

Medical Staff Minute

VOLUME 1, ISSUE 9 – MAY 2010



A NOTE FROM TONY MARINELLO, CEO

With summertime comes a definite change in weather – temperatures start to get a little warmer and air conditioners start to run across the Valley. This is also the time when Mountain Vista Medical Center (MVMC) anticipates opening our two additional operating rooms. This expansion speaks directly to the amount of volume that we have seen over the years and to the needs of our community. Our Surgery Department has grown tremendously since Mountain Vista opened in July 2007 – this expansion comes at a good time as we have officially named our orthopedics program, The Comprehensive and Orthopedic Spine Center at Mountain Vista Medical Center, and have concentrated efforts in place to build this service line. Thank you for being part of the expansion and growth that Mountain Vista has seen throughout the years. If you have any questions or concerns, please give me a call at (480) 358-6154.

PHYSICIAN TO PHYSICIAN

A message from Jeffrey Proudfoot, D.O., F.A.C.E.P., Chief of Staff

You get them in the mail - from restaurants, hotels, they are even sometimes on your receipts – I'm talking about customer satisfaction surveys. In health care, we are surveyed by our customers – there are specific physician-related questions that are asked on these surveys. The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey asks patients to rate their experience at Mountain Vista by answering "always", "usually", "sometimes" or "never" in a variety of areas. One of these areas is physician communication – I have confidence in our medical staff that as physicians we can excel in this category and exceed the national average. I refer back to the old motto of, "treat others like you would like to be treated" – I think that if we look to that phrase for guidance regarding communication with our patients, there is no doubt that our HCAHPS scores will soar above the national benchmark. If you have any questions or concerns, please stop by my office, which is located in the Emergency Department, or give me a call at (480) 358-6300.

MEDICAL RECORDS INFORMATION

Did you know that lesion and margin size matters when coding and billing for skin, subcutaneous and soft tissue excisions? Coding guidelines changed around the year 2000, when the American Medical Association (AMA) issued guidelines requiring that physicians document excision diameter (lesion plus margins) for all skin and subcutaneous lesions. This year, the AMA has added soft tissue tumor excision size requirements. This information must be provided by physicians and cannot be obtained from pathology reports, as specimens may shrink, which would skew the lesion size and could mean a reduction in payment for both the provider and facility. Please remember when you are dictating your operative reports to include excision diameter for skin and subcutaneous tissue and lesion size for soft tissue tumors. If you have any questions regarding this, please contact Jannifer Owens, AAHA, CCS, CPC, CIRCC, coding supervisor, HIMS, at (480) 358-6405.

PHYSICIAN PORTAL UPGRADE

Physician portal underwent a major upgrade in April 2010 – the electronic medical records system is available to physicians onsite and offsite via secured Internet access. Some of the highlights of this upgrade include:

- Compatible with all Java
- Physician can search by "group"
- Option to look for abnormal results in the flow sheet
- Can view how many times a patient has been admitted from the results tab drop-down box
- Repository of physician communication pieces, including *Physician Focus* and *Medical Staff Minute*

If you have any questions about the upgrade, please contact Geri Camacho, physician portal specialist, IASIS Healthcare, at (480) 710-6210.

MAY MEETING CALENDAR

- May 4 OB/GYN, noon, Classroom 1
- May 6 Surgery, 7 a.m., Classroom 4
- May 10 Credentials, noon, Physicians' Lounge Conference Room
- May 12 Cardiology Committee, 12:30 p.m., Classroom 1
- May 17 Medical Executive Committee, 5:30 p.m., Board Room
- May 19 Quality Council, 12:30 p.m., Classroom 1
- May 20 P&T/IC Committee, noon, Classroom 1
- May 24 Professional Practice Review Committee, 5 p.m., Board Room

PATIENT SATISFACTION UPDATE – REMEMBER TO OVER EXPLAIN

Mountain Vista patients continue to share that physicians have opportunities to give more thorough explanations of tests and treatments and for the plan of care. All inpatients are provided with a bedside notepad to write questions for their physicians. Please check in with the patient and remind them of that resource so that your time together is meaningful.

When possible, give patients a clear picture of what they can expect following a procedure or when taking a new medication. In some cases, you may need to use simple terms and key words to help foster understanding. The patient will appreciate the explanation and feel more in charge of their care. As we strive to achieve a patient-centered environment, explanations of what to expect are paramount to our success.

Physician HCAHPS Scores through February 28, 2010 (percent of 'always').	MVMC Score	Nat'l. Mean
Communication with doctors.	73%	80%
Did doctors treat you with courtesy and respect?	84%	86%
Did doctors listen carefully to you?	71%	78%
Did doctors explain things in a way you can understand?	68%	73%
How well was your pain controlled?	74%	68%

A few comments from patients participating in the survey:

- Inpatient stay – “The doctor didn’t answer my questions and I didn’t get the consult I needed.”
- Emergency Services – “I am not sure which one was the doctor – they never identified themselves.”
- Surgical Services – “I wasn’t really able to ask the questions I wanted.”

