

Medicine Matters

ADVANCED MEDICINE. COMPASSIONATE CARE.

A newsletter for physicians and medical office staff

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

October 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.

Oct. 6: "Newborn Screening for Cystic Fibrosis: Rationale and Outcomes" Presented by: Blakeslee E. Noyes, M.D., Professor of Pediatrics, SLU and Cardinal Glennon

Oct. 20: "Lantus and Cancer: More Questions Than Answers" Presented by: K. George Thampy, M.D., Ph.D., FACE, SAMC, Section of Internal 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.

Two New Core Measures for Surgical Care Improvement Project, effective 10/1/09

In an ongoing effort to provide the best care to all of our patients, St. Anthony's Medical Center has participated in the National Core Measures initiative since its beginning in 2002. The Core Measures are evidence-based measures that can be applied to specific patient populations. Results are published, comparing local and national hospitals, for review by the health care consumer. Compliance with guidelines can also affect hospital reimbursement by CMS.

Beginning with Oct. 1, 2009 discharges, data will be collected on two new measures affecting the surgical patient population. Compliance with SCIP Inf 9: Charts will be reviewed for evidence that surgical patients have a urinary catheter in place postoperatively. For those patients with a catheter, the charts will be reviewed for evidence that the catheter was removed on POD# 1 or POD#2. In cases where the catheter is not removed, charts will be reviewed for physician documentation of a specifically stated reason for not removing the catheter. For patients who are in the ICU and receiving a diuretic, no additional documentation is required.

Compliance with SCIP Inf 10: Charts will be reviewed for documentation of active warming used intraoperatively or at least one body temperature of 96.8°F or greater within 30 minutes of the end of surgery.

Charts are reviewed and abstracted retrospectively through the Quality Management Department. For additional information, please contact Quality Management at (314) 525-4587.

PHYSICIAN
Relations

Doctor-to-Doctor Hand-Off

Our Intensivists and other Critical Care consultants are emphatic that any time that a member of the medical staff is admitting a patient to an ICU and requesting a STAT consult for an unstable patient, a complete verbal hand-off, doctor-to-doctor, is absolutely essential.

Simply call the operator at (314) 525-1000. The operator will connect you with the correct Intensivist in the appropriate ICU quickly via the staff nurse. Your patience in holding for their callback will be appreciated.

A consult labeled as STAT without this verbal hand-off will be much more problematic for the receiving physician as well as potentially compromise the patient's safety. Thank you in advance for your compliance with this recommendation.

Robert V. Griesbaum, M.D.
Vice President, Patient Care Quality



Can You Hear Me Now?

St. Anthony's Medical Center's Audiology and Hearing Center has moved from the main hospital building to Suite 255 in St. Anthony's Medical Plaza, 12700 Southfork Road.



- Audiology services in the new location are provided on an outpatient basis only.
- Patients now can schedule an appointment with the audiologist and pre-register for a hearing test with a single phone call.

The following tests, all requiring a doctor's order, are offered at St. Anthony's Audiology and Hearing Center, including:

- ENG Test (electronystagmography)
- BAER—(brainstem auditory evoked response)
- Hearing Tests—A diagnostic audiogram.

We also provide and fit the most state-of-the-art hearing aids available, at the lowest possible prices. There is no charge for follow-up visits to patients purchasing our hearing aids for the length of each hearing aid's warranty; and minor repairs are made on site, without loss of the use of the hearing aids.

For more information about St. Anthony's Audiology and Hearing Center, visit www.stanthony.medcenter.com or call Jamie Nobbe, manager of Outpatient Audiology, Sports & Therapy at St. Anthony's, at 314-849-2366. To schedule an appointment at the Center, call 314-525-HEAR (4327).

St. Anthony's
Medical Center

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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.

