

Medical Staff **NEWS**

ORDER SETS NOW AVAILABLE ON THE LMHS INTERNET

By Mark A. Greenberg, MD

A one year effort to review, update, and then place all department, sections, council and committee sanctioned order sets onto the internet has now been completed. All of the updated order sets have a 2003 date and nursing has been directed to eliminate all out-of-date sets from their files.

JCAHO, and common sense, requires that all pre-printed order sets be reviewed on a regular basis. As a result, all pre-printed order sets will be updated every two years.

The use of order sets offers a number of advantages to physicians and nurses. JCAHO now requires screening of orders for legibility and the use of dangerous abbreviations. Since the order sets are pre-printed, they solve most of the legibility issues. Also, all dangerous abbreviations have been eliminated from the reviewed order sets. Use of the order sets also greatly enhances the safety of verbal orders by minimizing transcription. Using

standardized order sets also minimizes the obvious and frequently dangerous confusion that can arise when nurses receive multiple different orders for clinically similar problems. Finally, most of the order sets also address documentation of key quality and safety indicators that are being tracked by JCAHO and other regulatory agencies. Given the benefits, we urge physicians to use the pre-printed order sets whenever possible.

Directions for accessing order sets are as follows:

- User must sign on to the Internet
- Go to: www.LeeMemorial.org
(Note: site available inside and outside of the hospital over the Internet)
- Scroll to bottom of page
- Click on "For Physicians"
- Click on Order Sets
- Click on desired department
- Order Set will display

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BARRIERS TO EFFECTIVE PAIN MANAGEMENT

Suzanne Turner, PharmD

A combination of patient, society and clinician-related barriers continue to impede access to optimal pain management in the U.S. Women, minorities and patients over 70 are at the greatest risk for inadequate pain control.¹

Patient barriers:

- Patients are reluctant to report pain for fear of being labeled a complainer.
- Some patients do not understand that they must request pain medications from their nurse/physician.
- Elderly patients may think that pain is an inevitable part of aging.
- Many patients are afraid to take pain medications, especially opioids.
- Cultural and religious backgrounds can influence a patient's attitude toward pain.

Society barriers:

- Pain medications have been receiving "bad press" in the last 12- 18 months. In light of this, clinicians do not want to prescribe and patients don't want to take opioids for pain management.
- Fear of addiction is the single most significant barrier to achieving pain relief with opioid analgesics.²

Clinician-related barriers:

- Many clinicians consider a change in vital signs the only way to measure pain. Yet both physiologic and behavioral adaptation to pain often occurs even in the setting of

acute pain.

- Chronic pain patients rarely "look like they are in pain".
- Patients who express pain in a traditional manner, such as crying, guarding or grimacing, are more "believable" to clinicians. Yet many patients, especially those with chronic pain, use relaxation or distraction techniques to help redirect their attention from the pain.
- Order sets are developed based on a diagnosis and the pain medications contained within an order set should be considered a starting point for the average patient. However, these order sets should be tailored to meet the needs of each individual patient based on their pain levels, comorbidities and tolerance to the medications.
- The mainstay of pain assessment is the patient self-report. When a patient reports pain it is the clinicians' responsibility to proceed with appropriate assessment and treatment.³ The LMHS Pain Management Policy directs the nurse to notify the prescriber of any unrelieved pain.

Ref: 1. Partners Against Pain, Regulatory Issues for Pain Management

2. Pain: Clinical Manual 2nd Ed.

MCCaffery & Pasero, Mosby 1999.

3. Management of Cancer Pain: adults quick reference guide, AHCPR 1994.

UPDATE ON WINDOWS CLINICOMP (WINCIS)

As many of you are aware, the Lee Memorial Hospital campus was converted to Windows CliniComp in mid October. Following this rollout at LMH, some system stability and usability issues surfaced. CliniComp is making progress in correcting these issues, however it

appears that satisfactory resolutions are at least several months away. For this reason, we made the decision to **revert the Lee Memorial campus back to the Non-Windows CliniComp platform.** This was accomplished in early December. Although disappointing, delaying

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the utilization of the WinCIS CliniComp software until the issues are resolved is the right thing to do, as the system is not performing to our standards.