MOUNTAIN VISTA RECEIVES CARDIAC RECEIVING CENTER DESIGNATION

The Arizona Department of Health Services has recognized MVMC as a Cardiac Receiving Center (formerly known as a Cardiac Arrest Center). This means that our Emergency Department team is trained on specific protocols to handle patients in cardiac arrest - providing advanced care to patients who survive initial resuscitation. It also means that staff in other areas of the hospital are trained to handle the specific needs of these patients, as well. In addition to meeting comprehensive standards, one of the key components of a Cardiac Receiving Center is mild therapeutic hypothermia (cooling) – a therapy that reduces the chance of lasting brain damage following cardiac arrest. This cutting-edge therapy has resulted in dramatic improvements both in survival rates and neurological outcomes.

PHYSICIAN EDUCATION – CLOSTRIDIUM DIFFICILE INFECTION (C-diff)

Clostridium difficile (*C. difficile*) is one of many types of bacteria that are found in the colon (bowel). C-diff occurs when antibiotics kill other bowel bacteria and allow *C. difficile* to overgrow. Patients with suspected diarrhea from C-diff require the following isolation precautions:

- **Contact precautions.** When signs and symptoms from C-diff have been identified, please continue precautions until the diarrhea has been confirmed to not be contagious.
- **Gloves and gowns.** Wear both gloves and gowns when in contact with the patient and when in the patient’s room.
- **Hand washing.** Proper hand washing is required after patient contact, even when gloves are worn.*

**Soap and water is required for hand washing after contact with the patient and/or environment. The C. difficile organism is a spore former so waterless alcohol based products are not adequate for C-diff (if organism is in spore form).*

MARCH BIRTHDAYS

- May 1 Lance Knecht, M.D.
- May 5 Todd Gunzy, D.P.M.
Tanja Gunsberger, D.O.
- May 6 Clyde Varner, M.D.
- May 7 William Lester, M.D.
Vincent Lombardi, M.D.
- May 8 Valerie Sheridan, D.O.
- May 9 Donn Hogan, M.D.
Kristen Osiecki, D.O.
- May 12 Arun Killi, M.D.
- May 15 Makonnen Habtemariam, M.D.
Rajdeep Gaitonde, D.O.
Anita Dai, M.D.
- May 16 Lewis Freed, D.P.M.
Mark Ono, M.D.
Manu Bhakoo, M.D.
Christopher Golembeski, M.D.
- May 17 Neil Kramer, M.D.
Reinhard Jauernek, M.D.
David Mendelson, D.O.
Arman Talle, M.D.
- May 18 Kari Vitikainen, M.D.
- May 21 Grayson Guzman, M.D.
- May 22 Lee Yosowitz, M.D.
Mohammad Golparian, M.D.
James Cerneka, D.O.
Dean Clement, D.P.M.
- May 23 Charles Breed, M.D.
Jamie Coffey, D.P.M.
- May 24 Thomas Wall, M.D.
- May 25 Michael Maxwell, M.D.
- May 27 Ryk Linden, M.D.
Michael Kralik, M.D.
- May 29 Andrew Sulit, M.D.
- May 30 Sailajah Janarthanam, M.D.

NEW PHYSICIANS ON STAFF

Neil Goldstein, M.D., Radiology
Zabih Habib, M.D., Radiologist
Landon Sessions, CRNA
Jimmy Wu, M.D., Anesthesia

PHYSICIAN FUN FACT

Do you have an interesting hobby or fun fact to share? E-mail Jamie Randall at Jamie_Randall@iasishealthcare.com.

If you have story ideas for future issues of *Mountain Vista Medical Staff Minute*, please contact Jamie Randall at (480) 358-6145 or e-mail at Jamie_Randall@iasishealthcare.com.





You are Cordially Invited

**Midwestern University Open House
Mountain Vista Medical Center
Wednesday, May 5, 2010
5:30 – 7:30 p.m.
Classrooms 1 – 4**

(located on the second floor, near the Cafeteria)

Please join us for some great Cinco de Mayo food and to learn more about the medical education program partnership between Midwestern University and Mountain Vista Medical Center.

Please RSVP by April 30 to 1-877-924-WELL (9355).

"In my experience as a preceptor in surgery for the Midwestern University medical students, I believe that providing education is one of our duties as physicians. If we all contribute to this program then we can all help mold these students into better physicians."

—Raul Lopez, M.D., general surgeon