

# Medical Staff Minute

VOLUME 1, ISSUE 1 – JULY 2009



## PACS GOES LIVE

Horizon Medical Imaging (HMI) is the new radiology system used for viewing images in Physician Portal. With the new Picture Archiving and Communication System (PACS) in place, physicians can now view images from the office or home. PACS provides us with more opportunity to improve the level of care given to patients because it allows users to view the scans with more clarity and detail. To access HMI, go to [www.mdportal.iasishealthcare.com](http://www.mdportal.iasishealthcare.com) and log in using your Windows username and password. There is no download required to view images. Additional viewing tools, such as zoom and contrast, are available for download under "Image Tools." For more information about HMI, please contact Stacey Zuest, RTRM, Imaging Services coordinator, at (480) 358-6577, or Paula Avelar, lead radiology technician, at (480) 358-6247.

## HCAHPS – WHAT YOU NEED TO KNOW

As you are aware, our patients' feedback will soon be available through the HCAHPS Survey (Hospital Consumer Assessment of Healthcare Providers and Systems). The survey results as shared by Mountain Vista Medical Center (MVMC) patients will appear within the next six weeks at [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov). This is the first national, standardized, publicly reported survey of patients' perspectives of hospital care. The patients' feedback will directly impact how the hospital will be reimbursed and of course, is a good indicator of patient loyalty. The survey is 27 questions in length and one of the eight prime areas measured is communication with doctors.

Specifically, patients are asked:

1. During this hospital stay, how often did doctors treat you with courtesy and respect?
2. During this hospital stay, how often did doctors listen carefully to you?
3. During this hospital stay, how often did doctors explain things in a way you could understand?

It is important to continue to be detailed and communicate with patients about their plan of care. Our goal is to be the health care provider of choice in this community and at MVMC, our physician partners have a significant impact on ensuring patient satisfaction. While the posted survey results represent patient perceptions through the third quarter of 2008, we will continue to assess current and future opportunities to enhance the patient experience. Thank you for your commitment to excellence.

## A NOTE FROM TONY MARINELLO, CEO

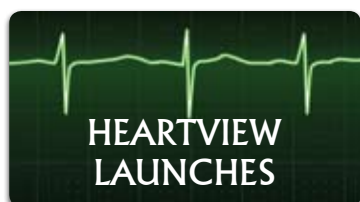
In an effort to build stronger relationships with our physicians, I am pleased to welcome you to the inaugural issue of the *Mountain Vista Medical Staff Minute*. This will be a monthly communication with the latest news and information at MVMC. As we celebrate our second anniversary on July 23, 2009, I want to thank you for all of your support and continued dedication to the hospital. You play a large role in our success and I appreciate your hard work. If you have any questions or concerns, please don't hesitate to contact me.

## PHYSICIAN TO PHYSICIAN A message from Jeffrey Proudfoot, D.O., FACEP, Chief of Staff

While our winter visitors have returned to the north and we have had the anticipated drop in our daily census, our rate of patient admissions to the hospital has remained the same – third highest in the IASIS family. We continue to provide excellent care by our board certified Emergency Room (ER) physicians. We welcome our physician staff/partners to speak to any of our ER physicians at anytime about patients they are referring that are in the ER or patients needing special care or attention. Thank you for your continued commitment and loyalty to MVMC and our dedicated hospital staff.

## PET SCAN SERVICES AVAILABLE AT MVMC

Positron Emission Tomography is now available to patients at MVMC. PET is an additional piece of our state-of-the-art 64-slice CT scanner. The combined PET/CT scans provide images that pinpoint the location of abnormal metabolic activity within the body. There are several purposes of performing PET and PET/CT scans, including, evaluating brain abnormalities, such as tumors, memory disorders and seizures, and to also help in the detection of cancer, or determine whether a cancer has spread in the body. Offering PET to patients is a further sign of MVMC's commitment to excellence in patient treatment and care.



