

*A newsletter for physicians and medical office staff*

Please remember to discharge your patients by noon to aid in throughput and patient satisfaction.

Please note that SAMC Centralized Scheduling will be closed on Friday, July 3 in honor of Independence Day so that employees may enjoy the holiday weekend with their families. Please plan accordingly.



## July CME Offerings

St. Anthony's Medical Center is accredited by the Missouri State Medical Association to provide continuing medical education programs for physicians. CMEs are conducted on the first and third Tuesday of every month.

**July 7:** "Malpractice Rules of Engagement"; Kenneth W. Bean, Attorney; Sandberg, Phoenix & von Gontard, P.C.

**July 21:** "Treating Anxiety and Depression in Older Adults"; Eric Lenze, M.D.; Associate Professor of Psychiatry; Washington University School of Medicine

Unless otherwise indicated, all programs take place at 8 a.m. in the physician dining room and last approximately one hour. St. Anthony's designates this educational activity for a maximum of one hour in Category 1 credit toward the AMA Physician's Recognition Award. Each physician should claim only those hours of credit that he/she actually spent in the activity.

For additional information or any special needs, please contact St. Anthony's Medical Staff Services at 314-525-1974.

## Medical West now at St. Anthony's

Medical West Healthcare Center, known by the medical community since 1955 as a provider of medical supplies, equipment and products, has opened a location next to the pharmacy in Medical Office Building A, Suite 125.

Medical West offers a professional staff, personalized care, individualized fittings and a selection of healthcare products including medical stockings; orthopedic supports; post-op garments for women after breast surgery; diabetic testing supplies; bathroom safety and mobility products such as walkers, wheelchairs, canes, and lift chairs; adult incontinence garments; and skin care products. The store is open weekdays from 8 a.m. to 5:30 p.m. and Saturdays from 9 a.m. to 1 p.m. For more information, call (314) 543-5955 or visit [www.medicalwest.com](http://www.medicalwest.com).

## Respect for the Physician

St. Anthony's Medical Center is often asked why we do not give preliminary results of imaging exams directly to the patients as it could save one or two phone calls. We do not wish to do that out of respect for the physicians and their patient relationships. The ordering/treating physician knows the patient best and can consider the results of the exam within the context of the patient's entire medical history and symptoms. Only the patient's personal physician has this degree of information and knowledge. In addition, an "abnormal" preliminary finding can cause unnecessary worry while a "normal" finding may result in a delay in follow-up; both could possibly alter the relationship between the patient and his/her physician. A personal discussion of the results between the patient and his/her physician wherein a complete consideration of medical history, blood work and previous diagnostic testing can be made allows for a clearer picture of the patient's health.

With our service guarantees of same day/next day appointments and results within four hours, our imaging centers can be an extension of your office and help strengthen the quality of your patient relationships, not impede them.

# Medicine Matters

## Caring & Sharing

St. Anthony's Medical Center is proud of and grateful for the commendable care the medical staff provides to the community. We receive an abundance of positive general comments. The following are specific, actual comments written by patients on their discharge surveys. Physicians also are welcome to submit positive feedback regarding their colleagues. These may be sent directly to Gail Chellis, Physician Relations Executive, via e-mail at [gail.chellis@samcstl.org](mailto:gail.chellis@samcstl.org).

"**Dr. Schuval and Dr. Silverman** came to see me every day and allowed me to ask questions and process information. They both were very informative regarding my status and spoke to me with respect and compassion. They made me feel like I was their only patient. I've never been inpatient for medical problems other than having children. I was scared and anxious about my fate. Their care gave me the comfort to know that I was okay."

"**Dr. Collins** is my gynecologist, and I knew she was the best. I felt that she truly saved my life due to her compassion for me and her quick action. She truly cares about her patients and ensures that they are getting the best care by everyone. Dr. Campbell, Dr. Green and Dr. Joyce are truly amazing. They provided a continuity of care like I have never seen. I felt that all four physicians were active in my treatment. This team of physicians is one in a million. I feel very lucky to have them managing my care."

