Medical Staff and Allied Health Professional/Advanced Practitioner Orientation (for SGMC and WAH Only)

Adventist HealthCare
Shady Grove Medical Center

Adventist HealthCare
Washington Adventist Hospital
# Table of Contents

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>AHC Mission</td>
<td>4</td>
<td>Emergency Medical Treatment &amp; Labor Act (EMTALA)</td>
<td>26</td>
</tr>
<tr>
<td>AHC Values</td>
<td>5</td>
<td>Environment of Care &amp; Life Safety</td>
<td>27</td>
</tr>
<tr>
<td>AHC Vision</td>
<td>6</td>
<td>Ethics Consults</td>
<td>31</td>
</tr>
<tr>
<td>Case Management</td>
<td>7</td>
<td>Health Information Management (HIM)</td>
<td>32</td>
</tr>
<tr>
<td>Communication Fundamentals (AIDET)</td>
<td>10</td>
<td>Hospital Incident Command System (HICS)</td>
<td>37</td>
</tr>
<tr>
<td>Conflict of Interest</td>
<td>21</td>
<td>Infection Prevention</td>
<td>39</td>
</tr>
<tr>
<td>Continuing Medical Education</td>
<td>22</td>
<td>Influenza Vaccines</td>
<td>54</td>
</tr>
<tr>
<td>Disaster Privileges</td>
<td>24</td>
<td>Information Technology &amp; Downtime Procedures/Order Sets</td>
<td>55</td>
</tr>
<tr>
<td>Electronic Incident Reporting</td>
<td>25</td>
<td>Maryland Medical Orders for Life-Sustaining Treatment (MOLST) &amp; Advanced Directives</td>
<td>60</td>
</tr>
</tbody>
</table>
# Table of Contents

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Staff Services</td>
<td>62</td>
</tr>
<tr>
<td>National Patient Safety Goals</td>
<td>75</td>
</tr>
<tr>
<td>Organizational Culture</td>
<td>76</td>
</tr>
<tr>
<td>Pain Management</td>
<td>78</td>
</tr>
<tr>
<td>Patient Care: Bed Control and Patient Access</td>
<td>81</td>
</tr>
<tr>
<td>Patient Relations</td>
<td>83</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>85</td>
</tr>
<tr>
<td>Physician Relations &amp; Business Development</td>
<td>87</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population Health Initiatives</td>
<td>89</td>
</tr>
<tr>
<td>Potentially Preventable Complications (PPCs)</td>
<td>94</td>
</tr>
<tr>
<td>Practitioner Health &amp; Rehabilitation</td>
<td>95</td>
</tr>
<tr>
<td>Professional Practice Evaluations: Ongoing &amp; Focused (OPPE &amp; FPPE)</td>
<td>96</td>
</tr>
<tr>
<td>Quality &amp; Patient Safety</td>
<td>98</td>
</tr>
<tr>
<td>Rapid Response/Code Blue</td>
<td>110</td>
</tr>
<tr>
<td>Restraints</td>
<td>114</td>
</tr>
<tr>
<td>Security Department</td>
<td>115</td>
</tr>
</tbody>
</table>
AHC Mission

To demonstrate God’s care by improving the health of people and communities through a ministry of physical, mental and spiritual healing
Five key values that we use as a guide in carrying out our day-to-day activities:

**Respect:** We recognize the infinite worth of each person and care for them as a whole person.

**Integrity:** We are above reproach in all our dealings.

**Service:** We provide compassionate and attentive care in a manner that inspires confidence.

**Excellence:** We provide world class clinical outcomes in an environment that is safe for both our patients and care givers.

**Stewardship:** We utilize the resources in a manner that ensures the enduring success of the organization.
AHC Vision

*World class medical center for a world class community.*
Case Management

Case Management is a collaborative process throughout the continuum of care which assess, plans, monitors, coordinates and evaluates options and services to match an individual patient’s health needs.

Case Management is a collaborative process throughout the continuum of care which assess, plans, monitors, coordinates and evaluates options and services to match an individual patient’s health needs.

The goal of Case Management is to achieve quality patient care outcomes.

Roles of the Case Manager

- Patient care facilitator
- Liaison between patients and insurance
- Counselor
- Utilization manager
- Discharge planner
- Patient Advocates
- Resource Manager
- Finance wizard

Case Management staff offer hospital-wide coordination of pre-admission, acute and post-discharge health care services. Services are provided to all inpatients, outpatients, and emergency department patients without regard to payor, including Medicare and Medicaid patients.
Case Management

Functions of the Case Manager

Together, the RN and Social Work Case Managers coordinate the progression of care for patients and arrange for the following:

- Nursing home placements
- Rehab placements
- Home Health, Infusion, Durable Medical Equipment
- Adult and Child Protective Services Referrals
- Hospice
- Guardianships
- Psych Placements
- Financial Issues
- Adoption and Surrogacy
- Substance Abuse Placement
Case Management Important Reminders

- Case management staff is available to assist and to help.
- You must document plan of care DAILY.
- Always look for the safest discharge plan.
- The patient’s right to self-determination is paramount in developing continuity of care plans.
- Communicate discharge needs and expected discharge dates with Case Managers as soon as possible after admission.
- 24 hours or more lead time is needed to arrange for IV infusion or antibiotics specify IV solution/antibiotic needed and duration of treatment.

Important points:

- Be specific when writing orders for durable medical equipment i.e. Oxygen at 2L/min via nasal cannula, the indication for the oxygen (i.e. respiratory failure) and the Oxygen saturation at room air (has to be 88 or lower).
- **THINK NOON!** - Plan to discharge patients before noon. This helps get your other patients in the hospital and helps us meet the needs of our community and our physicians.
AIDET - Five Fundamentals Of Effective Communication

<table>
<thead>
<tr>
<th></th>
<th>Acknowledge</th>
<th>Increase safety</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>Introduce</td>
<td>Increase trust</td>
</tr>
<tr>
<td>D</td>
<td>Duration</td>
<td>Decrease anxiety</td>
</tr>
<tr>
<td>E</td>
<td>Explanation</td>
<td>Increase compliance</td>
</tr>
<tr>
<td>T</td>
<td>Thank you</td>
<td>Increase loyalty</td>
</tr>
</tbody>
</table>
What’s The Value of AIDET?

......The Why

- Reduces patient anxiety
- Increases patient compliance
- Improves clinical outcomes
- Increases patient and physician satisfaction
- Reduces the risk of malpractice litigation
- Ensures that all providers deliver consistent measures of empathy, concern, and appreciation
How Does It Work

Helps patients & customers feel better about…

- The person who’s taking care of them right now
- The physician or co-worker they will hand-off to
- The hospital or physician practice where they will receive care
- The treatment plan they will follow
- To know that everyone on the team is on the same page
AIDET

AIDET is a communication tool used to standardize communication from employees to patients and visitors. Clinicians have many conversations with patients and their families. AIDET serves as an essential guide to provide excellent customer care.

AIDET stands for:

- **Acknowledge**: knock on a patient’s door before entering the room and acknowledge the patient.
- **Introduce**: introduce yourself to the patient and include your skill set and experience.
- **Duration**: if applicable communicate to the patient how long a test, procedure, appointment will take or what is the next step in their care.
- **Explanation**: explain to the patient what will be taking place and why you are doing this. Do this without using medical jargon.
- **Thank-You**: thank the patient for them choosing Shady Grove Medical Center or Washington Adventist Hospital.

