

MEDICAL STAFF SERVICES NEWSLETTER

2018



November 2018

IN THIS ISSUE FEATURE

Comings and Goings

FORWARD THINKING

From the Chief Medical Officer

DID YOU KNOW...

Upcoming events and information

WELCOME OUR NEW PROVIDERS

Stephanie Huhn, DO – Family Medicine

Sarah Kiani, MD – Internal Medicine/ Hospitalist

Bridget Winn, FNP – Nurse Practitioner/Internal Medicine

William Wright, MD – Diagnostic Radiology

Core Action Value # 11
SERVICE



Service begins with a sincere desire to help other people, which is then followed up by action.

“You can have everything in life you want if you will just help enough other people get what they want.”
Zig Ziglar





forward thinking

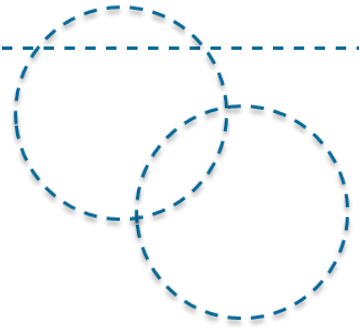
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Powerplan Errors:

Physicians, Nurses and Pharmacy have recognized errors in the Powerplans that are currently within the Beacon product. Without care and attention, these errors can lead to medication and treatment errors. These errors are the result of the Cerner product provided to us being produced without input and vetting by our own Physicians and Pharmacy.

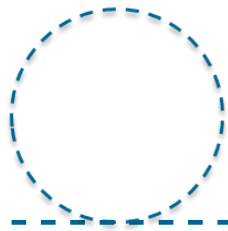
Top Medication- Related Critical Issues in Powerplans

- 1) Hydromorphone PCA for opioid-tolerant patients built for opioid-naïve patients (this one reached a patient, essentially a five to ten-fold dosing error)
- 2) NICU heparinized fluids built at the incorrect concentration (has reached multiple patients)
- 3) Morphine extended release PO prescribed q4h
- 4) Hydromorphone 1-2 mg IV in a pediatric sedation protocol (this is an adult dose; it should be weight-based in Pediatrics)
- 5) Fentanyl 50 mcg IV in a pediatric sedation protocol (this is an adult dose; it should be weight-based in Pediatrics)
- 6) Adult dose VTE prevention protocol built into Pediatric protocols

There were many other issues in the protocols, these are the ones that have been identified so far and could have caused harm had they reached a patient or if the errors had not been identified early by either a Nurse or the Pharmacy.

The Powerplans are being reviewed and corrected carefully by a team with Nursing, Physician and Pharmacy involvement. In the meantime please be aware that you as the signer of orders are responsible for each order that you sign. The Powerplans are order sets with each order needing to be physically clicked on or off. After your review, by clicking on or off of the orders you are agreeing to the orders you leave active; the active orders will appear in summary for review prior to signing. Once signed they are executed. Please make sure you know the treatments and the doses of the medications you are agreeing upon; don't assume the doses are correct.

Once the Powerplans have been corrected and vetted we will let you know, but please always remember the final signing means you are taking ownership for what you are ordering. Whether a pre-built order set (Powerplans) or a personally signed order, your signature means you agree to the order.



Wanted: Women Physicians in Medical Staff Leadership

I believe the last woman Chief of Staff at Midland Memorial was Dr. Caroline Rhode, more than twenty years ago. In my tenure we have had several women as Section Leaders, but none as Chair of Medical, Surgical or Hospital Based control Committees. In an article in the Group Practice Journal (Sep 2017), according to Price Waterhouse Cooper, in 2011 amongst the 2,500 largest public companies in the world, only 2.8% had women CEOs. In Healthcare the disparity is even worse with only 1.6% of companies with women CEOs.

Dr. Padmaja Patel has recently expressed a desire to help increase the voice of women Physicians in our Healthcare system leadership. She and I had a discussion on the topic earlier this month, and as a result she intends to host a dinner to bring women Physicians together to discuss opportunities in Healthcare leadership. According to the article referenced above, when American Medical Group Association (AMGA) women leaders were asked what the biggest obstacles to women in leadership are, the top three were:

- 46% lack of Executive sponsorship
- 38% exclusion from informal networks
- 32% lack of women role models

Dr. Patel, Russell Meyers and I have discussed the topic and are all interested in expanding the voice of women in our Healthcare system. You can count on executive sponsorship. Dr. Patel's and Midland Health's hope to increase networking opportunities as well as provide opportunities to share ideas and develop role models.

