

MEDICAL STAFF SERVICES NEWSLETTER

2018



October 2018

IN THIS ISSUE

FEATURE

Comings and Goings

FORWARD THINKING

From the Chief Medical Officer

DID YOU KNOW...

Upcoming events and information

MIDLAND QUALITY ALLIANCE

Goodbye to Dr. Nabulsi

Welcome our New Providers:

Marco Gonzalez, MD – Neonatal Perinatal

Bedro Jin, MD – Diagnostic, Tele-Radiology

Jose A. Katada, CRNA – Certified Registered Nurse Anesthetist

Vamsi K. Korrapati, MD – Internal Medicine

Bharti Manwani, MD – Neurology/Tele-Neurology

Thomas K Cook, MD – Plastic Surgery

William Klingensmith, IV, MD – Pathology

Lee D. Moore, MD – Obstetrics and Gynecology

Anish K. Ray, MD – Hematology

Luke Young, MD, PhD, MS – Anesthesiology

Tamara L. Vaught, CRNA – Certified Registered Nurse Anesthetist

Core Action Value # 9

FOCUS



No individual can do everything well. Focus provides the discipline to target key goals and then to concentrate all available resources on the accomplishment of those goals.

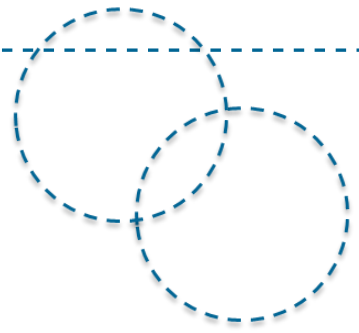
Welcome





forward
thinking

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MQA General Session:

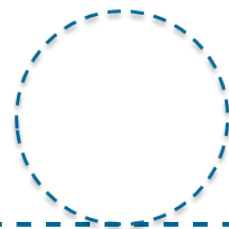
The Midland Quality Alliance had its second General Session meeting on the 11th of October in the Midland Memorial Conference Center. MQA members were reminded of the value-based healthcare growth MQA has accomplished in the past 10 months. We also had the opportunity to hear from Dr. Padmaja Patel about the Life Style Medicine Center as well as receiving an introduction to the AmWell Telemedicine program that will provide inexpensive access to care in the Midland community beginning in 2019.

MQA now has over 190 providers, including 80 primary care providers, and relationships with several SNFs. We have been able to demonstrate increased value in our pharmacy benefit program as well as increase the number of covered lives with a PCP. MQA has improved management of chronic diseases by providing best practices tools to assure hypertension, diabetes and congestive heart failure care is safe and high quality across our network. In the coming months we will be expanding care to the Medicare population through participation in the BPCI-A (bundled payment) program and in developing a relationship with a Medicare Advantage payer. MQA has had a successful launch and is on a path toward value-based healthcare delivery growth in 2019.

Dr. Padmaja Patel provided an excellent overview of the Midland Health Life Style Medicine (LSM) program. She started by pointing out that patient choices and behaviors have far more to do with wellbeing than pharmaceuticals and clinical treatments. Unfortunately, we as healthcare providers spend much more effort on the latter rather than promoting the former. She also gave an overview of the services at the LSM center. There is Community Health Improvement Program (CHIP) in which patients may pay to participate in and includes group sessions educating the participants about the behaviors and choices that can influence health, as well as the importance of taking responsibility for all aspects of our lives if we intend to move toward wellness. There is also the Ornish program that is intended for those with specific cardiac disease diagnoses. It is a scientifically proven more successful cardiac rehab program than traditional cardiac rehab, which is offered as well. Dr. Patel offers a LSM clinic once a week where she can offer your patients personalized care plans based on where they are on the spectrum of behavior change. She can provide education, counseling and support to your patients while you manage the remainder of their medical care. It would be great for those patients looking to improve their quality of life but need some support to learn how to get there. This would be ideal for your HONDA patients (**H**ypertensive, **O**verweight, **N**on-compliant, **D**iabetic, **A**dults)