We communicate in this unique style to decrease the patient’s anxiety and improve courteous behavior. We only have one chance to make a good impression.
Acknowledge

- Knock, “Hello, may I come in?”
- Make eye contact, smile, be positive
- Acknowledge the patient by their name and the others in the room
- Shake hand
- Sit down (find a chair)
- Stop whatever you are doing so your patient knows they are the most important person at that time
Introduce

- Name and job title
- Specialty and certification(s)
- Years of experience and any special training or skills
- Your role in the patient’s care
- “Brag” about yourself and others that will be taking care of the patient
- Mention who else will take care of them
Duration

- How long the examination, test, operation or procedure will take
- When they should feel better
- How long the patient will be in the hospital
- When they can go back to work or resume physical activity
- Under promise and over deliver (Disney)
Explanation

- Use language a patient can understand
- Explain step by step what will happen and leave a way to contact you (business card, etc)
- Explain who else will be involved (safety measure)
- Explain what is the diagnosis, expected treatment, usual follow-up and prognosis
- Explain why we are doing this, what will happen and what the patient should expect
- Summarize the plan of care (repetition is good)
- Offer to answer any concerns and questions; or resolve any complaints (allow enough time; pause)
Thank You

- “Thank you choosing me and Shady Grove Adventist Hospital.”
- “It was a pleasure meeting you today”
- “I hope you feel better soon”
- “I’m glad I was able to help you today”
- “Is there anything else I can do for you today?”
AIDET Pearls of Wisdom

- Engage on a **personal level**
- Be aware of **your communication cues**, especially your **non-verbal** ones
  - Warm tone of voice and demeanor
  - Engaging body language – sit down
  - Consistent eye contact
  - Showing empathy and appropriate use of touch
  - Demonstrating relaxed bedside manner
  - Showing appropriate emotions such as enthusiasm, positive attitude and warmth
Ten and Five Rule

In order to make everyone feel welcomed in our facility, we have the 10 and 5 rule. The 10 and 5 Rule suggests that anytime a guest is within ten feet of a staff member, the staff member should make eye contact and warmly smile to acknowledge the oncoming guests. This demonstrates that we are helpful and hospitable. We would like to every visitor to feel cared for during their healthcare experience.
Conflict of Interest

- All AHC practitioners must review and sign the AHC Conflict of Interest policy.

- Any ownerships in businesses that may conflict with your privileges and membership at one of our entities must be divulged.
Continuing Medical Education
- SGMC

- Weekly Grand Rounds are offered every Thursday @12:30 to 1:30 p.m.
  - Topics are posted near the physicians lounge and the physicians portal
- SGMC provides free CME lectures which are AMA/ACCME and AAPA compliant access via http://extranetapps.adventisthealthcare.com/Library SGAH
  - User name: shady
  - Password: grove
- For questions contact the CME coordinator at 240-826-6411
Continuing Medical Education – WAH & SGMC

- Adventist HealthCare (AHC) Washington Adventist HealthCare (WAH) and Shady Grove Medical Center (SGMC) are accredited by MedChi, the Maryland State Medical Society to provide Continuing Medical Education (CME) for physicians. The mission of the CME Programs are “To develop, implement, and evaluate high quality medical education activities, which maintain and enhance the knowledge and competence of Medical Staff and other healthcare professionals.”

- WAH & SGMC plans, implements, and evaluates a number of CME activities including two regular scheduled series – WAH Grand Rounds (Fridays at 12 noon, except August) SGMC Grand Rounds (Thursdays at 12:30 p.m.), WAH General Cancer Conferences (every Wednesday at 7:30 a.m.); and several courses, both hospital based and in collaboration with other departments within AHC’s Support Center.

- An annual needs assessment is conducted for staff to support program improvement, and CME Reports are available to staff upon request.

- For more information, please contact the WAH CME and Physician Engagement Coordinator at (301) 891-5384 and SGMC CME Coordinator at (240) 826-6411.
Disaster Privileges

- During a disaster, when the Hospital Emergency Operations Plan (Code Yellow - Disaster Plan) has been activated and the hospital is unable to handle the immediate patient needs, the hospital (SGMC: Hospital President, the President of the Medical Staff or their designee(s); WAH: Hospital President/designee or Operations Chief upon recommendation by the Medical Staff President or the Emergency Operations Plan (EOP)-designated Medical Staff Director) at the time the Disaster is implemented has the option to grant disaster privileges to Physicians and Allied Health Professionals who volunteer their services but are not members of the Hospital’s Medical or AHP Staff. For SGMC, on a case-by-case basis at his/her discretion following review of the volunteer’s application for disaster privileges, the Hospital’s Chief Medical Officer will determine the type(s) of medical and technical staff needed to assist with the disaster.

- SGMC: Practitioners currently with privileges on the Medical Staff must report to the Incident Command Center located in the Magnolia Conference Room on the 1st floor of the hospital for potential assignment.

- WAH: Practitioners currently with privileges on the Medical Staff will be contacted by the Medical Staff President or the EOP-designated Medical Staff Director on an as needed basis.
Electronic Incident Reporting

- **RL Solutions** is an online incident reporting program for our staff and physicians, and is used to report any adverse occurrence, near-miss, or patient safety risk.
  - Your username and password is the same as your Cerner login.

**Examples of events which must be reported:**

- Unanticipated death
- Neurological/Sensory deficits incurred while in the hospital
- Significant and/or severe BURNS
- Equipment or device failure/malfunction/breakage resulting in harm to patient, visitor, physician or employee
- Major medical error that results in cardiac, respiratory or organ system failure
- Physical crime
- Any fracture occurring in the hospital
- Operative/Procedural incidents including:
  - Retained foreign body
  - Wrong patient or wrong body part
  - Wrong procedure is done
  - Unexpected event during surgery requiring additional surgery at time in or for repair
Established in 1986 by Congress the Emergency Medical Treatment & Labor Act (EMTALA) ensures that the public has access to emergency services regardless of the patient’s ability to pay for care. Hospitals that offer emergency services must provide a medical screening examination when one is made for a medical condition; this includes women who are in active labor. Hospitals are then required to provide stabilizing treatment and then may transfer the patient if the patient requests or if a higher level of care is needed (Policy No. AHC 4.6).
Environment of Care (EOC) & Life Safety

- Licensed Independent Practitioners (LIPs) can describe and demonstrate how to report environment of care risks.
- The Joint Commission (TJC) requires hospitals to be clean and properly maintained to support the safety and clinical business activities. This assists the hospital to reduce the risk associated with potential fires, waste, security, medical equipment and facilities management. It is everyone’s responsibility to evaluate the environment, if you see an issue that is a safety concern, please report it to the responsible department. The following information contains lists and tools in case of an emergency or concern.
EOC & Life Safety

- Environmental rounds are used to assess electrical, equipment, materials and waste management. Issues of concern are:
- Uneven surfaces, wet floor or slip hazards
- No evidence of violations of Smoking Policies
- Furniture is safe and free of stains
- Hazardous waste is properly labeled and stored
- All electrical devices have been checked by engineering
- Beds/stretchers are free from tears in the mattress
- Equipment inspections are up to date
- Staff know equipment failure processes
- Linen carts are covered
- Kitchen and food equipment is properly maintained
- Housekeeping closets are kept locked
- Soiled and clean utility room doors are kept closed
- Hand hygiene compliance
- No cracked or stained ceiling tiles
- Refrigerator logs are up-to-date
EOC: Code Alerts

When you hear one of the Code Alerts, Please check to make sure that you don’t have to do anything.

- **Blue “Adult”** - Cardiac Arrest Adult
- **Blue “Child”** - Cardiac Arrest Child
- **Blue “Infant”** - Cardiac Arrest Infant
- **Gold** – Bomb Threat
- **Gray** – Elopement
- **Green** – Combative Person
- **Orange** – Hazmat Spill or Release
- **Indigo** – Pre-diversion/diversion
- **Pink** – Infant or Child Abduction
- **Purple** – Security Only Response
- **Red** – Fire Emergency
- **Stork** – Birth Outside Labor and Delivery
- **White** – Tornado
- **Yellow** – Emergency or Disaster
- **4164** – Hospital Alert
EOC: Fire Safety

- **Fire Response Procedures – RACE** When there is a fire remember this:
  - R – Rescue
  - A – Pull Alarm/Call 4444
  - C – Confine
  - E – Extinguish

- **PASS That Fire Extinguisher – When Using A Fire Extinguisher** Remember This:
  - P – Pull the Pin
  - A – Aim the Nozzle
  - S – Squeeze the Handle
  - S – Sweep the Spray

- **When a fire drill takes place at the hospital, we need your participation.**
Ethics Consults

- Ethics is the study of our decision-making process. Ethical dilemmas may occur when there are different or competing values involving patient care. Examples of ethical dilemmas may include issues related to treatment options, end-of-life care and medical research. If staff members, clergy, patients or families feel that a situation needs an ethical consult a request for an Ethical Consult can be made through the Administrative Supervisor, Nursing Supervisor or the Medical Staff Services.

