

Physician Connection

Published for the Physicians at Hurley Medical Center.



Paul F. Reinhart Emergency Trauma Center Construction Update

Anyone driving near the corner of Grand Traverse and 5th Avenue is sure to notice all the activity as construction on Hurley's Paul F. Reinhart Emergency Trauma Center continues at a brisk pace. The foundations are in place and the structural steel frame should be completed by early September. A 3D virtual model of the building is almost complete and will be used to ensure a proper installation fit for the plumbing, piping, ductwork, and electrical,



which are being manufactured offsite. Physician, Nursing, and Engineering teams are

evaluating trauma booms and exam lights, along with patient rooms to make certain they will meet the needs of our staff as they provide clinical excellence for our patients.

Perhaps the most exciting news is that the construction crew recently found two cornerstones which commemorate Hurley's past. The first stone may be over 100 years old and is etched with "Hurley Hospital 1907". "Hurley Hospital 1907 – 1927" is etched in the second stone, which is believed to be over 80 years old. Both cornerstones contain time capsules. The Sloan Museum is being contacted to determine how best to open them. Stay tuned!

Congratulations

The Recipients of the 2010 Pinnacle Award Are:

**PCP - Dr. Laura Carravallah, IM/Peds
 Specialist - Dr. Brian Nolan, Pediatric Pulmonary/Critical Care**

Both individuals have a strong track record of representing, demonstrating and promoting a positive image of Hurley Medical Center, the medical profession, and community spirit and engagement.

Further details of their accomplishments and achievements, as well the date of the Pinnacle Award Ceremony, will be provided soon.

Please join us in congratulating and celebrating these two individuals as

Hurley Medical Center's Pinnacle Award Recipients 2010.

CALENDAR:

August 26, 2010

Epic Demo

7:00 am to 10:00 am
 Conference Room 1B

August 26, 2010

Multi Cultural Series

Culture of India

Hemant Thawani, MD

12 to 12:45 pm

Merliss Brown Auditorium

Advanced Cardiac Life Support (ACLS)

September 9, 2010

Renewal Course – Fee \$150

September 14 & 15, 2010

Provider Course – Fee \$225

1.810.262.9410 to register

September 13, 2010

Hurley Foundation

Annual Golf Classic

Flint Golf Course

1.810.262.9399 to register

October 15 & 16, 2010

Continuing Medical Education

Critical Thinking for Physicians Workshop

8:30 am to 4:30 pm

1.888.611.4HMC

November 3, 2010

Continuing Medical Education

The 2010 Terry Thomas

OB/GYN Update

8:00 am to 4:00 pm

1.888.611.4HMC

SAVE THE DATE - CME

October 9, 2010

Endocrine Update

8 am to 12:00 pm

November 10, 2010

Pediatric Update

8:00 am to 4:00 pm

NOTE: Full information on these events will be sent in August & September. Registration will be available at that time.

Patient and Family-Centered Care – Next Steps

Since returning from the Institute for Patient and Family-Centered Care (PFCC) training in Dallas, Texas, the Hurley PFCC Steering Committee has worked on a plan for the spread of PFCC across the medical center. We began by developing a PFCC Philosophy of Care Statement and revising the Hurley Vision and Family Values. These will be formally introduced once we have completed the appropriate steps for approval. The steering committee, with assistance and input from others within the organization, will now turn its attention to the Hurley visitation policy.



The Hurley Patient and Family Partnership Council had its first meeting (volunteer orientation) in mid-July. This group currently has 15 members and is continuing to grow. The membership represents our patient, family and community population. They are all enthusiastic about the opportunity to contribute

something positive to Hurley and see this as a way to “give back.” Once their orientation and training are complete, many of the current 15 members will become members of the unit-based councils, focusing on units where they have received services in the past. Although PFCC initiatives have begun

on nursing units, we will begin to pilot advanced PFCC on Pediatrics, Pediatric Intensive Care Unit and 7 East. Women’s Services will follow with a pilot later this year. Each of these units will form a council within the next several months and will have patient/family membership starting in the fall.

We are still in need of additional patient and family members for the Partnership Council. If you have a patient who is interested in participating, please contact Karen Lantzy at 810.262.4982. Information about PFCC is also available the Institute for Patient and Family-Centered Care website www.ipfcc.com.

Hurley To Launch Medical Staff Perception Survey

Your Opinion Is Important To Us!

Hurley Medical Center is committed to enhancing the quality of care as well as to making our hospital a better place for physicians to practice medicine. In order to accomplish this, Hurley Medical Center will soon be conducting a confidential medical staff perception survey.

The **Medical Staff Perception Survey** will be conducted by Professional Research Consultants, Inc. (PRC) and will seek feedback about specific services and departments. The survey

will be conducted via scheduled telephone interview. If you are not available when the PRC interviewer calls, please ask your office personnel to provide the interviewer with a more convenient time.

If you are called, we strongly urge you to participate. Your feedback and honest opinion are very important to us in considering ways to make Hurley Medical Center more responsive to you and your colleagues. If you have any questions regarding the survey or its implementation, please contact Physician Services at 810.262.9400.