"**Dr. Thampy** and **Dr. Chang** were wonderful."
 "We really liked **Dr. Beckman**. He explained everything to us very clearly."
 "**Dr. Parashak** is a fine doctor, devoted to his patients' care, always willing to explain changes and answer questions."
 "**Dr. Behm** is fantastic!"
 "**Dr. Michael Dixon** is an excellent doctor and one who has my complete trust!"
 "**Dr. Dixon** is very professional and concerned for his patient's needs."
 "**Dr. Dixon** is great!"
 "**Michael Dixon, M.D.** was incredible to work with."
 "**Dr. Ng** was a fabulous surgeon."
 "**Dr. Stephen Vierling** is superb!"
 "I had an excellent experience with **Dr. Ivaturi**. I really liked him."
 "**Dr. Vafa** was excellent."
 "**Dr. Purtell** is an awesome doctor,"
 "**Dr. Haque** was most helpful. And **Dr. Pevnick** was very, very helpful."
 "I really liked **Dr. Alonso**."

AACVPR Affirms Cardiac Rehabilitation Prolongs Life in Medicare Population

CHICAGO (June 24, 2009)—A study published in the current issue of the Journal of the

American College of Cardiology, shows new evidence that cardiac rehabilitation, an under-utilized service, increases survival in a wide range of patients with heart disease. Philip Ades, M.D., a past president of the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR), participated in a Brandeis University-led study that provides new evidence supporting the benefits of cardiac rehabilitation in older patients with heart disease. This study was funded by the Centers for Medicare & Medicaid Services.

Their findings demonstrated that cardiac rehabilitation participation after one of these cardiac events was associated with a significant 21-34 percent increase in five-year survival rates, similar to that found with the use of other preventive therapies, including cholesterol-lowering medications and beta blockers. Mortality reductions also extended to those with congestive heart failure. Ironically, despite these significant benefits, only 12 percent of eligible patients actually used cardiac rehabilitation services.

St. Anthony's Medical Center has an AACVPR-certified Cardiac Rehab Program and may be contacted at (314) 525-4091.

"**Dr. Haque** and **Dr. Quader** were excellent."
 "**Dr. Quader** provided excellent treatment."
 "Many thanks to **Dr. Young**."
 "**Dr. Nellore** is excellent."
 "**Dr. Kolli** is the best."
 "**Dr. Carl** was amazing. What a neat doctor. He was very concerned and caring."
 "**Dr. Lugo** was great and so was **Dr. Morton**. Pulmonary doctor drew great pictures!"
 "As much as I would hate it to have to do this again, I would have **Dr. Lugo** and his staff again without hesitation."
 "**Dr. Vaid** and **Dr. Thampy** were incredible! What awesome and caring doctors!"
 "**Dr. Patel** in the ED and **Dr. Patel** the cardiologist were absolutely great!"
 "**Dr. Silverman** has very good skills,"
 "**Dr. Ng** was exceptional. He was professional and courteous and present to my aunt's needs. We are grateful for his care."
 "**Dr. Schrader** was excellent."
 "**Dr. Matthew Bruckl** did an excellent job."
 "**Dr. Dunn** was very compassionate."
 "**Dr. Vandever** was excellent all around."
 "**Dr. Jason Schlautman** has a very good bedside manner and he kept me well-informed."
 "**Dr. Williams** in the ER was perfect! I wish all doctors were as wonderful."
 "We were very pleased with **Dr. Medler**."
 "**Dr. Williams** was terrific."

Improved Patient Throughput

St. Anthony's Medical Center has been chosen to receive the Hospital Quality Program "Meritorious Award" for Improving Patient Throughput by Anthem Blue Cross and Blue Shield. This award was granted to St. Anthony's Medical Center for our tremendous work on eliminating the "D" word (aka Diversion) in our Emergency Department.

The award will be presented at the annual Hospital Quality Program educational conference on September 23, 2009 at the Capital Plaza Hotel in Jefferson City. Emergency Department Management will be giving a brief presentation on the organization's achievements and strategies for this accomplishment.