- For WAH, requests for ethics consults can be made through the Ethics Hotline 301-891-6686.
Health Information Management (HIM)

- Physicians may call SGMC 240-826-6678 or WAH 301-891-5047 for any questions concerning transcribed reports or record completion.

- To dictate reports - Transcription Line SGMC 240-826-6294 or 855-645-0496 and at WAH 301-891-4611 or 855-628-0833.

- Physicians are encouraged to stay current and compliant on medical record completion. When possible, documentation should be completed at the time of service.

- Privileges will be suspended if electronic signatures and dictated reports are not completed within policy timelines. You will not be able to schedule new surgical cases, or admit patients to the hospital if on suspension.

- All pending dictation and electronic signature reminders will appear in your Cerner Physician Inbox until completion.
**HIM: Documentation**

- History and Physical must be available. H&P must be completed no more than 30 days before or 24 hours after admission, but prior to surgery.

- Physicians must dictate a full operative reports within 24 hours of procedure. A Brief OP Note must be completed, either handwritten or electronically **immediately** after surgery.

- Discharge Summaries are dictated on every patient with a LOS > 48 hours.

- All OB patients will have a completed discharge summary – via electronic Dynamic Documentation Discharge Summary.

- All entries in medical record must be dated, timed and signed.
HIM: Pitfalls of “Copy/Paste”

- Watch Out for an OIG Audit – Pitfalls of “Copy/Paste”
- OIG 2014 Report: Physicians are paying hefty fines for improper documentation
  - “When doctors, nurses, or other clinicians copy-paste information but fail to update it or ensure accuracy, inaccurate information may enter the patient’s medical record and inappropriate charges may be billed to patients….inappropriate copy-pasting could facilitate attempts to inflate claims and duplicate or create fraudulent claims.”
  - “Over documentation is the practice of inserting false or irrelevant documentation to create the appearance of support for billing higher level services. Some EHR technologies auto-populate fields when using templates….other systems generate extensive documentation on the basis of a single click of a check box…..which if not appropriately edited by the provider, may be inaccurate.”
HIM: New SOAP Note – a New Paradigm for Documentation

Document only what’s needed to support:
- Patient care
- Accurate billing
- Regulatory standards
Volume does not create value; it just creates clutter and “note bloat”

Be selective about repeating what’s already in the chart
- Avoid copy/paste and lab templates
- Be specific to this patient, this day
- “Tag” results requiring comment or action

Entries must be accurate and timely
- Do not use unedited templates or copied text that is false or obsolete

Delete redundant, obsolete, and inaccurate Problems
- Add new Problems as structured data
- Do not free text new Problems
Patients’ medical records are considered confidential and AHC is committed to securing patient information. Disclosure of information within the hospital should only be transferred to healthcare providers who are involved in the patient’s care. Patient information should not be discussed where visitors can overhear. Do not meet with patients in the waiting room to discuss the case. Please utilize family consultation rooms. Information should not be release to outside facilities unless the patient has consented or there is authorization for release. Remember to send encrypted emails that contain Protected Health Information (PHI). Do not leave computer workstations unattended when confidential information is displayed. There are many opportunities for PHI to be overheard, transmitted, faxed or unintentionally disclosed. Please be aware of these numerous opportunities to protect our patients.
Hospital Incident Command System (HICS)

- HICS was originally developed in the 1970s during massive wildfire-fighting efforts in California. The Hospital Incident Command System (HICS) is an adaptation of ICS that was developed in the 1990’s for the specific needs of Healthcare Facilities.
- HICS allows for:
  - Greater **EFFICIENCY** through design
  - Better **COORDINATION** with agencies outside the hospital
  - More Effective **COMMUNICATION** with the use of common terminology
- Use of HICS allows Hospitals to respond to any emergency or disaster with an **all-hazard approach**

When an emergency or disaster occurs, the hospital will initiate a “CODE YELLOW” through the Administrator-On-Call. The Boardroom or an alternate will be set up for HOSPITAL INCIDENT COMMAND where staff fulfill specific roles and receive Job Action Sheets, detailing their role and whom they report to / have reporting to them.
HICS is designed for communications. Though the Incident Commander could be a non-clinical staff member, HICS is designed so that medical decisions can be brought to medical staff through efficient communication, and is not intended to supersede anyone’s normal role or assignment.
Infection Prevention

Infection Prevention is committed to:

- Preventing healthcare-associated infections (HAIs)
- Improving patient safety with evidenced based practices
- Decreasing transmission
- Prevention of disease spread in the community
Infection Prevention: Hand Hygiene

Hand Hygiene is the single most important thing you can do to prevent transmission of microorganisms.

Good hand hygiene is expected by our patients.

- WHEN SHOULD YOU WASH YOUR HANDS:
  - Wash In/Wash Out or Pump In/Pump Out of all patients rooms
  - After removal of gloves
  - After contact with environmental surfaces or equipment on or near the patient
  - After using the restroom
  - After sneezing, blowing your nose, touching your face or hair
Infection Prevention: Hand Hygiene

- HOW SHOULD YOU WASH YOUR HANDS:
  - Use Soap and Water
  - When hands are visibly dirty or contaminated
  - When *C. difficile* is the suspected pathogen

*NOTE: C diff is the most common germ causing Healthcare associated infections (HAIs) in US hospitals.*

- Use Alcohol based products for routine hand cleansing

- HAND CARE
  - Do not wear artificial nails, fingernail tips less than 1/4 inch long
  - Use hospital approved or provided lotion
Standard Precautions

- All body fluids may contain transmissible infectious agents
- Follow Standard Precaution practices for ALL patients, regardless of suspected or confirmed infection
- Standard precautions includes hand hygiene, use of personal protection equipment (gloves, gown, mask, eye protection, etc) and safe injection practices
- Select the PPE based on the exposure risk which you are expecting
- Masks and shoe covers **must** be removed and discarded prior to leaving surgical services area
Safe Patient Care Practices

Follow standard precautions when dealing with sharps:

- Never recap, bend or break needles
- Put disposable sharps in clearly labeled, puncture resistant and leak-proof containers
- Report full sharps containers
- Never reach into sharps containers
Bloodborne Pathogens

Blood & Body fluid Exposure:

- In case of blood or body fluid exposure while at **Shady Grove Medical Center**, physicians should report to the Emergency Department for follow up exposure care. The Administrative Supervisor should be contacted (240-826-7522) to assist in reporting the event in RL Solutions as a blood and body fluid exposure.

- In case of blood or body fluid exposure while at **Washington Adventist Hospital**, physicians should have the Hospital Operator (301-891-7600) page the Administrative Supervisor (AS) on pager #200. The AS can obtain a Blood & Body fluid packet and assist in all necessary steps following an exposure. They also provide the information needed for a safe and confidential follow up through Employee Health.
Isolation signs - SGMC

Follow the instructions on the signage:
Isolation signs - WAH

Follow the instructions on the signage:

**CONTACT PRECAUTIONS**
- Stop
- Check with nurse before entering room
- Glove before entering room
- Gown before entering room
- Dedicated equipment

**ENTERIC PRECAUTIONS**
- Stop
- Check with nurse before entering room
- Glove before entering room
- Gown before entering room
- Dedicated equipment
- Use soap and water to wash hands
- Use 10% bleach to clean high touch areas and equipment

**DROPLET PRECAUTIONS**
- Stop
- Check with nurse before entering room
- Glove before entering room
- Dedicated equipment
- Surgical mask
- Door may be kept open

**AIRBORNE PRECAUTIONS**
- Stop
- Check with nurse before entering room
- Glove before entering room
- Dedicated equipment
- N95 mask or PAPR
- Door must be kept closed
Contact Precautions

- Gown and gloves are required UPON ENTRY to the room of any patient colonized or infected with multi-drug resistant organisms (MDRO) such as:
  - MRSA
  - VRE
  - KPC or CRE (Carbapenem-resistant Enterobacteriaceae)
  - ESBL (Extended spectrum beta-lactamase)
  - Resistant Pseudomonas
  - Resistant Acinetobacter species
  - C. difficile patients

NOTE: Contact Precautions are required for all patients with prior history of colonization or infection with a MDRO
Airborne Isolation

- Wear an N95 respirator when entering a room of a patient on Airborne Isolation and when performing high exposure aerosol-generating procedures, such as bronchoscopy, sputum induction, endotracheal incubation, extubation and autopsies.

