

Medical Staff Update

March 2014

Join the Discussion: Doctor-to-Doctor Communication

The Medical Executive Committee is reviewing an initiative to require all physicians to allow doctor-to-doctor communication through PerfectServe. The proposed requirement was suggested by the Patient Safety & Performance Improvement Committee to reduce or mitigate adverse events, most often caused by delayed or poor communication.

PerfectServe provides texting and real-time conversations in a HIPAA-compliant environment, allowing physicians to connect with one another without having to search for phone numbers or navigate through switchboards, answering services or front-office staff.

While PerfectServe has been in place at SJMC for almost two years, almost 20 percent of physicians still use the software to simply transfer calls to their answering service. For those using PerfectServe, communication with another physician is typically completed within 10 minutes, while the majority of communications with physicians using an answering service exceed 30 minutes. Average response time for a physician using an answering service is roughly three times longer than a physician using PerfectServe.

To join the discussion and offer your thoughts on the proposed requirement, please visit the Forum page at sjmedstaff.org, and log in with your username (your license number, capitalizing the letter, e.g. G12345) and password SJMEDSTAFF2012.

Getting Information Just Got Easier

EBSCO Discovery is a single search service that allows fast, streamlined searches and instant access to full-text research, evidence based practices, journal articles, disease information, diagnosis, etc. Discovery searches St. Jude Library's e-books, electronic journals and library catalog.

To access at work:

- Go to CARENet and select Education tab
- Scroll down to Medical Library and search under Electronic Library Resources
- Click on EBSCO Discovery
(**Login:** stjudelib, **Password:** library)

To access from home:

Go to: <http://search.ebscohost.com/login.aspx?authtype=uid&group=main&profile=eds&custid=s2629082>. Same login and password as above.

For more information, contact Carol Schechter, Medical Librarian, at (714) 992-3000 ext. 3708.

So, How Many Points Do You Have?

On May 1, enforcement begins of the new point system, requiring participation in medical staff meetings and patient activity to maintain Active/Senior Active Staff status. All May reappointments will be reviewed to evaluate compliance.

A minimum of six points are required in a two year period; points are earned through meeting attendance and participation, patient contacts (which can include admissions, attending, consultations, procedures/surgeries, physicals and discharge summaries), and proctoring or peer review. Courtesy Staff status requires a minimum of two points over two years. To review how points are earned, please visit sjmedstaff.org/policies-procedures.aspx.

Need to know your point total? Contact Medical Staff Services at (714) 446-2573 or through the website listed above.

New Physicians Join St. Jude Medical Staff

Alexander Cheung, MD
Nephrology

Valerie Galvan-Turner, MD
Gynecology

Elsie Cheng, PhD
Clinical Psychology

Allison Wagner-Millette, PsyD
Clinical Psychology

Linda Zeineh, MD
Plastic Surgery

Countdown to Meditech Standardization

When the new Meditech system goes live on June 1, there will be significant process and system changes impacting every physician, including discharge procedures and medication reconciliation. SJMC specific customization will be lost as the single code-set system brings regional standardization of order sets and physician documentation, and responds to changes in regulatory and business requirements.

Training is essential to understanding and navigating the new system. Two-hour interactive training labs will be offered Monday through Friday, **April 21 to May 31**, and will focus on the most substantial changes and modifications. This mandatory training will take place from 7 a.m. to 7 p.m. in the 4 Main TCC Training Room. While physicians are welcome anytime during training hours, appointments are recommended: please call your physician liaison, Greg Mercado or Melanie Rubio, to make your training appointment.

The training lab is also available online. If you plan to complete the mandatory training online, you should first visit the TCC Training Room (during the days and times above) to receive your new pin and customize your favorite order sets. The interactive training, whether completed on-line or in-person, is essential to getting you ready to go live in June. For questions, help, or an appointment, please call Greg at (714) 446-5151 or Melanie (714) 446-5162, or contact them through the doc link in PerfectServe.

Mark Your Calendar

Medical Staff Meetings

(Attendance applied toward Active Staff point requirements.)

- 3/5** Surgery Department, 7 a.m.
All Surgeons invited to attend
- 3/6** Medicine Department, 7:30 a.m.
All members invited to attend
- 3/12** Cardiothoracic Department, 7:30 a.m.
All Cardiologists & Cardiac Surgeons invited to attend
Women & Children's Department,
12:30 p.m., *All OB/GYN, Neonatalists and Pediatricians invited to attend*
- 4/12** **General Staff Meeting, 6 p.m.**
All Physicians invited to attend

Educational Offerings

(All events located in EEC.)

- 3/20** Schwartz Rounds, 7:30 a.m.
All Physicians invited to attend
- 3/25** General CME, 12:30 p.m.
All Physicians invited to attend
(For more CME offerings, please visit sjmedstaff.org.)