"**Dr. Suresh Nellore** sat down with my husband and I the first day and instantly gained our respect. His soft-spoken and gentle demeanor made me feel we could trust him. He saw me every day and acknowledged my family. He is absolutely one of the best doctors I have ever met. He not only treated me very well, he involved my husband and family. That was very important to me."

"**Dr. J. Cahalin** was awesome! He took great care of our daughter. He took his time with her to ease her worries. He was friendly, funny, and is an excellent doctor in every aspect! We were extremely pleased with our daughter's care!!!"

"**Dr. Schlautman** was very professional. All my concerns were answered."

"My primary physician is **Dr. Vincent Fortunato**. I have complete faith in him and the physicians who took care of me during my stay."

"**Dr. Mahon** is always great – very caring and concerned."

"**Dr. Scheu** was excellent."

"**Dr. Patwardhan** was good about explaining problems."

### No Skin O My Back...

To make things easier for the physicians, the Skin and Wound Assessment Team (SWAT) has made its order form easier. The form now has a check box for "Referral to Outpatient Wound Treatment Center per physician order" and a check box for "Referral to Home Health Care Services per physician order." Also added is referral criteria to include: "chronic or difficult to heal wounds related to vascular disease, diabetes, negative pressure wound therapy, or complex surgical wounds."

Thank you for referring your inpatients to the SWAT Team.

"**Dr. Schnapp and Dr. Bhalani** are wonderful physicians."

"**Dr. Williams** in the ED was very polite and good with my 3-year-old."

"The best experience ever. I will never go anywhere else. **Dr. Patrick** is a fantastic OB—very professional and knowledgeable."

"**Dr. Behm** is wonderful. He kept me informed and calm since this was my first child."

"**Dr. Dixon** was great."

"**Dr. Green** was the doctor who delivered me because **Dr. Campbell** was on vacation. She was great."

"**Dr. Ng**, the surgeon, was wonderful!"

"All the doctors were great. **Dr. Furukawa** stopped by just about every day. I always felt better after talking to him. He explained everything in common terms."

"Both doctors (**Dr. Timothy** and **Dr. Ng**) were very nice and answered all questions, even those from my family."

"**Dr. K. Fluro** is very good and kept me informed about what was going on with my health."

"I am very happy with all that **Dr. Ng** did for me."

"I liked **Dr. Beckman** a lot."

"I feel that **Dr. Kriegshauser** is very good at what he does. I have heard that he is one of the best in hip replacements. He has really helped me. He explained the surgery and recovery process."

"**Dr. McMullin** is a very nice doctor."

"**Dr. Stephen Vierling** has been awesome from day one. I enjoy him and he knows what he is doing. He explained everything to me and my family. He is a very nice man."

"I am very pleased with and confident in **Dr. McMullin** and his PA, Jeremy."

"**Dr. James Speiser** explained everything."

"**Dr. Canas** is always very nice, and she always addresses any questions or concerns I may have."

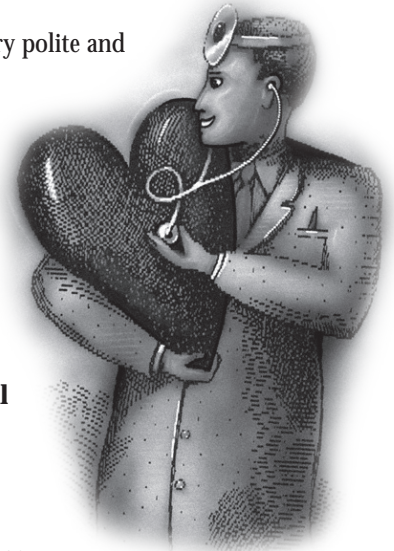
"**Dr. Harris** in the ED was great!"

"**Dr. Sutter** was very good."

"**Dr. Fenton** was the best doctor I have ever had. He showed great concern and did not rush out of the room!!! He is an A+ doctor."

"**Dr. Young** was great and kept me well informed and comfortable. I needed that!"

"**Dr. Fenton** was a great listener; not arrogant in the least. He seemed to really care."