Hamady Library News

The Hurley Medical Center Hamady Library is an excellent resource for patient health care information and your medical research needs. Staff is available to assist you Monday through Friday from 8:00 am to 4:30 pm.

We are pleased to announce that **MD Consult**, a leading research & reference tool exclusively for you as a member of the Hurley Medical staff, is now **MOBILE**. This integrated online service will help you efficiently find answers to pressing clinical questions and make better treatment decisions. **MD Consult** includes:

- Full-text articles from over 80 journals and clinics
- 50 leading textbooks across a wide range of specialties
- Clinically relevant drug information
- Over 10,000 patient education handouts
- Free access to AMA-PRA Category 1 Credit CME

For more information on **MD Consult** and the many other resources available at the Hamady Library, please call Sharon Williams, Director at 810.262.9427 or email at swillia1@hurleymc.com.

Patient Care Update

NICHE Program for Seniors

Hurley Medical Center is a designated NICHE site. NICHE (Nurses Improving Care for Healthsystem Elders) is the only national designation indicating a hospital's commitment to elder care excellence. The NICHE designation signals our resolve to provide patient-centered care for older adults. Through our participation in the NICHE program - the largest geriatric nursing program available - we are able to offer evidence-based, interdisciplinary approaches that promote positive experiences for the older adults in our care, including daily Geriatric Resource Nurse (GRN) rounds on 7 East. The GRN is intensely educated about the range of geriatric syndromes and issues, including fall prevention, reduction of

restraint use, pain management, appropriate use of medication, wound care, dementia care, and addressing patient and family concerns such as advance directives. To date 7 East RNs Molly Fink and April Conway have completed the Geriatric Resource Nurse curriculum and all 7 East nurses and nursing assistants are required to meet the Geriatric Core Competencies established by the Hartford Institute for Geriatric Nursing. The NICHE program was implemented in 2008 and has lead to greater satisfaction rates for geriatric patients and their families on 7 East.

Psychiatric Patients in the ED

In recognition of the special needs of psychiatric patients, we have just opened a six-bed Emergency

Patient Safety & Medical Staff News

Medical Records

Please remember unapproved abbreviations are not allowed in progress notes, H & P, or consults.

- QD, QOD, MS, MSO4, MgSo4, u, and U, IU, trailing zeros (1.0) and lack of leading zeros are ALL PROHIBITED.
- QD, QOD, u are the most common errors.



Michael Boucree, MD

Verbal Orders

Verbal orders are to be avoided unless urgent or emergent situations. Timely medical record completion is considered within 28 days post-discharge.

It is critical that we improve our performance of these parameters to >90% by September. We look to our Hurley physician team to drive our success.

Physicians, PAs and NPs

Please make sure that your collaborative agreements articulate the range of your supervising, collaborating, medical procedures and medical/surgical practice. Also, ensure that you are in daily communication regarding your hospitalized patients – especially on admission, prior to discharge and when there is a change in the condition or level of care of the patient.

Departmental Meetings

Please remember all Active Status physicians must attend 50% of departmental meetings and general medical staff meetings. Failure to meet this attendance requirement may result in a loss of voting privilege and change in membership status to Courtesy or Consulting Status.

Behavioral Health Unit staffed by a medical social worker, a nurse, and a patient care tech. Patients are medically cleared then their psychiatric needs are addressed. We have personnel from CMH Mobile Crisis Team that come and assist in the evaluation and disposition of these patients. The goal of this unit is to provide a

more appropriate environment for these patients where they can have their unique needs addressed by our specialized care team.

Burn Unit Visiting

The Burn Unit now has open visiting to enhance Patient Family Centered Care.

26th Annual Hurley Trauma Center Golf Classic

Join us for the 26th Annual Hurley Trauma Center Golf Classic on Monday, September 13th. Reservations for morning and afternoon shot gun starts at 7:30 am or 1:00 pm are available.

Please contact Angie Cuneaz for more information at 810.262.9399 or acuneaz1@hurleymc.com.



We're Here For You!

The Physician Services Team is your communication link with Hurley Medical Center and serves as the point of contact for any questions, comments or suggestions. The team conducts in-person office visits, on-site hospital or phone consultations and e-mail to provide physician support.

Physician Services Contact Information:

Elyse Berry, Director

810.262.7123 (office)
810.625.1773 (cell)
eberry1@hurleymc.com

Regina Waller, Manager

810.262.7302 (office)
810.516.8310 (cell)
reginawaller@hurleymc.com

Steve Herr, Physician Services Representative

810.569.5638 (cell)
sherr1@hurleymc.com

Michelle Landis, CME Coordinator

810.262.9142
mlandis1@hurleymc.com

Andrea McBurney, Operations Support Specialist

810.262.9400
amcburn1@hurleymc.com

Valerie Southall, Physician Services Representative

810.347.8124 (cell)
vsoutha1@hurleymc.com