

Physician Connection

Published for the Physicians at Hurley Medical Center.



Patrick Wardell holds CEO Forums at Hurley

Patrick Wardell held CEO Forums for all employees and physicians during May. There were forums held on all three shifts, as well as off-site locations. Mr. Wardell provided insight into several initiatives concerning our medical center and community, in addition to answering a variety of questions. Here is an overview from the forums.

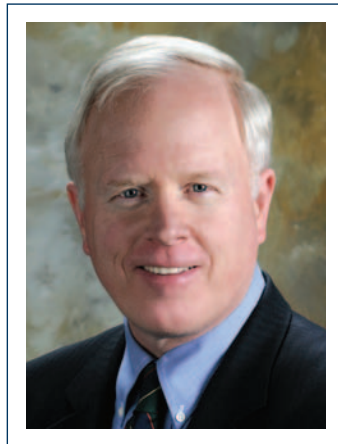
Mr. Wardell began by emphasizing several key traits necessary to be successful in the health care industry. These traits include:

- Emotional intelligence
- Teamwork
- Innovation
- Focus on health, rather than just health care

Hurley must embrace a culture that supports such traits to sustain its viability in the future. We must also focus our efforts on the transformation of patient care, employee wellness and process improvement.

Patient and Family Centered Care (PFCC) is one of those transformations that Hurley

has begun embracing. PFCC is a delivery of care model that focuses on partnering with the patients and their families. Establishing such partnerships will have a positive impact on patient safety and quality, and the patient experience. Over the next several months,



committees will be formed involving staff, physicians, patients and families to begin defining PFCC at Hurley and to begin developing pilot programs.

Mr. Wardell referenced a recent study that found that despite the fact that Genesee County has three quality hospitals, excellent physicians and colleges and universities with highly

regarded health professional training programs, the health of its population ranks 81st out of 82 counties in the state. Therefore, Hurley has the difficult task of not only delivering exemplary health care, but also taking on the broader mission of ensuring that we have a healthy community. And, the health in our community has to begin with the people of Hurley.

In September 2009, Hurley started the "Health First" Employee Wellness Program. This program is designed to give the entire Hurley Family a set of tools and methods to help them gain control over their personal well-being. Recently, over four-hundred people have signed up for the walking program. Other popular programs include seminars covering stress management, domestic violence, financial health and nutritional health.

Six Sigma is a process improvement technique that Hurley has been using for over

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CALENDAR:

June 23, 2010
Kohl's Safety Day Camp
 Kearsley Park

June 24, July 22, August 26, 2010
EPIC Demo
 7:00 am to 10:00 am
 Conference Room 1B

July 24, 2010
Tuuri Race

September 13, 2010
Hurley Foundation Annual Golf Classic
 Flint Golf Course

SAVE THE DATE - CME

October 9, 2010
Continuing Medical Education
Endocrine Update
 8:00 am to 12:00 pm

October 15 & 16, 2010
Continuing Medical Education
Critical Thinking for Physicians Workshop
 8:30 am to 4:30 pm

November 3, 2010
Continuing Medical Education
Terry Thomas OB/GYN Update
 8:00 am to 4:00 pm

November 10, 2010
Continuing Medical Education
Pediatric Update
 8:00 am to 4:00 pm

NOTE: Full information on these CME events will be sent in August & September. Registration will be available at that time.

Community Event Volunteers Needed!

Want to change a child's day, and possibly affect his future? As the Injury Prevention Coordinator for Hurley Medical Center, Kathy Coleman, RN, BSN, has witnessed first-hand the immense gratitude of a child receiving a bike helmet, a blanket, a car seat, a small safety token meant just for them, or a simple coloring book. "They beam as you show interest in their ideas and their safety. You can hear the joy in their voices as you take the time to listen," says Kathy.

These are not sick children in our hospital. These

kids are among the growing population of the underprivileged in Flint and Genesee County whose families are struggling or going without.

This is a great community outreach opportunity for you, your staff and family to volunteer and meet families who truly appreciate the help.

Volunteer today for Safe Kids Greater Flint, a coalition led by Hurley Medical Center, dedicated to reducing the #1 killer of our children: unintentional injury.

Hurley is Happy to Welcome New Physicians

Vera DeMatos Maillard, MD - Pediatric Gastroenterology

Russell Jones, MD - Emergency Medicine

Peter Lopez, MD - Surgery & Critical Care

Ruma Srivastava, MD - Pediatric Pulmonology

Call Kathy Coleman today to make a difference at 262-9462 or e-mail: kathycoleman@hurleymc.com.

June Safe Kids Event:

- 6/23/2010 – Kohl's Safety Day Camp, Kearsley Park, Flint. Arts & Crafts, Kohl's Bike Rodeo, fire and child passenger safety, food service, set-up, clean-up, bounce patrol, registration and much more volunteer opportunities. Open to the Public, 11 a.m. to 3 p.m.

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eighteen months. There have been numerous Six Sigma projects that have resulted in successful outcomes and below are a few:

- Decrease in admit time from the Emergency Room to the Progressive Care Unit
- Elimination of unnecessary overnight calls to physicians
- Reduction in turnaround time in the laboratory
- Reduction of CT turnaround time by twenty percent
- Reduction in bed availability turnaround time by twenty-four percent

These successes were achieved by people who work closest with the patients.

