

# Medical Staff Update

August 2014

## Information Sophistication: Optimization Overview

Dedicated teams across St. Joseph Health continue to work on enhancing our MEDITECH Electronic Health Record system, optimizing processes and addressing performance issues. Over the next several weeks, we will continue to focus on these key priorities that are based on feedback from MEDITECH users:

- Streamlining ED intake, triage, throughput and discharge process
- Slowness with logging in, moving through screens, tracker, etc.
- Streamlining inpatient discharge process

To support this effort, specially-dedicated focus teams are visiting ministries to make critical fixes and improvements as they arise, for the benefit of the entire system.

### System Slowness and Performance

- We have received a commitment from MEDITECH to immediately address ongoing system slowness. They have assembled a resource team to review all performance issues and develop fixes.
- A multi-disciplinary team from IT, CI, eCIS and the Optimization team have begun rounding at the SoCal ministries to review ongoing reports of system "slowness." The team will be continuing their reviews in Northern California and Texas ministries over the next several weeks, and has already been able to make several fixes:
  - Resolved slow loading when launching from the Cloud and Tap In/Tap Out on EasyPass devices
  - Loaded a Citrix hot fix to reduce load time of ITS Worklist to improve speed for ancillary departments processing orders

### Completed Changes

- To make ordering procedures easier, SJMC submitted a list of aliases (common terms for procedures) and the naming convention team will continue to meet and approve the changes throughout the month of August. This is an ongoing process and changes will continue to be made to improve order entry efficiency.
- Physicians across all three regions now have access to every note template available.

### Emergency Department: Changes in Progress

- EDM Triage Assessment: Optimization team is currently working with the ED director group to streamline the Triage and Past Medical History assessments.
- **ED Physician Documentation Template:** ED – EKG Triage allows the ED Triage provider to document an initial EKG separately so the triage physician at other ministries can find the patient's initial EKG assessment when they come through the ED. The information will also carry over to symptom based template as well.
- Add the NIHSS and GCS assessment to all the ED Point and Click templates. Currently these two assessments are only available in the Neuro Focal Deficit.

### Physician Documentation Templates: Changes in Progress

- Change the pre and post Dx on the proc note for EGD Colonoscopy from comment type query to text components
- Remove the canned text component, designed to pull in the PCP, from the NICU DC Instructions.

### Nursing: Changes in Progress

- Turn off Associated Data parameter for MAR. **Impact:** Associated data will not auto-display labs etc. when RN scans drug. This change was reviewed and approved by the Critical Care Governance Group and will impact all MAR users.
- Add query to nursing status boards to show when vaccine was given.

