A former cancer treatment maze has unraveled into a $45 million regional showpiece, epitomizing integration and collaboration from the ground up.

The 100,000 sq. ft. Cowell Family Cancer Center’s opening in February fulfilled a decade-long endeavor. Initially physician led, the idea to build a comprehensive, one-stop treatment and healing center quickly blossomed under a team approach, said Dr. David Gordon, Medical Director, Medical Oncology Program for Munson Medical Center.

“It’s been a complex team effort to develop not only a resource for all cancer patients, but also for our referring physicians,” said Gordon. “With new processes in place and services under one roof, we expect that more patients will stay in our care and not disappear to another system.”

Underscoring that idea is the one-call system, which launches in April (see page 2). The one-call system will allow anyone to call and be referred to the appropriate person, said Kathleen LaRaia, Executive Director, Oncology Services at Munson Healthcare.

“Making the process easier for referring patients and physicians was an important one,” said LaRaia about the streamlined system. “Our goal as a team over months of planning was to provide a well-navigated course of care, anticipating the physical, emotional, and psychological needs of each patient.”

Above and beyond oncology services, the center’s broad scope of care includes prevention, healthy lifestyle, and support, LaRaia said.

FROM ‘A MAZE’ TO AMAZING: CANCER CENTER OPENS

UP YOUR STATUS: DR. KEVIN OMILUSIK PENS UTILIZATION MANAGEMENT NEWSLETTER

Kevin Omilusik, MD, FACEP, was recently named the Physician Advisor of Case Management and Utilization Management, which is a new role at Munson Medical Center. Utilization Management evaluates the appropriateness and medical need of health care services according to evidence-based guidelines and insurer criteria. To help physicians and practice staff better understand utilization management issues, Dr. Omilusik has created a newsletter – Up Your Status – which is enclosed in this issue of Practice Pro.

We asked Dr. Omilusik a few questions on his new role.

As Physician Advisor for Case Management & Utilization Management, what is your role and what departments do you oversee?
As you may know, Utilization Management and Case Management are becoming one combined department. As Physician Advisor for CM/UM, I work with the department staff and also act as a liaison between the department and providers.

For Utilization Management (UM), I review charts and work with the UM nurses to help understand what the
FROM ‘A MAZE’ TO AMAZING: CANCER CENTER OPENS  Continued from page 1

“A dedicated social worker, dietitian, and integrative therapies team will coordinate support groups, yoga, massage, acupuncture, and counseling,” she said. “Additionally, patients will have access to wellbeing essentials like garments, wigs, and skin care products.”

In addition to a warm, calm welcome by the center’s experienced team, LaRaia said patients will have access to a reflection gallery, a meditation room, outdoor terraces, and a child-friendly bubble wall, games, and special furniture.

From a clinical standpoint, the center’s radiation oncology features state-of-the-art technology with brand new linear accelerators and software. Videoconferencing capabilities, a Versus tracking system, and an advanced infusion pharmacy for drug mixing and delivery are also on site.

The tag line “Imagine Healing Here” was instrumental in securing philanthropic support to build the cancer center, LaRaia said.

More than $18.5 million of the $45 million was raised through donor support.

LaRaia said the tag line continues to be an inspiration to her Cancer Services colleagues.

“As a team we’ve adopted that idea, pledging to ‘Imagine Healing Here, Where Everything Matters,’” she said. “We are excited to deliver on that promise.”

For more information on Munson’s Cancer Services, go to munsonhealthcare.org/cancer.

ONE-CALL NAVIGATION ACCESS LINE TO LAUNCH NEXT MONTH

In April, the one-call navigation access line for Munson Cancer Services will go live. The number is 231-392-8400; calls will be answered weekdays 7 am – 6 pm. Patients and physicians will receive instant guidance through a streamlined referral process and patient communication pathway.

Join Us for Cowell Family Cancer Center Physician Open House

Thursday, May 19 | 5:30 – 7:30 pm | 217 S. Madison Ave., Traverse City

After a decade of planning and two years of construction, the Cowell Family Cancer Center is finished and treating patients.

