

Medical Staff Minute

VOLUME 1, ISSUE 3 – SEPTEMBER 2009



A NOTE FROM TONY MARINELLO, CEO

Here at Mountain Vista Medical Center (MVMC), we currently have more than 800 employees and 400+ physicians on staff. Since opening in July 2007, MVMC has grown rapidly. Right now we are planning for fiscal year 2010, which begins Oct. 1. It is going to be an exciting and busy year for us. At MVMC we are poised for continued growth and with collaborative effort between the hospital and medical staff, I am positive that the growth will continue for many years to come. Our current growth is only possible through each person's collaborative effort to make MVMC the hospital and employer of choice in the communities that we serve. I appreciate all of your hard work – thank you. If you have any questions or concerns, please feel free to contact me.

PHYSICIAN TO PHYSICIAN

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

Did you know that most patients forget up to 80 percent of what their doctor tells them as soon as they leave the office, and nearly 50 percent of what they do remember is recalled incorrectly? This is according to the Pfizer Public Health Group and they bring up some very good points. As physicians we all come across many different patients from all ages and demographics and it is important that we are communicating effectively with them to ensure we are giving them the highest quality care. I would like to share some quick communication tips that I have learned throughout my career:

- Be an active listener.
- Avoid using acronyms and other medical terminology that your patient may not understand.
- Slow down and take pauses when going over information and giving medical instructions.
- Create a welcoming and supportive environment when you are with your patients.

I hope you find these tips beneficial as I know they have helped me. Please feel free to share any other communication tips that you have learned that you feel may help your colleagues and their patients communicate more effectively. If you have any questions about this or any other concerns, please stop by my office or give me a call. Thank you for your continued dedication to MVMC.

REMINDER

If you did not receive or have not turned in your Physician Referral Profile form that was mailed out in early May, please fill out the attached profile form and fax back to Jamie Randall, (480) 358-6168.

MEDICAL RECORDS DELIQUENCY REMINDER

Are you up-to-date on submitting all of your patient's medical records? Are you submitting incomplete records? It is important to fully complete and submit all medical records within 30 days of the patient's discharge; not only is it a CMS requirement, it also affects the continuity of care for our patients. Delinquent medical records also impact the hospital's reimbursement. Our Coding Department needs complete documentation to capture all diagnoses and procedure codes to reflect the care that we have provided to the patient. We appreciate your cooperation as we move forward. If you have any questions regarding this, please contact Rhonda Pagan, director, HIM, at (480) 358-6401.

NEW ECHO READING STATION

The new ECHO reading station is anticipated to be completed by fall 2009. It is expected to be an improvement for reading ECHOs and will allow physicians to access ECHOs on their home and office computers.

MARK YOUR CALENDAR

We will be introducing our da Vinci® Robotic Surgical System to physicians, employees and volunteers on Tuesday, Sept. 29, between 7 a.m. - noon in the Outpatient lobby. You are welcome to attend and test drive the robot yourself. Refreshments, prizes and information will be provided.

MEDICAL STUDENTS NOW AT MVMC

The Midwestern University Medical Student Clinical Education Program launched at MVMC July 1, 2009. Midwestern University, an osteopathic medical school with a campus in Glendale, Ariz., and MVMC in East Mesa, Ariz., launched this program to provide an enriching learning experience for third- and fourth-year medical students. Students participate in several core rotations, which provide them the opportunity to work with experienced physicians in a variety of clinical areas, including general surgery, emergency medicine and internal medicine. Students may also choose from elective rotations, including cardiology and pulmonology.

Patients, physicians and students benefit from this program. Students are given the opportunity to interact with physicians and patients with a hands-on learning experience and physicians are giving back to their profession by teaching and mentoring up-and-coming physicians. MVMC's role is to support the physicians and provide state-of-the-art experience for all involved: patients, students and physicians.

There is currently no limit to the amount of students enrolled in the program. As the need grows from the school and as more physicians participate in the training, we could have as many as 15-10 students rotating each month. If you are interested in participating in the training, please contact Sandy Elcock, director, Medical Staff Services/Credentialing, at (480) 358-6158.

PATIENT SATISFACTION UPDATE

As a constant reminder of our commitment to excellence, included in this issue are the MVMC HCAHPS scores through June 30. The MVMC score is the percent of patients who report that on each patient encounter, we always did what the patient expected.

Physician HCAHPS Scores through June 30, 2009	MVMC Score	State Mean
Communication with doctors (percent of 'always')	68%	74%
Doctors treat you with courtesy and respect (percent of 'always')	73%	81%
Did doctors listen carefully to you (percent of 'always')	66%	72%
Did doctors explain things in a way you can understand	65%	68%
Discharge information/preparedness	72%	81%

THIRD CATH LAB – COMING SOON

The third cath lab has been approved and is moving forward with architectural drawings. The new suite will be located on the first floor next to the current cath labs. Anticipated completion date is fall 2009.

SEPTEMBER MEETING CALENDAR

- Sept. 1 OB/GYN, noon-1 p.m., Classroom 1
- Sept. 3 Surgery, 7-8 a.m., Classroom 1
- Sept. 14 Credentials, 5-6 p.m., Administration
- Sept. 21 Medical Executive Committee, 6-7 p.m., Board Room
- Sept. 28 Professional Practice Review Committee (PPRC), 6-7 p.m., Board Room

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 jamie_randall@iasishealthcare.com.

