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MedConnect

Sherman Health Physician Newsletter

Summer 2007

Practicing Excellence

INSTITUTE FOR PHYSICIANS

Drs. Christopher Michael, Brian Chudik, Uma Desai, Neal Edelson, Anandita Gephart, Archana Goel, Michael Grassi, Arnold Herbstman, Ronald Hirsch, Joseph Longo, Gloria Ma, Ulysses Magnanao, Kent McGuire, Ajay Mehta, Frank Pangallo and Preston Reilly attended the first ever Practicing Excellence Institute for Physicians two day Studer Group CME Seminar at the Oak Brook Hills Marriott on May 21 & 22.

The Physicians were joined by members of the Sherman Leadership Team: Rick Floyd, Linda Deering, Patti Turner, Kirsten Nilson and Marie Markel. Instructors Jay Kaplan, M.D., Stephen Beeson, M.D. and Julie Kennedy, R.N. introduced principles, tools and techniques that can reduce malpractice risk and at the same time bring a new level of satisfaction to practicing medicine in today's environment. The purpose of the program was to create a culture of service and operational excellence improving clinical quality, operational efficiency, service excellence and interdependency in healthcare.

The agenda included the nine principles that affect the platform for change: commit to excellence, measure the important things, build a culture around service, create and develop leaders, focus on employee satisfaction, build individual accountability, align behavior with goals and values, communicate at all levels recognize and reward success.

For more information please visit the Studer website at www.studergroup.com.



Sherman Physician Is Keynote Speaker At Award Ceremony

On April 12, 2007 **Dr. Arne Herbstman**, Orthopedic Surgeon, spoke to approximately 100 members and guests at the Elgin Country Club for the Northern Fox Valley Chapter Women in

Management Woman of Achievement Award Ceremony. He presented the award in the Corporate category to Sherman employee, Patti Turner, Executive Director of ShermanChoice.

Hospital Scorecard Quality Indicators for the Medical Staff

During operational planning for the new fiscal year, the Medical Executive Committee expressed the desire for measurable quality indicators. As a result of this request, Rick Floyd, CEO and Linda Deering, RN, COO/CNO developed and implemented four Quality Pillar Goals. These goals were placed in the Sherman Operational Plan as part of the house wide Pillar Improvement Process.

The four scorecard quality indicators for this fiscal year include;

- Decrease Emergency Department length of stay for admitted patients.
- Decrease turnaround time for stat CT scans to rule out pulmonary embolism for inpatients.
- Decrease Lab turn around time for PT/INR results on inpatients.
- Increase stat medication administration timeliness for inpatients.

The measurement tools have been finalized and data collection has begun. After baselines have been determined during the first three months of the fiscal year, results for each indicator will be reported to the Medical Executive Committee beginning in the late summer.

By implementing this Hospital Scorecard, we will improve our patient outcomes as we improve your ability to provide excellent patient care.

All Physicians will be able to track this information on a quarterly basis as we will publish the results in each *MedConnect* issue.

PACS

Picture Archiving Communication System

You Speak,
We Listen
and Act

1) Will the radiologist report be available in PACS immediately after they dictate it because of the VR software.

In many cases this will be “yes.” We have 200 normal templates built into the system. The radiologists have agreed to use these templates to expedite report turn around time. We anticipate longer dictations to have a longer turn around time as these will go to transcription for editing. We will be tracking our report turn around time and reporting that information to you.

2) Will the PACS images be accessible through Cerner without having to log in again to McKesson.

Yes. Physicians who are accessing the images through Cerner/Powerchart will only need to sign in to Cerner. There is an icon which will link them to the images in McKesson.

3) Is there any plan to link the Cath Lab images into PACS.

There are no immediate plans for this. I will share with you, however, that McKesson does offer a Cardiology package and Tom is very interested in this package for the future. We would also need to include experts from those areas to ensure quality and ease of use for the end users.

4) Can Cardiac Echoes be accessed through PACS and, if not, is there a plan to do so.

No, not at this time. I would assume that we would investigate this option at the same time as we investigated cath lab options.

5) Why are there stand alone monitors on nursing stations

The stand alone monitors on the nursing units are the computers that we purchased for optimal viewing of images. We wanted to provide the physicians with the ability to view the images on a large screen that would replicate their use of film. We heard from the physicians that they did not want to view images on 15 inch screens. The stand along units are 19 inch, 2 megapixel monitors, which McKesson recommends for clinical areas. It is important to remember that ANY computer in the hospital that is used for Cerner can pull up an images. We also have one dedicated work station on OrthoNeuro that has the OrthoView software application and can be used by the orthopaedic surgeons for pre-op planning.

6) Will the Ultrasound images from the Perinatal Center (Dr. Duvall's office) be integrated into PACS.

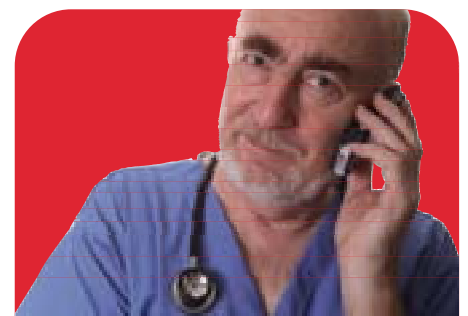
No. The Perinatal Center does not use Cerner Radnet and therefore we would not be able to integrate the patient information into the PACS system properly for accurate retrieval of information. I'm not sure if this is a possibility for the future, but we are not going live on 6/18 with this ability.

