

# Medical Staff **NEWS**

## ACCURATE FAX AND PRACTICE INFORMATION REDUCES LIABILITY RISK

LMHS requires verification of your fax and practice information to protect against unintended and unlawful disclosures of protected health information. This applies to the FAXNET report distribution system. We are required to maintain accurate numbers to be HIPAA compliant.

In the near future, you will be receiving a **Practice Update Request** regarding your demographic information. This verification program is intended to reduce the risk of the liability associated with patient information

being sent to the wrong fax destination. Your cooperation may help protect you from the liability associated with unlawful disclosures.

A timely response will be needed to **avoid termination of FAX delivered reports**. The **Practice Update Request** will have instructions on how to return the information to LMHS Medical Staff Services. In addition, all future changes to your practice demographic information must be reported to Medical Staff Services at 239-344-5213 to avoid delays in report delivery.

## ANNUAL CAPE CORAL HOSPITAL MEDICAL STAFF MEETING

Cape Coral Hospital Medical Staff Members are invited to attend the Annual Cape Coral Hospital Medical Staff Meeting on Monday, May 3, 2004 in the New Cafeteria at CCH.

Refreshments are from 6:00 – 6:30 PM and the meeting will start at 6:30 PM.

## PHYSICIAN NOTES

**Kimberly Ghuman, MD**, Associates in Pediatrics, was voted best pediatrician in Cape Coral by the Cape Coral Breeze Newspaper.

**Dirk E. Peterson, MD, PhD, FCOG**, has moved from LPG Bass Road to join with Drs. Dury and Frankel and nurse midwife Bonnie Shepard at their Cape Coral Hospital location.

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- Accurate Fax and Practice Information Reduces Liability Risk
- Annual Cape Coral Hospital Medical Staff Meeting • Physicians Notes
- Lee Convenient Care South Moves to New Location • Semantics: When You Don't Say What You Mean
- Lee Patient Flow Learning Team • Mission in Motion • Medical Staff Hotline
- Medical Director of Information Services • Continuing Medical Education

## LEE CONVENIENT CARE SOUTH MOVES TO NEW LOCATION

Lee Convenient Care South has moved to 4771 S. Cleveland Avenue. The new building is located near the intersection of Airport Road and U.S. 41, just north of the Page Field shopping plaza. The number at the new location is **274-7100**.

### Hours of operation are:

8:00 a.m. to 7:00 p.m.— Monday through Friday

8:00 a.m. to 3:00 p.m. — Saturday and Sunday.

## SEMANTICS: WHEN YOU DON'T SAY WHAT YOU MEAN

Sometimes we think we're doing everything possible to justify a test or a day in the hospital, but the wording we use can lead to problems.

Signs, symptoms and lab results are not diseases. An example is the patient who was hospitalized for one day:

**“WBC = 25,700 with L shift. T = 105o. Chills and rigors. AMS. BUN = 78 and Cr = 4.2. BP = 85/40. Challenged with 500 cc NS. Abx ordered. May need pressors. CXR neg. UA WBC TNTC.”**

The physician would likely bill for a sick patient, but there is no diagnostic information

in this documentation. Although the patient is clearly sick, the physician gave no diagnosis, no impression, and no codeable information – not even an implication that any of the findings were abnormal. The solution is to say that the patient has “sepsis, probably from urinary origin, with acute renal failure.” That's severe sepsis. That's a sick patient.

Document that you are aware of abnormalities for your own evaluation and management billing and also diagnostic information – codeable terms – to meet medical necessity.

### *Info from Medical Records Briefing*

## LEE PATIENT FLOW LEARNING TEAM

**LEE Patient Flow Learning Team** started in August 2003 by joining a flow collaborative with the Institute of Healthcare Improvement and several other hospitals both nationally and internationally. The team's goal is to facilitate the movement of patients through the system by removing or improving processes that stall or delay patient movement.

Over the past few months, the Learning Team members have been working on numerous initiatives, which have touched many different levels of Lee Memorial Hospital's infrastructure

in a very positive manner. Just to give you a sample of these initiatives, here are three:

### **Upstream Flow –**

- The Learning Team has researched and focused on the areas in which patient bottlenecks have occurred. The Team is working on corrective measures to improve flow from the ED to inpatient bed, ICU or PCU to lower acuity bed, and discharge to home or skilled care facility.
- The Learning Team has collaborated with

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Information Systems to research and formulate computerized tools. A few of the many functions of these tools include: current information on hospital census, and where patients are holding waiting for a bed, admit, transfer and discharge activity on units. Computerized charts (DOR, Upstream Flow, Bed Board) track patient flow throughout the hospital providing information for decisions to move patients throughout the process.

