

the Pulse

June 2018

News for Munson Healthcare Grayling Hospital Medical Staff

Culture of Safety Survey

As health care providers, it's one of our core values to heal without causing harm. Eliminating preventable harm is a top priority for Grayling Hospital, and our biennial safety culture survey is one method that we use to identify conditions that could potentially lead to adverse events so that we can correct them prior to causing patient harm.

A safety culture survey is valuable because it:

- Raises staff awareness about patient safety

- Diagnoses and assesses the current state of patient safety culture
- Identifies strengths and opportunities for improvement for patient safety culture
- Examines trends in patient safety culture change over time
- Evaluates the cultural impact of patient safety initiatives and interventions
- Conducts internal and external comparisons

The survey measures staff perceptions of patient safety

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Grayling Hospital Earns 'A' from Leapfrog Group

Munson Healthcare Grayling Hospital ranked among 750 hospitals nationally awarded 'A' safety grades from the Leapfrog Group for spring 2018.

Leapfrog Group is one of several organizations who examine hospital quality and safety.

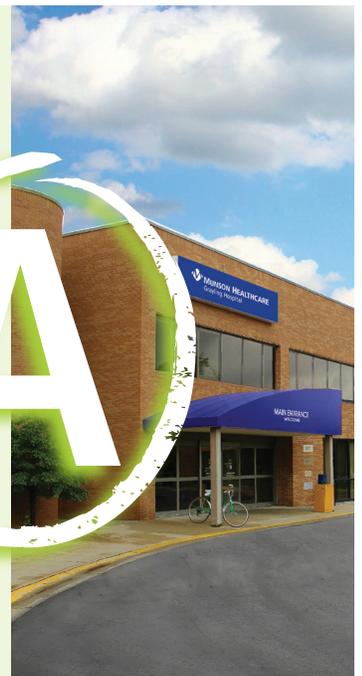
Munson Healthcare Vice President of Quality and Safety Tom Peterson, MD, FAAP, said the grades for the health care system's hospitals reflect a continual focus on patient safety and quality care.

"We are pleased to see the high quality care reflected in Leapfrog grades in this survey," Dr. Peterson said. "Every day across the system our teams are working hard to provide the best care for our patients, to ensure we have the right processes and procedures in place for patient safety, and to promote a quality outcome."

"Our employees work diligently every day to provide quality care to our patients, and we are grateful our dedication to quality has been recognized by the Leapfrog

Group for two-and-a-half years," explained Jennifer Fuhrman, Munson Healthcare Grayling Hospital's Director of Quality and Risk Management.

Munson Healthcare Grayling Hospital joined Munson Healthcare Cadillac Hospital, Munson Medical Center, and Otsego Memorial Hospital in receiving an "A" grade from the organization.



Controlled Substance Prescribing Legislation

May 31

MAPS Registration Required

- Must be registered on MAPS if prescribing controlled substances

June 1

Mandatory Michigan Automated Prescription System Check

- Must perform MAPS check on all controlled substances if prescribed more than 3 days

June 1

Prescribing Opioids to a Minor – Requirement for Informed Consent

- Use the start talking consent form from the state of Michigan
- Exceptions for the following, but best to obtain if possible:
 - emergency
 - hospice

June 1

Patient Information on Opioid Risks – Requirement for Informed Consent

- Use the start talking consent form from the state of Michigan
- Exceptions for the following, but best to obtain if possible:
 - inpatient
 - emergency
 - hospice

July 1

Limitation on Opioid Prescribing: 7 Days for Acute Pain

- Opiates cannot be prescribed longer than 7 days for pain. Legal recommends that if needed longer than another prescription can be made during a repeat in-person visit/exam.

munsonhealthcare.org/opioid

Level 4 Trauma Designation Update

Last October, we requested a site visit by the state of Michigan for our Level 4 Trauma designation. Two representatives from the state, Robert Dunne, MD, FACEP and Kendra Calhoun, ACNP-BC, will be arriving at the hospital on Tuesday, June 19 at 8 am to start the process.

They will begin by reviewing charts in the morning and will

conduct interviews with the various trauma leadership in the afternoon. Afterwards, they will tour the hospital including the Emergency Department, Radiology, OR, Med Surg, and Blood Bank. They will conclude with an exit interview and will present their findings to the state for review. This final review process can take months

**Level 4 Trauma Designation Site Visit:
Tuesday, June 19
8 am**

to complete, and we may not have their decision until later this year or even early 2019.

One-of-a-Kind Patient Diagnostic Center Opens in Grayling

Last December, Munson Healthcare Grayling Hospital began a construction project focused on improving the experience of its patients. The first phase of the project included creating a new Patient Diagnostic Center on the first floor of the hospital.

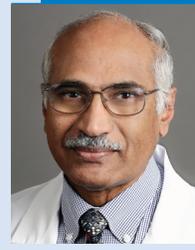
The new, chair-based unit is the first of its kind in northern Michigan and was designed specifically for the needs of the patients at Grayling Hospital. The unit, which opened in May, will be used for the following types of patients: observations, behavioral health, pre-surgical clearances, as well as hospital and ER follow-ups.

