

Medical Staff Update, November 2010

Special points of interest:

- Clinical Documentation Program

Inside this issue:

A Byte of IT...	2
IDRS	2
City of South Bend - Campus Improvements	2
Patient Room Strategy	2
Nitroglycerin Spray	3
Powerscribe Dictation Line Instructions	3
MMG Physician Honored	3
Transplant Program Recognized	3
CME Opportunities	4
Welcome New Medical Staff Members	4
Cancer Center Accredited	4
Medical Staff Forum-Payor Mix	4
Holiday Celebration - Cancelled	4
Contact Info	4
Medical Staff Leadership	4

New "Clinical Documentation Program" Begins Dec. 6th!!

Memorial has engaged with the consulting company, JA Thomas and Associates, for a "retooling" of our documentation improvement program to help capture significant diagnoses, complications and comorbid conditions that can be reported and thus impact the hospital's and physicians' severity of illness and quality profiles.

Why take this step and how does this affect physicians?

As CMS continues to march toward pay-for-performance for both hospital and physicians, it is more important than ever that accurate reporting occur for both the hospital and physician.

Memorial has had a documentation program in place since 2004 and this has had a positive impact on reporting. However, we have not educated physicians or adjusted our program since the new "MS-DRGs" or "Medicare Severity DRGs" were implemented in late 2007. These DRGs measure MCCs or Major Complications/Comorbidities and significantly impact reporting and severity of illness profiling. We are employing nurse documentation specialists to assist the physicians in documenting the required verbiage to accurately report the acuity of the patients being seen.

What changes will physicians see with the new program?

The program begins December 6th and you will see the following:

- Three "clinical documentation review nurses" will be on the patient units reviewing Medicare cases. You will also see JA Thomas nurse consultants working with these nurses on the units.
 - The nurse will leave a form on the chart in the progress notes area asking for a response from the physician to their question to clarify documentation. The nurse may also contact you on the unit asking about the clarification.
 - We are asking physicians to reply with their clarification in the progress notes or mark "decline" on the form if you disagree and don't wish to document that particular condition. In each instance, we are asking for a response from the physician – yes, agree and document this clarification diagnosis in the progress notes, document another diagnosis, or decline – no.
- We have engaged Dr. Stephen Anderson as our physician advisor and liaison with the medical staff. Dr. Anderson will be attending various physician meetings to give a brief explanation of the program objectives and how documentation also affects physician profiles.

Additional opportunities for the medical staff & physician office staff for Part B documentation education:

JA Thomas and Associates are offering the following in this program:

- "Physician In-office Consults" – A limited number of free physician consults are being offered the weeks of 1/10/11 and 1/17/11 on a first come, first served basis. The JA Thomas Part B specialist will review a physician office medical record for documentation and give feedback. Please contact Tawnn Hoover if you are interested.
- A free physician office staff seminar, "Charting for Success" will be offered on 1/18/11 and 1/20/11 with a complimentary lunch provided. The same seminar will be offered at two different locations to accommodate various physician offices. One will be at Memorial Hospital and one at Memorial Home Care. A Medical Education presentation on 1/26/11, at 12:00 noon in the auditorium will feature a JA Thomas physician who will speak on the latest information on CMS and the various government programs reviewing quality, and also what is happening specifically with physician data profiling.

Please contact Tawnn Hoover or Kathy LaPierre for any questions you may have concerning this program. Thank you

Tawnn Hoover, Physician Liaison-Administration
574-647-7677
thoover@memorialsb.org

Kathy LaPierre, Director of Medical Records
574-647-3413
klapierre@memorialsb.org

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

I don't think I can emphasize enough the importance of recognizing that things in the CPOE world work differently than in the paper world. As I'm building PowerPlans I'm working to make, as sure as I can, that they are carefully thought out and constructed. I'm trying to figure out ways to minimize variation where variation is unnecessary which in turn reduces errors and streamlines the workflows of those who support us, making everyone more efficient. I also don't think I can emphasize enough that safety should be at the top of our list of concerns, making reduction in variation of those things that are most important, critical. We all need to work together to accomplish this and, again, the intended end result is improved patient safety. Also remember that reduction in variation is not the same as elimination of variation; variation of critical elements should be the exception rather than the rule.

Another topic I think is very important is the process for consulting other physicians. This should always be a physician-to-physician contact. I've never understood why a physician would think it was acceptable to ask another physician to see their patient and not make personal contact with them. In the paper world, it's difficult to track exactly how physician-to-physician consults are actually carried out but when we get to CPOE, nursing and other staff such as ward clerks will only call non physician consults such as OT, PT, ST, etc. I wanted to get this out on the table now since I'm sure it will cause some kind of controversy.

