

Medical Staff Update

September 2015

First Do No Harm

MRSA, C-difficile, VRE and other deadly hospital-acquired infections are reaching epidemic proportions in hospitals across the country. Studies indicate these pathogens have the ability to remain viable on dry surfaces for days, weeks and even months, allowing surfaces within a hospital – such as bedrails and doorknobs – to become reservoirs of contamination.

Yet despite the stakes, studies also show that physicians comply with hand-washing protocol, including cleansing with soap and water or alcohol-based gels, only about 50 percent of the time.

“Using appropriate hand hygiene before seeing each patient is the gold standard for reducing hospital-acquired infections,” explains Sajen Mathews, MD, Chief of Staff Elect and Patient Safety & Performance Improvement Chairman. “It is the single most important thing a physician can do to protect a patient from infection.”

To increase hand hygiene compliance to 100 percent among St. Jude physicians and staff, new educational efforts around “Protect, don’t infect” will begin this month. “Gel in, gel out” and “Save a life” are being introduced as ways for staff to remind each other and physicians about using hand hygiene protocols every time they enter a patient’s room. In addition to raising awareness, the effort will also include “secret shoppers” — designated staff members who have been asked to note hand hygiene habits among physicians, nurses and staff.

The excuses for not doing it are well-known, including complaints about dry skin, the pressure of an urgent environment, time constraints, and the tedium of hand washing. “Hospital-acquired infections are now the fourth leading cause of death in the U.S. There are no acceptable excuses,” Dr. Mathews explains.

He also points out that to be effective, hand hygiene must be done correctly by rubbing the entire surface of the hand – the backs and palms as well as in between the fingers – until the gel dries (about 15 seconds). “Take this simple task seriously,” he urges. “Even one patient getting a hospital-acquired infection, because a physician didn’t take the time to wash his or her hands, is too many.”

New General Rule & Regulation - ED Call Responsibility

The physician on call is required by the Medical Staff Bylaws to respond to the ED and assess the patient for all cases, if requested by the ED physician. If the physician feels that he/she is unable to manage the severity of the case then he/she must document this in the medical record.

The physician on call is required to secure a consultation with an appropriate specialist who is a member of the medical staff. If these efforts are unsuccessful, the ED physician will assist the on-call physician with securing a transfer to another facility/appropriate level of care.

Professional Courtesy Discount

A system-wide Physician Courtesy Discount has been established and goes into effect Oct. 1, 2015. All active members of the St. Jude Medical Center (SJMC) medical staff, as well as their immediate family (spouse and any dependents claimed on physician’s tax return) are eligible. Details include:

- The discount is 75 percent off the total bill for services provided by the hospital. (Not to be combined with the ministry’s self-pay discount.)
- The discount only applies to self-pay; insurance coverage or government-funded health coverage cannot be used. There is no annual cap per family.
- The physician or the immediate family member cannot be a federal healthcare program beneficiary i.e. Medicare, etc.
- The discount will only be applied to services provided by SJMC, and does not include physician or surgeon charges from groups contracted with the hospital.

To utilize the program or for questions, please call Ed Salvador, CFO, SJMC, at (714) 992-3939.

30 Days Until ICD-10 Takes Effect

ICD-10 is scheduled to replace ICD-9 on Oct. 1, 2015. This new standard code set for reporting diagnoses and inpatient procedures impacts the entire organization. St. Joseph Health has prepared for this transition since 2010. To learn more about ICD-10, please visit the following resources (hyperlinks located on SJMC Medical Staff website):

- [ICD-10 Infographic](#)
- [ICD-10 Overview Presentation](#)
- [ICD-10 Staffhub Group](#)
- [Heritage ICD-10 Staffhub Group](#)
- [SJH ICD-10 Webpage](#)
- [Covenant Health ICD-10 Webpage](#)
- [Heritage ICD-10 Webpage](#)

If you have any questions, please contact ICD10@stjoe.org .

St. Jude's Journey to Excellence

St. Jude Medical Center recently submitted its application for Magnet designation, the highest and most prestigious distinction a hospital can receive for nursing excellence. Currently held by only eight percent of U.S. hospitals, the coveted award recognizes hospitals that meet 49 rigorous standards, including exceeding national benchmarks in clinical outcomes, earning top decile patient satisfaction, and creating nationally-ranked employee engagement.

The hospital's almost 3500-page submission for Magnet status was accepted with zero deficiencies, an accomplishment virtually unheard of for a first submission. The next step is a site visit by Magnet appraisers on Nov. 2 - 4.

While Magnet designation is awarded by the American Nurses Credentialing Center (ANCC), it is an honor that belongs to the entire hospital – not simply the nursing staff. "Every person in this ministry—physicians, clinicians, ancillary and support staff—contributes to the excellence documented in our application," explains Tracey Larsen, MSN, RN, Director, Professional Services & Magnet Program.

Unlike Joint Commission, Magnet appraisers will not be looking for opportunities to cite the hospital for non-compliance with specific regulations. Instead, they will be validating and verifying practices such as collaborative problem-solving, shared decision-making, evidence-based care, as well as the clinical excellence those often create.

"We couldn't be more ready for the site visit," says Tracey, explaining that the hospital will be notified in with the ANCC's decision in January. "It's going to be a wonderful opportunity to demonstrate the outstanding quality and innovation that occurs daily on our campus."

Medical Staff Meetings

*All members are invited to attend.
Meetings held in the EEC.*

Surgery QRC

Sept. 2, 7 a.m.

Medicine QRC

Sept. 3, 12:30 p.m.

Cardiothoracic QRC

Sept. 9, 7:30 a.m.

Women & Children QRC

Sept. 9, 12:30 p.m.

Pathology Clinical Service

Sept. 9, 7:30 a.m.

Emergency Medicine Clinical

Service: Sept. 9, 12 p.m.

St. Jude Welcomes New Physicians On Staff

Eric Tygenhof, MD
Urology

Wilfredo Alejo, MD
Pediatrics