We concluded with a discussion of the AmWell Telemedicine program. We are beginning a 90-day process to bring it on line for our community. AmWell is one of the largest Telemedicine services in the country. Since Texas is now a Telemedicine friendly state, we can bill patients for the service. It will provide convenient, inexpensive, real-time access to a primary care provider. It will launch in early 2019. We encourage our local providers with interest to be the first on-line access to our local community when they call in. If no local providers are available, AmWell has hundreds of providers that can fill in. Midland Health's goal is to fill the service gap for immediate care of acute problems, while directing patients back to their primary care providers for all longitudinal care.

forward thinking *continued*



The latest Antibiograms are available now; please look for them in laminated form in work stations throughout the clinical areas. As you recall the antibiograms, when combined with the MALDI-TOF mass spectrometry driven bacteria speciation, enable you to select appropriate antibiotics much more rapidly and decreases unnecessary antibiotic exposure. The antibiograms will also be available on the Midland Health Website at: <http://vitalsigns/index.html> (as shown below); if you click on the tab it will take you to the antibiogram.

The screenshot shows the Midland Health website interface. At the top, there is a yellow navigation bar with the following tabs: Policies & Procedures, Departments, Medical Staff, Human Resources, Forms & Tools, Financials, and Quality & Regulatory Information. Below the navigation bar is a blue banner with a "Welcome" message and a "midland health site" button. To the right of the banner is a large image of hands stacked together, with a blue overlay containing the text "The Self Empowerment Pledge" and "Seven Promises That Will Change Your Life". Below the banner is a "Links" section with a search bar and a "Quick Links" section with a list of links. The "Quick Links" list includes: 2018 Holiday Helpers Information - NEW, Better U Wellness Portal, Midland Quality Alliance, Elseveir Clinical Skills, Order Business Cards, MyADP - Internal Application, Employee Discounts, InTouch Telemedicine, I-Privileges (Username: Priv Password: Priv1231), 2018 Benefit Open Enrollment eBrochure, 2018 MMH Departmental Phone Directory, ADP Hiring Manager, AMCOM Web Portal, and CareVue Support. There are also buttons for "Occupational Health", "Cafeteria Menus", and "Recent News".

WAYFINDING AND NEW FACILITY MAPS –

We have adopted a new wayfinding plan and signage throughout the campus so that our patients can more easily navigate our facilities.

Our new facility map outlines the seven new colors—Blue, Red, Purple, Green, Gold, Aqua and Pear. Please use these colors as you communicate with patients prior to their hospital appointments, procedures, or admissions.

If you would like tear-off pads of the new facility map or department-specific maps, please contact Danielle.johnson@midlandhealth.org.



MIDLAND HEALTH IS LIGHTING YOUR PATH TO GREAT CARE

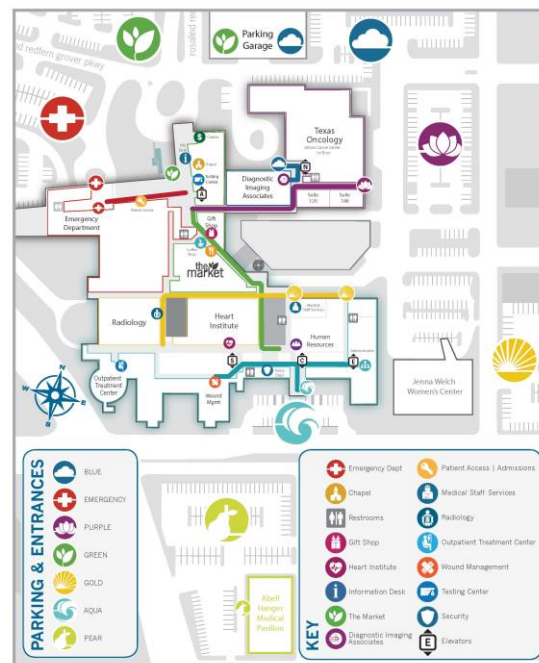
Our recent growth has offered us new opportunities to provide our patients with excellent healthcare. However, we are aware that this growth has created new challenges for our patients as they attempt to meet appointment deadlines.