All physicians, providers, and practice managers are invited to a special open house for this wonderful facility.

We are excited to show it to you.

Please enter off of Beaumont Place and park in lot B.

ICD-10: NEW STEPS TOOLKIT

CMS has released a “Next Steps Toolkit” to help physicians and practices track and improve ICD-10 progress. This new, in-depth toolkit includes information and resources to:

• Assess ICD-10 progress using key performance indicators to identify potential productivity or cash flow issues
• Maintain progress and keep up-to-date on ICD-10


For more ICD-10 resources go to cms.gov/icd10.
Covering 25 counties in northern Michigan, the Thomas Judd Care Center (TJCC) provides medical case management to patients with HIV/AIDS by coordinating care and helping people living with HIV navigate the health care system. Staff members oversee case management and mental health counseling, housing and other daily needs, prevention, and education. TJCC is a Ryan White Part B federally funded program.

According to a 2012 study conducted by the Centers for Disease Control (CDC), of the 1.1 million Americans living with HIV, only 25% are virally suppressed, meaning that their viral load is “undetectable” and they are not likely to transmit the disease, which is the goal of HIV treatment.

In 2015, President Obama released a five-year National HIV/AIDS Strategy that called for an increased role of primary care providers in the treatment of HIV; specifically, the normal primary care issues that people with HIV are now experiencing now that their viral load is suppressed.

As the TJCC works to improve the health outcomes for people living with HIV, the viral load outcome, overall community health, and the quality of life for people living with HIV should improve.

“With an undetectable viral load and successful medication regimen, people with HIV can live a long and happy life,” said Nick Erber, PhD, LPC, TJCC Manager. “However, HIV is still a very stigmatizing illness and one challenge TJCC has seen is a lack of primary care providers willing to treat HIV patients in our area.”

In order to address this need, the TJCC has hired Nanette Peters, MSN, FNP-BC, to provide primary care services to patients living with HIV/AIDS in our 25-county region through traditional face-to-face and telehealth methods. This has been made possible by a $1.5 million grant from the Michigan Department of Health and Human Services – HIV Section, which will help cover primary care services, provide free HIV testing, develop a telehealth program, and help to decrease tobacco use among patients with HIV, which is 2-3 times higher than the general population.

TJCC is currently searching for a medical director to oversee the program and act as Nanette’s sponsoring physician.

If you have any questions, please contact Nick Erber, manager of TJCC, at 231-935-2090 or nerber@mhc.net.

THOMAS JUDD CARE CENTER HAS MOVED
In January, TJCC moved to a new location:
Thomas Judd Care Center
3529 W. Front St.
Traverse City, MI 49684
231-935-7548 phone
231-392-0334 fax

UP YOUR STATUS: DR. KEVIN O MILUSIK PENS UTILIZATION MANAGEMENT NEWSLETTER
Continued from page 1

providers were thinking in regards to medical management and assuring that there is documentation to support status. Insurers are becoming very particular in what they will pay for. We have awesome providers at MMC that provide awesome medical care. We want them (and the hospital and our patients) to get credit from the insurers for what they are doing. Providing education regarding the health carriers and requirements will be a big part of this position and that is why we are developing the Up Your Status newsletter.

We will also be getting our Utilization Review Committee up and functioning as required and looking at appropriate utilization of hospital resources. With Case Management (CM), I will be working to help assure safe and timely discharges and helping to prevent readmissions. I will also be working with all services to decrease avoidable days and assisting admitting services as we work towards patient-centered rounding and team-based care.

Health care reform and government regulations are continuously evolving, and I think it is impossible to expect physicians to keep up. Physicians do need to have a base of knowledge, which is why we will be providing a monthly educational newsletter. It is my hope that UM/CM will be available to allow physicians to do physician work and provide medical care, while we work to assure that all the t’s are crossed and i’s are dotted so we all get paid for what we do, and patients get the most out of their health care benefits for which they have paid.

What would you like physicians to know about you?
I’m available, and if I don’t know the answer I will find it.

