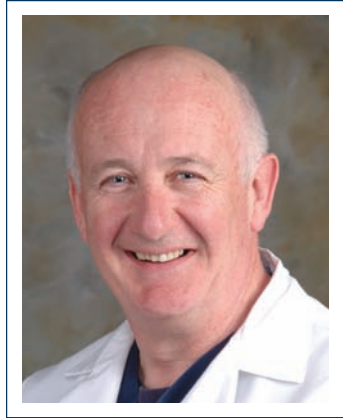


Physician Connection



Published for the Physicians at Hurley Medical Center.



Brian M. Nolan, MD 2010 Pinnacle Award Recipient Specialist - Pediatric Pulmonary/Critical Care

"But nothing is more estimable than a physician who, having studied nature from his youth, knows the properties of the human body, the diseases which assail it, the remedies which will benefit it, exercises his art with caution, and pays equal attention to the rich and the poor."
-Voltaire (1694-1778)

The Pinnacle Award is Hurley's highest honor accorded to its physicians. Congratulations to Drs. Brian Nolan and Laura Carravallah this year's recipients. Dr. Carravallah's ceremony was held on November 2, 2010. Dr. Nolan's ceremony will be held on January 6, 2011 at 11 am in Merliss Brown Auditorium.

Born in Dublin, Ireland on August 6, 1951, Dr. Nolan began his medical career at Hurley Medical Center in 1976 when he entered his residency. He embarked on his pursuit of medicine while attending Trinity College in 1969.

Upon completion of his internship at St. James Hospital in Dublin, Ireland in 1976, Dr. Nolan decided to come to Hurley Medical Center at the recommendation of a fellow medical student, Dr. Marvin Latchana, who

happened to be visiting Ireland. Dr. Nolan launched his career at Hurley in the Pediatric Residency program in 1976. During 1978, Dr. Nolan was selected as Pediatric Chief

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Quality/Safety/Compliance Alert!

At November's Medical Executive Committee meeting, in response to an ongoing citation of Hurley's October 2009 Joint Commission survey, the Medical Executive Committee discussed and implemented a process for handling medical staff members whose orders, progress notes, history and physicals, or consults use

unapproved abbreviations. A review of the past 13 months of random chart review data reveals an aggregate performance rate of <90%. Joint Commission requires compliance at >90% or a change of accreditation status to Conditional will be imposed.

This plan, adopted to avert any negative organizational

accreditation impact, is in effect for the period of reappointment (two year cycle), effective immediately:

- 1) Everyone starts with a clean slate as of October 1, 2010 (the date Joint Commission required beginning data collection);

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CALENDAR:

December 8, 2010
Annual Medical Staff Meeting
5:30 pm, Flint Golf Club
To register, please call
1.888.611.4HMC

SAVE THE DATE

January 6, 2010
Pinnacle Award Ceremony
Dr. Brian Nolan
11:00 am to 1:00 pm
Merliss Brown Auditorium

CME Needs Assessment Survey

Please take our Needs Assessment survey in order for us to plan future CME activities that are effective in meeting your educational needs and professional practice gap. Your input is crucial.

We appreciate your response by November 30, 2010. By entering your name and email address at the end of the survey, you are eligible for a \$50 gas card drawing.

You may access the Needs Assessment Survey, in one of the following ways:

- Direct access through the following address: <http://www.surveymonkey.com/s/K2R7QTP>
- On any computer in the Physician Lounge (non-Isite). Look for the link on the desktop page.

If you have any questions, please contact the CME Department at 810.262.9142.

Construction Continues on Paul F. Reinhart Emergency Trauma Center



A great deal of work has occurred on Hurley's Paul F. Reinhart Emergency Trauma Center since our last update. Over 90% of the work has been bid out and awarded. The roofing, exterior studs and sheathing, and exterior masonry are nearly finished. Demolition of the existing Ground Floor East has begun. The new approach for the 6th Avenue driveway is being raised to rough grade. And, the glass has been installed for the wall of windows in the adult waiting room. These windows will provide a great view of Dort Park.

Work is continuing on the building interior and lower level. The HVAC ductwork and sanitary piping installation is underway in the lower level, and the new air handlers have been installed in the basement.

The exterior building enclosure will be completed by the end of November and work will begin on the interior ground floor. The progress may not seem as noticeable to the casual observer this winter, but we'll keep you informed with regular updates and photos. Stay tuned!

What's in the 1907 & 1927 Time Capsules?