Please keep a look out for an invitation in the near future to a Women Physician Networking dinner to be scheduled after the New Year!



dreamstime.com



You and a guest are cordially invited to attend Midland Memorial Hospital's

*Annual Medical Staff Meeting
Service Recognition and Change of Officers*

November 29, 2018

Drinks and socializing: 6:00 pm

Dinner: 6:30 pm

Meeting: 6:45 pm

Petroleum Club

501 W Wall St, Midland, TX 79701

Your attendance is respectfully requested

RSVP at 432-221-4629 or rocio.spencer@midlandhealth.org

Toy Drive

The Children's Toy Drive will be going on through **December 7th**, feel free to drop any unwrapped toys in the box located in the Physician's Lounge.



The Toy Drive will benefit Hope Chest which is an MMH and March of Dimes program for pregnant women encouraging mothers to seek prenatal care. The mothers will be able to pick out one toy for each child to wrap and place under their tree.



"Dress An Angel" update

Medical Staff Services was able to provide gifts which included necessities to a child in need. With the help from wonderful Doctors, this child will also be getting a toy we know he will cherish forever. Thank you for all your contributions!



Medical Staff Services Department Employee Spotlight

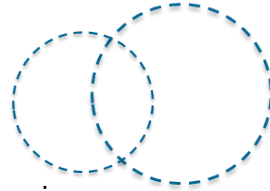
Meet the team:



Leigh Milefsky started at Midland Memorial Hospital in June 2017 and is the Medical Staff Manager, Interim. She has a Master's Degree in Public Administration from National University in La Jolla, California and a bachelor's degree in English Literature with an emphasis in Secondary Education. She moved to Midland in June of 2017 with her two children, Nicole and Nathan.

Paige Buescher started at Midland Memorial Hospital in June 2018 and is a Credentialing Specialist. She has a Bachelor's Degree in Psychology and an Associate's Degree in Criminal Justice from Arkansas Tech University in Russellville, Arkansas. She moved to Midland in 2015 with her husband, Bon.





Valerie Macklin works in the Medical Staff Service as a Credentialing Specialist. She was employed at the Midland County Sheriff Department under Sheriff Gary Painter. She has worked extensively in Civil/Warrants, and after 20 years she retired to join the MMH staff.

Ms. Macklin holds a MBA in Business from Northcentral University, her BAT in Organizational Management from Midland College, her AAS in Nursing from Odessa College, and her AS degree from Midland College.

In her spare time she enjoys karate four days a week, reading, traveling as much as possible. She volunteers with Shop with a Cop, and The Show of Support for Veterans.

Lexie Barker started at Midland Memorial Hospital in October as a Credentialing Specialist and has been working in Medical Staff services for over two years. She is working on completing her degree from Texas Tech University with a double major in Psychology and Human Development and Family Studies. After her engagement in August, she recently relocated from Lubbock to Midland to be with her Fiancé, Sean Foley.



***National Medical Staff Services Awareness Week was November
4th – 10th***



National Medical Staff Services Awareness Week recognizes Medical Services Professionals – important members of the healthcare team who are dedicated to thoroughly investigate and verify the credentials of healthcare practitioners.



Come One, Come All to the
2018 Midland Health Medical Staff Holiday Party!

Dinner, beer and wine will be served.

For the children: We will have a children's area with crafts and other fun activities. Santa will make a special appearance from 5:30-7:00.

RSVP to marian.sturgeon@midlandhealth.org and let her know if you are bringing children so they can receive something special from Santa!

Casual Attire.

CME / CNE

Upcoming opportunities



midland memorial hospital

Continuing Medical Education

Liver Transplant – What you need to know

Presenters: Mangesh R Pagadala, MD

Hepato-biliary/Pancreatic Surgeon, Transplant Surgery

Vichin Puri, MD

Transplant Hepatologist, Gastroenterologist

The Liver Institute
METHODIST DALLAS



Date: December 4, 2018

Presentation Time: 12:15p.m. to 1:15p.m.

Location: Conference Rooms C/D

Lunch will be available at 12:00 p.m. Food and Space is limited, register ASAP.

Methodology: Didactic lecture with case presentation and self-assessment, followed by questions and answers.

Program Focus: Gastroenterologists, Oncologists, Rheumatologist, Geriatrics, Hospitalists and primary care providers.