NEW PHYSICIANS ON STAFF

- Laura Baum, M.D., OB/GYN
- Ameesh Garg, M.D., Nephrology
- Jacob Green, M.D., Cardiology
- Lourdes Guerrero, M.D., Pediatrics
- Pankaj Jain, M.D., Urology
- Gregory Marchand, M.D., OB/GYN
- Chaim Margolin, M.D., Radiology
- Sharolyn McClurg, N.P., Cardiology
- Jonathan Streeter, M.D., Radiology
- Mashood Sajjad, M.D., Internal Medicine
- Pooja Shah, M.D., OB/GYN
- Kenneth Winkler, M.D., Radiology

SEPTEMBER BIRTHDAYS

- Sept. 1 Jose Lopez, M.D.
- Sept. 2 Aprajita Nakra, D.P.M.
Jesse Shriki, D.O.
- Sept. 3 Richard Flick, M.D.
- Sept. 4 Robert Kistner, M.D.
- Sept. 5 Syed Masood, M.D.
- Sept. 6 David Nelson, M.D.
Stanely Ordman, M.D.
- Sept. 7 Julie Ramos, M.D.
- Sept. 8 Debra Wickman, M.D.
- Sept. 9 Rajiv Poduval, M.D.
- Sept. 10 Dennis Miller, M.D.
- Sept. 11 David Rummel, M.D.
- Sept. 12 Howard Cohen, M.D.
David Schillinger, M.D.
- Sept. 14 Cordell Esplin, M.D.
Steven Farris, M.D.
- Sept. 15 Sandeep Vivek, M.D.
- Sept. 16 Kenneth Blocher, D.P.M.
Kan Yu, M.D.
- Sept. 18 Joseph Zachariah, D.O.
- Sept. 19 Jason Vance, M.D.
- Sept. 20 Jose Carrasco, M.D.
Isaac Martinez, M.D.
- Sept. 21 Shahram Askari, D.P.M.
Christine McClusky, D.O.
Payam Sarraf, D.P.M.
- Sept. 22 Donald Polansky, M.D.
- Sept. 24 Ross McArthur, M.D.
David Naar, M.D.
- Sept. 25 Daniel Ryklin, M.D.
Eva Wesolowski, M.D.
- Sept. 27 Richard Hawkins, M.D.
Scott Sher, M.D.
- Sept. 28 Kenneth Pettit, D.O.
- Sept. 30 David Johnson, M.D.
Brian Ju, M.D.
Muhammad Uddin, M.D.



Mountain Vista Medical Center Physician Referral Service Profile

*The data included in this form is used by the Referral Service to provide information to callers. Please review it and make necessary changes. **Be sure to add information when blank.***

Name: _____

Gender: _____ Date of Birth: _____

E-mail address: _____

Language(s) spoken by physician/staff: _____

Practice Name: _____ Year in Practice: _____ Year in Area: _____

Office Location(s)

Office 1 Address:

Office 1 Phone:

Primary
Office Location

Office 2 Address:

Office 2 Phone:

Office 3 Address:

Office 3 Phone:

Please write in any items that are missing – circle all applicable items:

Specialty:

Primary:
YES or NO
YES or NO
YES or NO
YES or NO
YES or NO

Board Certified:
YES or NO
YES or NO
YES or NO
YES or NO
YES or NO

Accepts New Patients:
YES or NO
YES or NO
YES or NO
YES or NO
YES or NO

Areas of Medical Interest:

Restrictions on new patients (age, etc): _____

Availability of appointments for new patients: 24 hours 2-3 days 1 week Other

Education:

Additional: _____

Please complete the Insurance Information on the next page. Also please print your name, sign and date at the bottom of the next page. Thank you for your participation in Referral Service.

Mountain Vista Medical Center Physician Referral Service Profile

Insurance Information

Most of the inquiries we receive request that we match physicians with a specific Insurance plan. Kindly take a moment to provide your information or you may also attach a current listing and we will update our system accordingly.

Please mark if you accept the following:

Medicare: Medicaid: Workman's Comp: Tricare:

A	Aetna	LWISE	LifeWise Health Plan
ABRAZ	Abrazo Advantage Health Plan	MCADV	Mercy Care Advantage
AZF	Arizona Foundation for Medical Care	MCHP	Maricopa Health Plan
AZMN	Arizona Medical Network	MCPLN	Mercy Care Plan
AZP	Arizona Physician's IPA (APIPA)	MULTI	Multiplan
BCA	Blue Cross Blue Shield of Arizona	NPPN	NPPN
BEST	Beech Street	PASH	PacifiCare/Secure Horizons
BPH	Bridgeway Health	PHHCC	Phoenix Health Plan/Community Connection
CADVA	Coventry Advantra	PHSRV	Prime Health
CHOIC	ChoiceCare Network	PINAL	Pinal County Long Term Care
CIG	CIGNA Healthcare	PLANV	PlanVista
CMANN	Care Management Network	PNCTW	Physician's Network Association
COVEN	Coventry	PP	PHCS (Private Health Care Systems)
EVC	Evercare	SCA	SCAN Health Plan
FIRST	First Health/CCN	SCF	State Comp Fund
FORT	Fortified Provider Network	SCH	Schaller Anderson
GLOBX	Global Excel Management, Inc.	TR	TRICARE Champus
GRHCC	Gila River Health Care	UFCAR	University Family Care
GW	Great-West Healthcare	UNA	UnitedHealthcare
HCA	Health Choice Arizona/Generations	UPCAD	University Physicians Care Advantage
HCCON	HealthCare Connect	UPHCG	University Physicians Healthcare Group
HNP	Health Net	USAMC	USA MCO
HUM	Humana		
INDIA	Indian Health Services		
INTHP	Integrated Health Plan		

Please list any other insurance plans:

I hereby certify that the above information, filled out in its entirety and submitted to the Referral Service is true and correct.

Sign here	
Print your name and title here	
Today's Date	

Fax completed form to: (727) 578-1295