- You must be fit-tested to assure the correct mask is worn for your protection.

- Keep the door closed while in the room and remove the mask once outside patient’s room.
Patients Suspected with TB Disease

Montgomery County has a rate of 5.7 per 100,000 population (The rate in Maryland is 3.3)

Characteristics of infectiousness:

- Cough
- Hemoptysis
- Fever
- Night sweats
- Weight loss
- Cavitation on chest radiograph
- Positive AFB sputum smear results
- Respiratory tract disease involving lung, airway, or larynx

Most of our patients are foreign born from countries where TB is endemic.
Patients Suspected with TB Disease

Are respiratory signs & symptoms present? (e.g., cough, sputum production, hemoptysis, fevers, night sweats, weight loss)

If the patient has an abnormal chest x-ray does the patient have:

- Known positive + TST
- Close contacts of TB cases
- HIV +
- Patient with medical conditions that increase risk of acquiring TB (elderly, debilitated, malnourished individuals, or people receiving immunosuppressive therapies)
- Foreign born people from high prevalence countries
- Substance abuse (esp. injection drugs)
- Residents of long-term-care facilities (including psychiatric & correctional)
- Non-compliance with TB therapy
Suspected TB Disease

If the patient has any of the previous conditions and a positive chest X-ray, immediately place the patient on Airborne Precautions in a negative pressure room.

Remember: Isolate First / Rule-Out Second!
Central Lines

Always follow proper insertion practices

- Perform hand hygiene before insertion
- Adhere to aseptic technique
- Use maximal sterile barrier precautions (i.e., mask, cap, gown, sterile gloves, and sterile full-body drape)
- Perform skin antisepsis with >0.5% chlorhexidine with alcohol
- Choose the best site to minimize infections and mechanical complications
- Avoid femoral site in adult patients
- Cover the site with sterile gauze or sterile, transparent, semipermeable dressings

**NOTE:** All adult patients are to have a Chlorhexidine bath prior to the insertion of a central line
Central Lines

- Perform daily audits to assess whether each central line is still needed
- Promptly remove unnecessary central lines

👋 ...and always cleanse your hands!
Influenza Vaccines

- Required Annually during flu season typically from October through March.
- Vaccines are provided by Occupational Health at each entity.
- Proof of vaccine from other entities or physician offices are accepted.
- Failure to obtain/provide proof of vaccine may lead to suspension of privileges.
Information Technology Services

- To obtain your logon to Cerner, please contact the medical staff office at SGMC 240-826-6115 and WAH 301-891-5384.
- For any questions regarding Cerner, please contact the physician hotline at SGMC 240-826-6622 and WAH 301-891-6098.
- To obtain access to Netaccess/SMS for historic patient history, please contact the medical staff office at SGMC 240-826-6115 and WAH 301-891-5384. For SGMC, records prior to December 2011 and for WAH records prior to June 2012.
- To obtain your access to radiology images and reports electronically, contact PACS coordinator in Radiology at SGMC 240-826-6125; and at WAH at 301-891-5035 or Jlmbragu@adventisthealthcare.com.
- I.T. questions: please contact the service desk at SGMC 240-826-6440 or WAH 301-891-6440.
Required IT Trainings

- All practitioners must complete on-line training modules through Learning Suite 2.0 prior to being granted privileges.
  - These modules include:
    - HIPAA
    - Cerner (specific to your specialty area)
- Additionally, all practitioners with clinical privileges must complete a classroom CPOE course for our electronic medical record system (Cerner).
- Practitioners who have privileges to deliver babies must complete the Power Chart Maternity/Fetal Link computer training (PCM/FL).
Computer System Downtimes

- Periodically routine maintenance is required and on an as needed basis, computer systems at our facilities will need to be taken to allow for repairs and upgrades.

- Ample notice, whenever possible will be provided to practitioners via e-mail regarding downtime and well as when the systems are back up and running.

- Downtime procedures must be followed as indicated in the e-mail notices.
Accessing Downtime Order Sets & Power Plans: Go to the Intranet

Hover over Physician and click on Physician Downtime Order Sets
Accessing Downtime Order Sets & Power Plans

You will then have a full page of many different specialties. Expand the selection and click on the appropriate Order Set to open.
Maryland Medical Orders for Life-Sustaining Treatment (MOLST)

- MOLST is a standardized medical order form covering options for cardiopulmonary resuscitation and other life-sustaining treatments.
- MOLST is the order form the hospital uses to withhold resuscitative efforts.
- The MOLST form may be signed by MD, NP, or PA.
- The MOLST form must be completed during patient’s inpatient stay if being discharged to assisted living program, home health agency, hospice, kidney dialysis center, nursing home, or another hospital.
- Excluded are patient with: primary diagnosis related to pregnancy, age less than 18 and unlikely to require life-sustaining treatment, and primary diagnosis is psychiatric disorder.
A patient is presumed to have capacity until two physicians certify that the individual lacks the capacity to make health care decisions or a court has appointed a guardian of the person to make health care decisions.

If the individual lacks capacity, the attending and a second physician must certify in writing that a patient lacks the capacity to make health care decisions.

- One of the physicians must have examined the patient within two hours before making the certification.

Only one physician’s certification is needed if the patient is unconscious or unable to communicate by any means.

If the patient lacks the capacity to make decisions, the following is the order of surrogate decision maker(s):

- Health care agent listed in advanced directive
- Guardian of the person
- Spouse or domestic partner
- Adult child
- Parent
- Adult brother or sister
- Friend or other relative

A health care agent cannot authorize the provision, withholding, or withdrawal of treatment if the patient, while competent, expressed disagreement with such an action.

A physician or health care provider that intends not to comply with the decision of a health care agent shall inform this agent that the provider declines to carry out the instruction, and that the agent may request transfer to another hospital or provider, and that the provider will make every reasonable effort to transfer the patient. Thereafter, the provider must assist with any transfer, and pending the transfer, comply with the patient’s or health care agent’s instructions if failure to comply is likely to result in the patient’s death.
Medical Staff Services

Access to Medical Staff Resources:
http://www.adventisthealthcare.com/professionals/

- Includes medical staff bylaws, credentials manual, rules and regulations, department/section rules and regulations, clinical practice expectations, and other credentialing documents.
Medical Staff Services - SGMC

- Department hours: Monday to Thursday 7:30 am to 5:00 pm and Friday 7:30 am to 3:00 pm
- Main line: 240-826-6115
- Please contact the following person(s) for credentialing questions.
  - Alain Choo - Medicine & Pathology
    - 240-826-6287 or achoo@ahm.com
  - Agnes Taiwo - Pediatrics & Emergency Medicine
    - 240-826-5739 or ftaiwo@ahm.com
  - Nazha El-Idrissi - Anesthesia, Family Medicine & Surgery
    - 240-826-6404 or nelidris@ahm.com
  - Stephanie Canico-Irving OB & GYN & Radiology
    - 240-826-6566 (Call main Medical Staff Line for assistance)
  - Dawn James – Allied Health Professionals (PAs, NPs, CNMs, CRNAs)
    - 240-826-6483 or djames4@ahm.com
Nancy Markus, MD—President
Judith Gurdian, MD—Vice President
Brett Gamma, MD—Secretary/Treasurer
Carolyn O’Conor, MD—Past President

Please contact the Medical Staff Services Executive Assistant at 240-826-6019 for assistance with reaching one of the officers or department chairs.
Department Chairs - SGMC

- Anesthesia – Melvin Coursey, MD – 240-826-7324
- Emergency Medicine – Brett Gamma, MD – 240-826-7550
- Family Medicine – Jin Kang, MD – 301-330-0661
- Medicine – Ajit Kuruvilla, MD – 301-330-6982
- Ob/Gyn – Edward Wolfgram, MD – 301-530-2235
- Pathology – Nicolas Cacciabeve, MD – 240-826-6093
- Pediatrics – David Granger, MD – 301-540-0811
- Radiology – Sameer Samtani, MD – 301-948-5700
- Surgery – Brett Quigley, MD – 301-340-9200
Administration - SGMC

- John Sackett, President – 240-826-6517
  - Senior Executive Assistant, Lisa Eden – 240-826-6517