That's why we have adopted a new wayfinding plan and signage throughout the campus so that our patients can more easily navigate our facilities. This is one more example of how we're lighting the way to make our patients healthcare experience as seamless as possible.

All parking areas and facility entrances are now color coded. Easily find your way by utilizing the parking area and entrance that correspond to your destination. For example, Scharbauer Tower visitors should park in Green Parking and use the marked Green Entrance to enter the facility.

HOURS:
Emergency Entrance: 24 hours
All other entrances open from 5 a.m. – 10 p.m.

Download your map today at www.midlandhealth.org/directions



MIDLAND HEALTH WAYFINDING FACILITY MAP

DRAGON DICTATION SOFTWARE –

A change has been made to the sign on process for Dragon (dictation software). Originally, when logging into Power Chart with Dragon the Dragon Sign-On window popped open that required physicians to re-enter their username. Due to multiple complaints, a bypass was approved by the IT Physician Advisory Committee.



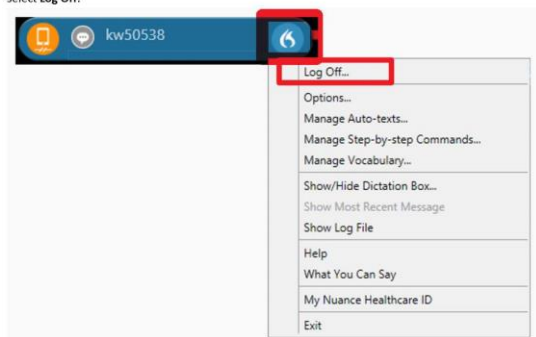
Dragon Sign-On Bypass

There has been a modification made for the process of signing into Dragon with PowerChart. Originally, when logging into Power Chart with Dragon the Dragon Sign-On window popped open that required physicians to re-enter their username. Due to multiple complaints, a bypass was proposed, tested, and approved by the IT Physician Advisory Committee. Below highlights the change that will affect how you sign on and change the type of microphone you are using:

- When you click on the PowerChart with Dragon icon in the Cerner Storefront, you will be sent directly to PowerChart. The Dragon Toolbar will launch, and be set up to automatically default to the previous used microphone type (PowerMic Mobile or PowerMic).

****NOTE:** The Dragon Medical One Sign-On Screen will no longer pop up when you click on the Dragon with PowerChart icon. This setting bypasses the extra log on.

If you are using a different type of microphone than the one already selected, you will have to log off in the Dragon Toolbar. This will redirect you to the Dragon Medical One Sign In screen where you can change the Microphone type. To do this click on the DragonBar Menu Icon (icon with the flame) and select Log Off.



The Dragon Toolbar will disappear and you will be redirected to the Dragon Medical One Sign-On Window. To change the Microphone type, select the correct microphone (PowerMic Mobile or PowerMic) from the drop down in the Microphone field of the sign-on screen. Click OK when all of your changes have been made in the sign-on screen to start dictating.



PHARMACY UPDATE

We are currently experiencing a serious shortage of injectable diphenhydramine (Benadryl). Estimated resupply dates range from late September through 2019. More information can be found here:

<https://www.ashp.org/drug-shortages/current-shortages>.

Per the P&T Committee, we are reserving it for use for:

1. allergic reactions including anaphylaxis
2. prevention of allergic reactions from certain infusions

Other options include using PO diphenhydramine and IM hydroxyzine. Please note that hydroxyzine cannot be given IV.

