

Physician Connection

May 2011

First Quarter Consumer Assessment Survey Results

Starting July 2011, data from the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey administered to recently discharged Bronson Methodist Hospital patients will be used to determine Medicare reimbursement. Performance is based on ten key themes, including communication with physicians. Here are the results from first quarter 2011 for

communication with physicians. Our goal is at least 83 percent. Contact Marijo Snyder, MD at (269) 341-6418 with your suggestions on how to improve performance. Please also plan to attend the June medical staff meeting for a special presentation on enhancing patient communication.

	Doctors "always" communicated well	Doctors "always" treat with courtesy and respect	Doctors "always" listen carefully	Doctors "always" explain things so I understand
BRONSON METHODIST HOSPITAL	82%	88%	80%	78%
BRONSON LAKEVIEW HOSPITAL	70%	76%	65%	69%

Quarterly Med Staff Meeting: What are Patients Saying About Me and Why Should I Care?

Wednesday, June 1, 7-8:30 a.m.
Bronson Gilmore Center

Thom Mayer MD, FACEP, FAAP

Chair of the Dept. of Emergency Medicine, emergency medical services director, and director of flight services at Inova Fairfax Hospital in Falls Church, VA.

Dr. Mayer is one of the nation's most widely known and respected speakers on leadership and management in healthcare. His presentation will focus on HCAHPS physician communication questions, why a physician's score is important, and provide simple ways to improve these numbers.

Bronson Welcomes New Physicians

Luis Arangua, MD Joins Bronson Neuroscience Center



Luis Arangua, MD

Dr. Arangua is a neurointerventionalist and is board certified in neurology. He completed a neurointerventional radiology fellowship from University of Iowa College of Medicine and a neuroimaging fellowship from Dent Neurologic Institute. Prior to joining Bronson, Dr. Arangua practiced at Borgess. He can be reached at 341-7500.

Bangalore University in Bangalore, India, and master's degree from Illinois State University. He can be contacted at 341-8481.



Jahnvi Mithyantha, MD

Dr. Mithyantha is board certified in internal medicine. She completed her internal medicine residency at MSU/KCMS. Dr. Mithyantha received her medical degree from Bangalore Medical College, Bangalore University and master's degree from Illinois State University. She can be contacted at 341-8481.

Bronson OB/GYN Associates Welcomes Jennifer Carman, MD



Jennifer Carman, MD

Dr. Carman is board certified in obstetrics and gynecology. Dr. Carman completed her obstetrics and gynecology residency at Grand Rapids Medical and Educational Research Center. She received her medical degree from the MSU College of Human Medicine. She can be contacted at 327-2211.

Lester Burkow, DO Joins Bronson LakeView Family Care Decatur



Lester Burkow, DO

Dr. Burkow is board certified in family practice. He received his medical degree from Michigan State University College of Osteopathic Medicine. Dr. Burkow can be contacted at 423-7028.

Gary Wortz, MD, FACP to Lead Senior Adult Service Line



Gary Wortz, MD

Dr. Wortz is a board certified internist, with a certification of added qualification (CAQ) in geriatrics. He has more than 20 years of experience in healthcare for the elderly in skilled nursing facilities and community based care. Dr. Wortz is leading Bronson's Senior Adult Service Line in development of transition of care models between Bronson and community-based services and facilities for the elderly. He is also the medical director and primary care physician for CentraCare's Program for All-Inclusive Care of the Elderly (PACE). Dr. Wortz may be contacted at (269) 274-8199 or wortzg@bronsonhg.org.

Jagdish M. Hegde, MD and Jahnvi Mithyantha, MD Join Bronson Internal Medicine Hospital Specialists



Jagdish M. Hegde, MD

Dr. Hegde is board certified in internal medicine. He completed his internal medicine residency at MSU/KCMS. Dr. Hegde received his medical degree from Bangalore Medical College,



Neuroscience Symposium: Innovation & Collaboration in Neuroscience

Friday, May 6, 2011
8 a.m. – 3:45 p.m.
Radisson Plaza Hotel
Kalamazoo, Michigan

Featured Speakers:
Harel Deutsch, MD
Hal Jensen, MD
Robert Lisak, MD
Fred Upton

For more information, call **(269) 341-8208**.

i-Optimization Update: Go-live Dates

Go-live dates have been scheduled for the four stages of implementation of Bronson's new electronic health record (EHR).