- Joan Vincent, VP of Patient Care Services – 240-826-6312
  - Executive Assistant, Mary Savage – 240-826-6516

- Dan Cochran, VP of Finance – 240-826-6527
- Dave Smith, VP of Operations – 240-826-6321
  - Executive Assistant, Kim Sain – 240-826-6548

- Kevin Smothers, MD – VP/Chief Medical Officer – 240-826-6247
  - Executive Assistant, Shaina Lavin – 240-826-6019

- Tina Sheesley – Director of Marketing and Public Relations – 240-826-6047
- Brendan Johnson – Associate VP/Senior HR Partner – 240-826-6164
Important Reminders! - SGMC

- It is your responsibility to notify medical staff office of any changes in your home and office address, phone, fax, answering service and email address.
- Reappointment information will be emailed out 90 days prior to end of your term.
- E-mail is the primary source of communication.
- Reappointment must be turned within 45 days to avoid $300 late fee and possible suspension of privileges.
- Providing updated State licensures, CDS, DEA, malpractice insurances and life safety certificates is the responsibility of the practitioners. To avoid suspension of privileges, this information should be submitted to us prior to the expiration date.
Medical Staff Patient Contacts- SGMC

- Physicians who have fewer than 25 patients contacts per year or who are not actively participating on two committees or who are not chairperson of a committee shall be **Courtesy Staff**.

- Physicians who are Courtesy staff who admit 25 or more patients in the hospital per year may seek higher privileges.

**Patients contacts include:**
- Inpatient Admissions
- Inpatient Surgeries
- Inpatient Consults
- Outpatient Attending
- Outpatient Surgeries
- Outpatient/Inpatient Diagnostic Procedures
- Referrals to Emergency Room, Lab, Radiology, Pathology, Rehabilitative Medicine, etc.
- Outpatients Consults
- Days on ER call
- Referrals to Hospitalists
Medical Staff TB Testing Requirements – SGMC & WAH

- Newly credentialed providers with a history of **Negative** Tuberculosis Skin Test (TST)
  - Will receive a TST at the Adventist HealthCare entity accordingly (or) provide proof of a TST within 1 year of the application date

- Current Providers with a known **Negative** Tuberculosis Skin Test
  - Will receive a TST every other year
  - Will complete a Tuberculosis Symptom Screening Survey every other year (opposite the TST)

- Newly credentialed providers with a history of **Positive** Tuberculosis Skin Test
  - Will receive baseline Interferon Gamma Release Assay
  - Will receive baseline chest x-ray or provide a chest x-ray within 90 days of the application date

- Current providers with a history of **Positive** Tuberculosis Skin Test:
  - Will receive baseline Interferon Gamma Release Assay if not already on file
  - Will complete a Tuberculosis Symptom Screening Survey annually

- Testing is provided by the hospital’s Occupational Health Department.
- Occupational Health does not obtain copies of test results. Please keep copies for your file and future reference.
Medical Staff Services - WAH

- Department Hours: Monday to Thursday 8:30 am to 5:00 pm and Friday 8:30 am to 3:30 pm
- Main Line – 301-891-5056
- Please contact the following person for credentialing questions.
  - Jacqueline Blythe – Pathology, Critical Care Medicine, Emergency Medicine, Ob/Gyn, and Pediatrics
    - 301-891-5971, jblythe@adventisthealthcare.com
  - Tonya Freeman – Psychiatry, Radiology, Anesthesia, Surgery and Advance Practice Practitioners
    - 301-891-6698, TFreeman@adventisthealthcare.com
  - Shirley Henry-Lue – Medicine
    - 301-891-5055, SHenryLu@adventisthealthcare.com
Medical Executive Committee - WAH

- Officers
  - President – David Remy, MD (240) 686-2300
  - President-Elect – Omid Moayed, MD (301) 891-5520
  - Past President – Cynthia Plate, MD (301) 891-6000

- Department Chairs
  - Dept. of Anesthesiology – Chair, Omid Moayed, MD (301) 891-5520
  - Dept. of Critical Care – Chair, David Remy, MD (240) 686-2300
  - Dept. of Emergency Medicine – Chair, Linda Nordeman, MD (301) 891-5070
  - Dept. of Medicine – Chair, Laura Khandagle, MD (301) 439-1200
  - Dept. of OB/Gyn – Chair, Arshad Sheikh, MD (301) 891-6060
  - Dept. of Pathology – Chair, Nicolas Cacciabeve, MD (240) 826-6096
  - Dept. of Pediatrics – Chair, Nitin Chopde, MD (301) 439-0099
  - Dept. of Psychiatry – Chair, Adam Younoszai, MD (301) 891-6488
  - Dept. of Radiology – Chair, Jonathan Marx, MD (301) 891-6200
  - Dept. of Surgery – Chair, Jane Lingelbach, MD (240) 396-4871

- Other Members:
  - Director - Hospitalist Service – Christine Dinh, MD (301) 891-6351
  - Chair, Quality Council – Brian Tenney, MD (301) 891-5070
  - Chair, Bylaws – Nicolas Cacciabeve, MD (240) 826-6096
  - Chair, Utilization Review – James Buxbaum, MD (301) 891-5070
  - Chair, Multi-Specialty Peer Review – Cynthia Plate, MD (301) 891-6000
  - Chair, Infection Control – Andrew Catanzaro, MD (301) 891-6100

- Members-at-Large:
  - Norton Elson, MD (301) 891-5450
  - Anees Ahsan, MD (301) 891-3338
  - Sean Karp, MD (301) 270-3640
Administration - WAH

- President – Erik Wangsness – 301-891-5651
- Chief Medical Officer – Dr. Paul Massimiano – 301-891-5651
- Sr. Executive Assistant – Dottie Kocher – 301-891-5651

- Vice President of Business Development – Rob Jepson – 301-891-5221
- Vice President of Nursing/CNO – Tom Sweeney – 301-891-5221
- Executive Assistant – Michelle Kerr – 301-891-5221

- Executive Director, Support Services and Community Relations – Marc Bloom – 301-891-5458
- Vice President/CFO – Yuesha “ShaSha” Chen – 301-891-5458
- Executive Assistant – Anju Lall – 301-891-5458

- VP Expanded Access – Geoff Morgan – 301-592-4475
- Director of Finance – Diana Rowny – 301-891-5043
- Sr. Financial Analyst – Matthew Savard – 301-891-5380
- Director of Patient Experience – Cinnamon Pettijohn – 301-891-5380
- Director of Public Relations and Marketing – Lydia Parris – 301-891-6606
Important Reminders! - WAH

- It is your responsibility to notify medical staff office of any changes in your home and office address, phone, fax, answering service and email address.
- E-mail is the primary source of communication.
- Please return reappointment applications in a timely manner to avoid a late fee.

- Providing updated State licensures, CDS, DEA, malpractice insurances, life safety certificates, and other licensures/certificates required for specific privileges is the responsibility of the practitioners. To avoid suspension of privileges, this information should be submitted to us prior to the expiration date.
Requirements of Membership - WAH

- Active staff
  - Must have the number of patient encounters during the term of appointment as determined by the department
  - Duties include voting and holding office in the Medical Staff organization, and accepting emergency on-call coverage for emergency care services

- Other staff statuses: Associate, Community Staff, Telemedicine, Emeritus, Honorary, Advanced Practice Professionals

- Please refer to the WAH Medical Staff Bylaws regarding requirements for each status
# 2016 National Patient Safety Goals

For additional information: [https://e-dition.jcrinc.com/MainContent.aspx](https://e-dition.jcrinc.com/MainContent.aspx)

The purpose of the National Patient Safety Goals is to improve patient safety. The goals focus on problems in health care safety and how to solve them.

| Identify patients correctly | Use at least two ways to identify patients.  
|                           | Make sure that the correct patient gets the correct blood when they get a blood transfusion. |
| Improve staff communication | Get important test results to the right staff person on time. |
| Use medicines safely | Before a procedure, label medicines, medication containers, and other solutions on and off the sterile field in perioperative and other procedural settings that are not labeled. Includes syringes, medicine cups, and basins.  
|                           | Take extra care with patients who take medicines to thin their blood.  
|                           | Record and pass along correct information about a patient’s medicines. |
| Use alarms safely | Make improvements to ensure that alarms on medical equipment are heard and responded to on time. |
| Prevent infection | Use the hand cleaning guidelines from the Centers of Disease Control and Prevention or the World Health Organization.  
|                           | Use proven guidelines to prevent infections that are difficult to treat such as health care-associated infections due to multidrug-resistant organisms.  
|                           | Use proven guidelines to prevent information of the blood from central lines.  
|                           | Use proven guidelines to prevent infection after surgery.  
|                           | Use proven guidelines to prevent infections of the urinary tract that are caused by catheters. |
| Identify patient safety risks | Find out which patients are most likely to try to commit suicide. |
| Prevent mistakes in surgery | Make sure that the correct surgery is done on the correct patient and the correct place on the patient’s body.  
|                           | Mark the correct place on the patient’s body where the surgery is to be done.  
|                           | Pause before the surgery to make sure that a mistake is not being made. |
Organizational Culture - SGMC

Shady Grove Medical Center is a 305-bed acute care facility located in Rockville, MD. Opened in 1979, the hospital has since added a new four story patient tower, including 48 private rooms for new moms and their babies and high tech surgery department for inpatients and outpatients.

