

the **Pulse**

August 2019

News for Munson Healthcare Cadillac Hospital Medical Staff

Process for Provider Change

Situation:

We do not have a process for changing attending physicians should the need arise. We recently had a situation where a patient requested a change in provider after admission, and there was no standard to follow, which resulted in confusion and the potential for poor patient care.

Background:

There are many situations where a patient may need a change in attending, including physician illness, work conflicts (such as a surgeon who is in the OR when another patient needs attention), or patient condition change. Transitions in care and/or handoffs add risk to patient safety and quality of care.

Assessment:

The process to provide safe care to patients during transition of care between providers is a medical staff driven process that the hospital supports. The MEC has approved the process below.

Recommendation:

When an attending change needs to occur, the attending who is handing off care of the patient should contact the receiving provider. This direct provider-to-provider contact, preferably handled in an SBAR format, will ensure a clear handoff in care. The outgoing attending should notify nursing supervision of who is the accepting provider. If there is not a local provider who can accept the patient, the patient should be transferred to an appropriate facility and the outgoing provider is responsible for affecting the transfer. Hospital staff can help with coordination (for example, identifying which provider is on call next, or coordinating with the transfer center) and can also help communication with the patient when the providers are not in the hospital. Hospital staff is not responsible for finding an accepting provider or providing handoff on the patient – those are provider-to-provider conversations. If you have any questions about this process, please reach out to Medical Staff leadership.

September 2019 General Medical Staff Meeting

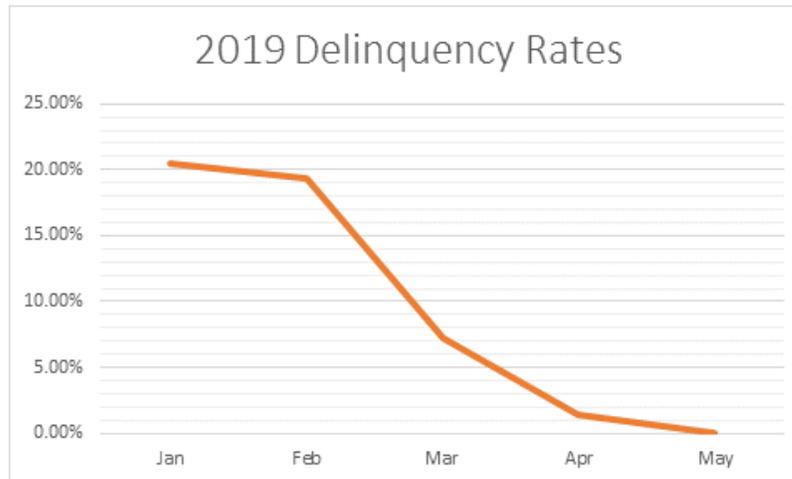
The next General Medical Staff Meeting is scheduled for

Monday, September 9, 2019 at 6:30PM

Clam Lake Beer Co. (2nd Floor)

Medical Record Delinquency Rate

Medical record delinquency rates have improved significantly this year. The highest delinquency rate was in January at 20.5%. Our current delinquency rate is the lowest at 0.06%. High quality, on-time documentation supports good patient care. Thanks to all providers completing their medical records on time!



Timeout Procedure Update

Timeouts are crucial safety behavior before procedures in our operating rooms, as well as throughout the hospital and in physician offices. At the last Surgical Services Section meeting, the Surgery Section reinforced the need for effective timeouts and endorsed the following changes to the timeout procedure:

1. Closed loop communication: RN reads consent. Surgeon and tech repeat consent. Procedure and site must be repeated back.
2. Radio to be shut off during timeout.
3. Audits to be done and results reviewed at Surgical Committee.

Welcome New Provider



Kelli Iceman, DPM
Podiatry

Kelli Iceman, DPM, joined Advanced Foot and Ankle Centers. Dr. Iceman started in August.

Munson Healthcare Cadillac Hospital Contacts

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