- The Learning Team is planning to implement this project by providing training to designated employees on each floor / unit.

### **Implementation of Daily Bed Meetings**

- The Learning Team have created and implemented 2 daily bed meetings as a tool to facilitate communication between departments / units.
- These meetings have given the Flow Coordinators a great insight as to what to

expect during the next couple of hours as patients are admitted from OR or ED, and through the direct admit channels to the Units.

### **Scheduled Discharges**

- The Discharge to Home Team has implemented scheduled discharges to the patient's home or to a skilled nursing facility. By having the ability to know when a patient is leaving, the ED, ICU Units, PCU and PACU can match admissions to discharges, making this a smoother process for the patient and nurses.

Future goals: The Learning Team members will be dedicating their energy and time over the next six months to continue improving patient flow by utilizing scorecards, developing and implementing new processes, and smoothing the flow within the hospital.

## **MISSION IN MOTION**

Since last year's annual fund campaign, Mission in Motion, was such a tremendous success and raised over \$66,000, Lee Memorial Health System continued with the tradition and kicked-off this year's campaign in April. This campaign, designed to provide a recognized giving opportunity for physicians, employees and volunteers supports several projects throughout the system including All in the Family, Friends of Nursing, Staff Education, Spiritual Services and Arts in Healthcare. Building on last year's success, we hope to

increase participation in the campaign and continue to emphasize the impact every donation can make toward improving healthcare for people in Southwest Florida. Mission in Motion recognizes that, in addition to spending countless hours providing the best possible medical care, Lee Memorial family members also support the organization through tax-deductible donations. For more information regarding this year's campaign or to request an application for funds please contact the Foundation office at 985-3550.

## **MEDICAL DIRECTOR OF INFORMATION SERVICES**

Over the last few years, LMHS has been placing particular emphasis on the development and implementation of clinical information technology. One of the primary goals of this automation is to enable improved care delivery

by providing timely and relevant clinical information, whenever and wherever it is needed. The intent is to not only make available better and more complete information for care delivery decisions, but also to save physician's time.

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In order to continue to further enhance our clinical information technology capabilities for physicians as well as to guide improved usage, we have added a Medical Director of Information Services. I am very pleased to announce that Mark Greenberg M.D. has

agreed to accept this role. Dr. Greenberg has already engaged in this new position, and will be devoting additional time to carry out these duties. Please do not hesitate to give Mark a call if you have input or suggestions regarding our information technology initiatives.

## MEDICAL STAFF HOTLINE

*For Medical Staff Issues or Concerns, Call the Medical Staff Hotline @ 334-5700.*

## CONTINUING MEDICAL EDUCATION – CME

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### **“THE CHILDREN’S HOSPITAL OF SOUTHWEST FLORIDA ANNUAL PEDIATRIC CONFERENCE”**

**Saturday and Sunday, May 1 & 2, 2004**

Sanibel Harbour Resort & Spa  
Earn up to **11 CME Credits**  
Call 574-0397 for Registration Information

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### **“IMPROVING BLOOD MANAGEMENT IN THE HOSPITAL SETTING”**

Timothy Hannon, MD  
Medical Director  
Blood Conservation Program  
St. Vincent Hospital  
Indianapolis, Indiana

**Wednesday, May 5, 2004**

Bogert’s Chop House  
6:30 – 7:30 PM  
**For LMHS Physicians  
Call 574-0397 to register**

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### **“PREVENTING DEEP VENOUS THROMBOSIS”**

Stephen Hannan, MD

**Wednesday, May 12, 2004**

Lee Memorial Hospital Auditorium  
6:30 – 7:30 PM  
**RSVP for Dinner – 573-5680**

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### **“HYPERBARIC OXYGEN THERAPY AND UNDERWATER MEDICINE”**

John Berté, MD  
Adjunct Professor of Health  
Edison Community College  
Former Clinical Assistant Professor of  
Medicine  
Yale University School of Medicine, New  
Haven, CT

**Tuesday, May 25, 2004**

HealthPark Medical Center Room 1A  
12:30 – 1:30 PM

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

Joanne Gorgone, RN, BSN, CME Coordinator, Lee Memorial Health System

636 Del Prado Boulevard, Cape Coral, Florida 33990

Phone: 239-574-0397 Fax: 239-772-6564

E-Mail: joanne.gorgone@leememorial.org