## From the Medical Staff President

### Recent Medical Executive Committee activities include:

- Department Director Elections have been completed, as follows: Medicine–Ed Burns, M.D.; Family Practice–Devi Devabhaktuni, M.D.; Surgery–James Schuval, M.D.; Orthopedic Surgery–Lawrence Kriegshauser, M.D.; Podiatry–Kevin Nettesheim, D.P.M.; Psychiatry–Srinivas Chilakamari, M.D.; Pediatrics–Christina Ojascastro, M.D.; OB/Gyn–Frank Patrick, M.D.
- Medical Staff Officer nominations have been completed. The following were elected by acclamation at the May 6 General Staff Meeting: Vice President–Kenneth Ross, D.O.; Secretary–S. K. Mehra, M.D.; Treasurer–Dilip Patel, M.D.
- Five Members-at-Large were nominated: Robert Curtin, M.D.; Russell Kraeger, M.D.; Gary Maassen, M.D.; Alex Mammen, M.D.; John Marino, M.D.. Ballots will be mailed out May 20 to Active staff members to select four out of the five candidates.
- Dues will be increased from \$100 to \$150 beginning in 2010.
- Long-term staff members will be honored annually at the Memorial Lecture.

**Compliance Issues:** Areas of concern continue to be HIM authentication, timely signatures, dating and timing of orders,

### Executive Health Resources (EHR)

The best way to combat the increased pressures from the government and payors regarding extended lengths of stay, payment denials for avoidable days, appropriate admission status and compliance with conditions of participation is through a comprehensive approach that focuses on improving medical management, coordination of care, correct patient status from point of entry and communication among all members of the care delivery team.

Case/Utilization Management is the first line of defense, but their efforts are best supported by experienced physicians who can both facilitate solutions for physicians and deal with the payors on justifying appropriate payments for services rendered to our patients. We will be implementing such a program in collaboration with Executive Health Resources (EHR), a physician-operated organization that provides outsourced physician advisor support to acute care hospitals. Their program is currently in place in more than 600 hospitals covering 47 states.

A primary objective of the program is to ensure the appropriate use of resources and that those services are rendered at the appropriate level of care. The program places a strong emphasis on interaction with attending physicians in a positive and collaborative manner, as your intimate clinical knowledge of the patient provides critical information to the EHR Physician Advocates. For this reason, there will be an educational seminar for SAMC physicians on June 30, 2009 in the physician conference room at 7 a.m. and again at 2 p.m.

Thank you in advance for your support and your willingness to review cases, when necessary, with the EHR Physician Advisors.

operative notes, legibility, and abbreviations.

- All orders must be signed, dated, AND timed.
- Restraint orders must be signed within 24 hours.

### Recommendations from Department of Psychiatry approved as follows:

- Psychologists applying for privileges at St. Anthony's Medical Center will require peer references but not sponsorship by a physician.
  - Services provided by the psychologists in the hospital setting can be referred to Behavioral Health Care Review for appropriate review whenever necessary.
  - Psychologists on staff are to provide appropriate services like psychological testings, IQ level testings, or MMPI when requested by the Department of Psychiatry.
- All patients coming to the ER after attempting suicide or expressing thoughts about suicide or homicide are to be assessed by the intake department the next day.
- The intake staff will contact the doctor on call for that day to consult on the phone.
- The on-call doctor for the day will then decide the proper disposition of the patient.
- The patient may sign out AMA, may be made involuntary, may be transferred to Hyland Center for further care and treatment, or the on-call doctor for that day may choose to come in person and make a decision before the patient's disposition is decided.

### An Oasis in South County...

Thank you for your patience during the replacement of the MRI at The Imaging Center at the Plaza. Beginning the week of June 22, St. Anthony's Medical Center will have another Open MRI for use by referring physicians. The Imaging Center at the Plaza will boast the Hitachi Oasis High Field Open MRI. Specifications include: 1.2T vertical field, 500 lb. weight limit, 82 cm (37") wide patient entry, and 270 degrees unobstructed view. This machine is ideal for orthopedic, neurological, vascular and other imaging capabilities. Physicians preferring a closed MRI may still order one at the hospital. All exams are read by radiologists you trust.

To order an MRI or any other imaging service, please call Centralized Scheduling at (314) 525-1300 or (800) 991-7262. As always, there is same day, next day availability and results are delivered within four hours of the exam.