to announce that due to the efforts of our daVinci Surgeons and surgical staff we will perform over 220 procedures for 2010. The initial pro forma for the daVinci called for us to break even at 150 cases per year. We have seen a 20% growth rate year-to-year and an addition of specialties each year. We continue to do prostatectomies, benign hysterectomies, gynecological oncology cases and have added partial nephrectomies, sacrocolpopexies, and transoral surgery over the last eighteen months. We have instituted block scheduling for the daVinci starting the first of 2011 which will increase efficiencies and reduce turnover times. This program is an excellent example of the use of new technology to increase patient and surgeon satisfaction, as well as, volumes for the hospital. Thank you to all of our surgeons and staff.



Hospital Quality Measures at a Glance...

SCIP

(CMS-Surgical Care Improvement Project) Core Measure

Prophylactic Antibiotic Selection for Surgical Patients (outpatient/inpatient)

CMS requires:

*That surgical procedures require **appropriate selection** of prophylactic antibiotics.

*That there must be a **documented reason** for use of Vancomycin prior to surgical incision.

More information regarding antibiotic appropriateness will be coming in the future. If you any questions regarding **SCIP** core measures please feel free to contact Julie, Quality Management, at 574-647-7042 or at jgumm@memorialsb.org.

From Susan Kraska,

Infection Control Practitioner

Influenza A has been identified in our community. Just as a reminder...

According to the Indiana Communicable Disease Rule and the CDC, all pregnant and six week post-partum patients admitted to an ICU with positive influenza detection (viral culture, PCR, IFA, DFA, and rapid screen) are reportable to the State. Vaccine is still available and can still be given!

Pertussis continues to circulate throughout our area, 32 cases in St. Joseph County so far in 2010 varying in ages from 3 weeks to 47 years of age.

Paper MRI Reports

Starting 12/13/2010, Medical Records will no longer deliver the paper MRI reports to the floors for active patients. Instead, these documents will be scanned into Cerner upon receipt to the Medical Record Department. These reports will be located under the document type "Radiology" under the Documents tab in Powerchart. If you have any questions please contact Jennifer Downey at jdowney@memorialsb.org or at 574-647-3344.

Medical Staff Officers

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

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Please send any information you would like to see included in future newsletters to
Mariellan Weaver,
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

**CME Opportunities:**

Held Wednesdays at 12:10—1:15pm in the Auditorium at MHSB

Terry Kilgas, Medical Education Secretary, has retired from Memorial Hospital after 26 years of service in order to spend more time with her loving husband and family.

As of December 10th, Linda Magneson has taken over Terry's job responsibilities.

Linda has been with Memorial 18 years and joins us from Nursing

Administration. We look forward to working with Linda and know that she will be a valuable asset to the Medical Education Office and Dr. Mark Walsh the Medical Director.

Welcome New Medical Staff Members:**Daniel Bruetman, MD**

Medical Oncology
 Cancer Care Partners
 301 E. Day Rd.
 Mishawaka, IN 46545

Omiyosoye Ololade, MD

Pediatric Hospitalist
 Memorial Children's Hospital
 615 N. Michigan St., 6th Floor
 South Bend, IN 46601

Jason Nichols, MD

Pediatric Hospitalist
 Memorial Children's Hospital
 615 N. Michigan St., 6th Floor
 South Bend, IN 46601

"Clinical Documentation Improvement Program"

We have begun our new "Clinical Documentation Improvement Program" with the three clinical documentation review nurses working on the patient units.

You may have seen our posters that have been placed throughout the hospital or have even met the nurses. They are:

- Karen Giglio, RN
- Lois McDonald, RN
- Jamie Rice, RN

These nurses will be placing the "Severity-Complexity Worksheet" on Medicare charts asking for a physician response to clarify documentation. We are asking physicians to reply in all instances as follows: yes, agree and document this diagnosis in the progress notes, document a different diagnosis in the progress notes to the question, or no, decline the question.

Dr. Stephen Anderson, our Physician Advisor, has been visiting with various physician department groups throughout medical staff to explain the program and his role in assisting the nurses and contacting physicians where indicated.

We have also distributed "Pocket Cards" per physician specialty such as ER, Cardiology, Hospitalists, Surgery, Pulmonary, Urology, etc. to physicians. We will also be placing these cards in the physician dictation areas for physicians to reference when dictating.

In Office Physician Consultations for Part B Physician Billing: A limited number of physician office consults are open for 1/10/11 and 1/17/11 where a JA Thomas Part B billing specialist will review a record in your office for documentation and give feedback. These openings have been very popular, but a few slots are still available.

Contact Tawnn Hoover to schedule.

Free Lunch & Learn Workshop for Physician Office Staff on documentation

This luncheon seminar will be offered on 1/18/11 and 1/20/11 at two locations, Memorial Hospital and Memorial Home Care at 12:15-1:15. A JA Thomas consultant will be presenting information on commercial and CMS programs reviewing physician documentation toward physician data profiling. Information is being sent to physician offices on how your staff can reserve their attendance and learn more about this free workshop. RSVP's required as space is limited. Please email Mariellan Weaver at

mweaver@memorialsb.org for your RSVP.

If you have any questions on this event, please contact Tawnn Hoover or Kathy LaPierre.

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 Physician Liaison-Administration
 574-647-7677

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Kathy LaPierre
 Director, Medical Records
 574-647-3413

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