Shady Grove Medical Center is part of Adventist HealthCare, an integrated healthcare delivery system that includes hospitals, nursing and rehabilitation centers, and other healthcare services. This full spectrum of services covers a wide range of health care needs, providing the best care for you and your family mind, body and spirit.
Organizational Culture - WAH

Adventist HealthCare Washington Adventist Hospital is a not-for-profit, 232-bed acute-care facility located in Takoma Park, Maryland. Founded in 1907, Washington Adventist Hospital is Montgomery County’s first comprehensive cardiac center recognized for high quality heart and stroke care. The hospital is part of Adventist HealthCare, the first and largest healthcare system in Montgomery County, offering a full range of health and wellness services to the community including acute hospital care, rehabilitation, mental and behavioral health services, home care, health education, a physician network and wellness services for businesses. Based in Gaithersburg, Maryland, Adventist HealthCare is one of the largest employers in Maryland, with approximately 6,000 employees. Our mission is to demonstrate God’s care by improving the health of people and communities through a ministry of physical, mental and spiritual healing.
Assessing and Managing Pain

- Pain will be assessed at the following intervals:
  - After any known pain producing event
  - With each new report of pain, unrelieved or worsening pain

- Reassess pain for intervention effectiveness:
  - Transdermal in 12-18 hours
  - Epidural/PCA
  - Non-pharmacological therapy (e.g. ice packs, repositioning, imagery) as appropriate to intervention
Assessing and Managing Pain

Note: Most adults, as well as children over the age of seven, can score their pain intensity on a numerical scale.

**Numeric Scale:**

<table>
<thead>
<tr>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>no pain</td>
<td>1 moderate pain</td>
<td>2 worst pain possible</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

**Wong-Baker faces scale:** This scale is often used for children or confused elderly patients. There are six faces, ranging from one that is obviously very happy to one that is extremely unhappy and is crying. Rate pain by determining which face they fall into. Use the following words or smiley face scale on the unit to determine what their pain rating is:

0 NO HURT
1 HURTS LITTLE BIT
2 HURTS LITTLE MORE
3 HURTS EVEN MORE
4 HURTS WHOLE LOT
5 HURTS WORST

smiling face
smiling but not as happy as 0
mild smirk
frowning
frowning and wrinkle brow

Neonatal and infant pain scales (**CRIES**) for neonates (0 to 6 months)

<table>
<thead>
<tr>
<th>Crying</th>
<th>0</th>
<th>1</th>
<th>2</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No</td>
<td>High pitched, but consolable</td>
<td>Inconsolable</td>
</tr>
<tr>
<td>Requires O₂ for sat &lt;95</td>
<td>No</td>
<td>&lt;30% oxygen required</td>
<td>&gt;30% oxygen required</td>
</tr>
<tr>
<td>Increased Vital Signs</td>
<td>HR &amp; BP = Baseline</td>
<td>HR or BP ↑ &lt;20% of baseline</td>
<td>HR of BP ↑ &gt;20% of baseline</td>
</tr>
<tr>
<td>Expression</td>
<td>None</td>
<td>Grimace</td>
<td>Grimace &amp; Grunt</td>
</tr>
<tr>
<td>Sleepless</td>
<td>No</td>
<td>Wakes at frequent intervals</td>
<td>Constantly awake</td>
</tr>
</tbody>
</table>
Assessing and Managing Pain

- Reassessment is an important aspect of pain treatment and effectiveness. Although each entity has its own specific policy, pain should be reassessed whenever:
  - Patient reports pain
  - Readmission
  - Change in Status
  - Post fall
  - Identification of bruises or injury
  - Prior to treatments
  - After pain medication administration

- **Reassessment Time Frames**
  - Parenteral medication: within 30 minutes
  - Oral medication: within 60 minutes
  - Non-pharmacologic intervention: within 30 to 60 minutes

- Patients should be reassessed frequently for pain to ensure they are pain free or their pain is at the highest comfort level.
Patient Care: Bed Control

In order to provide the best care to our mutual patients:

- Admitting orders must be written/entered (CPOE) before the patient can be admitted to a room – whether coming from the ED or as a Direct Admission.
- Patients who will be directly admitted to the hospital should not be sent to the hospital to wait. (At SGMC,) the patient will be called/notified when a room is available, clean and orders have been received.
- If a hospitalist will be admitting the patient for the provider, that arrangement should also be finalized before the patient arrives.
- SGMC Bed Control – 240-826-4426 and WAH – 301-891-5357.
Patient Care: Patient Access

- Patient Access will identify the patient’s financial obligation for the service being provided. A Financial Counselor will visit the patient/family to discuss payment and/or payment options. The Financial Counselor will explore all appropriate forms of assistance with the patient and will also refer the patient to the Medicaid Eligibility vendor if appropriate.

- The hospital follows state guidelines regarding the timeframe in which death certificates must be signed. This documentation should be handled promptly.
Patient Relations - SGMC

- Patient Representatives are available Monday through Friday 7:30 am to 4 pm at 240-826-6513. Contact Clinical Administrator during evening and weekends at 240-826-7522.

- The use of interpreter must be documented in medical record.

- Nursing Administration also assists in providing interpreter services to patients who are hearing-impaired or unable to speak English. Call (240) 826-7522.
Patient Relations - WAH

- Issues can be directed to the Nursing Unit Director on the floor or the Administrative Supervisors by dialing x6333, pager 200 or contacting the hospital operator.
- Complaints may involve Risk Management on pager (301) 224-0761

- Nursing Administration also assists in providing interpreter services to patients who are hearing-impaired or unable to speak English. Call (301) 891-5224.
- The use of interpreter must be documented in medical record
- Spanish Interpreter (M-F) can be reached at (301) 367-1935
Pharmacy Department - SGMC

Pharmacy is open 24/7. Call (240) 826-6155

Specialized Pharmacy Services:

- Anticoagulation Service and patient counseling
  - Warfarin dosing and monitoring per protocol

- Medication Consults available daily
- Renal Dosing and Medication Monitoring Service
- IV to PO conversion for select medications
- Pharmacokinetic Dosing Service
  - Antibiotics, antiepileptics, immunosuppressants, lithium, and digoxin

- Parenteral Nutrition Consults/ Electrolyte replacement per protocol
- Drug Information
- Antibiogram and Antibiotic Guidelines published annually
- Educational Updates for providers
- Drug Formulary
  - Hospital Intranet → Clinical → AHC Formulary → SGMC

- Medication Shortages
  - Cerner announcement tool temporarily updates providers ‘real time’ for new shortages
  - Existing shortages are communicated monthly to P&T Committee and MEC
Pharmacy Department - WAH

Pharmacy is open 24/7. Call (301) 891-5543
Specialized Pharmacy Services:

- Anticoagulation Service and patient counseling
  - Warfarin dosing and monitoring per protocol
- Medication Consults available daily
- Renal Dosing and Medication Monitoring Service
- IV to PO conversion for select medications
- Parenteral Nutrition Consults/ Electrolyte replacement per protocol
- Drug Information
- Antibiogram and Antibiotic Guidelines published annually
- Educational Updates for providers
- Drug Formulary
  - Hospital Intranet → Quality & Patient Safety → AHC P&T → AHC Formulary
- Medication Shortages
  - Cerner announcement tool temporarily updates providers ‘real time’ for new shortages
  - Existing shortages are communicated monthly to P&T Committee and MEC
Physician Relations - SGMC

Katy Young
Physician Relations, Director              240-826-6009 (office)

Overview

- Serves as a communication pathway between physician offices, physician office staff and the hospital in order to build mutually beneficial relationships, improve communication and enhance physician satisfaction.

