

Physician Connection

Published for the Physicians at Hurley Medical Center.



Hurley Designated as Blue Distinction Center for Knee and Hip ReplacementSM

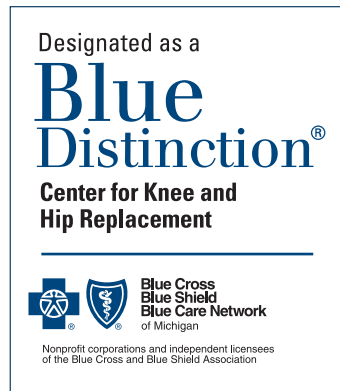
On June 1, 2010, Blue Cross[®] Blue Shield[®] of Michigan and Blue Care Network named Hurley Medical Center as a Blue Distinction Center for Knee and Hip ReplacementSM. The Blue Distinction designation is awarded by Blue Cross and Blue Shield companies to medical facilities that have demonstrated expertise in delivering quality health care in the areas of bariatric surgery, cardiac care, complex and rare cancers, knee and hip replacement, spine surgery, and transplants. Hurley Medical Center is also a Blue Distinction Center for Bariatric Surgery[®].

“Hurley Medical Center is honored to receive this designation. The dedicated and highly skilled staff at Hurley’s Center for Joint Replacement provides high-quality care with a multi-disciplinary approach to help patients regain mobility and return to active, full lives,” says Patrick Wardell, Hurley President and Chief Executive Officer.

Hurley’s Center for Joint Replacement offers the latest surgical and minimally invasive procedures, including

anterior hip replacement and partial knee replacement, in an atmosphere more like a medical bed-and-breakfast than a hospital.

“When the Center for Joint Replacement was being built, the objective was to have a place where patients would



feel comfortable leaving their families, knowing they would be well-cared for. We’ve accomplished that goal. Patients recover faster and go home sooner because they receive outstanding care and the newest technology,” says Sidney Martin, MD, Hurley orthopedic surgeon.

To be designated as a Blue Distinction Center for Knee and Hip Replacement, the following types of criteria were evaluated. More information

on selection criteria is available on bcbs.com:

- Established acute care inpatient facility, including intensive care, emergency care, and a full range of patient support services with full accreditation by a CMS-deemed national accreditation organization
- Experience and training of program surgeons, including case volume
- Quality management programs, including surgical checklists as well as tracking and evaluation of clinical outcomes and process of care
- Multi-disciplinary clinical pathways and teams to coordinate and streamline care, including transitions of care
- Shared decision-making and preoperative patient education

Congratulations to the Hurley Center for Joint Replacement physicians and staff – starting with the surgical services team through the outpatient physical medicine team – for earning this prestigious honor!

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CALENDAR:

July 22, 2010

Multi-Cultural Lunch and Learn Egypt
 12 noon to 12:45 pm
 Merliss Brown Auditorium

July 28

Lunch with Jamal
 12:30 pm
 Physician Lounge

August 26, 2010

Epic Demo
 7:00 am to 10:00 am
 Conference Room 1B

Advanced Cardiac Life Support (ACLS)

September 9, 2010
 Renewal Course – Fee \$150
September 14 & 15, 2010
 Provider Course – Fee \$225
 1.810.262.9410 to register

September 13, 2010

Hurley Foundation Annual Golf Classic
 Flint Golf Course
 1.810.262.9399 to register

SAVE THE DATE - CME

October 9, 2010

Endocrine Update
 8 am to 12:00 pm

October 15 & 16, 2010

Critical Thinking for Physicians Workshop
 8:30 am to 4:30 pm

November 3, 2010

The 2010 Terry Thomas OB/GYN Update
 8:00 am to 4:00 pm

November 10, 2010

Pediatric Update
 8:00 am to 4:00 pm

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

Patient Safety News

- Hurley received notice that several photos taken during National Patient Safety Week (March 3-11, 2010) have been selected for the 2010 Patient Safety Awareness Week Calendar Challenge! Claire Myers, Program Coordinator at NPSF, says that the NPSF was "...very impressed with [Hurley's] commitment to making Patient Safety Awareness Week such a success!"
- What is the definition of "patient safety"? The Institute of Medicine's definition of patient safety is "**freedom from accidental injury due to medical care, or medical errors.**" Medical error is defined as "*the failure of a planned action to be completed as intended or the use of a wrong plan to achieve an aim...[including] problems in practice, products, procedures, and systems.*"
- Regular use of the remote data entry (RDE) system (i.e., medication error reports, incident reports, etc.) for reporting variances in patient care delivery or risks encountered in the work environment relative to patient care (or employee health), but did not result in an error (i.e. near miss) is a principal mechanism used to proactively and responsively address actual and potential patient safety issues in the organization. If you need help in filing an RDE (incident report), please

contact Aimee Boettcher at extension 29028 or someone in the Clinical Effectiveness Department.

- An authorized next of kin may still request to have an autopsy performed on their deceased family member even if the Medical Examiner (ME) deems the case not appropriate for the Medical Examiner. The decedent would be a candidate for an autopsy performed by a Hurley Pathologist, providing specific authorizations, signatures, information and notification is obtained prior to the decedent's departure to the funeral home. The ME's determination is based on select criteria, which usually includes factors



Michael Boucree, MD

such as, but not limited to, whether the death was a suicide, homicide, an infant, a "suspicious" death, a prison/jail inmate, a clinical trials/clinical research participant, or death within 24 hours of hospital admission. The ME screens these cases based on criteria and judgment before he/she releases the body to the institution, family or funeral director.

