

the Pulse

June 2019

News for Munson Healthcare Otsego Memorial Hospital Medical Staff

The Survey Says: Great Place to Practice Survey Results

Janelle Hendrian, DO; Chief Medical Officer, MHC Otsego Memorial Hospital



Creating a Great Place to Practice for providers is one of our True North goals (Health Care Team). In order to reach this goal, we have participated in two GPTP surveys. Both have shown that we have opportunities for improvement in our communication, recognition of providers and EMR support.

I have shared the survey results with many of the practices. During my visits, a key theme stood out. I heard from our providers that the speed of

communication and timeliness of follow up has declined. To address this gap, Brad Eshbaugh, Regional Director Physician Practice Network, and I have developed a new communication structure within the Medical Group. The practice administrators and supervisors have new responsibilities within this structure. The practice administrators have established meeting calendars, set standard agendas, and will be recording and posting meeting minutes. They will have more decision-making power than they have in the past. At satellite clinics such as Elmira, Indian River and Lewiston, we are installing technology that will allow remote participation in provider meetings. This should help

MHC redesigned and shortened provider satisfaction survey

Methods: Surveyed 101 MHC Otsego Memorial Hospital physicians/APPs over 14 days; 54% response rate (55)

Discussion: Local physician leadership will be disseminating results and developing action plans specific to MHC Otsego Memorial Hospital

2016 Issues: Communication with Administration, Safety, EMR, low APP alignment

2018 Issues: Communication with Administration, EMR, recognition

2019 Issues: Communication with Administration, recognition



70% rated Great Place to Practice as Favorable

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Relocating Emergency Department Walk-In Entrance

In an effort to finalize exterior hospital renovations ahead of Winter weather, the construction crew has adjusted the timeline in which they will be addressing

updates to the walk-in entrance of the Emergency Department. ED walk-in patients are no longer entering the facility from the East entrance and are now entering

triage from the main hospital entrance. In December, access to the existing triage space will no longer be possible due to the next phase of renovations. Instead ED

walk-in patients will be routed to the Emergency Department through the door located behind the information desk. As a result of this shift in entry points, there

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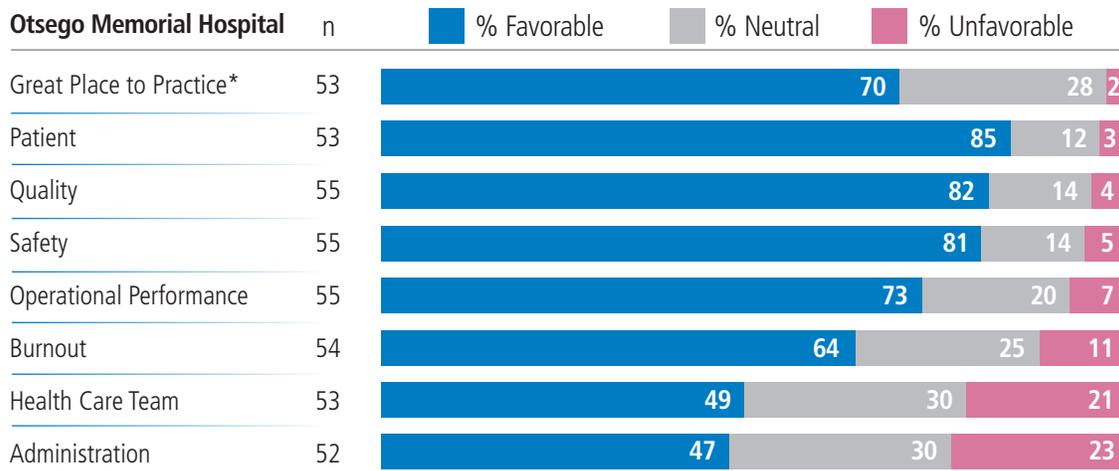
– Janelle Hendrian, DO; Chief Medical Officer

save commuting time for both providers and administrators. We have also started to share provider-specific, positive patient comments from the Press Ganey Surveys. It will take time for everyone to settle into these redefined roles. The goal is to achieve a streamlined, responsive communication process.

Anytime two entities integrate, there will be a degree of change and sometimes the process of getting to know one another can take time. Change occurs. Sometimes ‘different’ or ‘new’ takes us out of our comfort zone, but this change has not impacted our ability to provide safe, high quality patient care. Our mission to improve lives has not been

altered. I am proud to work at this hospital and proud of our amazing group of providers. Thank you to everyone who took the time out of your busy

schedules to share your open and honest opinions. With your constructive feedback, we can continue to move forward in a positive direction.



**Great Place to Practice:

- I would recommend that a friend or relative receive care at my hospital.
- Munson Healthcare’s True North and mission resonate with me.

