the Pulse
December 2017
News for Munson Healthcare Cadillac Hospital Medical Staff

Disposal of Medications in Our Community

Cadillac area residents can dispose of their unused and expired medications at a year round collection drop box.

Help protect our kids, environment, and community!

When & Where?

8-4:00pm, Monday - Friday

Michigan State Police Post
7711 US-131 Business
Cadillac, MI 49601

Why are unused medications a problem?

Old and unused medications in your home can pose a risk for accidental poisoning, theft, and drug abuse. Research also shows that medication put in the trash or flushed can pollute water and harm fish and wildlife.

What's accepted?

Prescription, over-the-counter, and pet medications in the following forms:

- Tablets
- Capsules

Note: Controlled substances that are tablets and capsules **are** allowed to be discarded at the Michigan State Police Post.

What's NOT accepted?

- Creams
- Ointments
- Liquids
- Patches
- Inhalers

For more information, please contact Dr. Jim Whelan at jwhelan@mhc.net.

What to do with items not accepted?

- Find a Michigan drug take back event at Michigan.gov/deqdrugdisposal
  OR
- Mix drugs with dirt, cat litter, or used coffee grounds, seal the medications in a plastic bag, and place in the trash.

March 2018 General Medical Staff Meeting

The next General Medical Staff Meeting is scheduled for **Monday, March 12, 2018 at 6:30PM.**

Physician Recruitment Update

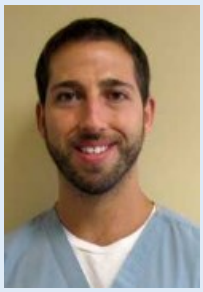
Provider Recruitment continues to be a top priority for the hospital administration. We are happy to announce the successful recruitment of a new OB/GYN, Dr. Kyle Franckowiak who will start in August 2018. He comes from Capac, MI and will join Munson Cadillac OB/GYN.

We are also excited to announce that Occupational Health is now staffed by Christy Johnson, NP, who comes to us from Brevard, NC.

Munson Healthcare recently held a mixer for residents of the Michigan State Family Medicine Residency Program who are training at Munson Medical Center. The reception was held in Traverse City and was attended by all of the current residents as well as representatives from all of the Munson Healthcare hospitals. Cadillac had seven primary care doctors from our community available to talk to the residents about practicing in Cadillac. Several residents have shown interest in local practices and we will continue to work hard to bring more providers to our community.

If you have feedback about the recruitment process, or have a provider you want to recommend, please feel free to contact Joe Santangelo, MD.

2018 Medical Staff Leadership



Michael Peacock, MD

President Elect

Dr. Michael Peacock has been elected to serve as the **2018 President Elect** for the Medical Executive Committee. This is a three-year term. In 2019, Dr. Peacock will become the Medical Staff President, and in 2020 will serve as the Credentialing Officer. Dr. Peacock most recently has served as the Emergency Services Section Chief the past two years and will remain as the current

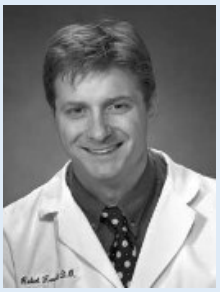
"I am excited to be elected President of the Medical Staff. Our team will continue to foster strong relationships to ensure we are providing the highest quality care for our growing community. I am honored for this opportunity to serve my hospital and community to assure Munson Healthcare Cadillac Hospital is always trusted to be the first choice to deliver the best care."

Jennifer Piwowarski, MD

Primary Care & Medical Specialties Department Chair

Dr. Jennifer Piwowarski has been re-elected to serve as **the Primary Care & Medical Specialties Department Chair**. This is a two-year term. She has served in Medical Staff Leadership positions for the past few years.

"I am honored to continue to serve the medical community. I look forward to continuing to make our hospital the first choice for care."



Robert Kendell, DO

Surgical Services Department Chair

Dr. Robert Kendell has been elected to serve as the **Surgical Services Department Chair**. Dr. Iseri served in this role the past two years. This is a two-year term. Dr. Kendell has held many Medical Staff Leadership positions, and has several years of experience.

"I am very excited to serve again as the Surgical Services Department Chair and to be a part of Medical Staff Leadership. I truly enjoy this role and this will be my

Daniel Swiriduk, DPM

Medical Staff President

Dr. Daniel Swiriduk will serve as the **2018 Medical Staff President.** In 2017**,** he served as the President-Elect in 2017 on the Medical Executive Committee.

"I am honored to be able to serve as President of the Medical Staff. We should all be grateful to be part of a medical community where our voice can make a difference. We have the opportunity to shape our future."

Michael Salata, MD

Credentialing Officer

Dr. Michael Salata will serve as the **2018 Credentialing Officer**. He most recently served as the 2017 Medical Staff President. He has served in Medical Staff Leadership positions for many years.