Objective: At the conclusion of this course, the participant should be able to:

- Understand the core concepts of liver transplant
- To identify patients who would benefit from transplant
- To help understand management of cirrhosis

Physicians:

Midland Memorial Hospital is accredited by the Texas Medical Association to provide Continuing Medical Education for physicians. Midland Memorial Hospital designates this live educational activity for a maximum of **1.0 AMA PRA Category 1 Credit(s)[™]**. Physicians should only claim credit commensurate with the extent of their participation in the activity.

The CME Committee has deemed this presentation free from conflict of interest, financial relationships, or commercial support. Midland Memorial Hospital reserves the right to cancel this activity in the event of unforeseen or extenuating circumstances. Pre-registration and questions regarding this activity may be directed to Leigh Milefsky at 221-1533.

Employee Wellness Gym

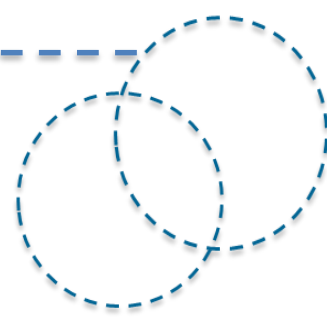
New time added!

Someone will be available to help in the gym every Monday and Thursday from 8:30-9:00AM, 12:30-1:00PM, and 3:30-4:00PM

Just show up and someone will be there to assist.

Make sure you have signed the waiver and turned it in to security so you can access the gym.

Search "fitness" in Policy Tech to find the waiver.



November Power Move:

AIDET



CONSISTENTLY AND POSITIVELY ACKNOWLEDGE OTHERS, INTRODUCE YOURSELF, SHARE DURATIONS, EXPLAIN IN A WAY THE PATIENT CAN UNDERSTAND, AND THANK THEM FOR CHOOSING MIDLAND HEALTH.



You can submit ideas, announcements and important information to be published in the newsletter to

rocio.spencer@midlandhealth.org



Valentine's Day Party for Medical Staff (Adults Only)

February 15, 2019

7pm – 10pm

Dinner and Dancing

Cocktail Attire



RSVP to marian.sturgeon@midlandhealth.org

Dr. Mariam Khan has been acknowledged by several of her patients for her bedside manner- she listens to her patients, they feel she hears them, and they trust in her. This slowed down approach, with added seconds or minute with each patient, translate into safer care, shorter lengths of stay, less costly care and better patient experience. It has also been shown to improve the providers feeling toward their patients and their job! Below Dr. Kahn provides insight into what has led her to her exceptional approach to patient care. Thank you Dr. Khan!

Larry Wilson, MD

As a physician, what is it that gives us reassurance when we are treating patients? I guess the answer is different depending on our specialties. For a medical physician it probably comes with improvement in symptoms and lab work or imaging studies. For a surgeon it could be a successfully completed procedure without complications. For an ER physician it may be to have a definitive diagnosis in order to decide between admission versus discharge. All of that holds true but have we thought what reassures the patients? For them the comfort lies in only one thing regardless of the type of doctor treating them, and that is to be able to trust the physician who will be taking care of their health. This emphasizes the relationship of trust as an important component to providing comprehensive patient care.



The next question is, what could we incorporate in our current practice? One common thought is to treat patients like you would want to be treated. This approach could be successful, but is impractical because most of us with physician background prefer to be tested and counseled differently compared to the laymen. That is probably why numerous times we notice that despite explaining the disease process and plan of care, answering all questions and counseling to the best of our ability, the patient still doesn't remember or understand it. These situations are not only unfair but are frustrating.

However, there is one thing I have learned that helps built a rapport with patients. It is as simple as to sit down with them when you have a conversation. You can ask the same questions, discuss in the same manner and spend the same amount of time. The advantage of doing so is that the patient and family may or may not remember the conversation, but after you leave the room, they DO remember that you sat down. This automatically helps them recognize that you cared, you gave them time and that you listened to them. This could also be reinforced if when you are leaving the room, you inform them that you are accessible anytime through the nursing staff. The chances are that by doing so you would leave a lasting impression of being available to them. We do need to remember though that despite doing everything possible, there is no substitute to having a friendly greeting and polite choice of words throughout the conversation.

Nevertheless, every physician works with sincerity and to the best of their ability to help improve patient outcomes. Let's collectively take it one step further and try to help our patients recognize that about us. Let's treat them with politeness and kindness to maintain the bond of trust.

“ Verily, kindness is not found in anything except that it beautifies it, and it is not removed from anything except that it disgraces it “ Muhammad (PBUH)

Dr. M Khan

