



# Physician Connection

March 2011

## Hospital Patients Surveyed on Physician Communication

"Physician Communication" is one of the hospital specific Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) measures that have been publicly reported since 2007 on [hospitalcompare.hhs.gov](http://hospitalcompare.hhs.gov). HCAHPS is a national, standardized survey of hospital patients to report the patient's perspective of hospital care and allow consumers to make comparisons between hospitals. The survey asks a random sample of recently discharged patients about important aspects of their hospital experience.

HCAHPS was developed by a partnership of public and private organizations. Development of the survey was funded by the Centers for Medicare & Medicaid Services (CMS) and the Agency for Healthcare Research and Quality (AHRQ).

The survey is comprised of 27 questions (5 demographic and 22 related to the patient

experience). As well as Physician Communication, six other dimensions are also reported. Each is a composite of several questions. They are *Communication with Nurse*, *Responsiveness of Hospital Staff*, *Pain Management*, *Communication about Medications*, *Hospital Environment and Discharge Information*.

Physician Communication is a composite of three questions: *Did doctors treat you with courtesy and respect? Did doctors listen carefully to you? Did doctors explain things in a way you could understand?*

As part of the Affordable Care Act, CMS has proposed a ruling on how the scores will translate into value-based incentive payments in October 2012 based on performance beginning in July 2011.

Below are the publicly reported results. Bronson is working on several initiatives to improve the HCAHPS scores.

## Bronson Medical Staff Directory Now Online

The 2011 Bronson Medical Staff Directory, which includes Bronson Methodist Hospital and Bronson LakeView Hospital medical staff members, has been distributed. The online version is located on the Bronson intranet (<https://inside.bronsonhg.org>) under "Directories & Maps."

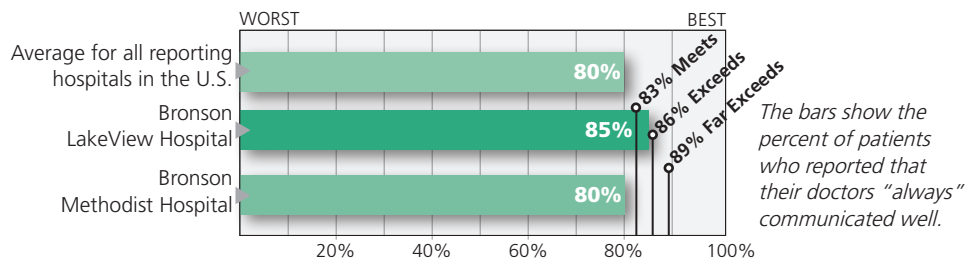
### Mark Sytsma, MD



Mark Sytsma, MD

Dr. Sytsma joined K Valley Orthopedics last August and was inadvertently left out of the 2011 Bronson Medical Staff Directory, which was recently distributed. We regret this oversight. Dr. Sytsma has been added to the online version of the directory.

## How Often Did Doctors Communicate Well With Patients?



## i-Optimization Update:

### WORKFLOW SESSIONS

Workflow validation sessions will be conducted March 1-3 and 29-31. Physicians from the Physician Advisory Team (PAT) are scheduled to participate in those sessions to represent physician perspective and workflow. Epic team members and Bronson i-Optimization staff will be working with Subject Matter Experts (SMEs) and other department representatives to review workflows throughout the system. This process will identify gaps between Bronson workflows and the Epic Model System. Contact a member of the PAT with questions or if you wish to participate. The PAT is led by Chair, Hussein AKI, MD and Vice Chair, Luis Ortiz, MD.

### EPIC TERMINOLOGY

Epic, Bronson's future electronic health record, will bring a whole new vocabulary.

**ASAP:** Emergency Department

**EpicCare Inpatient/Ambulatory:**

Documentation and Orders

**OpTime:** Surgery

**Stork:** OB

**Willow:** Pharmacy

**Radiant:** Radiology

**MyChart:** Patient Website for accessing portions of their own record and where they can interact with the provider's office

Visit <https://inside.bronsonhg.org> and click on i-Optimization in the list of links on the lefthand side for a more complete description of these applications.

## Quarterly Medical Staff Meeting



### Open Mic with Bronson Administration

Wednesday, March 2, 7-8:30 a.m.  
Gilmore Center Forum Rooms  
Breakfast will be served.

Join your colleagues for this interactive program where you will have the opportunity to dialogue with members of Bronson's executive team about upcoming strategic initiatives including:

- Partnering with Battle Creek Health System
- Upcoming Facility Improvements
- i-Optimization
- WMU School of Medicine

TB testing will be available from 7:45 to 8:30 a.m.



## Clarification: Pediatric Radiologist Available Daily

As part of the expert pediatric health-care provided by The Children's Hospital at Bronson, we are now offering a pediatric radiology specialist. Pediatric imaging and interpretation by our pediatric radiologist can be scheduled any day during the week, but to further focus on pediatric imaging, Wednesdays have been designated as pediatric testing day in diagnostic X-ray. To schedule tests, call (269) 341-8700.