Training will begin 6-8 weeks prior to the go-live event kicking off each stage. All members of the medical staff will receive classroom training relevant to their role during the period prior to the go-live event. The length of time in the classroom will vary based on medical

specialty and relationship to Bronson. Classroom training will range from 8-20 hours for providers, with most providers attending 10 hours of training.

Please look ahead at your schedule and anticipate the period before and immediately after each go-live. Training and go-live events will place significant demands on providers and all Bronson staff. The benefits of having One Patient, One Record will require a great deal of

teamwork and flexibility.

We appreciate the support and enthusiasm we have received from providers during the planning and preparation stages. For a complete list of Physician Advisory Team members, go online to inside.bronsonhg.org and click on the i-Optimization link on the left.

Go-Live Event	Go-Live Date
Ambulatory: Bronson Primary Care Practices, Kalamazoo and Calhoun Co.	Nov. 1, 2011
Ambulatory: Bronson Specialty Practices, Kalamazoo and Calhoun Co.	Feb. 1, 2012
"Inpatient" Hospital: Bronson Methodist Hospital and Bronson Vicksburg Outpatient Center, all depts. (IP & OP)	May 1, 2012
Bronson LakeView Hospital and Bronson LakeView Practices, all depts.	Aug. 1, 2012

Bronson Neuroscience Center: Epilepsy Services Leadership Changes

Hisanori Hasegawa, MD has accepted the position of senior consultant epileptologist at Bronson. In his new role, he will focus on direct patient care, research, education, and preparing the epilepsy program for its next phase which includes surgical intervention. Dr. Hasegawa is a fellowship-trained epileptologist with extensive clinical and research interests.

Daniel Fain, MD will assume expanded duties as medical director of Bronson

Epilepsy Services and the Epilepsy Monitoring Unit (EMU). Dr. Fain has served as medical director for pediatric epilepsy, which is now included within his expanded role. He also has extensive experience in clinical neurology, epileptology, EEG and other neurodiagnostic studies.

Drs. Hasegawa and Fain will report to Dean Kindler, MD executive medical director of Medical Neurosciences, Bronson Neuroscience Center. Call (269) 341-7500 for questions or referrals.

New Surrogate Decisionmaker Process

Beginning this month, pre-operative patients will have a new form on the front of their chart (after the code status sheet) that documents the patient's surrogate decision maker. Contact Nora Chaus at (269) 341-8599 with questions.

Basic Life Support Changes

Basic Life Support (BLS) is currently in transition to match the most recent Guidelines from the American Heart Association (AHA). This means that BLS students attending courses after March 1 will learn slightly different methods of performing BLS from those taught previously. During this transition, the AHA encourages everyone to perform BLS the way they were taught at their last BLS course. Questions may be directed to Dale Wilson at (269) 341-8109.

Bronson Methodist Again Earns Spot on Nation's Top 100 Hospitals List

Thomson Reuters annual 100 Top Hospitals® study identified Bronson as the only hospital in southwest Michigan to earn a spot as one of the United States' top performing hospitals. This is Bronson's third time on the 100 Top Hospitals list for overall organizational performance. Thank you providers for the important role you play in contributing to Bronson's high performance in these 10 areas the study evaluated: *mortality; medical complications; patient safety; average patient stay; expenses; profitability; patient satisfaction; adherence to clinical standards of care; post-discharge mortality; and readmission rates for acute myocardial infarction, heart failure, and pneumonia.*



Bronson Methodist Only SW MI Hospital Ranked in Nation's Top 5% for Emergency Medicine

For a second year, HealthGrades has rated Bronson Methodist Hospital in the nation's top five percent for emergency medicine. The 2011 study shows that of 4,873 hospitals reviewed, 268 are in the top five percent and Bronson is the only one in southwest Michigan. The study finds survival rates are nearly 40 percent higher for Medicare patients admitted through the Emergency Department at a top performing hospital like Bronson. Congratulations to providers who care for patients entering the hospital through the Emergency Department!

Antibiotic Activity Summaries Online

Go to <https://inside.bronsonhg.org> and click on "Physicians" then "Antibiotics Stewardship" to access the current antibiotic activity summaries. The documents include adult and pediatric dosing with cost per day along with oral equivalents to IV drugs. Contact Richard Van Enk, PhD at (269) 341-6316 with questions.

Neuroscience Grand Rounds

**Friday, June 10, Noon-1p.m.,
Bronson Gilmore Center
Forum Room A**

Pediatric Case Studies

Daniel Fain, MD and Kellie Sweet, DO
Bronson Neuroscience Center

Lunch will be provided.

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.