Available to Help You:

- Learn more about Shady Grove Medical Center’s programs and services in order to better serve your patients
- Meet other members of the medical staff
- Facilitate physician-to-physician meetings
- Navigate care through the hospital
- Resolve issues
- Please follow the link below to complete your SGMC physician profile for our free referral service

  □ http://www.adventisthealthcare.com/DocProfile/

I want to make working at and with Shady Grove Medical Center as seamless and convenient as possible for you.
Physician Relations & Business Development - WAH

Melissa Hogle                                301-891-6567 (office)
Kim Hill                                           301-891-6388 (office)

Business Development

Overview

- Serves as a communication pathway between physician offices, physician office staff and the hospital in order to build mutually beneficial relationships, improve communication and enhance physician satisfaction.

Available to Help You:

- Learn more about Washington Adventist Hospital's programs and services in order to better serve your patients
- Meet other members of the medical staff
- Facilitate physician-to-physician meetings
- Navigate care through the hospital
- Resolve issues

I want to make working at and with Washington Adventist Hospital as seamless and convenient as possible for you.
Population Health Initiatives - SGMC

Transitional Care Program

- Readmission risk assessment
- Will risk assess all inpatients-excluding Maternal Child Health
- Program lasts 90 days post discharge
- Hospital visit to offer program
- Home visit within 72 hours of discharge
  - Med rec
  - Discharge instruction review
  - Safety check
  - Preparation for 7 day follow up with PCP
  - Disease specific education/action plans
  - Phone calls weekly for 1 month, and at 2 and 3 month mark
Population Health Future Initiatives - SGMC

- Telehealth
  - CHF & Diabetes

- SeedCo
  - Online benefits screening program-social determinants of health

- Readmission Reviews
  - Review all readmissions for trends/opportunities for improvement
  - Present at Readmission Review Team Meeting-monthly
Population Health Initiatives - WAH

Transitional Care Program

- Readmission risk assessment
- Will see *highest total number of inpatients* for population health
- Program lasts 90 days post discharge
- Hospital visit to offer program
- Home visit within 72 hours of discharge
  - Med rec
  - Discharge instruction review
  - Safety check
  - Preparation for 7 day follow up with PCP
  - Disease specific education/action plans
  - Phone calls weekly for 1 month, and at 2 and 3 month mark
Population Health Initiatives - WAH

ED U-Turn Program

- Transitional Care Manager placed in the Emergency Department to focus on readmission reduction and avoidable utilization.
- Partnership with skilled nursing facilities to increase communication regarding patient needs and expectations.
- Program launched in March, 2015.
- Goal of program to identify opportunities to treat and discharge the patient from the ED instead of admission.
- Program will evaluate *ALL* patients in the Emergency department.
Population Health Initiatives - WAH

Seedco Earned Benefits

- SeedCo is a software that connects low-wage workers and their families to public and private benefits programs. Often these patients are eligible but do not know these programs exist.

- Benefits like: affordable health insurance, food stamps, child care subsidies, and tax credits help low income households achieve long-term employment, financial stability, and free school lunches are just some of the benefits.

- This program is in collaboration with CCI, the volunteer office at WAH and Population Health. The patients will be followed through their stay and applications can be submitted while the patient is here or at CCI. Follow up occurs with Population Health, the volunteer office, and the CCI clinic once patient has been discharged.
Potentially Preventable Complications (PPCs)

are another element of pay for performance

PPCs are disease conditions coded as hospital acquired and are tracked and reported to HSCRC which ranks all hospitals in Maryland against each other according the rate of PPC occurrence. Hospitals are then either rewarded or penalized for their performance. Potential impacts is in the millions of dollars for any facility.

WHAT PHYSICIANS CAN DO TO HELP:

- Always document when conditions are present on admission (POA). This would include respiratory failure, evolving septic conditions, renal failure, etc.
- Answer PPC queries in your Inbox promptly and by using the MODIFY button.
- Be aware that complications or disease states that exist PRIOR to the INPATIENT admission order being written (in community, outpatient or observation settings) are considered POA, and should be documented as such.
Practitioner Health and Rehabilitation

- Adventist HealthCare utilizes the Maryland Professional Rehabilitation Program through the Maryland Board of Physicians for assistance with practitioner health and rehabilitation.
- Entities may refer practitioners to the program or practitioners may self-refer.
- The program offers assistance with alcohol and drug abuse as well as behavior issues, etc.
- SGMC & WAH provide bi-annual Grand Rounds sessions to educate our practitioners regarding this program.
- For additional information, please reference http://www.mbp.state.md.us/pages/rehab.html.
Focused Professional Practice Evaluations (FPPEs)

- The Joint Commission requires that all practitioners with clinical privileges go through FPPE for initial privileges, additional privileges and for quality concerns.

- If you have clinical privileges and no patient activity at our entities, you will remain on FPPE or be moved to a non-clinical category during your reappointment.
Ongoing Professional Practice Evaluations (OPPEs)

- The Joint Commission requires that all practitioners with clinical privileges go through OPPEs on a regular basis to assist in ensuring competency.

- If you fail to meet your specific department/sections OPPE criteria, you may be required to complete additional education, meet with your respective chairman, etc.
AHC Quality & Patient Safety

We are dedicated to being the safest place to receive care and to deliver superior clinical outcomes.
Definition Quality

- The degree to which care, treatment, or services for individuals and populations increases the likelihood of desired health or behavioral outcomes.

- Considerations include the appropriateness, efficacy, efficiency, timeliness, accessibility and continuity of care; the safety of the care environment; and the individual’s personal values, practices, and beliefs.
Key Functions of Quality Department

- Quality review and oversight
- Core measures
- Peer review
- Performance improvement process
- Data analysis
- Accreditation & regulatory readiness
- Patient safety
- Root cause analysis
Process Improvement

- **Plan** the improvement
- **Do** the improvement
- **Check** the results of our PI actions.
- **Act** to maintain the improvement
Clinical Performance Summary

- Core Measures
- Safety & Stewardship
- Patient Experience
<table>
<thead>
<tr>
<th>Category</th>
<th>Measures</th>
</tr>
</thead>
</table>
| Emergency Department – ED      | • Median time from ED arrival to ED departure time for admitted ED patients  
                                 | • Admit decision time to ED departure time for admitted ED patients        |
| Perinatal Care – PC            | • Early elective delivery                                                |
| Stoke – STK                    | • VTE prophylaxis                                                         
                                 | • Thrombolytic therapy                                                   
                                 | • Discharged on Statin medication                                        
                                 | • Stroke education                                                       |
| Venous Thromboembolism – VTE   | • VTE prophylaxis                                                         
                                 | • ICU VTE prophylaxis                                                    
                                 | • VTE patients with anticoagulation overlap therapy                      
                                 | • VTE discharge instructions                                              
                                 | • Incidence of potentially preventable VTE                              |
Safety & Stewardship

- Hand hygiene
- Central Line Associated Blood Stream Infection (CLABSI)
- Catheter Associated Urinary Tract Infection (CAUTI)
- Infectious Ventilator Associated Condition (IVAC)
- Surgical Site Infection (SSI) – colon & abdominal hysterectomy
- Medication errors with severe injury/death
- Falls with severe injury/death
- Sentinel events
# Core Measures

<table>
<thead>
<tr>
<th>Category</th>
<th>Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immunization – IMM</td>
<td>• Influenza immunization rate</td>
</tr>
<tr>
<td>Outpatient – OP</td>
<td>• Aspirin at arrival</td>
</tr>
<tr>
<td></td>
<td>• Median time to ECG</td>
</tr>
<tr>
<td></td>
<td>• Median time from ED arrival to ED departure for discharged ED patients – overall rate</td>
</tr>
<tr>
<td></td>
<td>• Door to diagnostic evaluation by a qualified medical professional</td>
</tr>
<tr>
<td></td>
<td>• ED Median time to pain management for a long bone fracture</td>
</tr>
<tr>
<td></td>
<td>• Appropriate follow-up interval for normal colonoscopy in average risk patients</td>
</tr>
<tr>
<td></td>
<td>• Colonoscopy interval for patients with history of adenomatous polyps – avoidance of inappropriate use</td>
</tr>
</tbody>
</table>
Patient Experience