WE HAVE REMOVED IV DIPHENHYDRAMINE FROM MOST OMNICELLS

Please contact Tim Warpula or Michaela Daggett directly if you think this is going to be problematic for your area.

Employee Wellness Gym

Someone will be available to help in the gym every Monday and Thursday from 8:30-9:00AM or 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.



Feel free to drop off any non-perishable food items in the box located in the Physician’s Lounge.

No flour or sugar please.



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



rocio.spencer@midlandhealth.org

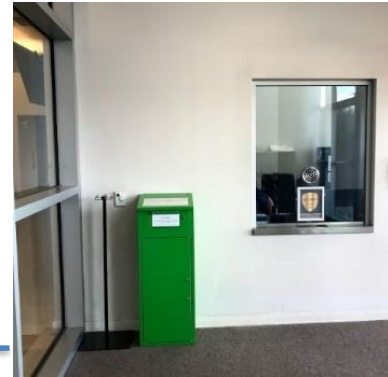
NEW Drug Take-Back Receptacle inside Red Emergency Entrance

Did you know that unwanted over-the-counter medications and prescription drugs contaminate waterways and local drinking water when flushed, put down the drain, or placed in the trash? Drugs in the home can be even more dangerous, as they can find their way into the hands of children or potential addicts.

Safely dispose of your unwanted and expired medications the right way by looking for the NEW green receptacle inside the Red Emergency Entrance, next to the Security window.

This is a free service – no questions asked!

- Drop-off available 24 hours a day, 7 days a week
- Safely dispose unwanted, unused, and expired medications
- We CANNOT accept inhalers and other aerosols, creams or ointments, needles or sharps, or liquids.



SHINE
THROUGH
to a Better You

Benefit Enrollment Dates October 23 – November 6

- Online enrollment will be available 24/7 at my.adp.com

2019

Open
Enrollment

ANNUAL OPEN ENROLLMENT IS JUST AROUND THE CORNER!

Open Enrollment is the period where eligible employees with MMH, West Texas Orthopedics, MIMA, Premier Physicians and Permian Cardiology can review/elect/decline/or make changes to their benefits for the upcoming calendar year.

- Our enrollment system through ADP offers 24/7 online access via the web portal by visiting: <https://my.adp.com>
- Go to the portal now to make sure you are registered with a username and password.

Stay tuned for more detailed information!



Medical Staff Services Department Employee Spotlight



Please welcome Leigh Milefsky to her new role of interim Manager over Medical Staff Services. Leigh has grown quickly as a Credentialing Specialist, in overseeing Medical Staff CME programs as well as the acting manager for several Medical Staff Services functions. Leigh's leadership in Medical Staff Services will enable Ms. Rebecca Pontaski to apply more of her time to her growing responsibilities as the Administrator of the Midland Quality Alliance.

October Power Move:

PHONE ENCOUNTERS



ANSWER PHONE CALLS WITHIN 3 RINGS, GREET THE CALLER, INTRODUCE YOURSELF, LISTEN TO THE CALLER, SUMMARIZE AND REPEAT THE CALLER'S MESSAGE AND CLOSE THE CALL ON A POSITIVE NOTE. WHEN TRANSFERRING CALLS, ASSURE THE TRANSFER IS WARM: ASK PERMISSION TO PLACE THE CALLER ON HOLD, PRIOR TO THE TRANSFER - RECAP DETAILS OF THE CALL WITH THE RECEIVING PARTY, MAKE THE INTRODUCTION AND THANK THE CALLER.