What might we be surprised to learn about you?
I was a horse farrier prior medicine.

What is your favorite piece of advice to give friends and colleagues?
Be nice, have fun, and get outside!

Dr. Omilusik can be reached at komilusik@mhc.net, 231-935-6929 (office), and 231-499-2858 (cell/pager).
OUTPATIENT ORDERS POLICY

Munson Healthcare’s Outpatient Orders policy (003.030) went into effect on January 1, 2014. The creation of this policy was necessary to comply with patient safety, regulatory (CMS), and billing requirements.

Recently Munson Medical Center’s Radiology Department went through a process improvement project, which identified that 17% of orders do not meet this policy’s requirements.

Keeping the patient at the center of all we do…please help us provide safe, best practice care for patients by always providing a valid order, which includes:

- Patient’s legal name, gender, and date of birth
- Test/exam required
- Diagnosis that supports medical necessity
- Signs, symptoms, history, and other clinical indications for the service or procedure
- Order must be legible, dated, and signed by the ordering provider
- Prior authorization, when required by patient’s insurance for testing

Faxed, electronic, or original signed orders are accepted provided all required elements are included.

If MMC’s Radiology Scheduling receives an incomplete order, please be aware that your office will be notified and the test will not be scheduled until a valid order is received. Although a new corrected order is preferred, we will accept handwritten corrections that are initialed and dated by the ordering provider. To prevent delay in care, please fax the corrected order within one business day.

Please note that if a test is changed due to our Radiologists’ protocol, or if the testing facility changes, we will request a new order and prior authorization, if required.

For the most up-to-date order/referral forms, please go to munsonhealthcare.org/physicianforms.

If you have any questions, please contact Radiology Scheduling at 231-935-7200.

If you would be interested in participating in a pilot to help improve our Radiology Scheduling process, please contact Beth Ball, Radiology Manager, at 231-935-7605 or eball1@mhc.net.

OUTPATIENT ORDER FORMS AVAILABLE ONLINE

To ensure patient safety and consistent documentation, please update electronic outpatient physician order forms in your EMR and discard all outdated versions of printed order forms. Joint Commission surveyors check for use of current forms when they are on site.

The most current version of outpatient order forms are also available online at munsonhealthcare.org/physicianforms.

Who to Call When Scheduling Exams

Here’s a handy reference on which phone number to call when scheduling a patient for an outpatient exam in Traverse City, as well as to what number an order can be faxed.

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<tr>
<th>EXAM</th>
<th>PHONE</th>
<th>FAX</th>
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<td>ARTC</td>
<td>935-2812</td>
<td>935-3203</td>
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<tr>
<td>Bone Density</td>
<td>935-2812</td>
<td>935-3203</td>
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<tr>
<td>Cardiac Diagnostic Suite</td>
<td>935-6370</td>
<td>935-3203</td>
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<tr>
<td>CT Scan</td>
<td>935-7200</td>
<td>935-3473</td>
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<tr>
<td>EEG</td>
<td>935-2812</td>
<td>935-3203</td>
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<tr>
<td>Fluoroscopy/Videofluoroscopy</td>
<td>935-7200</td>
<td>935-3473</td>
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<tr>
<td>Interventional Radiology</td>
<td>935-2861</td>
<td>935-2862</td>
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<tr>
<td>Mammogram – Diagnostic</td>
<td>935-2185</td>
<td>935-3203</td>
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<tr>
<th>EXAM</th>
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<tr>
<td>Mammogram – Screening</td>
<td>935-2812</td>
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<tr>
<td>Maternity Prepared Stay</td>
<td>935-2812</td>
<td>935-3203</td>
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<tr>
<td>MRA/MRI</td>
<td>935-7200</td>
<td>935-3473</td>
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<tr>
<td>MRI – Breast</td>
<td>935-2185</td>
<td>935-0432</td>
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<tr>
<td>Nuclear Medicine</td>
<td>935-7200</td>
<td>935-3473</td>
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<tr>
<td>Pre-Op Assessment Center</td>
<td>935-2812</td>
<td>935-3203</td>
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<tr>
<td>Respiratory Care (PFT)</td>
<td>935-6371</td>
<td>935-3203</td>
</tr>
<tr>
<td>Ultrasound</td>
<td>935-7200</td>
<td>935-3473</td>
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STANDARDS
A list of MIOSHA Health Standards is available at michigan.gov/mioshastandards. Standards that specifically apply to physician practices include:

- Bloodborne Infectious Diseases
- Hazard Communication
- Medical Services and First Aid
- Personal Protective Equipment (PPE)
- Portable Fire Extinguishers
- Respiratory Protection

POSTERS/PROGRAM TEMPLATES
Electronic versions of required workplace posters and sample written program templates are available at michigan.gov/mioshapublications.

TRAINING PROGRAMS
MIOSHA provides sample PowerPoint training presentations that you can use to train employees. You will want to supplement the basics provided in the presentations with specific information for your office.

A link to the MIOSHA Bloodborne Infectious Diseases Online Training Program is available at michigan.gov/mioshapublications.

For Hazard Communication/GHS Training go to michigan.gov/ghs.

DVDS
MIOSHA also has a Safety & Health DVD lending library. For more information, including a list of available DVDs, go to michigan.gov/mioshavideos.

STAFF SAFETY/MIOSHA RESOURCES

WORKPLACE VIOLENCE PREVENTION SEMINARS
Physician practice staff is invited to attend Workplace Violence Prevention seminars provided by Munson Medical Center (MMC).

After attending the seminar, participants will be able to:

- Identify warning signs of workplace violence
- Identify early intervention/prevention strategies
- Explain tips for responding to difficult customers and situations

Upcoming seminars:
- Thursday, May 19; 9:30 – 11:30 am
  MMC Meeting Rooms 11&12
- Wednesday, September 14; 9:30 – 11:30 am
  MMC Meeting Rooms 11&12

To register, call 231-935-7922 or 231-935-6532.

NOTE: Be sure the Sleep Physician you are referring to accepts patient’s insurance prior to scheduling. Cadillac and Graying locations do accept Medicaid.

Referral forms for Munson’s Sleep Disorders Center, including Home Sleep Apnea Test (HSAT), DOT-HSAT, Overnight Pulse Oximetry (POX), and Sleep Consults are available at munsonhealthcare.org/physicianforms.

If you have questions, please contact the Munson Sleep Disorders Center at 231-935-9307.
Best Place to Practice: Working with Physicians to Develop Munson’s IT Strategy

For most of us, technology is an integral part of our everyday lives. Whether at home or at work, we use technology to communicate, gather data, and even make decisions. That’s why Munson Healthcare’s updated strategic plan includes the driving strategy “developing enhanced information capabilities” – which includes technology.

So the questions we need to ask ourselves are: Where do we need to go with our information technology to be successful in a rapidly changing health care industry in the next 5 - 7 years? And how do we best link with physicians and providers? What we really need is a strategy that will support the growth of Munson Healthcare.

We have been sharing the physician satisfaction survey results and asking “what does better look like?” One theme we’ve heard is that Munson needs to better engage physicians when determining strategies, including our technology strategy. Especially as “ease of use” for Cerner was rated poorly by physicians.

To help us with this undertaking, we have contracted with Kurt Salmon, a top-rated consulting company specializing in health care transformation. Together we’ll evaluate the IT applications currently in use across Munson Healthcare and come up with an IT Strategic Plan that will support our system’s future.

We are starting this process by engaging physicians and providers, as well as staff and leaders, from across the system in focus groups to gain input on our current state and our future needs. The idea is to find out what’s working well, what’s not, and where the gaps are that we need to address.

We expect to see the recommended plan back from Kurt Salmon this summer and any decisions we make from those recommendations need to support our strategy for the next several years. Some things may change and some may remain exactly the same. However, IT is a big investment and it takes a lot of planning to implement any potential changes.