- Nurse communication
- Responsiveness of hospital staff
- Quietness of area around room at night
- Communication about medicines
- Overall rating of hospital
- Transition of care
- Doctor communication
- Cleanliness of room/bathroom
- Pain management
- Discharge information
- Likelihood to recommend
- Transition of care
## Quality Based Reimbursement (QBR)

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
<th>Rate Year 2017 Weight</th>
<th>Min Attainment Point Score</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Clinical Process</strong></td>
<td>Core Measures - Immunization</td>
<td>5%</td>
<td>95.16%</td>
</tr>
<tr>
<td><strong>Clinical Outcome</strong></td>
<td>Mortality (Survivability)</td>
<td>15%</td>
<td>97.16%</td>
</tr>
<tr>
<td><strong>HCAHPS</strong></td>
<td>Cleanliness &amp; Quietness</td>
<td>45%</td>
<td>65.30%</td>
</tr>
<tr>
<td></td>
<td>Communication about Meds</td>
<td></td>
<td>62.88%</td>
</tr>
<tr>
<td></td>
<td>Communication with Doctors</td>
<td></td>
<td>80.51%</td>
</tr>
<tr>
<td></td>
<td>Communication with Nurses</td>
<td></td>
<td>78.19%</td>
</tr>
<tr>
<td></td>
<td>Discharge Information</td>
<td></td>
<td>85.91%</td>
</tr>
<tr>
<td></td>
<td>Overall Rating of Hospital</td>
<td></td>
<td>70.02%</td>
</tr>
<tr>
<td></td>
<td>Pain Management</td>
<td></td>
<td>70.28%</td>
</tr>
<tr>
<td></td>
<td>Responsiveness of Hospital Staff</td>
<td></td>
<td>65.05%</td>
</tr>
<tr>
<td><strong>Patient Safety</strong></td>
<td>CAUTI</td>
<td>35%</td>
<td>≤.8450</td>
</tr>
<tr>
<td>(low score best; zero is perfect)</td>
<td>CLABSI</td>
<td></td>
<td>≤.4570</td>
</tr>
<tr>
<td></td>
<td>SSI-Colon</td>
<td></td>
<td>≤.7510</td>
</tr>
<tr>
<td></td>
<td>SSI-Abdominal Hysterectomy</td>
<td></td>
<td>≤.6980</td>
</tr>
<tr>
<td></td>
<td>PSI-90 Composite Score</td>
<td></td>
<td>≤.7355</td>
</tr>
</tbody>
</table>
Internal Reporting of Safety and Quality Concerns

- AHC is committed to providing safe quality care and service to our patients. When you have an unresolved concern regarding our patients’ safety or quality of care, bring it to the attention of one of the following:
  - The Unit/Department Manager or Administrative Supervisor
  - SGMC Safety Officer – Nora Moss @ 240-826-6161
  - WAH Safety Officer – Penney Shaffer @ 301-891-6025
  - Corporate Safety Officer – Debra Illig @ 301-315-3605
  - Call the Adventist HealthCare Anonymous Hotline @ 1-800-814-1434
  - SGMC Safe Line @ 240-826 SAFE (7233)

- During the day, the phone will be answered by one of the quality management staff. After hours, there is a protected voice mail for you to leave us a message about the patient and what happened. All of these events will then be entered into the incident reporting system (RL Solutions) and followed up immediately.
External Reporting of Safety and Quality Concerns

- AHC and its entities will take no disciplinary action because an employee or provider reports safety or quality of care concerns to regulatory agencies.

- Any individual who provides care treatment and services may report concerns about safety and quality of care to:
  - **The Joint Commission**
    - 1-800-994-6610
    - complaint@jointcommission.org
  - **Maryland Department of Health and Mental Hygiene**
    - 1-877-402-8218
    - ohcq.web@maryland.gov
  - **Center for Medicare and Medicaid Services**
    - 1-877-267-2323
    - www.cms.hhs.gov
Criteria for Calling a Rapid Response - SGMC

Any acute change in the patient’s clinical condition including, but not limited to:

- **Respiratory compromise**
  - Threatened airway
  - Respiratory distress (new onset or persistent)
  - Decreased O2 saturation (new onset or persistent)

- **Cardiovascular compromise**
  - New onset chest pain
  - Symptomatic hypotension or hypertension (new onset or persistent)
  - Change in HR (new onset or persistent)
  - Acute bleeding

- **Neurological compromise**
  - Acute change in level of consciousness
  - Suspected acute stroke
  - Seizure (new onset or prolonged)
  - Sudden onset of unexplained agitation or delirium
  - Significant behavioral change. Imminent dangerous behaviors that put the patient or others at risk and justify restraint use (see RN Behavioral Narrative Notes for list of specific behaviors).
  - Staff/patient/family may call a Rapid Response Team when concerned that additional clinical assessment(s) or consultation is warranted.
  - To be called when deterioration of patient condition continues despite clinical intervention/treatment.
Rapid Response/Code Blue - SGMC

- The RRT is called by dialing 4444 from any internal hospital phone.
- The caller will request the RRT (adult or pediatrics) and provide the patient’s location.
- The switchboard operator will place the call for the RRT (Adult Rapid Response or Pediatric Rapid Response) via overhead announcement, along with the patient’s location, and will also activate the pager/Vocera® system for the RRT members.
- The Rapid Response Team (Adult or Pediatric) will respond to RRT requests which occur outside of the main hospital building, including the 9715 Building, either on hospital property or in a hospital-based service in a contiguous building.
- A rescue stretcher, airway bag and defibrillator will be taken to the location by ED staff and respiratory therapist. EMS will provide assistance upon arrival.
- The patient will be transported to the ED as soon as clinically appropriate.
- Code Blue may also be called by dialing 4444.
- A Code Blue at SGMC is an unexpected cardiac or respiratory arrest of an adult, child and infant.
Rapid Response/Code Blue - WAH

- The RRT is called by dialing **5555** from any internal hospital phone.
- The caller will request the RRT and provide the patient’s location.
- The switchboard operator will place the call for the RRT via overhead announcement, along with the patient’s location.
- The Rapid Response Team will respond to RRT requests which occur outside of the main hospital building either on hospital property or in a hospital-based service in a contiguous building.
- A rescue stretcher, airway bag and defibrillator will be taken to the location by ED staff and respiratory therapist. EMS will provide assistance upon arrival.
- The patient will be transported to the ED as soon as clinically appropriate.
- Code Blue may also be called by dialing **5555**.
Provider Assistance Pathway & Code Blue Pathway - WAH
Restraints

- Order restraints only to ensure the immediate physical safety of the patient, staff or others.
- When less restrictive methods have proven ineffective.
- Select the least restrictive restraint possible.
- Complete a face-to-face evaluation for the violent patient only, within 1 hour after the initiation.
- Know that restraint orders are renewed daily in the non-violent patient.
- Restraint orders are based on age of the patient for violent or self-destructive patients
  - 4 hours for 18 years or older
  - 2 hours for ages 9-17 year olds
  - 1 hour for children < 9 years
- The attending physician must be consulted within 30 minutes if the attending did not order the restraint.
- For more information, contact SGMC Quality at 240-826-6099; or WAH Quality at 301-891-5647.
Security Department

- Hours of Operation: Available 24/7
- Telephone: SGMC 240-826-6671 or WAH 301-891-5062
- Services Offered:
  - ID Badge and access control services
  - Vehicle jump starts & lockouts
  - After hours escorts to and from vehicles
  - Physician lot gate assistance

You are required to wear your ID badge at all times while on hospital grounds
Attestation of Completion

By signing and dating below, I attest that I have read and understand the content of the New Medical Staff and Allied Health Professionals/Advance Practice Professionals orientation module. I will contact the Medical Staff Office @ 240-826-6115 (SGMC) and @ 301-891-5056 (WAH) with any questions or concerns regarding this module.

________________  __________________
Signature            Date

________________
Print Name