MIDLAND HEALTH

*Join us for the second annual
Medical Staff Christmas Party*

December 1, 2018

5:00pm - 8:00pm

in the Atrium at West Campus

Dinner will be served

*There will be a room for
children's activities along with a
visit from Santa!*

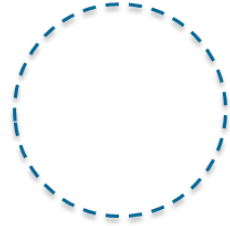
For more information, contact:

Marian Sturgeon

Physician Relations

Cell:432.559.9083 Email:

marian.sturgeon@midlandhealth.org



MQA pathway to surviving-THRIVING in 2018 and beyond

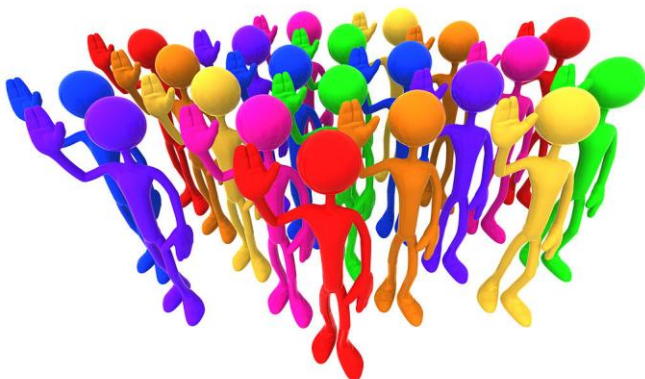
Best of luck!

Congratulations – Sari Nabulsi, MD MCHS hires new Chief Medical Officer



Please join me in wishing Dr. Sari Nabulsi well in his new endeavors. He will be starting his job as the Chief Medical Officer at Medical Center Hospital, Odessa on the 1st of November. He remains on our Medical Staff and intends to continue to practice from his Midland location for the foreseeable future.

Dr. Nasbulsi has been a wonderful provider in Midland since 1998 and has been engaged in physician leadership as a past Chief of Staff as well as a recent Board of Trustees representative- All the best Sari!



8/24/18 Dr. Zach Patrick
"Straight forward, no
games. Tells it like it is"

8/5/18 Dr. Ravi Patel
"Dr. Patel takes the time to answer questions
and give reports on conditions where most
other hospitalists I've been around hurry in
and out and are gone. He has helped us so
much through these new problems. Great
Doctor."

8/19/18 Dr. Maryam Kahn
"Dr. Kahn spent a lot of time
explaining my ailment specifically,
Phlebitis. She was most helpful and
we need more doctors like her. She
then on a Sunday went out of her way
to help me with discharge."

7/3/18 Dr. Maryam Kahn & Dr. R Patel
"...the 2 hospitalists treated us with
care, this has been an awful experience
made so much better by all of these
dedicated professionals."

7/19/18 Dr. Aaron Stike
"An excellent Doctor. He
cares about his patients. I
know he'll continue more
excellent care.
Thank you so very much."



9/5/18 Dr. Patrick

“Dr. Patrick was very kind and explained the situation well. He was gentle and understanding.”

9/6/18 Dr. Khandker

Thank you for listening and taking care of my ankle!

9/20/18 Dr. P.K. Patel

“He was always insistent on my calling him for any medical problem. I can recall at least 5 specific instances when I am sure he was responsible for me still being alive. I began keeping a record when, in December 2014, my wife found me unconscious on the bathroom floor. An ambulance crew told her that I was too far gone to take to the hospital. She insisted that I go. Dr. Patel did the rest, so I am still here today.”

9/17/18 Dr. Khan

“Dr. Khan is the best doctor I have encountered in years. Her bedside manner, demeanor and the way she explains my husband’s illness in layman terms simply blew me away. A breath of fresh air compared to other doctors.”

9/24-25 Dr. Ravi Patel

“Awesome Doctor thank you and all the nurses that cared for me from room 38-748. Great expertise and genuine care and help...I will come back just for the experience again...lol kidding. Thanks again”

9/16/18 Dr. Tejada

“We had a very sad case today with a 5 year old girl who was attacked by her 3 pit bulls. The hospitalist Dr. Tejada felt so sorry for her that he had his wife go out and buy her a lego set! It wasn’t even his patient. She wasn’t being admitted. This is above and beyond. What a nice guy!”