Mr. Wardell expressed his excitement about the formation of The Integrated Clinical Council. Made up of Registered Nurses, this council provides an opportunity to tap into the professional competencies of those that work at Hurley. The purpose of this group is to look at and evaluate our professional nursing practices and to ensure our patients are getting the best, most up-to-date care.

Hurley recently broke ground on the new Paul F. Reinhart Emergency Trauma Center in Dort Park. This expansion is something that Hurley Medical Center needs to continue to provide the level of care expected of a Level I Trauma Center. The size of our ED will be doubled and we will be



far more capable of handling the 80,000 visits per year that come through our ED doors.

He also discussed the EPIC project, the creation of an entirely new clinical information system for use in the hospital and connection to practices in the community. Perhaps more than any other initiative we are now taking, this \$20 million project may have the greatest potential in assisting Hurley in its transformation.

Mr. Wardell also took the time during the forums to acknowledge and thank every team member at Hurley Medical Center for the dedication, expertise and experience they bring to the organization. It is important for Hurley and the community we service that we all stay engaged and energized as we move forward with our mission - Clinical Excellence. Service to People.

Hurley Unveils New ED Expansion Website: Get Connected Today!

On April 27, 2010, ground was broken on the new Paul F. Reinhart Emergency Trauma Center in Dort Park. This major medical milestone wouldn't be possible without all of you, and we want to keep you updated on this exciting project.



We invite you to become a Hurley fan by connecting with us on Facebook: www.facebook.com/HurleyEmergencyDepartment and following us on Twitter, www.Twitter.com/HurleyMedical. We want to hear from you!

Or, log onto www.expansion.hurleymc.com, where you can:

- Explore an interactive floor plan of the new Emergency Trauma Center.
- Watch Dr. Jaggi explain the vision behind the expansion.
- Learn all about the project and keep up to date on the latest news.
- Follow the latest media coverage.
- Connect with the community and share your ideas for the new ED.
- Look at photo galleries of the groundbreaking and expansion construction.
- Let us know your ideas on how the new Emergency Trauma Center should look.
- Donate funds towards the future of emergency care.

Stay tuned. There is still much more to come!!! Soon, you can:

- Watch the groundbreaking ceremony video.
- Watch a live webcam of the construction site – see history being made, right before your eyes!

We look forward to hearing from you online through Facebook, Twitter, and through www.expansion.hurleymc.com!

Compliance Alert for All Hurley Medical Center Professional Staff

(Physicians and Allied Health Practitioners)

1. **ALL** medical record entries, especially H&Ps, progress notes, consults, and orders **must** have **DATE**, **TIME**, and a legible **SIGNATURE**. *“When you sign, don’t forget to time!”* (Lack of a time notation is a consistent oversight.)
2. Unapproved abbreviations are **not allowed** in progress notes, H&P, or consults.
 - QD, QOD, MS, MSO₄, MgSo₄, u and U, IU, trailing zero’s (1.0) and lack of leading zeros (.5) are **ALL PROHIBITED**.
 - QD, QOD, u are the most common errors.
3. Verbal orders (not the same as telephone orders) should be avoided.
 - If a verbal order is considered, the order should be written or placed in CISCO, **unless it is an emergent or urgent situation**.
 - When verbal orders are used, **please sign all verbal orders ASAP (within 24 hours)**.
 - Critical care areas have special consideration, but only if the orders are emergent or urgent.
4. Bedside and ambulatory procedures require the use of and documentation of Universal Protocol Time Out (as is done in the OR).
 - A form specially designed to encourage and document your compliance is in place on each unit.

It is critical that we improve our performance of these parameters to >90% by September. We look to our Hurley physician team to drive our success in meeting these requirements and anticipate your cooperation and support.

Should you have questions, please contact Michael Boucree, MD, VP for Outcomes Management & Chief Quality/Patient Safety Officer at 810-262-9544.

UPCOMING EVENTS

Come join us for a day of fellowship, fun, auctions, and much more at the...

**The Hurley Foundation Annual Trauma Center Golf Classic
Monday, September 13, 2010**

Call Angie Cuneaz for more information:
810-262-9399 or email: acuneaz1@hurleymc.com

Tuuri Race - 10K, 5K, and 1 mile walk.

Saturday, July 24, 2010

Get in shape and support the Children's Miracle Network at the same time.

New Products Added to Enteral Nutrition Formulary

To enhance our ability to deliver high quality nutritional care to all of our patients, beginning May 26, the Enteral Nutrition Formulary will include several additional adult and pediatric products from Nestle HealthCare Nutrition for specific nutritional therapy requirements.

These include Isosource HN for vegan patients, Diabetisource AC for diabetic related conditions, and Nutren Junior Fiber & Pepatamen Junior Prebio for various pediatric nutritional needs. Boost Kid Essentials will replace Pediasure.

For further information and a complete listing, please contact the Clinical Nutrition Department at 262-9772.

Epic More EPIC Demos!!

You asked and we listened...

Thursdays, 7:00 am to 10:00 am

June 24, July 22, August 26

All demos will take place in
Conference Room 1B near the cafeteria.

Demos will review hospital and Hurley clinic based medical record functionality.

We're Here For You!

The Physician Support Team can be reached
Monday to Friday 8 am to 5 pm at 810.762.7302

Elyse Berry, Director, 810.262.7123 (office) 810.625.1773 (cell)
Regina Waller, Manager, 810.262.7302 (office) 810.516.8310 (cell)