"I've had the honor and pleasure of being associated with Munson Healthcare for 19 years, and the Medical Staff of Munson Healthcare Cadillac Hospital for 9. Cadillac Hospital has forward thinking and energetic Senior Leadership and Med Staff Leaders. We work with fantastic and caring nursing and support staff, and I look forward to working with all of you, along with collaboration from other Munson Healthcare entities to serve our community."

2018-2019 Section Chiefs

Primary Care & Medical Specialties Department

Dr. Michael Peacock, Emergency Services Section Chief
Dr. Angela Trucks, Pediatrics Section Chief
Dr. Jesse Johnson, Radiology Section Chief
Dr. Jennifer Piwowarski, Family Practice Section Chief

Surgical Services Department

Dr. Frank Adams, Anesthesia Section Chief
Dr. Sarah Helm, OB/GYN Section Chief
Dr. Russell Hjelmstad, Pathology Section Chief
Dr. Robert Kendell, Surgery Section Chief

Electronic Progress Notes & Provider Workflow

Beginning in 2015, Munson Healthcare took a system approach to correcting one of the biggest electronic gaps in Inpatient/Acute Care EHR – provider documentation.

Prior to the implementation of the Provider Documentation project, the project team was able to look to see where the biggest absence of electronic documentation was found. This research was able to find that most H&P, Consults and Discharge Summaries were transcribed and scanned into the EHR. But what about the daily progress notes? Those were still on paper and not scanned into chart until after the patient was discharged making it very difficult for other members of the patients care to get this information unless they had the paper chart in hand. The Provider Documentation Project was the solution to this gap and allowed for some optimization for the providers to review the chart along with it.

Why do we need Electronic Documentation?

Electronic physician documentation is needed to complete the EMR; it improves legibility, allows remote access to information, and eliminates most of the remaining paper in the paper chart. It is one of the last pieces that we have not put in place as we move toward a complete electronic record. Dynamic Documentation allows immediate creation through the use of narratives, Auto Text, templates, and voice recognition support. In conjunction with Dragon, it complements some existing requirements of Meaningful Use such as physician documentation required within the Summary of Care. It allows anywhere access to documentation, for example: current and hand-written progress notes are not available to providers off site or to coders while in the medical records department or remotely. The turn-around-time of having electronic documentation available in the chart is immediate. Likely to be the most important benefit of provider electronic documentation related specifically to legibility is the improved customer experience: legible notes helps transition patient care to partners or other providers and improves the process for consultants as they review the notes and make recommendations.

What is included in the Provider Documentation Project?

Phase 1 of the Provider Documentation Project included 2 parts that allow for additional functionality and improves the ability for the provider to follow the patients care through the hospital stay.

1. Progress Notes completed using Dynamic Documentation

Dynamic Documentation is a tool for providers to create notes. It efficiently pulls data from the patient chart (allergies, chief complaint, diagnosis, histories, medications, measurements, orders, problems, and vital signs) and allows providers to create free text entries alongside chart data, for flexible and efficient clinical documentation.

2. Provider Workflow

Provider Workflow, allows providers to put the data elements of the chart that they use in a logical order for their review of information. The process of that review builds the progress note during the review. It functions much like a web page with links that take you where you need to go in a more intuitive fashion. This is specifically designed to improve provider efficiency and throughput.

What has happened at Munson Healthcare Cadillac Hospital?

Beginning in late 2015 Cadillac Hospital's iNDIGO providers piloted the new functionality within this facility. Once the iNDIGO providers started, each section was trained individually to use both Dynamic Documentation and Workflow with the final section being completed in September 2017.

Going forward, all new providers to the facility will be trained upon orientation to use both Dynamic Documentation and Provider Workflow as part of their daily routine.

What's next?

The next steps of this project will be to bring all of the provider's documentation directly into the EHR and improve the current discharge process and documentation using Provider Workflow and Dynamic Documentation.

When fully implemented provider documentation through the use of Dragon, Dynamic Documentation, and Workflow can have a large impact on costs due to a significant reduction in transcription expenses, replacement of the T Sheets in the ED (cost avoidance), improved coding/billing with better auditing of electronic progress notes, and help ensure proper information is captured to support optimal ICD-10 coding.

Please feel free to contact Jessica Herbert, or Dr. Joe Santangelo if you have thoughts or questions.

Ongoing Professional Practice Evaluation (OPPE) Update

At the November Primary Care & Medical Specialties and Surgical Services Department Meetings Ongoing Professional Practice Evaluation scorecards were discussed and current indicators were shared with providers. There is interest from Medical Staff to receive their scorecard data more real-time or as soon as it is available; generally the data has a 6–month lag time.

Currently, trending data is shared with Department Chairs & Section Chiefs. Staff education and notification of the data is discretion of the Department Chairs and Section Chiefs. Trending data include scores that have been Red (Needs Attention). This data is also currently shared at reappointment of privileges and is part of the credentialing file.