The health care industry, and the technology that supports it, is ever changing and we’ll have to continue to change, too. And no matter what the recommendations are, we will always have the need for good information. So much of what we do – especially providing high-quality patient care across the system – relies on it.

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CYBERSECURITY TIP OF THE MONTH

Allowing a former employee to access Protected Health Information is a reportable data breach.

Protect your practice by ensuring that you have a comprehensive terminated user checklist that is promptly and consistently followed.

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NOTIFY MUNSON HEALTHCARE WHEN AN EMPLOYEE LEAVES YOUR PRACTICE

It is a reportable data breach if a former employee accesses electronic Protected Health Information (ePHI). Therefore, it is important to remove all computer access when an employee leaves your practice.

Please send a request to Munson within three business days to have your former employee removed from all Munson Healthcare network and system access (i.e., PowerChart, Physician Web Scheduler, Outlook, etc.) by one of the following methods:

- Call Help Desk at 231-935-6053
- Print form from munsonhealthcare.org/physicianforms, complete, and fax to 231-935-3215
- Email helpdesk@mhc.net

Although Munson Medical Center will be contacting your practice annually to confirm that our list of practice staff with access to Munson’s computer system is accurate, it is important that you notify us immediately when a staff member leaves.

Please note that if a staff member hasn’t accessed Munson’s network within 13 months, their access will be removed. However, they can always submit a Computer System Access Request Form to request that their access to PowerChart, etc. be reinstated.

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Providers Who Are No Longer Practicing

Dr. Anca Andrei, infectious disease, and Dr. Matthew Jackson, family practice, are no longer practicing in the area.
Sometimes physicians and practice staff interact with patients who are under the control of law enforcement or who have a warrant for their arrest. It is important for staff to follow HIPAA privacy guidelines while collaborating to maintain good public relations with Law Enforcement.

Here are some important tips related to HIPAA privacy and law enforcement:

**When a Patient is Under Control of Law Enforcement (i.e. has been arrested)**

- If a health provider from a correctional facility (e.g. Grand Traverse County Jail, Pugsley Correctional Facility, etc.) requests a prisoner’s health information you may disclose detailed PHI to their health clinic, verbally or in writing, once you have verified identity.

- If a representative from a correctional facility contacts your office to schedule an appointment for a patient of your practice, please be aware that due to safety/security concerns, you can NOT disclose the day/time of the appointment to family members even if the patient has previously signed a disclosure statement granting family members access to their medical information.

- Best practices when scheduling appointments for incarcerated patients include:
  - Scheduling the appointment before or after hours
  - Bringing the patient in a side or back door

**When the Patient Has a Warrant for Their Arrest**

- When in doubt about what to disclose to police, please consult with your manager. HIPAA allows staff to disclose demographic and limited other information to law enforcement.

- If the police state that they have a warrant for a patient’s arrest:
  - Try to obtain a faxed copy of the warrant for the patient chart, or
  - Obtain a faxed request on Law Enforcement letterhead stating what Protected Health Information they are requesting and who is making the request.

- If patient has a warrant of arrest or is a suspect in a crime, staff may disclose date and time of patient’s pending appointment to Law Enforcement. You may also disclose if the patient is no longer a patient at your practice.

- If police seek to talk with a patient, staff may use professional judgment as to patient’s cognitive or alertness levels prior to allowing this visit. Staff should check with patient as to their willingness to talk to Law Enforcement. Family and friends may talk with police at any time. Please note that HIPAA allows but DOES NOT MANDATE disclosures to Law Enforcement.

- **Staff may disclose LIMITED DATA SET to Law Enforcement if one of the following valid HIPAA exception exists:**
  - When patient is a suspect in a crime or a fugitive.
  - When patient is a victim of a crime and patient agrees to talk with Law Enforcement.
  - Patient is unconscious and staff determines that disclosure is in the best interest of the patient.
  - When crime is committed on any property owned by your practice.
  - When necessary to prevent or lessen a serious threat to health or safety of patient or public.
  - Fuller disclosure is allowed when child abuse or neglect is suspected, in cases of domestic violence, or in reporting gunshot or stab wounds. (All required by state law.)