- OPO just got easier! We have added the patient status (Inpatient or Observation) to your census!

- Sherman will be spending \$429,000 on new digital x-ray equipment. This new equipment will result in near perfect x-ray exposure, reduce repeats and subsequently limit radiation exposure to patients. It will also improve productivity and speed results to physicians.

- The Olympus “Exera” High Definition imaging system was purchased for our GI lab, bringing cutting edge technology. This \$541,000 purchase will be used to perform over 3,600 procedures each year.

- \$4,000,000 will be well spent on our Patient Archiving System (PACS), a direct request from many of our physicians.



MedConnect is published quarterly by the Physician Satisfaction Team. Contact Marie Markel at 847.429.2080 or via email at marie.markel@shermanhospital.org to submit an article.

Recognitions & Thank Yous

Thank You to All of Our Surgeons

Perioperative Services would like to thank all of the Surgeons who have helped the Main Operating Room improve the on-time starts of the morning cases. Through a collaborative effort between the **Surgeons**, the **Anesthesia Department**, and Surgery Staff, **97% of the early morning cases have started on time.** This is up from an average of 82% the previous three month period.

By starting early morning cases on time, patients and their families view us as a more efficient department and also feel better about their surgical experience and the care provided. This is evident by the increase from a patient satisfaction rating of 46% to a rating of 75% for the last quarter.

Thank you for helping us to become one of the best Operating Rooms in the nation.

Dr. Roger Bielinski won the Sherman Health door prize and **Dr. William Hofmann** won the Algonquin Road Surgery Center door prize at the Kane County Medical Society 4th Annual Spring Fling and Vendor Fair on Friday, May 11th at the St. Charles Country Club. Guests enjoyed sampling food stations and visiting with vendors. Sherman Health participated as a vendor along with the Algonquin Road Surgery Center.

Dr. James Pinto was recognized at the Annual Golden Corridor Community Prayer Breakfast for his years of dedicated service. He has provided many hours of dedicated service to the Greater Elgin Family Care Center, Community Crisis Center, Kane County Sexual Assault Nurse Examiner Program, United Way, Elgin Community College and as many of you know he was the Producer of the Sherman Idol Variety and Art Show in 2005.



Thank You from Sherman Employees

Sherman Employees would like to thank the following physicians who have provided educational sessions for our staff! A huge Thank You goes out to: **Dr. J. Griffin** for his urology inservice, **Dr. J. Bruckner** and **Dr. M. Grassi** for the ethics inservice, and **Dr. R. Hirsch** for presenting at the Nursing Ceremony. Oncology Conferences were given by **Dr. C. Mueller**, **Dr. Jailwala**, **Dr. Hembury**, **Dr. Ma**, **Dr. A. Singh**, **Dr. D. Sampaleanu**, **Dr. Ajay Metha**, **Dr. L. Green**, **Dr. S. Nabrinsky**, **Dr. M. Michelotti**, **Dr. S. Grossman**, **Dr. C. Coke**, **Dr. R. Behal**, **Dr. C. Yeshwant** and **Dr. L. Kosinski**. Thank you to **Dr. R. Tonkovic**, **Dr. M. Riaz** and **Dr. M. Malinski** for their Cardiac inservices, **Dr. Channon** and **Dr. Maruski** who is planning on joining the staff for their presentations on Pediatric Dental Emergencies. Thanks also to **Dr. A. Oak** and **Dr. J. Duval** for providing educational sessions for our staff!



SHERMAN HOSPITAL ANNUAL MEDICAL STAFF OUTING

Golf & Tennis and Dinner

Wednesday, August 29, 2007

Whisper Creek Country Club • Huntley, IL

If you have questions, please contact:

Tom Nitz at 847-429-8980 or Linda Leitner at 847-429-2023

Doctor's Day Celebrations

Congratulations to our Doctor's Day door prize winners: **Drs. W. Reiff, S. Ahuja, S. Nabrinsky, U. Desai, M. Babich, A. Ward, R. Patel, Sutaria, T. Cao, V. Colin, L. Pepa, C. Korzen, A. Brongiel, S. Rehusch, S. Alla, M.K. Riaz and R. Manjunath. S. Krause, P.A. and Don Larson, P.A.C.**

We want to say a GREAT BIG THANK YOU to all our physicians.

You are all shining stars!



Physician Social Wrap-Up

A physician social sponsored by Physician and Corporate Services of Sherman Health was held at Prairie Rock Brewing Company in Elgin on May 8. The evening of networking and socializing was attended by **Drs. Grossman, Losh, Ackerman, Porter, Yang, Ward, U. Desai, Hirsch, Barclay, B. Epstein, Jailwala, Ajay Mehta, Raju, Carlson, Chudik, Magnanao and Brongiel.** Also in attendance were **Certified Nurse Midwives S. Fornoff and K. Boerner.**