Please remember that one of my main goals is to help us all get in the right frame of mind as we continue to move forward toward CPOE and documentation. One key thing to remember about documentation, since some of you have already asked about it, is that dictation other than self-corrected voice recognition, is unacceptable as a means of documenting progress notes. The reason is that they are not real time and I've been given examples of dictating progress notes compromising patient care and safety. I will be looking at other methods but please be prepared to continue to have your progress notes be real time as they are on paper. Won't it also be nice when all our orders and notes are legible and visible from wherever we can access PowerChart. I know most of us are actually looking forward to that day. And, if you're not, I'd like to know why sooner rather than later so I can do whatever I can to ease your anxiety. Over and over again, we've seen the initial anxiety and opposition turn into the "what do you mean, you're going to take it away" attitude. Unfortunately there's always some pain and suffering along the way.

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 really 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!

City of South Bend Campus Improvements

Memorial has been working with the City of South Bend this past year to make improvements around Memorial's campus. There have been meetings held between the 2 entities to brainstorm what these improvements could be, both to improve the City's image around Memorial's campus and to upgrade streets for better driveability to the Hospital. These improvements include new pavement, curbs, sidewalks, lighting and landscaping along Lafayette St. from LaSalle St. to Navarre St.. New curbs, sidewalks, lighting and landscaping also along Marion St. and Madison St. from Michigan St. to Lafayette St. and along the East side of Michigan St. from LaSalle St. to Bartlett St. The Bartlett St./Michigan St. intersection will be revised to create a right hand turn lane onto Bartlett St. for the Southbound vehicles traveling on Michigan St..

These improvements also include putting a brick façade on the West and North façade of the Bartlett parking garage paid for with city TIF funds. Also in the spring of 2011, the parking lots around the old NIPSCO bldg. will under go renovation with new pavement, new lighting and landscaping.

IDRS

IDRS is the acronym for the Indiana Death Registration System. With this system, death certificates are completed online at a secure website rather than on paper. Both the funeral director and medical certifier can complete their portion and verify/certify the certificate by using a mandatory self-assigned PIN (a form of electronic signature). The IDRS also includes online social security number (SSN) verification. Medical Certifier's must register at: <https://myweb.in.gov/ISDH/IDRSThin/>

Patient Room Strategy

This month we will be presenting to the Finance committee of the Board the background work and need to move to 100% private rooms in the organization. Memorial currently operates with about 85% private rooms, and our goal is to reach 100% private rooms. Kreg Gruber, COO and other administrative staff have been working on a plan with assistance from a facilities planner from Navigant Consulting. This plan was reviewed with the Medical Staff Finance Committee where several good challenges and questions were asked. One of the main discussions was the choice of renovating existing space or building totally new space. This question depends on how long we think the South (12 story) Tower is a viable building, and whether or not we have the capacity to take on the necessary debt to finance a new tower. We will be clarifying our long term building use plans in order to better answer this question. The plan is not finalized at this point. We are still receiving feedback about our plans at this time, so if you have any thoughts or ideas regarding our goal and how we get there, please contact Kreg Gruber (647-6795).

Nitroglycerin Spray

Memorial Hospital will be removing Nitroglycerin spray from our formulary effective December 1st 2010. P&T Committee and MEC have both approved the removal of the spray due to much higher costs and lack of significant advantage over sublingual tablets. The pharmacy will stock a limited supply of the spray for special requests, but the spray will no longer be routinely available for use. In addition, the pharmacy currently stocks multiple strengths of nitroglycerin tablets (0.3 mg, 0.4 mg, 0.6 mg). In the future we will only stock the NTG 0.4 mg tablets. Other strengths ordered will be substituted with 0.4 mg tablets. These measures are anticipated to save the hospital over \$100,000 per year.

MMG Physician Honored

The American Academy of Family Physicians (AAFP) Foundation announced its 2010 Pfizer Teacher Development Award winners, and **Brandon W. Zabukovic, M.D.**, a practicing family physician at Memorial Neighborhood Health Center - Central Clinic at the Center for the Homeless is among a select group of physicians honored by the AAFP Foundation for his commitment to education in the field of medicine.

Dr. Zabukovic was selected to receive this award based on his scholastic achievement, leadership qualities and dedication to family medicine. The award recognizes outstanding, community-based family physicians who combine clinical practice with part-time teaching of family medicine, and provides funding to each recipient to attend an activity of choice that will further their professional development and teaching skills. Dr. Zabukovic earned his medical degree from New York Medical College and is a graduate of the Memorial Hospital Family Medicine Residency Program, where he is currently a part-time instructor.