We intend to continue to stay actively engaged with the vendor to resolve the issues with WinCIS. WinCIS is the platform CliniComp

intends to make future development and enhancements to, so it is important that these issues are satisfactorily addressed for the longer term use of CliniComp at LMHS. We thank the physicians for your continued patience, support and input.

EMERGENCY DEPARTMENT GETS AUTOMATION

Phase 1 of the Emergency Department Automation project is now complete. The ED's at all three campuses now have an **automated patient tracking board** that uses color coding to visually indicate the patient status. For instance, when all labs and radiology exams are completed, the status board turns green to notify the ED physician and nursing staff of this status. Also, as the patient's length of stay in the ED is extended, the color changes from yellow (2 hours), blue (4 hours) and red (6 hours). One objective of the tracking board is to improve patient flow within the Emergency Department. Already, the ED's have seen some improvements in patient flow. Other features implemented in Phase 1 include triage and disposition notes, discharge instructions, management reports and Net Access. An added benefit to the inpatient areas is that with the implementation of WinCIS CliniComp in the ED, **lab results performed in the ED's are now viewable on CliniComp** for those patients admitted to the inpatient areas.

Diane Doubay, Director Emergency Services said, "The Tracking Board allows the

staff to see in a glance where the patients are, how long they have been here and their chief complaint. They can quickly prioritize patients and assign them to the appropriate (cardiology, etc.) room. They can also see how many tests have been ordered and how many have been resulted, and the best part, it's available from any device in the ED."

Dr. Roger Howell, Director Emergency Physicians said, "The combination of Net Access and the new CliniComp ED system is excellent. Information available to physicians working in the department makes record finding and patient care more expeditious. Having the information at our fingertips has decreased the phone calls to Medical Records and off loaded some of the work for the unit secretary. It has improved the turn over of patients and reporting off to attending physicians. Access to Lab results has increased patient flow and makes it quicker to dispo the patients. The **key** is the access to medical history, previous labs and procedures has truly improved the quality of care and the ER physicians can be more focused on our patients."

TWO IN MEDICAL STAFF SERVICES PASS CME CERTIFICATION EXAM

Joanne Gorgone, RN, BSN and Cathy Hassen, CMSC recently passed the Florida Medical Association certification exam for Continuing Medical Education. This certification is for professionals who develop and administer continuing education programs for physicians.

In the past year LMHS offered over 150 credit hours for physician education.

HEALTHPARK CARE CENTER HONORED WITH COMPASS AWARD

The 2003 Compass Award from Press Ganey is a national recognition for outstanding performance improvement and resident satisfaction in nursing homes. HealthPark Care Center of Lee Memorial Health System was 1 of only 3 nursing homes to receive this honor. The award exemplifies the high quality of care and delivery of services provided to the Care Center's residents. HealthPark Care Center, Executive Director Doug Potts, was presented with this honor in November at the Annual Press Ganey Conference.

WOMEN'S HEARTADVANTAGE

In 2004, Lee Cardiac Care will bring Women's HeartAdvantage to the women of this area. Pioneered by Yale-New Haven Hospital, we are pleased to join other leading hospitals across the country in this important initiative. It is designed to:

- increase awareness and knowledge among women about the nature and risk of heart disease
- save lives through earlier recognition of the warning signs and symptoms of heart attack in women
- Improve communication among patients, physicians and other health care providers to achieve better prevention, detection and treatment of heart disease in women.

