

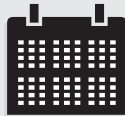
# Medicine Matters

ADVANCED MEDICINE. COMPASSIONATE CARE.

A newsletter for physicians and medical office staff

Please remember to discharge your patients by noon to aid in opening beds for admission out of the Emergency Department and to increase patient satisfaction.

## AUGUST CME'S



St. Anthony's Medical Center is accredited by the Missouri State Medical Association to provide continuing medical education programs for physicians. Upcoming CME programs include:

### Tuesday, Aug. 2

"Amputation Prevention in the Diabetic Patient: Strategies for the Primary Care Physician," presented by: Allen Jacobs, D.P.M.

### Tuesday, Aug. 16

"Use of PSA Screening - 2011 UPDATE," presented by: Sameer A. Siddiqui, M.D.

Unless otherwise indicated, all programs take place at 8 a.m. in the physicians' 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 Recognition Award. For additional information or any special needs, please contact St. Anthony's Medical Staff Services at (314) 525-1062.

## Meet the dean

Phillip Alderson, M.D., dean of St. Louis University's School of Medicine and vice president of Health Services, will be at St. Anthony's Medical Center for a meet and greet with physicians and other medical staff, on Wednesday, August 10 from 7:30 to 9 a.m. in the physicians lounge. A light breakfast will be served.

Dr. Alderson, a nuclear medicine physician and general diagnostic radiologist, is the 12th dean of St. Louis University's School of Medicine and vice president of Health Services.

## COMPLIANCE/REGULATORY ISSUES

- All medical record entries, including test orders, must be legible, 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). Faxed orders are accepted for HODs only (preferably by non-Epic physicians). No faxed orders can be accepted for inpatients other than chemotherapy orders.
- Restraint orders must be signed, dated and timed within 24 hours.
- **PLEASE NOTE** the "Do Not Use" abbreviations at the top of the Physician's Order form.

## GO-LIVE

### August 6: Sign up for Training—Get Answers for Your Questions—Calm your Fears

Although there are many warranted and understandable fears regarding CPOE (Clinical Practitioner Order Entry), a smooth transition can be achieved with proper orientation and training. Although a primary consideration in the development of CPOE is the technologic requirements of the system, one must see also the benefits, such as improved workflow efficiency, quality care, error prevention and enhanced clinical decision-making. Mindfulness of these benefits is crucial to the successful adoption of CPOE... anywhere.

Attend training, work with your designated physician coach and keep your eye on the prize. Please call (314) 525-4DOCS (4362)

**AS WE APPROACH EPIC GO-LIVE REMEMBER: NO TRAINING, NO ACCESS: Physicians need to be prepared to have coverage if they have not been trained. They will not receive access until successfully completing training and the competency test associated with the class. NOTE: It can take up to 72 hours to receive access upon completion of requirements. Please plan accordingly. Call 4-D0C to schedule your training**



## Attention Office Managers!

Epic training for non-clinical staff - As of Aug. 6, the physician portal no longer will be populated with current patient information.

Epic Phase 1 is what is currently in place at

St. Anthony's, which has "view only" functionality. With this, you have the ability to find information in the Epic patient chart similar to our physician portal. If any of you still need to obtain your Epic log-in and password, you may start the process by completing two on-line e-learnings (see instructions below). In 5 to 7 business days from the date of completion, you will be notified regarding your log-in access.

## HOW TO ACCESS THE E-LEARNING

- Open Internet explorer and enter [www.stanthonyamedcenter.com](http://www.stanthonyamedcenter.com)
- The SAMC homepage opens
- Select "Physicians" (upper right)
- Select "EMR Training" (left side)
- Turn on sound or use earphones
- Enter User Name: doctor

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- Enter password: EMR (all caps)
- Go to “Phase I Epic” - launch and complete both e-learning modules; when finished, you must click on the Survey Monkey link and complete the competency exam.

A score of 85% is required (test can be repeated if needed)

## Remind Me Again Why I’m Using an EHR

- PATIENT SAFETY
- Universal access to patient data—no looking for paper charts, chart can be shared by different clinicians at different locations, even from the office, home or an Internet café on the other side of the world. You can access the critical EKG, key operative note, full medication list or pertinent past history—the information you need to care for your patients
- Orders management—significant reduction in transcription errors of patient orders and legibility is never in question. When you sign the orders, you are notified immediately of medication interactions or allergies you might have overlooked, thereby reducing calls from the pharmacy. Patient safety is improved greatly.
- Promotion of evidence-based medicine—Reviewing order sets helps to ensure that care reflects current recommendations.

Source: “Iron Sharpens Iron: Productivity Tips from Epic Physicians,” by Bret Shillingstad, M.D., FACS

## Additional, More Specific EPIC Training

Physician Preference Training will be conducted for the three weeks prior to GO LIVE. This training focuses on the use of Smart Tools and adding preference lists to currently-built order sets.

### **Training sessions will be held on weekdays, beginning Wednesday, July 20**

- Training sessions will be one and one-half hours long
- Conducted in the Physician Support Center (PSC) across the hall from the physician lounge
- Can accommodate three physicians/class
- Need to schedule with Physician Support Liaisons (PSL)
- Call 4-DOC to schedule
- NO WALK-INS!

### **Weekday training times are:**

8 a.m., 10 a.m., Noon, 2 p.m., 4 p.m. and 6 p.m.

## Emergency Department vs. Urgent Care

As we gear up for the initiation of our EMR, there are several things to consider as far as changing productivity, the Emergency Department volume being one of them. National statistics show that at least 14 million people visit EDs in this country for non-emergent needs annually. Treatment given in improper levels of care results in decreased patient satisfaction, due to long wait times and higher copayments, as well as increased complaints to primary care physicians.

## 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. Because of this, we are now posting these compliments on our Web site, [www.stanthonyamedcenter.com](http://www.stanthonyamedcenter.com). This allows patients and other members of the community at large to see for themselves the caliber of our physician partners. 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).



One simple way to decrease improper utilization is to encourage your patients to visit an Urgent Care. St. Anthony's Medical Center has four of them: Fenton, Big Bend, Lemay and Arnold. You can encourage Urgent Care usage by mentioning their availability on your after-hours message, should the patient need non-life-threatening but urgent care.

If you would like a simple patient handout that identifies what constitutes an urgent care need and an emergent care need, please call Gail Chellis, director, at (314)543-5983 or Laina Tobias, director, (314) 525-1540 for copies.

## 2011 Office Manager Satisfaction Survey

Office managers are important barometers in gauging the success of St. Anthony's Medical Center; therefore, your opinion about our services and access to them is vital. Completing an Office Manager Satisfaction Survey will allow you to help us improve our service to your physicians and office, as we strive to provide the best care to every patient, every day.

Please complete the survey by copying the following link into your Internet browser: <http://www.surveymonkey.com/s/3TNC6RH>. Those who participate in this annual survey will be eligible to win a \$100 VISA gift card. The survey will be accessible until Aug. 12.

If you prefer a hard copy, you may print the survey from the website and fax it to one of us at (314) 525-7273. If you do not have access to a computer, please call one of us and we will be happy to fax a copy of the survey to you for completion.

It only takes a minute, but your viewpoint could have a lasting effect on how we can better exceed your expectations and those of your patients.

Thank you in advance for your willingness to help shape the direction of St. Anthony's Medical Center.