Thank you to everyone who took part in all the process changes and throughput discussions over the last year. We have made huge strides in reaching the organization's mission.

New Location for Pre-Surgical Assessment

As a convenience to patients, the Pre-Surgical Assessment (PSA) department is now located on the main level across from the operating rooms in the old surgical waiting room area.

Patients should enter through the Heart and Surgical Pavilion entrance, go approximately half way down the main hall, take the first left, and look for the Pre-Surgical Assessment sign. The patient will enter the Pre-Surgical Assessment reception area and will be greeted by the registration staff.

Please remind your patients that complimentary valet parking is available at the Heart and Surgical Pavilion Monday through Friday from 5:30 a.m. until 8:00 p.m.

Tips on Handling the Flu (including H1N1)

- Please prevent/minimize the spread of flu by changing any after hours automatic phone messages to direct patients experiencing flu symptoms to seek care at an urgent care versus an emergency department. This practice avoids exposing individuals with potential co-morbidities and otherwise compromised health.
- St. Anthony's can provide your office with "stop" signs to alert patients to flu symptoms and requesting that they wear a mask. Please contact Gail Chellis at (314) 543-5983 or Laina Tobias at (314) 525-1540.
- Whenever feasible, please admit to our flu cohort floor, 7 West
- If you are sending a patient with influenza like illness (ILI) over for testing, the patient should be asked to follow good cough etiquette and hand hygiene and to wear a facemask, if able.
- Please help us restrict patient visitors during this flu season, especially those who are high risk or inappropriate (e.g. small child). Family members/visitors should be limited to those essential for patient support and should use the same IC precautions as health-care workers.
- Any questions? Please contact Darcy Koch, Director, Infection Prevention & Control at (314) 525-1019

Performance of Arterial Blood Flow Studies moving to Ultrasound

The Ultrasound division of the Radiology department is pleased to announce the transfer of Arterial Blood Flow Studies (ABF) studies to Ultrasound from Non-invasive Cardiology effective immediately. Benefits include:

- Allowance of peripheral studies to be performed in a single location
- The physician reading and access to the service will remain the same
- The quality of performance will include the ABF studies performed by credentialed vascular technologist in the ultrasound lab which is accredited in vascular technology.

If you have any questions, please do not hesitate to contact the supervisor of the Ultrasound Lab at (314) 525-1696.

In-Stride Amputee Support Group

Amputees, spouses, significant others and caregivers are all welcome to join. Attendees do not have to have been a St. Anthony's patient to participate.

First meeting: 11 a.m. – Noon Monday, Oct. 12. Hyland Education and Training Center Dining Room; St. Anthony's Medical Center campus

Parking will be reserved at the front of the building for convenience.

For more information, call 314-525-1730.



NOW HERE THIS!

Accreditation/Compliance/Regulatory issues

- ALL medical record entries must be signed, dated and timed.
- Telephone orders must be signed, dated and timed upon the physician's next visit to the hospital—not to exceed 48 hours (not to exceed 24 hours for Acute Rehab).
- Restraint orders must be signed, dated and timed within 24 hours.
- The "Do Not Use" abbreviations at the top of the Physician's Order form may not be utilized in a physician's order.

NEW! Evening Hours for Fenton Open MRI & CT

WHEN: Mondays, Tuesdays and Wednesdays

TIME: Exams until 8 p.m.

PLACE: Fenton Outpatient Imaging (Gravois & 141 in the Fenton Urgent Care Building)

BENEFITS: Appointments available at the patient's convenience, Open MRI, easy to find, top notch customer service and technician experience, free, ample parking, reports faxed to physician within four hours of the exam and available on the physician portal.

Medicine Matters is a monthly publication of the Physician Relations Department of St. Anthony's Medical Center.

Editor: Gail Chellis, Physicians Relations Executive

Ideas, feedback and/or suggestions for topics? Prefer to receive future editions electronically? Please e-mail Gail Chellis at gail.chellis@samcstl.org.