What did the people in Hurley's history who built and expanded our hospital in the early twentieth century want to hand down to the Hurley community of the 21st century? We'll all find out at "A Moment in Time" when we open the recently uncovered 1907 and 1927 time capsules, 5:30 pm - 7:30 pm, Thursday, January 13, 2011 at Flint's Sloan Museum.

You may have heard that construction workers discovered two concrete cornerstones containing time capsules near the original West Tower hospital entrance in August while working on the new Emergency Trauma Center. One cornerstone is dated 1907, just before Hurley Hospital first opened its doors to the public in 1908. The other cornerstone is dated 1907 - 1927 when Hurley was building two additional wings to meet Flint's increased demand for health care in the Roaring Twenties.

Sharon Williams, Medical Library Director, in consultation with Jane McIntosh, Sloan Museum Curator, will be overseeing the formal opening of the two sealed boxes at this historic event. The program will feature Dr. Samuel R. Dismond, Jr., "the Voice of Hurley" as Master of Ceremonies and Patrick Wardell as keynote speaker. After the opening, Sharon Williams will be responsible for maintaining and displaying the contents of the time capsules as part of the medical library's growing historical collection.

All proceeds will benefit the Paul F. Reinhart Emergency Trauma Center. The fundraiser includes light refreshments, the opening of the time capsules and a display of historic Hurley photos and other artifacts. To make reservations at \$35 per person, please contact Angie Cuneaz, Foundation Special Events Director, at 810.262.9399 or acuneaz1@hurleymc.com.

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Resident at Hurley Medical Center.

When asked what he enjoys about working at Hurley, Dr. Nolan stated that it is "the people." Along with the feeling of working in a small community, the population of patients (high risk) enables him to make a difference in their lives.

After residency, Dr. Nolan pursued a fellowship in Pediatric Intensive Care at Children's

Hospital of Michigan, located in Detroit.

Dr. Nolan is board certified in Pediatrics and sub-boarded in Pediatric Critical Care and Neonatal/Perinatal Medicine by the American Board of Pediatrics. Most recently Dr. Nolan obtained certification in the sub specialty of Child Abuse Pediatrics in 2009.

Dr. Nolan is a member of the American Academy of Pediatrics, American Medical Association, Genesee County Medical Society, Michigan State Medical Society,

and Society of Critical Care Medicine. Currently, Dr. Nolan is the Director of Pediatric Critical Care and Clinical Director of Pediatrics at Hurley Medical Center.

Dr. Nolan is happily married to Michelle and together they have three children: John, Ryan, and Aishling. He resides in Grand Blanc, Michigan. In his spare time, Dr. Nolan enjoys bike riding and kayaking.

Please join us in congratulating Dr. Nolan on this wonderful achievement.

Patient and Family-Centered Care Update

Across the country, healthcare organizations are engaging in a variety of activities designed to empower patients, strengthen their patient-centered practices, publicly proclaim their commitment to patient-centered care, and reflect on their efforts to transform the healthcare experience. Here at Hurley, we are beginning our journey of transforming the patient and family experience by implementing Patient and Family Centered Care (PFCC) in everything we do. Below, please find our Philosophy of Care Statement, incorporating PFCC. If you have any questions about PFCC please contact Karen Lantzy at 810.262.4982.



Hurley Medical Center PFCC Philosophy of Care Statement

We will provide a safe, welcoming and healing environment for patients and families.

We honor racial, ethnic, cultural, age and socioeconomic diversity in all families and turn to our patients to define who constitutes their family.

We recognize that a family is a culture unto itself and respect the differences in family strengths, values, individuality and coping methods.

We recognize that a partnership exists between patients, families and healthcare professionals where we rely on the

expertise of each and treat each other with dignity, respect and compassion.

We facilitate family and professional collaboration at all levels of health care.

We encourage communication and information sharing to strengthen the ability of patients and families to make informed decisions and accept responsibility.

We offer choices, whenever possible and support the patient and family in their decisions.

We strive to promote patient and family competence through increased

information. When there are differences of opinion, we will try to seek quick and respectful resolution among ourselves and with families.

We will be alert to opportunities to improve patient care and increase safety and quality.

We believe everyone at Hurley Medical Center has a role in caring for patients and families and empower all staff to embrace patient and family centered care.

We include patients and families in the design and evaluation of new and existing programs at Hurley Medical Center.



Hurley Medical Center is well underway toward modernizing its clinical information systems with the implementation of the EPIC System. This project represents a significant advance in system support for our goals related to safety, quality and efficiency in our patient and family centered care model.