We are launching this program on January 29, 2004, with a Women's Heart Health Fair at Harborside Convention Center. Attendees can take advantage of free Health Screenings, learn about Risk Factors, take a tour of cardiac care from the Emergency Department to the recovery phase and much more. Our special guest during the Fair will be Holly Atkinson,

M.D. Dr. Atkinson is an award-winning medical journalist and one of the leaders in medical education of the American public. She is Editor of HealthNews, a consumer health letter started six years ago by the Massachusetts Medical Society, publishers of The New England Journal of Medicine. Her extensive experience as a medical correspondent includes assignments with NBC's TODAY show, the CBS Morning News, Lifetime Medical Television and the PBS health show BODYWATCH.

As the CEO of New Media for HealthAnswers Inc., a diversified healthcare communications and information company, she oversees www.healthanswers.com, the company's award-winning consumer health website. She is also the author of the highly acclaimed book *Women and Fatigue*.

For more information about Women's Heart Advantage and the Women's Health Fair, contact Donna Cook, R.N., Cardiac Outreach Coordinator, at 432-3201.

MEDICAL STAFF HOTLINE

FOR MEDICAL STAFF ISSUES OR CONCERNS,
CALL THE MEDICAL STAFF HOTLINE @ 334-5700.

BOSTON RED SOX CHILDREN'S HOSPITAL CELEBRITY CLASSIC

Community members of Southwest Florida will once again have the opportunity to join Boston Red Sox players and other sports celebrities in the 11th Annual Boston Red Sox Children's Hospital Celebrity Classic scheduled for Friday, February 27, 2004 at The Forest Country Club. Tournament player fee is \$250 and includes greens fees, cart, lunch, dinner, gift bag, and an opportunity to interact with celebrities and participate in silent and live auctions.

Over the past 10 years this annual fundraiser has raised over \$2.2 million dollars for critical areas of The Children's Hospital of Southwest Florida. This year's net proceeds will benefit the Pediatric Intensive Care Unit. The Committee led by Charles Webster and made up of primarily Forest Club community

members, set a goal this year of \$350,000.

In addition to the golf tournament, the Boston Red Sox and Outback Steakhouse will host the Diamond Dinner, scheduled for Thursday, March 25, 2004 on the playing field at the City of Palms Park. This fun filled evening will include a sports panel, silent auction and dinner donated by Outback Steakhouse. Entry into the event is \$30 per adult and \$15 per child under 10. The event is scheduled to begin shortly after the Boston Red Sox home game at approximately 6:00 PM. Families are encouraged to attend.

Opportunities to participate in or sponsor both the golf tournament and the Diamond Dinner are still available. For more information, contact the Foundation at 239-437-1840.

CONTINUING MEDICAL EDUCATION – CME

"INTEGRATIVE MEDICINE IN THE HOSPITAL SETTING"

Franciene Zimmer, RN, PhD
Lee Memorial Hospital Auditorium

Monday, January 5, 2004

12:30 – 1:30 PM

"HOLISTIC STRESS MANAGEMENT: PRINCIPLES AND STRATEGIES FOR HEALTHCARE PROFESSIONALS"

Constance Clancy, EdD
HealthPark Medical Center Room HP1A

Wednesday, January 7, 2004

6:30 – 7:30 PM

**RSVP by January 5th for Dinner
573-5680**

"CAPSULE ENDOSCOPY AND MANAGEMENT OF THE PATIENT WITH RECURRENT GASTROINTESTINAL BLEEDING"

James Penuel, MD
Lee Memorial Hospital Auditorium
6:30 – 7:30 PM

**RSVP by January 19th for Dinner
573-5680**

"HYPERLIPIDEMIA: THE DIFFICULT TO TREAT PATIENT"

Michael Danzig, MD
SW Florida Heart Group
Sam Seltzer's Steak House

Wednesday, January 14, 2004

6:30 – 7:30 PM

**For LMHS Physicians and Pharmacists
RSVP by January 12th - 574-0397**

If you have questions or would like to submit an article to *Medical Staff News*, please contact

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