Questions? Contact Dr. Janelle Hendrian at 989-731-2121 or jhendrian@mhc.net

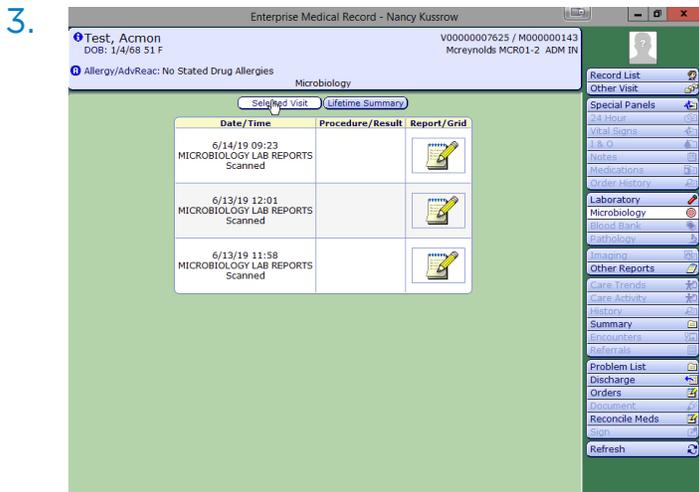
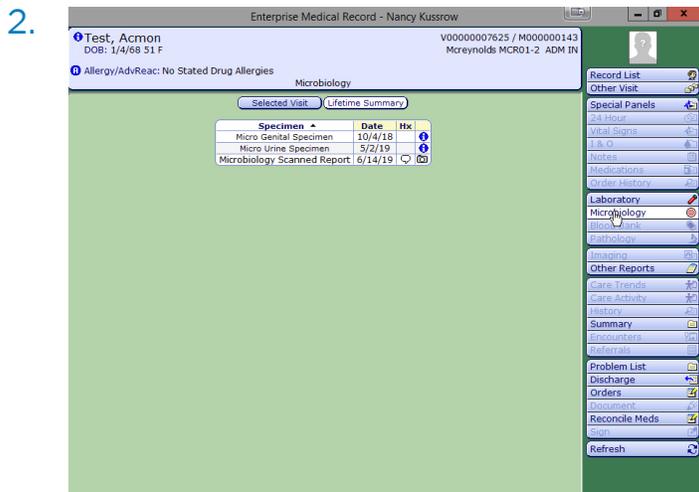
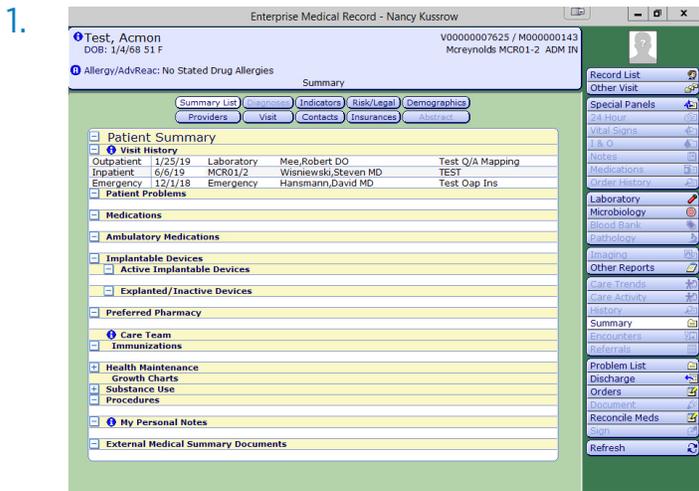


Relocating Emergency Department Walk-In Entrance, from page 1

will now be staff presence at the information desk twenty four hours a day. Please take note of this revision to patient flow as the main entrance of the hospital is now seeing far more activity than normal.

If you have any questions or concerns, please direct them to Chris Smothers, Regional Office Coordinator of Facilities Operations, at extension 12261.

Fencing and signage now direct ED walk-in patients to enter the facility from the main entrance as another phase of construction begins.



Accessing Microbiology Reports In Meditech

As of June 1st, 2019, all microbiology culture plates have been centralized to the Medical Center. This means all types of bacterial cultures including blood cultures, and all stool testing including lactoferrin (stool WBC) and C. difficile. Any STAT gram stains which would be required will still be performed on site. In order to avoid having a significant negative impact on turnaround time, MMC has added two additional courier pickups daily so the microbiology specimens arrive at MMC in a timely manner.

The culture reports are faxed to OMH three times a day, Monday through Friday, and twice a day on weekends and holidays. You will receive a header page, a summary page of patients with each separate patient report following the summary, and lastly, you will get an “end of report” page. The lab also receives a copy of the result to assist with specimen tracking. You will get preliminary micro reports from MMC just as you have from our lab. In addition, the printed reports will now be manually scanned by HIM (and Patient Access on weekends and holidays) to ensure review is possible through Meditech EMR.

To access microbiology reports through Meditech EMR, follow the instructions below:

1. Upon selecting your patient, you should be presented with their summary report.
2. In the right-hand column, select the ‘Microbiology’ tab.
3. Click the ‘Selected Visit’ button for a list of reports available for review. Clicking the notepad icon in the right-most column of the results table will provide access to the scanned reports for your review.

The Pulse is published six times a year. We welcome your feedback and topic suggestions: pulse@mhc.net | Brett Strey, 989-731-2383, bstrey@mhc.net

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