EPIC is the market leader in integrated health information technology and is currently the only system to be certified as meeting

the HITECH standards provided in recent health reform legislation. As with all of our endeavors, the Hurley medical staff represents an important constituency in realizing the full benefit of the electronic medical record. Along with its hospital system, EPIC offers a full suite of physician office products that are fully integrated to the hospital system. Like the Medical Center, physicians are being incentivized to move to integrated health information systems in their practice.

To support our physicians in addressing this need, Hurley Medical Center has engaged Karen Paris to prepare a feasibility

study/business plan for providing the EPIC Community Connect practice management system to our physicians. Karen was the primary developer of the Community Connect program at Beaumont Hospitals and managed the implementation of the system in over 50 physician practices. Over the next several weeks Karen will be gathering information required to complete the feasibility study and may contact your office.

Thank you in advance for your assistance and cooperation. Please call Dr. Michael Roebuck at 810.262.7299 or Gary Townsend at 810.262.4955 with any questions.

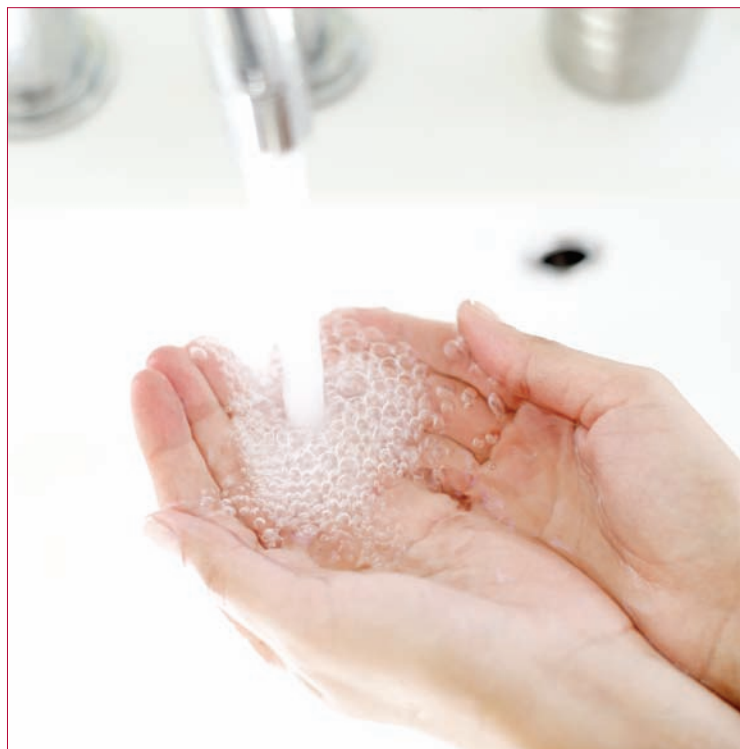
Hand Hygiene Wash In/Wash Out

Hand hygiene compliance continues to be a challenge for many organizations. National Patient Safety Goal 07.01.01 states: Comply with either the current Centers for Disease Control and Prevention (CDC) category IA, IB, or IC hand hygiene guidelines or the current World Health Organization (WHO) hand hygiene guidelines. The requirement goes on to state that we must develop a comprehensive plan to monitor and measure this compliance. A recent survey observation identified isolated instances of non-compliance with our policy of "Wash In/Wash Out." Internal monitoring has identified disturbing patterns of noncompliance with isolation precautions and appropriate hand hygiene practices.

To address and improve our patient safety (and employee/practitioner safety) practices relative to hand hygiene, a "secret observer" program is being revamped to critically assess our

compliance by worker category (i.e. physician, nurse, student, therapist, dietary personnel, et al). Emphasis and education on washing your hands or foaming your hands on entering the patient's room as well as when you exit the room is the policy, particularly if patient contact is anticipated or occurs. Contact with inanimate objects (ANYTHING) in the patient's room (i.e. door handle, curtain, bedside table, wall, etc) constitutes potential vectors of infection transmission – thus, added reason for wash in/wash out.

With regard to contact isolation, gown and gloves must be worn by anyone entering the patient's room – even if you don't touch the patient. Proper hand hygiene prior to gloving, if it is a sterile procedure is required. Hand Foam/Alcohol Hand Rub/Hand washing before non-sterile gloving is not currently Hurley policy, but may be advisable in many instances. Similarly, when entering a patient's room with



any isolation precaution, the personal protective equipment (PPE) recommendation must be followed. Upon removal of the gown, gloves or other PPE, hand hygiene must be performed.

Professional staff's compliance with hand hygiene requirements is crucial to preventing and reducing the occurrence of hospital and community acquired infections, particularly since our medical staffs rotate

between local hospitals. Compliance audits will be shared with the Medical Executive Committee as well as at Departmental meetings. Data will also be collected with regard to the most common reasons for failure to follow recommendations.

