

# Physician Connection



Published for the Physicians at Hurley Medical Center.

## Think Healthy. Think Hurley. Think Smoke Free.

Hurley Medical Center is committed to health, wellness and disease prevention for our patients, visitors, physicians, employees and the community we serve. And, as health care providers, it is important that we model healthy behaviors and provide a comfortable environment for everyone.

As part of this commitment, Hurley is implementing a new smoke free policy. Starting on January 1, 2011, Hurley will be a smoke free campus.

Communication pieces have been displayed throughout the campus regarding the new smoke free policy and physician offices received materials about the change. Hurley's Intranet site is one source

for information regarding the new smoke free policy. A "Smoke Free On January 1st" link is now available on the Hurley Intranet, providing access to a smoke free training video narrated by Dr. Dismond, as well as other valuable resources.

Beginning January 1, 2011, Hurley's motto will be: Think Healthy. Think Hurley. Think Smoke Free. Together, we will provide a healthy environment for everyone. It is the right thing to do.

Please notify your patients of the Hurley smoke free policy. If you want your patient

to have nicotine replacement medications while in the hospital, please enter an order for the nicotine patch or nicotine gum.



## CALENDAR:

December 13-17, 2010  
Holiday Week Celebration  
Physician Lounge

January 6, 2011  
Pinnacle Award Ceremony  
Dr. Brian Nolan  
11:00 am to 1:00 pm  
Merliss Brown Auditorium

March 5, 2011  
Hurley Annual Ball  
6:00 pm  
Riverfront Banquet Center

**Physician Services will be closed on December 23rd, 24th, 30th, and 31st in observance of the holidays.**

## Happy Holidays

*Thank You For  
Your Commitment  
and Dedication.*

**Please join us for a holiday celebration the week of December 13-17 in the Physician Lounge.**

Monday, December 13	Vegetable & fresh fruit trays
Tuesday, December 14	Gourmet cupcakes & punch
Wednesday, December 15	Pizza & pop
Thursday, December 16	Salad bar
Friday, December 17	Omelets & juice

# Preparing for Hurley's New ED



*Pictured: The Hurley Emergency Department Team*

The actual building/construction of a new Emergency Department (ED) is only one aspect of the preparation required to develop a new Emergency Room. The other aspect and equally as important is the consideration and planning necessary to support actual patient care.

From the very beginning, stakeholders from many classifications and departments put together a vision statement which reads: "Hurley Medical Center will be the provider of choice for emergency service in Genesee County by offering state of the art services and innovative care programs in a flexible patient and family centered environment that supports medical education, fosters teamwork and uses resources responsibly." This remains the vision today.

As the bricks, mortar and walls are being constructed on the outside, much work and planning continues on the inside.

ED staff and support service areas have developed process planning and patient flow meetings. These meetings are conducted twice a month with the intent to dissect each aspect of the new department's operations and determine patient and staff process solutions. Every process revolves around the notion to support a Patient and Family Centered model of care.

Patient flow charts have been completed reflecting current process; prospective process mapping has been completed to provide guidance for future practice. Staff is reviewing schematic drawings and

hypothetically leading various patient populations through a virtual patient visit. This exercise takes into account the necessary considerations from the patient's initial arrival at the front door, to triage, to treatment and culminating into admission or discharge.

Our objective is to provide as much opportunity for Hurley physician and staff involvement as possible and position the unit for optimal delivery of emergency care immediately upon opening the doors to our new department. As preparation progresses, more and more support service areas will be integrated into the planning process. We will be sure and keep you posted on our progress as we move forward.

## Emergency Department Bridging Orders For Private PCPs and Psychiatrists

To better serve our attending primary care physicians and psychiatrists, the Emergency Department physicians will write bridging orders from the hours of 11 pm to 6 am for patients admitted to the hospital by private physicians.

The Emergency Department physician will still notify the attending physician of the admission, regardless of the time, and will complete the bridging orders between 11 pm and 6 am - unless the attending physician wishes to do so.

Bridging orders are not applicable for emergent admissions for the ICU or Pediatrics as the resident initiates the evaluation and writes the orders for these patients. Surgical Physician Assistants evaluate and write the orders for emergent surgical admissions.

## Welcome New Physicians

*Lydia Donoghue, MD*  
Pediatric Surgery

*Adrienne Haggins, MD*  
Emergency Medicine

*Samer Saqqa, DO*  
Orthopedic Surgery

*James Shirley, MD*  
Diagnostic Radiology

## Hurley Leading the Way in "Patient Centered Medical Home"

Farhan Khan, MD has integrated the "Patient Centered Medical Home" practice into his PCP office (Fenton Road in Flint) in a variety of ways, and with great success. It has become so successful that today, Hurley's Professional Medical Corporation (PMC) has 15 PCP "Medical Home" practices, including Dr. Khan's - the highest number of such practices in all of Genesee County.