“I’ve been very lucky to have had wonderful teachers over the years,” says Dr. Zabukovic. “I’m also very fortunate to have wonderful patients who are willing to allow learners to participate in their health care.

Memorial Recognized for Transplant Programs

The Department of Health and Human Services presented awards to 307 hospitals, 28 organ procurement organizations, 157 transplant programs and 11 individuals for their success in increasing the number of organs available for transplantation. IHA members recognized include:

- Memorial Hospital of South Bend
- Porter Hospital, Valparaiso and Portage
- St. Francis Hospital & Health Systems, Beech Grove
- St. Mary’s Health System, Evansville
- Community Hospital East, Indianapolis
- Deaconess Hospital, Evansville
- Lutheran Hospital of Indiana, Fort Wayne
- Clarian Health, Indianapolis
- St. Vincent Indianapolis Hospital
- Indiana OPO

All were recognized at the Sixth National Learning Congress for the Donation and Transplantation Community of Practice held in Grapevine, Texas.

Powerscribe Dictation Line Instructions

Today 11/15/2010 we went live with Powerscribe, our new voice recognition system for radiology. This system should dramatically improve the report turnaround time for radiology.

For any reports that have been dictated as of 11/15/2010, there are new instructions for physicians to access the Radiology Listen line.

Instructions for the New Radiology Listen Line

Dial 647-4990.

Enter log on ID (This is your Memorial Hospital Physician ID# followed by a 1) followed by the # key.

Enter password (This is your Memorial Hospital Physician ID#) followed by the # key. The system will prompt you to change your password.

Enter patient’s Medical Record Number followed by the # key.

See below for commands while listening to report.

• Dictaphone

Key	Action
0	Help
1	Home/play
2	Impression
3	End/Stop
4	Rewind
5	Pause/play
6	Fast forward
8	Next Dictation
#2	Decrease volume
#3	Increase volume
#9	New search
**	Reset volume/rate
##	Speak Report Information

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
 Fax: 574-647-6691

E-mail: mweaver@memorialsb.org

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

November 24th – **No CME Presentation – Due to the Thanksgiving Holiday**

December 8th—“Thrombolysis for DVT: Timing and Indication. Now a Standard of Care”, Memorial Hospital Auditorium. Gerard I. Duprat, M.D., Diagnostic, Vascular & Interventional Radiology, Radiology Inc., Mishawaka, Indiana

December 22nd – **No CME Presentation Due to the Christmas Holiday**

Please call 574-647-7381 for more information and CME opportunities

Cancelled: Medical Staff Holiday Celebration

We are trying to manage expenses while the economy and health care reform reductions continue to impact hospital reimbursement.

As a result, some expenses have had to be eliminated and after discussion with some of the medical staff leadership, the investment in the Medical Staff Christmas party was eliminated.

We wish the situation were different, but trust our medical staff would prefer we focus on patient care at this time.

Thank you for your understanding and we hope to see you during the holidays at the Hospital.

**Welcome New Medical Staff Members:**

Andrew Riggs, MD
 Pediatric Endocrinology
 St. Vincent Pediatric Subspecialties
 8402 Harcourt Rd., Ste 300
 Indianapolis, IN 46204

Ersalan Rahman, MD
 Ophthalmology
 The South Bend Clinic
 211 N. Eddy Street
 South Bend, IN 46617

**National Accreditation for
 Cancer Center**

In August 2010, Memorial Regional Cancer Center received the stamp of approval from the American College of Surgeons Commission on Cancer with a 3-year Accreditation with Commendation Award, placing Memorial with the top community hospital cancer programs in the country.

The areas of commendation include: Outreach Program, Cancer-Related Quality Improvements, Clinical Trial Accrual, College of American Pathologist compliance, and Perfect Quality of Cancer Registry data submission to the National Cancer Data Base.

The Commission on Cancer Accreditation Award with Commendation symbolizes the commitment of Memorial Regional Cancer Center's team in providing quality care to cancer patients.

**Medical Staff Forums –
 Challenging Payor Mix**

Last month Administration held an open forum medical staff meeting to discuss the current financial challenges we are seeing in Fiscal Year 2010. The trend continued in September and October appears to be the same pattern – More self pay, Medicaid and Medicare than anticipated, which puts a strain on our resources. If you have any questions about changes that we will have to be making as we finish out 2010 and prepare for the start of 2011, please talk with any of the Administrative staff in your area or feel free to contact Kreg Gruber, Jeff Costello or Cheryl Wibbens, M.D.. We have fielded many questions and are dispelling rumors as we hear them. We have continued to seek Medical Staff members input about changes we are planning on making.