Again, your compliance in ensuring an infection prevention environment and robust patient safety program is welcomed.

Hurley Medical Center Welcomes New Physicians

Amrish Jain, M.D. - Pediatric Nephrology

Nitin G. Malhotra, M.D. - Vascular Surgery

Anant C. Patel, M.D. - Diagnostic Radiology

Matthew C. Sardelli, M.D. - Orthopedic Surgery

Extended Hours for Mammograms

Hurley is now offering appointments for mammograms one Saturday per month to make it easy for your patients to get their mammograms.

We are currently accepting Saturday appointments for the following dates/times:

November 13, 2010 - 9:00 am to 1:00 pm

December 11, 2010 - 9:00 am to 1:00 pm

For additional dates and times, please call 810.262.9194

Think Healthy. Think Hurley. Think Smoke Free.

The communication has started! Presentations are being given and flyers, banners and signs have been going up to help spread the word. Beginning January 1st, 2011, Hurley Medical Center will become a smoke free campus. Educational pieces will also be available to help with understanding and implementing the new smoke free policy.

Stay tuned for more information on Hurley becoming a smoke free campus, as well as special events planned for The Great American Smokeout Day on November 18, 2010.

For the health of our community....

**OUR CAMPUS WILL BE SMOKE FREE ON
JANUARY 1ST**

Think Healthy. Think Hurley. Think Smoke Free.

HURLEY
MEDICAL CENTER
Touching Lives Through Better Medicine

Hurley FREE Community Health Fair A Success!!

The free Community Health Fair was a huge success!!! On Saturday, October 9, more than 200 local residents attended Hurley's free Community Health Fair at Great Lakes Technology Centre in Flint, from Noon to 4:00 pm. 97 free flu shots were given out, 57 health assessments were completed, 55 blood pressures were taken, 47 BMI's, and 77 blood sugar tests were taken and recorded. NBC25 and ABC12 came out, took video and did interviews



of the health fair, which aired during their 6 pm newscasts. The community enjoyed an afternoon focused on getting healthy and staying healthy with free activities including: screenings, healthy eating samples, health information on diabetes, asthma, heart disease, stroke and breast health, speaking one-on-one with a Hurley physician, zumba exercise sessions, and drawings for great prizes.

Thank you to the physicians, residents, nurses, nursing students, Hurley's Patient Safety Team and all the volunteers who helped make this event such a success.

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- 2) Random chart audits will occur by department;
- 3) Signage and reminders will be made available on the units and in patient charts;
- 4) Compliant records receive a "kudos" acknowledgment in the Physician Connection newsletter or other notice;
- 5) A valid quality of care (QOC) concern (for use of an unapproved abbreviation) is now at the level of **Standard of Care Not Met, Potential Harm, No Harm Resulted** (unless patient harm actually did result).
- 6) Non-Compliant records (Professional Staff, non-employee):
 - a. **First offense:** Valid QOC, counseling (Chief of Staff &/or Dept Chair);
 - b. **Second offense:** Valid QOC, meet with Dept Chair, Chief of Staff, Chief Quality Officer;
 - c. **Third offense:** Valid QOC, Conduct and Procedures interview;
 - d. **Fourth offense:** Valid QOC, 1-3 day suspension.
- 7) If the individual is a Professional Staff member and hospital employee or contracted employee through The Hurley Clinics, the same sanctions will apply and the Department Manager/ Contract Supervisor will be notified and their discretionary disciplinary action in accordance with hospital or organizational policy will be implemented.

What are the unapproved abbreviations?

- QD, QOD, MS, MSO4, MgSo4, u and IU, trailing zeros (1.0) and lack of leading zeros (0.1)
- QD, MSO4, "u" are the most common errors

We welcome your support to maintain our accreditation and licensure status with the Joint Commission and CMS and encourage your compliance with the non-use of unapproved abbreviations.

SAVE THE DATE!!!

Hurley Medical Center's 30th Annual Benefit Ball

Please join us for the 30th Annual Hurley Benefit Ball on Saturday, March 5, 2011 at 6:00 p.m. at the Riverfront Banquet Center in downtown Flint. Proceeds from the 2011 Hurley Ball will benefit Hurley's Child Life Services. You will experience an elegant black-tie evening you won't soon forget - entertainment, fine dining, sparkling conversation, silent auction, and much, much more. For ticket information and to make a donation, please contact Angie Cuneaz in the Hurley Foundation today at 810.262.9399.



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:

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