### Therapies: Changes in Progress

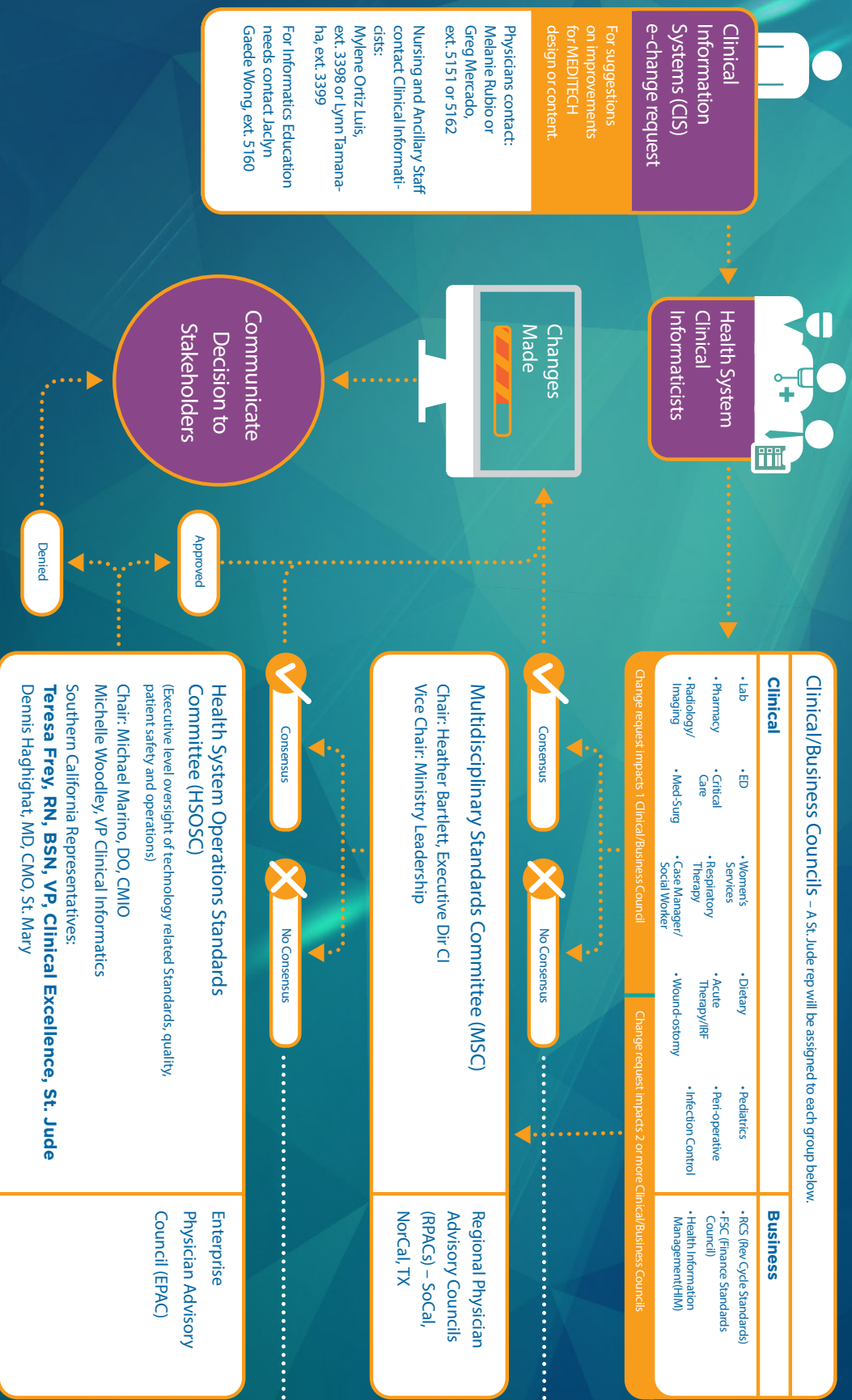
- Make query "Treatment Goals" required in all therapy Discharge Summaries for inpatient and IRF.
- Add Pain Section to Speech Therapy Fiberendoscopic Evaluation of Swallowing (ST FEES) Assessments; Add response of Physician to query of Conferred With and a comment.

### Discharge Changes in Progress

- Discharge routine issues are being tracked with MEDITECH to resolve lingering performance issues in the discharge routine, including finalizing medications, printing patient visit reports and loading of the AOM module for medication.

## St. Jude MEDITECH Optimization Process

**For fixes** (something was working yesterday, but not today) **employees should email AskIT.**



## Hand Hygiene Awards Goes to . . . SJMC Physicians

An increased awareness of the role hand hygiene plays in infection rates and patient safety was a major reason why SJMC physicians jumped from 64 percent compliance in January to 94 percent in May. But it was also the willingness of physicians and staff to hold each other accountable.



"As we move towards 100 percent compliance, our success is going to come from physicians and staff willing to support this endeavor" explains Claudia Skinner, RN, MSN, CCRN, CNML, Director of Evidence Based Practice and Infection Prevention. "Having a culture that places patient safety as a top priority requires coworkers and colleagues willing to hold each other to a higher standard."

Special thanks to Panagiotis Bougas, MD, Chairman of the Patient Safety & Performance Improvement Committee, for his efforts to champion and support this essential initiative.

## Joint Commission: Coming Soon

The next Joint Commission survey for SJMC will take place sometime between today and April 2015. The five surveyors (including one physician) will arrive unannounced and while the exact timing is unknown, the criteria we will be measured against is not.