"The 'Patient Centered Medical Home' practice is not a new concept. It is building a center of care, where physicians go beyond writing a script and advising a patient about treatment. Our practice is centered around the patient. It goes beyond the quality of standard care, applying evidence based care, and increasing generic dispensing rate in a practice. These practices use computer programs like 'E-prescriptions' and 'Patient Registry Program' which help them gain more control in their practice. Patients are given access to their own record through patient portals where patients can view their health records from home. We try and make sure the practice is accommodating for the patient; this includes getting them

seen the same day or within one full day and staying open late (extended access) so patients do not have to go to the ED. We try and arrange classes for patients so they



Farhan Khan, MD

can better understand and manage their illness. Our staff possesses above-average knowledge on these chronic diseases, so they can better communicate and educate the patients. Every month, there is a 'PCMH

Group Meeting' where physician and staff members meet and exchange information, learn how to teach patients about different illnesses, learn how to expedite test results, arrange for lectures, and more. Thus, the entire goal is to apply the 'Patient Centered Medical Home' concept in everything we do," adds Dr. Khan.

Today, there are 500 primary-care practices in Michigan designated as "Patient Centered Medical Home" practices. Dr. Khan says next year he hopes to see an additional 34 practices in place in Genesee County.

Congratulations to the following Hurley Physicians who have achieved the designation of "Patient Centered Medical Home":

Badar Ahmed, MD; Habib Akrawi, MD; Wayne Breece, MD; Niketa Dani, MD; Deborah Duncan, MD; Amy Gallagher, MD; Asif Ishaque, MD; Tejal Joseph, MD; Jitendra Katneni, MD; Wendy Lawton, MD; Cecilia Lopez, MD; Joseph Luna, MD; Aram Minasian, MD; Damayanthi Pandrangi, MD; Ravikumar Peddireddy, MD; Syed Sattar, MD; Punam Sharman, MD; Timur Sumer, MD

## Hurley NICU Miracle Baby Kaidyn Lewis in Jet Magazine !!!

Kaidyn Lewis is held by his mother, Alicia Lewis during a press conference inside Hurley's NICU, covered by the Flint Journal, ABC12, NBC25 and WNEMTV5. Kaidyn was born August 10, weighing 1 pound, 5 ounces, 11 weeks early. The Flint baby spent two months in the NICU. During that time, he grew to 3 pounds, 14 ounces, and went home without complications. This photo and write up appeared in the November 1st issue of Jet Magazine.



Photo courtesy of John Ehlike/The Flint Journal/AP.

# Program Celebrates Patient-Centered Care Awareness Month



*Karen Lantzy, Hurley's Patient and Family Centered-Care Coordinator, was interviewed in NurseWeek - a national magazine, in the November/December issue, discussing Hurley's rollout of Patient and Family-Centered Care, and our commitment to transforming the healthcare experience for patients and their families. Here is a copy of the article:*

Empowering patients, strengthening patient-centered practices and addressing safety and quality issues in healthcare is the driving force behind the implementation of Patient and Family-Centered Care at Hurley Medical Center.

"We bring our patients and their families to the table and listen to them talk about their experiences with health care at Hurley," says Karen Lantzy, RN, MSN, NE, BC, patient and family-centered care coordinator at the Flint, Mich., facility. "Getting

their perspectives is important because our experiences at our hospital can be very different from the patient experience. PFCC is being implemented in everything we do."

Lantzy notes that the PFCC movement, which is gaining national momentum, was created to address health care issues and that studies show that PFCC increases quality and safety in patient care. Rolling it out during Patient-Centered Care Awareness Month this

October showed Hurley's commitment to transforming the healthcare experience and strengthening patient-centered practices.

"We want our patients and family caregivers to feel safe and to partner with us to manage their healthcare needs to improve communication and safety," says Lantzy. "It's a journey, not a destination, as we will always make the necessary adjustments to meet our patients' needs."

## UM-Flint Students Compose Healthy Eating Jingle for Hurley

A Kids Healthy Eating Jingle Contest, soliciting original compositions from University of Michigan-Flint Music Department students, was recently sponsored by Hurley's Center for Health Outcomes in collaboration with the Kohl's Cares for Kids grant on childhood obesity. The grant funded program theme is based on 5-2-1-0: 5 fruits and vegetables a day; 2 hours of screen time or less a day; 1 hour of activity; 0 sweetened drinks. These jingles were premiered on September 25th at the Flint Farmer's Market as a featured component of a story drama (The 5-2-1-0 Healthy Eating Show, performed by the Trust Theatre Ensemble) and played at each monthly activity of the Kohl's Cares for Kids-Hurley fighting childhood obesity events. These original compositions featuring the 5-2-1-0 theme, each with a rock and rap feel, respectively, were selected by a distinguished panel of judges. UM-Flint Music Seniors Bruce Horn (percussion) and Kathryn Morden (piano) were each the proud winners of a \$250 prize.