Next Steps

It was recommended at the November Primary Care & Medical Specialties and Surgical Services Department Meetings that all Medical Staff receive their data via email, and their office manager also be copied on this email with the data. In the future; please look for this data to be emailed.

If you have any questions regarding OPPE; please contact Joanna Benchley, jbenchley@mhc.net or Dr. Joe Santangelo, jsantangelo@mhc.net.

Hospitalists

Practitioner Performance Feedback Report

ID: **Specialty:** Hospitalist

Time Period	ID#	Indicator Title	Volume
1 Yr End 2016 Qtr 2	1	# of Discharges	487
1 Yr End 2016 Qtr 2	2	# of Procedures- Inpatient	98
1 Yr End 2016 Qtr 2	3	# of Procedures- Outpatient	12
1 Yr End 2016 Qtr 2	7	# of Consultations	82

Clinical Quality

Time Period	ID#	Indicator Title	Indicator Type	Numerator	Acceptable Value	Excellence Value	Score
1 Yr End 2016 Qtr 2	12	Blood component use not meeting appropriateness criteria excluding autologous units	Rule	0	2	0	Green
1 Yr End 2016 Qtr 2	68	Peer review results: Cases rated 2	Rule	0	2	0	Green
1 Yr End 2016 Qtr 2	75	Peer review results: Cases Rated 3	Rule	0	2	0	Green

Systems Initiatives

Time Period	ID#	Indicator Title	Indicator Type	Numerator	Volume	Results	Acceptable Value	Excellence Value	Score
1 Yr End 2016 Qtr 2	83	Hand Hygiene	Rate	0	5	0.0%	70.0%	90.0%	Red
1 Yr End 2016 Qtr 2	88	Stroke - Patient Appropriateness of Care Compliance	Rate	10	11	90.9%	90.0%	100.0%	Yellow
1 Yr End 2016 Qtr 2	89	VTE-1 Prophylaxis	Rate	37	37	100.0%	90.0%	100.0%	Green

Professionalism

Time Period	ID#	Indicator Title	Indicator Type	Numerator	Acceptable Value	Excellence Value	Score
1 Yr End 2016 Qtr 2	81	Staff reports of unprofessional and unsafe behavior	Rule	1	1	0	Yellow
1 Yr End 2016 Qtr 2	82	Reports of patient complaints against provider	Rule	1	2	1	Green

Sample OPPE Feedback Reports

Surgery

Activity

Time Period	ID#	Indicator Title	Volume
1 Yr End 2016 Qtr 2	1	# of Discharges	57
1 Yr End 2016 Qtr 2	2	# of Procedures- Inpatient	144
1 Yr End 2016 Qtr 2	3	# of Procedures- Outpatient	1037
1 Yr End 2016 Qtr 2	7	# of Consultations	102

Clinical Quality

Time Period	ID#	Indicator Title	Indicator Type	Numerator	Acceptable Value	Excellence Value	Score
1 Yr End 2016 Qtr 2	12	Blood component use not meeting appropriateness criteria excluding autologous units	Rule	0	2	0	Green
1 Yr End 2016 Qtr 2	68	Peer review results: Cases rated 2	Rule	0	2	0	Green
1 Yr End 2016 Qtr 2	75	Peer review results: Cases Rated 3	Rule	0	2	0	Green

Systems Initiatives

Time Period	ID#	Indicator Title	Indicator Type	Numerator	Acceptable Value	Excellence Value	Score
1 Yr End 2016 Qtr 2	87	Patient Safety Indicator 15: accidental puncture or laceration during a surgical procedure	Rule	0	1	0	Green

Time Period	ID#	Indicator Title	Indicator Type	Numerator	Volume	Results	Acceptable Value	Excellence Value	Score
1 Yr End 2016 Qtr 2	83	Hand Hygiene	Rate	0	4	0.0%	70.0%	90.0%	Red

Professionalism

Time Period	ID#	Indicator Title	Indicator Type	Numerator	Acceptable Value	Excellence Value	Score
1 Yr End 2016 Qtr 2	81	Staff reports of unprofessional and unsafe behavior	Rule	0	1	0	Green
1 Yr End 2016 Qtr 2	82	Reports of patient complaints against provider	Rule	2	2	1	Yellow

Christy Johnson, NP

Nurse Practitioner Occupational Health

Christy Johnson, NP is a Nurse Practitioner working in Occupational Health at Munson Healthcare Cadillac Hospital. Christy started October 26, 2017.

No Longer Practicing in the Area

The following providers are no longer practicing in the area:

- Khristine Botezan, MD; General Surgeon
- Stacey Swartzendruber, NP; Emergency Medicine
- Michael Romanow, CRNA; Nurse Anesthetist

Amanda Nixon, PA-C; Family Medicine no longer has privileges at Munson Healthcare Cadillac Hospital, effective 12/11/2017.

The Pulse is published six times a year.
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MUNSON HEALTHCARE
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