Here are a few areas that surveyors will be evaluating:

- Wear your name badge so it is easily visible – validates that the security within the hospital is maintained
- Use appropriate hand hygiene going in and out of patient rooms- demonstrates that infection prevention practices are followed
- Correctly document informed consent in patient records.

Documentation should indicate a discussion of the risks, benefits, and alternatives, as well as the patient's understanding.

Physicians will be notified when the surveyors arrive through email, fax and the nursing units.

"Our commitment is to create a transparent and honest environment," explains Paulette Fletcher, RN, MSN, CPHQ, HACF, Regulatory Manager. "Physicians shouldn't hesitate to engage with the surveyors when asked and answer any question fully and truthfully."

## St. Jude Awarded Commendation for CME Accreditation

Four years ago, the certificate from the Accreditation Council for Continuing Medical Education simply read "Accreditation." This year, it read "Accreditation with Commendation," an accomplishment led by David Park, MD, Hematology and Oncology, CME Committee Chair, who helped create a number of improvements to the program.

Congratulations also go to Michael Katz, MD, Intensivist, for spearheading the Grand Rounds and Erwin Song, MD, for launching St. Jude's first Stroke Symposium.



"I am proud to be a part of this organization," said James Benoit, MD, Chief of Staff. "You have shown what vision, hard work and teamwork can accomplish, and your efforts will make this a better organization. Congratulations!"

## Harry Peled, MD, Published for Neurocritical Care Article

Congratulations to Harry Peled, MD, for his recent article in Neurocritical Care: A Journal of Acute and Emergency Care entitled "Comments on the Outcomes of Prothrombin Complex Concentrates in Warfarin-Associated Intracranial Hemorrhage."

### Please note:

*There will be no department meetings or Tuesday CME activity for the month of August.*

## Officers and Vice-Chairs Election Coming Soon

The Nominating Committee submitted the individuals below for the Officers Election. Additional nominations may be submitted for any office by any voting member of the medical staff, provided the name of the candidate is submitted in writing to Timothy Greco, MD, chair of the nominating committee and is endorsed by the signature of at least 20 other voting members (Active/Senior Active Staff). Nominations must be received by Medical Staff Services by 5 p.m. on Aug. 25. Voting will be held electronically Sept. 8 - 22. Visit the Medical Staff website to learn more about the duties and obligations of these positions and timeline at [sjmedstaff.org](http://sjmedstaff.org).

### OFFICERS SLATE OF NOMINEES

<b>Chief of Staff Elect</b>	<b>Secretary/Treasurer</b>	<b>OMSS Member-At-Large</b>
Sajen Mathews, MD	Stephen Yoon, MD	Dan Kim, MD Michelle Thai, MD

### (2) Member-at-Large

Jae Kim, MD, Clifford Liu, MD, Jon Sherman, MD, Alan Weinberg, MD

Ballots for the election of Department Vice Chairs will be mailed on Sept. 1, 2014. Deadline to fax is Sept. 17, 2014. The nominees are listed below:

### DEPARTMENT VICE-CHAIRS SLATE OF NOMINEES

<b>Cardiothoracic</b>	<b>Medicine</b>	<b>Women &amp; Children's</b>
Jon Sherman, MD Jesus Vera, MD	Tuan Trinh, MD	Johanna Sud, MD

### Surgery

Theodoras Daskalakis, MD, Michael McConnell, MD, Sharam Solhpour, MD

## Welcome New Physicians

**Michael Chan, MD**  
Cardiothoracic Surgery

**Natalia Covarrubias, MD**  
Physician Medicine Rehab.

**Jason Jilk, MD**  
Internal Medicine/Pediatrics

**Timmy Joseph, MD**  
Radiology

**Shahrooz Kelishadi, MD**  
Plastic Surgery

**Nicole Kohan, MD**  
Ophthalmology

**Shobha Mahesh, MD**  
Family Medicine

**Jason Kim, MD**  
Otolaryngology

**Joseph Mayo, MD**  
Orthopedic Surgery

**Christine Won, MD**  
Pediatrics