## Med Recon Form Changes for Respiratory Meds

There is now a column labeled "Respiratory" on the med recon form. When you fill out or sign the med recon form, a checkmark needs to be placed on the line next to the respiratory medication order in this column. This change will flag the nurse or unit clerk to place the order and call the respiratory therapist.

## Jenson Named Founding WMU Medical School Dean



Hal B. Jenson, MD, has been named founding dean of the Western Michigan University School of Medicine and will assume his new post by April.

Hal B. Jenson, MD

## Bronson Welcomes Todd Welton, DO



Todd Welton, DO

- Bronson Internal Medicine Hospital Specialists
- Board eligible in internal medicine and pediatrics
- Residency: MSU/KCMS
- Medical Education: Kansas City University

**NEUROSCIENCE GRAND ROUNDS:**  
Friday, March 18, 8-9 a.m.  
"Alzheimer's and Dementia:  
Utilizing Inpatient Resources"  
Nadeem Mirza, MD  
Bronson LakeView  
Behavioral Health in Paw Paw  
Breakfast provided  
Call Karen Bergman at  
(269) 341-7587

## Medical Necessity for Noninvasive Vascular Studies Must Be Included on All Inpatient and Outpatient Tests When Ordered

Bronson requires each ordering provider to include the reason (appropriate signs and symptoms) for tests on all inpatient and outpatient orders. This is important because it assures the:

- appropriate test for the ordering physician
- most accurate diagnosis possible
- medical necessity required by the Centers for Medicare and Medicaid Services (CMS)

## Physicians' Role in Upcoming Stroke Survey

Bronson is due to have a bi-annual Joint Commission (TJC) stroke survey in March or April. Take a minute to review some of the information you may be asked.

### What are some of the measures that TJC tracks for stroke patients?

DVT prophylaxis ordered and initiated by end of hospital day two, anti-thrombotics by end of hospital day two and at discharge, statin prescribed at discharge, IV tPA for eligible ischemic stroke patients (or documentation of exclusion criteria), anticoagulation for patients with atrial fibrillation, stroke education completed by discharge, and rehabilitation consultation.

**DVT prophylaxis:** Intermittent compression devices along with anticoagulants should be considered for hemorrhagic and ischemic stroke patients. If your stroke patient is at an increased risk of bleeding, intermittent compression devices can still help to protect them against DVT. If you are unsure whether to administer anticoagulants, please consult a neurologist for recommendations.

**Statins:** Are the preferred medication for control of cholesterol in stroke patients. If your patient was admitted taking a statin or the LDL is over 100, a statin should be prescribed at discharge unless contraindicated.

**Atrial Fibrillation:** If your stroke patient has atrial fibrillation, they need to be discharged on an anticoagulant to prevent further strokes. If your patient refuses this treatment or there are other contraindications, document these clearly in the medical record.

If you have any questions regarding the upcoming stroke survey please contact Jaime Zinsmaster at (269) 341-8715 or zinsmasj@bronsonhg.org.

Physician Connection is published monthly by Bronson Healthcare Group. To submit a topic or news about a Bronson medical staff member or his or her practice, e-mail bullardm@bronsonhg.org or call Maggie Bullard-Marshall at (269) 341-6614.

- the sonographer and vascular reading physician information about the patient's condition
- vascular reading physician specific information necessary for interpretation of the patient's test

More information and examples are on the Physicians' intranet tab at <http://inside.bronsonhg.org>. Call Cheryl Ferree at (269) 341-7082 with questions.

## Images from Outside Bronson Now in PACS

Radiology images from other health-care organizations can now be loaded into Bronson's PACS system for comparison to a current study. Patients may provide a CD to a radiologist or a radiologist can request images directly from the patient's provider. Once the images are received, radiology support staff will load them into the PACS system. PACS is a web-based system that allows you to access high-resolution, full-size images for clinical review. If you are interested in having access to PACS, contact Bronson's IT Support Center at (269) 341-6330.

## Celebrating Doctors' Day

Wednesday, March 30 is Doctors' Day — a day we honor doctors of all specialties and celebrate their contributions to medical care in our community. Bronson appreciates our medical staff's dedication to clinical and service excellence and for making sure that Bronson patients and their families receive the best possible medical care.

## New Guidelines for Erythropoietin Stimulating Agents (ESAs)/Procrit

Ordering providers must now include indication when ordering any Procrit®. If there is an oncology indication, confirm that the acknowledgment form has been reviewed and completed by the patient. This ensures that the benefits of these drugs outweigh the risks of shortened overall survival and/or increased risk of tumor progression or recurrence as shown in clinical studies in patients with breast, non-small cell lung, head and neck, lymphoid, and cervical cancers.

**Nominate a physician, resident or coworker for the President's Team Award! Nomination forms available on the Physician's Tab. Due March 25.**