“Our goal for the Patient Diagnostic Center is to focus our processes around our patients and streamline their experiences from start to finish,” explained Liz Monk, Vice President of Care Coordination at Munson Healthcare Grayling



Hospital. “Now we will be able to bring many of our staff and services to the patient instead of making them walk to and wait at different departments throughout the hospital to have the same testing done.”

Misty Rayl, NP, has accepted the position of advanced practice provider for the unit. She will be part of the hospitalist team, reporting to Dr. Aditya Neravetla.



Retired Vishnu Nutakki, MD

On medical staff 2004 - 2018/present

Please join us in congratulating Dr. Nutakki on his retirement! Dr. Nutakki will remain on staff for periodic coverage.

Grayling Physician Network Adds New Location: Milltown Clinic



culture by work area/unit, as well as the hospital as a whole.

Grayling Hospital's most recent patient safety culture measured:

1. Learning Environment:

Staff's perceptions regarding the ability to identify and fix defects and concerns.

2. Local Leadership: Do our local leaders create a work environment that supports psychological safety?

3. Resilience/Burnout:

Measures burnout and work-life balance in a specific work setting. Burnout is a very important issue in health care as it reflects the balance between professional, job-related demands and maintaining a healthy personal lifestyle. A good work-life balance is important both for the health of employees and as a leading indicator for burnout.

4. Teamwork: A low teamwork climate stems from persistent interpersonal problems among the members of a given work setting. When teamwork climate is low, employees feel that their coworkers are not cooperative, that their voices

are not heard by management, and that their efforts are not supported. These feelings can deeply affect employee performance and patient outcomes.

5. Safety Climate: Predicts clinical outcomes. When staff report a low safety climate, they don't perceive a real dedication to safety in their work setting. Safety climate is significantly related to both employee safety (e.g., needlesticks, back injuries) and patient safety (e.g., bloodstream infections, decubitus ulcers), so low safety climate is critical to address.

A safety culture survey helps us to better understand the unique safety culture at our hospital. Grayling Hospital's senior and physician leadership has reviewed the results from our most recent survey and are in the process of sharing the results with our providers and frontline staff. Our goal is to tie the survey results into our Zero Harm initiative, because we know if staff feel safe, then our patients will feel safe.

As the result of our ongoing efforts to provide better access for our patients by hiring new providers for our Grayling Physician Network, we have started to run out of space at our Grayling Community Health Center. We are pleased to announce we will be opening a new clinic in Grayling at the Milltown Building on North Down River Road. The addition of this clinic will give us much-needed space for our primary care providers in Grayling.

Our goal is to make this transition as seamless as possible for our patients. To start, the following two providers began seeing patients at this location as of May 30:

- Lisa Harrington, DO
- Della Lambert, NP

Munson Healthcare Grayling Milltown Clinic

1200 W. North Down River Rd., Ste. C
Grayling, MI 49738

989-344-5910 voice | 231-935-3460 fax
Hours: Monday and Thursday, 8 am - 3 pm;
Wednesday, 7 - 11 am

Free Access to Workout Equipment for Employed Providers

We now offer our employees access to the workout equipment in our rehabilitation locations. And it's free of charge!

Here's when and where you can use the equipment:

- Grayling Community Health Center:
Weekdays, 7 am - 7 pm; Saturdays, 9 am - 3 pm
- Prudenville Community Health Center:
Weekdays, 7:30 am - 5:30 pm; Saturdays, 9 am - 3 pm
- Roscommon Community Health Center:
Weekdays, 7:30 am - 5 pm

Before using any equipment, you must complete a waiver and either return it to a rehabilitation staff member or email it to Wendy Clarkson at wclarkson@mhc.net. The waiver is available at each rehabilitation location, as well as on the Intranet on the Health and Wellness Resources page in the Human Resources section.

Please remember, patients are at the center of everything we do. So they need to have priority for all equipment. Thank you!

New Dictation System for Grayling Hospital Coming Soon

Grayling Hospital and Cadillac Hospital will start using the same dictation system as Munson Medical Center, Kalkaska Memorial Health Center, and Paul Oliver Memorial Hospital.

Why?

- To consolidate Munson Healthcare's hospital dictation and transcription systems.
- To standardize dictation work types, which will be an advantage for providers who dictate at more than one hospital.
- To share transcription resources in order to improve turnaround times to enhance continued patient care.

What will change for Cadillac and Grayling dictators?

- Duplicate author dictation numbers (affected providers will be contacted directly).
- The subject ID will be the medical record number vs. date of birth.

What will change for all dictators?

- Main telephone number to access the dictation system.
- All report formats will have a new and improved standardized look (headers and footers will contain same patient demographics).
- If you use the listen access feature, a password will be required and assigned upon request.
- There will be changes to some of the 2-digit dictation work type numbers.
- There will be some changes to the voice prompts.

We will announce the go live date in FLASH Pulse.

If you have any questions, please contact Loretta Wingard, Director HIS/Privacy Official, MHC Grayling Hospital; lwingard@mhc.net; **989-348-0562**, or Mary Anne Belanger, Manager HIM, Munson Medical Center; mbelanger2@mhc.net; **231-935-6304**.

Welcome New Providers



Bruce Daman, NP
Emergency Medicine

Education:
Walden University, Minneapolis, MN

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989-348-0772 fax

The Pulse is published six times a year. We welcome your feedback and topic suggestions: pulse@mhc.net
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