

Physician's News Brief

Advances in clinical and patient care at Lakeland HealthCare



April 2010

Hot Topics

Ground-breaking Set for New Cancer Center

Honored guests will join leaders of Lakeland HealthCare Friday, April 30, in breaking ground for the new Lakeland Regional Cancer Center. The event will take place at the construction site on Hollywood Road behind the Lakeland Center for Outpatient Services, St. Joseph. The program will begin at 11:00 a.m. with short remarks from Dr. Loren Hamel, President and CEO of Lakeland HealthCare. An educational oncology event will be held inside the Center for Outpatient Services building on Thursday, April 22, from 4:00 to 6:30 p.m. Speakers including Dr. Peter Lai, Dr. Mark Ottmar, and Dr. Elizabeth Knefelkamp will begin at 6:30 p.m. For more information, visit www.lakelandhealth.org/time.

Safety & Compliance

CMS Requirements for Authenticating Orders

To establish a timeline of events, it is necessary for physicians to date and time all entries in the patient's medical record. During a recent audit of 60 Lakeland charts, entries were timed only 70% of the time. Authenticating, dating, and timing of all orders is a requirement of the Centers for Medicare and Medicaid Services (CMS). If a verbal or telephone order must be used, it is the physician's responsibility to sign the order during the next visit or within 48 hours, whichever comes first. To help facilitate this process, physicians may sign one another's orders. However, CMS does state that verbal and telephone orders should be used "infrequently."

Additionally, sponsoring physicians must co-sign orders of his/her Physician Assistants. During a recent audit it was discovered that physicians only co-signed their PA orders 38% of the time. If you are supervising a PA you are required by law to sign off on their orders.

Consultants and Physicians Need to Verbally Discuss Patient Cases and Review Facts

If you are asked to consult on a case please review pertinent findings and facts with the attending physician following your examination of the patient. A verbal discussion should take place so that recommendations and clarification of who will be in charge of the patient's care are made clear. Dictating and/or writing notes on the patient's medical chart, while important, are not sufficient to communicate this information.

In the News

Lakeland HealthCare and Liberty Dialysis Agree to Partner

Lakeland HealthCare is partnering with Liberty Dialysis and Lakeside Nephrology to provide high-quality dialysis services to our patients in a new venture, Liberty Dialysis - Lakeland. Although the name is changing, patients of Lakeland Dialysis will continue to be cared for by the same experienced, multi-disciplinary team of health care professionals in a comfortable and compassionate environment. Liberty Dialysis partners with local physicians, hospitals and nonprofit organizations to enhance access to care for all patients. Liberty operates over 100 dialysis clinics throughout the United States, 23 of which partner with hospitals.

Lakeland HealthCare Pursuing Chest Pain Center Status

This summer Lakeland HealthCare will seek Chest Pain Center accreditation from the Society of Chest Pain Centers (SCPC). The goal is to establish designated resources of personnel, protocol, space, and equipment for patients presenting with chest pain in the Emergency Departments. According to *Medical News Today*, only about 10 to 15 percent of patients entering the ED with chest pain symptoms have an acute myocardial infarction (AMI). Thus, determining the cause of a patient's pain in a timely and cost effective manner is critical to patient outcomes and efficiency of emergency rooms.

Events

Act in Time to Heart Attack Signs

The Margaret Beckley Upton Center for Health Enhancement will host several half hour lunch time presentations called "Act In Time To Heart Attack Signs." The campaign urges physicians to educate their patients about heart attack risks, warning signs, and survival. Educational materials for both the public and health care professionals will be provided. All area physicians are invited to attend one of the following:

Center for Outpatient Services, St. Joseph

Friday, April 23, 12:00 to 12:30 p.m., Pharmacy Conference Room

Lakeland Specialty Hospital, Berrien Center

Monday, April 26, 12:00 to 12:30 p.m., Garden View Room

Lakeland Regional Medical Center, St. Joseph

Thursday, April 29, 6:00 to 6:30 p.m., Upton Education Center

Friday, April 30, 12:00 to 12:30 p.m., Upton Education Center

Lakeland Community Hospital, Niles

Monday, May 3, 12:00 to 12:30 p.m., Small Dining Room

Resources

Discharge Notebooks

A multidisciplinary team of Lakeland HealthCare professionals designed a notebook for patients that collects and records their discharge medications and educational materials. All disciplines involved in the patient's care should utilize this book. The notebook is given to patients upon admission and kept by them throughout the duration of their hospital visit. Patients will be encouraged to take the notebook to follow up visits with their primary care provider and other healthcare professionals.