- **The LIMITED DATA SET that can be disclosed to the police when patient is a suspect, fugitive, missing person, or material witness is:**
  - Patient demographic information, physical descriptors, date and time of treatment, and type of injury.

*If you have any HIPAA questions, please contact Rochelle Steimel, Privacy Officer, at 231-935-5765 or rsteimel@mhc.net.*

*To schedule HIPAA training for your practice, please contact Deb Kimball, Physician Liaison, at 231-935-3388 or dkimball@mhc.net.*
Advanced Pediatric Life Support (APLS) Course

APRIL 29-30 | 7:00 – 4:30 PM | MUNSON MEDICAL CENTER, CONFERENCE CENTER

Munson Healthcare has partnered with the Michigan College of Emergency Physicians and the American College of Emergency Physicians to provide an Advanced Pediatric Life Support (APLS) Course and Simulation Lab.

This two-day course immerses the learner in intense education and training focusing on the common and life-threatening emergencies occurring in the pediatric and neonatal patient populations. The course will include several hours of simulation in addition to didactic, lecture-based educational modules.

This activity has been approved for up to 14.5 AMA PRA Category 1 Credits™.

Thanks to a grant from the Munson Healthcare Regional Foundation, northern Michigan providers are eligible for discounted rates (Physician: $350; Resident, Nurse, NP, PA, EMT: $225).

For more information and instructions on how to register, please contact Annette Andres, MSN, RN-BC, at 231-935-6763 or aandres@mhc.net.

Career Uniforms to Benefit Cancer Center

Munson Medical Center is partnering with Career Uniforms again for our Spring 2016 in-store event the entire month of April. A percentage of all uniform and accessory sales in April will go towards purchasing equipment for the Cowell Family Cancer Center. This event includes special orders and in-stock merchandise.

Career Uniforms accepts cash, check, debit card, and credit card. Munson Medical Center employees may also use payroll deduct if they present their MMC badge.

Career Uniforms
3860 N. Long Lake Rd., Ste. 2 | Traverse City, MI 49684 | 231-941-1960
Hours: Monday – Wednesday, 9:30 am - 7 pm; Third Shift Thursday, 7:30 am - 7 pm
Friday, 9:30 am – 6 pm; Saturday, 10 am – 4 pm

Physician News

Cowell Family Cancer Center Contact Listing

The Munson Oncology physician practices, affiliated Infusion Clinics, Munson Infusion Clinic, MTop, Cancer Genetics Clinic, and Traverse Bay Radiation Oncologists are moving to the new Cowell Family Cancer Center in February/March.

Please note the new fax number for Drs. David Gordon, Joshua Ruch, and Zachary Word.

• MULTI-DISCIPLINARY THORACIC ONCOLOGY PROGRAM (INCLUDES MULTI-DISCIPLINARY CLINIC & LUNG SCREENING CLINIC) AND CANCER GENETICS
  231-392-8400
  • Dana Hoffman, NP
  • Kendra Worden, NP

• GYNECOLOGIC ONCOLOGY
  231-392-8400
  • David Michelin, MD
  • Madelyn Zeigler, FNP

• INFUSION SUITE SERVICES
  231-935-6861

• TRAVERSE BAY RADIATION ONCOLOGY
  231-935-7100
  • Douglas Brown, MD
  • David Heimburger, MD
  • Robert LaPorte, MD
  • Robert Prust, MD

• MEDICAL ONCOLOGY/HEMATOLOGY
  231-392-8400
  • David Gordon, MD
  • Yelena Kier, DO
  • Richard Kosinski, MD
  • Joshua Ruch, MD
  • Barbara Ames, NP
  • Margaret Hall, FNP-C
  • Renae Vaughn, NP
  • Lisa Hughes, DO
  • Peter Kohler, MD
  • Andrew Riddle, DO
  • Zachary Word, MD
  • Julie Comfort, NP
  • Nathan Rousse, MSN, NP

For additional information, call HealthLink at 231-935-5886 or 1-800-533-5520.