Monthly engagements with local schools and with added events and locations at Hurley Health and Fitness Center, the Children's Museum and the University of Michigan-Flint Recreation Center are currently underway. The jingle will be posted to the Hurley website for your enjoyment, along with an exercise routine you can use to enhance and reinforce the 5-2-1-0 message. Dr. Michael Boucree, VP for Outcomes Management and Chief Quality Officer at Hurley says, "once you hear the jingle, it sticks in your head, makes you tap your toe, bob your head and want to get up and spread the word! That's what we want; an infectious, memorable message to help fight the American plague of overweight children and pediatric obesity."



*Pictured from left to right: Patrick Wardell, AppaRao Mukkamala MD, Michael Boucree MD, Richard Warmbold*



*Pictured from left to right: Patrick Wardell, Kathryn Morden, Michael Boucree MD, Richard Warmbold, AppaRao Mukkamala MD*

## Hurley Pinnacle Award



On November 2, Dr. Laura Carravallah received Hurley Medical Center's 2010 PCP Pinnacle Award, Hurley Medical Center's highest physician honor. Many presenters on that day applauded Dr. Carravallah's dedication to Hurley, her residents, and her colleagues.

Dr. Carravallah's speech captures the essence of the Hurley mission: *Clinical Excellence. Service to People. It was inspirational and we are pleased to reprint an excerpt here.*

"These past weeks I have received such an outpouring of support and affection – it was unexpected and humbling. I am so lucky – I get to do something with my life that has a chance to make a difference on so many different levels – and I really love what I do.

It seems too soon to get this award – although I've spent almost half my life here – now 23 years – there is still so much more that I would like to do – I hope I get that chance here at Hurley.

Of course, as a medical student I must be able to obtain and retain information from books, but I learn best through stories – those of patients, colleagues, and often the story of my own small mistakes and triumphs - this place has provided so many for me and for many others.

I am grateful to so many.

First of all, my family, many of whom have traveled here today, from as far away as Maryland and always made me believe that I could do anything if I worked hard and

gave me a lot of confidence and love; my husband & chief advisor Asif and my son Danyal – also my teacher in humility and love. There is nothing like being a parent to make one humble.

### MSU Medical School

Coming here as a medical student, I knew that Flint was the best campus in the MSU system to get an outstanding clinical education. This place felt real– real people with real problems - a place where people really need the care we provide. And many staff and patients here have many similarities with my family, it felt familiar and MEANINGFUL. There was a chance to make a difference and I hope to expand that impact with some of our current & ongoing projects.

### The Hurley Residency Program

I swore I wouldn't stay – I had been in the MSU system for a long time and felt that I needed to make a change – and yet here I am. I couldn't find a better place – I interviewed widely, but always ended up comparing those places to Hurley – so why go somewhere else, when all I could think of was here?

### The Hurley Faculty

After I graduated, I was honored to be invited to stay here. I always wanted to be a teacher – just wasn't sure what I would teach. Medicine was perfect for me. I get to have an impact for the better – again a chance for meaningfulness.

I was particularly honored to join the ranks of my own teachers – many of the 'pearls' that I have learned have come from the Book of Inoue, the Book of Nolan, the Book of Hamp. What a privilege to be able to work with them.

### The Hurley Residents

Now I have the amazing privilege of having a group of extremely talented residents come and share a crucial piece of their life with me here. Most of them had many choices as to where they would spend this one chance at residency training in this country. They keep me fresh and fired up – and I am again humbled by the trust they place in me and this institution

to allow themselves to be open and vulnerable to feedback. It is not possible to learn if you are not open to constructive criticism, and that requires a lot of trust. Fulfilling this trust is really the crux of what I do here.

### The Hurley Staff

Our staff is the blood and bone and muscle of Hurley Medical Center. I have many friends and colleagues – partners in care and sometimes 'benign' crime – some of whom have been here since (and even before) I was a student.

All of these people create and drive and continue part of what I really want to celebrate today – the culture of Hurley.

This medical center can sometimes seem like a big lumbering beast – very slow to change course. It has many moving parts and each area can have its own idea – those areas are made of people, after all, with individual imperatives, opinions and motives. BUT, when all the parts work together – as they often do – we do miracles.

Hurley is where I learned about the magic of working on a team in which that is the common goal – doing the best thing for our patients, who are often the neediest and sickest people in the county, and beyond. Many of our patients do not have another place to go to meet their health needs – either because they lack the financial resources, or because they are so sick that no other institution in this area could take care of them.

Hurley at its best is all of these people here from many different disciplines coming together for the specific purpose of bringing their knowledge and expertise to bear on patients as individuals and also collectively. It's truly amazing feeling when we work together as a team with this clearly understood purpose – I feel like we can accomplish almost anything.

I thank you all so much for your part in this, and for allowing me to be on Team Hurley with you!"

Laura Carravallah, MD  
November 2, 2010

*Save the Date!*

**Hurley Medical Center  
30th Annual Benefit Ball**

**Saturday, March 5, 2011  
6:00 pm  
Riverfront Banquet Center**

Proceeds from the 2011 Hurley Ball will  
benefit Hurley's Child Life Services.

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:**

**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