Prior to the implementation of the discharge notebook, patients complained to Lakeland that they didn't understand their discharge medications or who to call if they had questions. A successful pilot run of the new notebooks has shown a dramatic effect in reducing communication failures between patients, hospital staff, and health professionals in the community. The *HCAHPS scores regarding patient satisfaction with communication on the units that piloted this initiative have increased significantly:

Surgical Unit, Niles 55% to 100%

Medical/Telemetry Unit, Niles 50% to 87.5%

Medical/Oncology, St. Joseph 77.3% to 100%

A system-wide rollout of the new discharge notebook went into effect April 1. For more information about this initiative, please contact Sylvia Coffing, Manager of Lakeland University, at (269) 982-4877.

Link Up with Lakeland Online

Does your practice have a website? Lakeland can help increase your web traffic by linking your practice's website from the physician's profile section of Lakeland's corporate website. Contact Lakeland's Website Editor Hugh Davis at (269) 927-5229 or send him an email at hdavis@lakelandregional.org with a request to be linked.

Softball Sign Up

In support of Lakeland's partnership with the Southwest Michigan Corporate Consortium, associates and physicians once again have the opportunity to play on a slow-pitch softball team sponsored by Lakeland HealthCare. The season will start the week of May 17 with playoff games and tournaments ending in August. Games are scheduled every week on either Tuesdays or Thursdays at Carronde Park in Benton Harbor. Game times are yet to be determined. Positions on the team are limited; please sign up early using the form that is attached to this issue of *Physician's News Brief*. For more information contact Meg Gallert, Marketing Assistant, at (269) 927-5285.

New Providers

Please join us in welcoming new providers to Lakeland's Medical Staff. Lakeland is committed to providing the physicians necessary to meet the needs of the surrounding community.

Physician Providers

Firas Al-Ali, MD

Neurointerventional Radiology

Lakeland Regional Medical Center,
St. Joseph

Ruperto Blanco, Jr., MD

Family Medicine

Red Arrow Medical Clinic,
Coloma

Susan Fee, MD, MPH

Obstetrics/Gynecology

Spectrum Health Maternal
Fetal Medicine, St. Joseph

**Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) is the first national, standardized, publicly reported survey of patients' perspectives of hospital care.*

Other Providers

Deborah Forest, NP

Hospitalist

Southwestern Medical Clinic, St. Joseph

Magdaline (Maggie) Martinez, CRNA

Anesthesiology

Sunset Coast Anesthesia, St. Joseph

Weekly Continuing Education

Lakeland Care CME provides Continuing Medical Education events on Thursdays from noon to 1:00 p.m. for Lakeland's general medical staff members and other appropriate patient care providers. For more information, contact Debra Killingbeck, CME coordinator, Lakeland Care CME at (269) 927-5153 or visit www.lakelandhealth.org/CME.

Topics for April are listed below, but are subject to change.

April 8

No CME Scheduled, Spring Break

April 15

Common Dermatologic Conditions and Challenging Dermatology Cases

April 21

Spring Symposium

Updates on Tertiary Care Medicine

Sponsored by Lakeland Care

Lake Michigan College, Benton Harbor

April 22

CT Enterography: A New Diagnostic Tool in Evaluation of Small Bowel Pathologies

April 29

Robotic Gynecologic Surgery with da Vinci

Do You Have News to Share? General news items for the Medical Staff of Lakeland HealthCare are welcome for consideration in this publication. We are also accepting longer, more clinical articles for our quarterly publication *Physician's News*. If you would like more information about submitting content,

please contact **Laura Wagner**, Marketing Specialist at (269) 927-5296 or send an email to lwagner@lakelandregional.org. For specific physician-related information, please contact **Kimberly Simpson**, Physician Liaison at (269) 985-4485 or send an email to ksimpson@lakelandregional.org.

Lakeland Softball Lottery Form

Name: _____

Department/Location: _____

Circle one: Associate Volunteer Physician

Home phone number: _____

Work phone/Shift: _____

Cell phone number: _____

Email Address: _____

Home Address: _____

Are you interested in being assistant coach: _____

I have experience playing the following positions: _____

T-shirt Size: _____

Lottery forms are due by April 19, 2010!

It is understood that players for the Lakeland softball team will be selected by a lottery only. Only the players picked from this lottery will be called within seven days of the drawing, at which time arrangements will be made for individual to pay for and pickup their jersey.

Send this form via fax to the Marketing Department at **(269) 927-5232**, or by interdepartmental mail to **Meg Gallert**, Marketing, Meadowbrook. For more information about this form or the Lakeland softball teams, please contact **Meg Gallert** at **(269) 927-5285** or **Chad Simcox** at **(269) 927-5271**.