In an effort to keep the community healthy and continue to raise awareness about MVMC, the HeartView Scan promotion launched June 15. The HeartView Scan is a non-invasive, 10-minute test that is performed on our state-of-the-art 64-slice CT scanner. This test measures the amount of atherosclerotic plaque in the coronary arteries. The HeartView Scan is reviewed by a cardiologist on staff and the screening report is sent directly to the patient and primary care physician. This test does not require a physician's order. The cost is \$99 and no insurance is filed. Learn more at [www.mvmedicalcenter.com](http://www.mvmedicalcenter.com).

## PHYSICIAN REFERRAL LINE IS LIVE

MVMC has launched a centralized phone number for the surrounding communities to call for physician referrals and event registration. This toll-free number, 1-877-924-WELL (9355), is answered 24 hours a day, seven days a week, by bilingual representatives. When a patient calls 1-877-924-WELL (9355) for a referral, a physician is selected based on specific factors that the patient may request, including specialty, location, insurance affiliations and gender. The representative utilizes a computerized system that allows referrals to be done in a non-biased rotation. If you have not yet turned in your Physician Referral Program form that was mailed out in early May, please contact Jamie Randall, (480) 358-6145, for further information.

## JULY MEETING CALENDAR

- July 6 Credentials, 5-6 p.m., Administration
- July 7 OB/GYN, noon-1 p.m., Classroom 1
- July 16 Surgery, 6:30-7:30 a.m., Classroom 1
- July 20 Medical Executive Committee, 6-7 p.m., Board Room
- July 23 P&T/IC, 7-8:30 a.m., Classroom 1
- July 27 Professional Practice Review Committee (PPRC), 6-7 p.m., Board Room

If you have story ideas for future issues of the *Mountain Vista Medical Staff Minute*, please contact Jamie Randall at (480) 358-6145 or e-mail [jamie\\_randall@iasishealthcare.com](mailto:jamie_randall@iasishealthcare.com).

## NEW PHYSICIANS ON STAFF

- Farooq Agha, M.D., Radiology
- Ameesh Garg, M.D., Nephrology
- Ravi Gupta, M.D., Internal Medicine
- Mohamad Kharrazi, M.D., Anesthesia
- Davis Romney, M.D., Radiation Oncology
- Muhammed Salim, M.D., Pulmonary

## JULY BIRTHDAYS

- July 2 Yvel Moreau, M.D.
- July 3 Martin Rubin, M.D.
- July 4 Joachin Okafor, M.D.
- July 5 William Cohen, M.D.  
Bruce Werber, D.P.M.  
Mashood Qadri, M.D.
- July 8 Frank Metzger, D.O.
- July 9 Luke Cicchinelli, D.P.M.
- July 12 Manuel Abrante, M.D.
- July 13 Monique Chang, M.D.
- July 14 Douglas Chang, M.D.
- July 15 Jeffrey Proudfoot, D.O.
- July 16 Paul Collura, M.D.  
Luis Dominguez, M.D.  
Shahbaz Qureshi, M.D.
- July 17 Parag Rami, M.D.  
Ruth Letizia, M.D.
- July 18 Anita Stola, M.D.
- July 19 Karl Frindrich, M.D.
- July 22 Kartik Shah, M.D.
- July 24 Raul Lopez, M.D.  
Susan Young, D.P.M.
- July 25 Kenneth Ratajczak, M.D.  
Rodrigo Chan, M.D.  
Mark DeMar, M.D.
- July 26 Jeffrey Holden, M.D.
- July 27 Anthony Dominic, D.O.

## DID YOU KNOW?

MVMC has a physician liaison/hospital services representative – Gina Hardaway-Holt. Gina works to build physician-to-physician relationships and generate awareness of the hospital's services to the medical community. You can reach Gina at [ghardaway-holt@iasishealthcare.com](mailto:ghardaway-holt@iasishealthcare.com).