Hurley Welcomes New Physicians

- Nuzhat Ali, MD - Pediatrics
- Saba Baig, MD - Obstetrics & Gynecology
- Shailesh Basani, MD - Medicine
- Robert Conway, MD - Clinical & Bio Chemical Genetics
- Ranjan Monga, MD - Neonatology
- Sacha Montas, MD - Emergency Medicine
- Aniruddha Palya, MD - Nephrology
- Gagandeep Singh, MD - Radiology
- Ajay Srivastava, MD - Orthopedic Surgery
- Vishwas Vaniawala, MD - Pediatrics
- Lauren Whiteside, MD - Emergency Medicine

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Designation as a Blue Distinction Center® means this facility's overall experience and aggregate data met objective criteria established in collaboration with expert clinicians and leading professional organizations.

ER Expansion Update



The ED project continues to take shape at a rapid pace. Concrete foundations are 95% in place. The structural steel is erected and will be complete by the end of July. Underground plumbing, piping, and electrical conduits are installed in the basement where

the main mechanical room will be located. The virtual 3D models of the mechanical and electrical overhead systems are 85% complete. These will serve as the template for the rest of the building.

In addition, mock rooms have been developed to test equipment and supplies at a patient, nurse, and physician level. All ongoing decisions will incorporate considerations for all patient populations (i.e. pediatrics, psychiatric, geriatrics, etc.)

Looking ahead: Structural framing, brick, cast stone, and roofing making up the building enclosure will begin in August.

Follow the progress of the Paul F. Reinhart Emergency Trauma Center at expansion.hurleymc.com

Hurley Celebrates Third Wave of Completed Six Sigma Projects

In August 2008, Hurley Medical Center began the initial steps to implement Six Sigma as a key component of Hurley's strategic plan and culture change.

Six Sigma is a rigorous statistical approach to problem solving and process improvement utilized to increase customer satisfaction, decrease process variance, and engage Hurley physicians and frontline employees. The concept, originally applied to the manufacturing industry, measures Defects Per Million Opportunities (DPMO). The five phases of Six Sigma methodology are: Define, Measure, Analyze, Improve, and Control (DMAIC). Six Sigma projects are identified in "waves" and Hurley has had four such "waves" to date. All resulting in positive process improvements and sustainability.



Pictured left to right: Antz Joseph, Jennifer Henson, Beth Friedt, Lola Lucio, Gayle York, Colette Stearns, William Morin, Joyvina Evans, Loretta Cureton, Cathy Metz, Patrick Wardell, Janet Moquin, Debra Woolridge, and Aaron Moses.

On May 27, 2010, Hurley celebrated completion of the third wave of Six Sigma projects and the Final Sustainability Report Out for Wave II projects. Among the clinical projects reviewed were:

- Physical Therapy Referral Process Turnaround Time (Wave III)
- Improving Emergency Department Registrations (Wave II)
- Bed Availability Turnaround Time and CT Turnaround Time (Wave II).

Earlier the Six Sigma process resulted in improvements in:

- Emergency Department Inpatient Admission to the Transitional Unit Turnaround Time
- Reduction of Overnight Physician Calls
- Lab Turnaround Time to the Emergency Department

All projects to date have achieved their targeted metrics. Targets are continuously measured in the various stages

of Analyze, Improve and Control to assure sustainability of improvements.

Hurley has also engaged the "Lean" process improvement method, the goals of which reduce waste to increase efficiency and quality of processes. Meaningful improvements have come from our Lean Projects in Specimen Labeling in the Lab/ICU and Pharmacy Turnaround Time.

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Meet the Physician Services Team

We're here for you! The Physician Services Team is your communication link with Hurley Medical Center and serves as the point of contact for any questions, comments or suggestions. The team conducts in-person office visits, on-site hospital or phone consultations and e-mail to provide physician support.



*Standing (left to right): Michelle Landis, Steve Herr, Andrea McBurney, Elyse Berry
Seated: Regina Waller, Valerie Southall*

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Hurley Community Garden



The Hurley Community Garden is growing. Take a walk or drive by the Hurley Community Garden located on the Southeast corner of Fifth Avenue and Begole Street.

Working together, community members and Hurley employees have

developed the beautiful garden and continue to care for it in hopes of a bountiful harvest. Volunteers are always welcome to help with the garden.

For more information, or if you would like to volunteer in the garden, please call 810.262.2310.

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Congratulations to all of the participants for outstanding leadership, dedication, and commitment in helping Hurley Medical Center succeed with our Six Sigma & Lean initiatives. Special thanks to Dr. Michael Roebuck and Dr. Puranchander Shetty who have sponsored Six Sigma projects to date.

If you would like to learn more information about Six Sigma or participate in a future project, please click on LEAN Six Sigma under Frequently Used Links on the HMC Intranet home page and log-in or contact Janet Moquin at x29033 or via e-mail at jmoquin1@hurleymc.com.

Physician Admission Hotline

Your call is important to us. Based on physician feedback, Hurley Medical Center has implemented a 24/7 Physician Admission Hotline to call when you are admitting a patient directly to the hospital.

Simply call

810.262.9812

and you will be connected directly to the Admissions staff who will assist you.