

# Medical Staff NEWS

## ENSURING LEGIBILITY OF OUR PATIENT MEDICAL RECORDS

Documentation in the patient record must be clearly readable to support all uses. The illegibility of entries found in patient records, however, has long been a challenging issue for healthcare organizations. Illegibility poses serious risks to patient care, drains valuable healthcare resources, jeopardizes optimal reimbursement, and carries potentially disastrous legal ramifications for healthcare organizations.

Although assessment of legibility may be subjective to a degree, the criterion for readability is simple: ***a notation can either be clearly and easily read or not.***

Healthcare providers who work together regularly may become accustomed to each other's

handwriting. Even though a record may be decipherable between healthcare coworkers, the same concessions may not apply while others review the record. Records are being objectively reviewed for legibility.

Offenders are being formally notified and expected improvement is going to be monitored. LMHS Legibility Policy indicate that any practitioner whose signature is scribble, mark or initials must use either a stamp or document their ID number after such mark, scribble or initial.

Watch for real life examples of illegible entries during the JCAHO Pep Rallies or the Physician Lounges.

## SAFETY TIPS FOR IMPROVING PATIENT CARE

The use of unsafe designated abbreviations in our medical records continues. The following represent some of the most popular unsafe abbreviations still being documented in the medical records. Please take a moment to review. If you are using one of these abbreviations, please stop and think of the patient safety issue it may be creating.

Qd	Use	Daily or Q AM or Q PM
Qid	Use	4x daily or write it out
Qod	Use	Write out every other day
U or u	Use	Units

Recent review of our medical records indicate that at least 80% of records have at least one of these unsafe abbreviations listed in a physician order. Please help us protect our patients and eliminate unsafe ambiguous orders by not using these abbreviations.

Please watch in future newsletter articles for more important *Safety Tips for Improving Patient Care.*

I N • T H I S • I S S U E

Ensuring Legibility of Our Patient Medical Records • Safety Tips for Improving Patient Care  
 Amendment 7 & 8: Update • Seven-Day H & P Requirement by CMS • Net Access Enhancements  
 Methadone Protocol Available • CT Open House at CCH • New Diabetes Perioperative IV Insulin Initiative  
 Glucommander Order Set Update • Physician Notes • New Locations for LMHS  
 HealthPark of the Islands • Medical Staff Hotline • Gingerbread Auction • Continuing Medical Education

## AMENDMENTS 7 & 8: UPDATE

- There was a hearing in Leon County Circuit Court in the lawsuit filed by the Florida Hospitals Association in regard to Amendment 8, popularly known as the “three strikes, you’re out” Amendment on Monday, November 15, 2004. The judge granted the stay, or stopped implementation of this Amendment until the court and legislature had the opportunity to respond to this Amendment this spring.
- There is also a hearing scheduled for Thursday, November 18, 2004 in the lawsuit filed by the Florida Hospitals Association in regard to Amendment 7. This is the Amendment opening up records such as peer review, risk management, etc. The Florida Hospital Association’s lawsuit is asking again that the court stay the implementation of this Amendment until the courts and/or the legislature provide direction and guidelines. When the court reaches a decision in this matter further updates will be provided.

*Please call Legal Services @ 334-5382 with questions pertaining to the above amendments.*

## SEVEN-DAY H&P REQUIREMENT BY CMS

Center for Medicare and Medicaid Services (CMS) Conditions of Participation requirements include that all records must document, as appropriate, evidence of a physical examination, including a health history, performed no more than seven (7) days prior to admission.

LMHS will implement a certification stamp to be placed in the progress note section of the medical record in an effort to assist physician compliance with this regulatory requirement.

The stamp will read,

**“I hereby certify that the patient’s relevant history and physical examination is substantially unchanged from the date and time I performed the examination on \_\_\_\_\_.”**

The stamp will require your signature and date along with date the original examination was performed.

LMHS will begin to roll out this process in December 2004 beginning in the OR’s, Same Day Surgery, Minor Procedure Units and Endoscopy Suites.

Medical Transcription will continue to provide fast turnaround time of all dictated H&P’s in order for you to dictate the report within the seven-day window of opportunity. Please remember to fill in the blank and sign the note in the progress notes beginning in December 2004.

## NET ACCESS ENHANCEMENTS

### Update Physician Consult

This enhancement allows physicians to **remove patients from the Individual or Group Inpatient Census List**. It is no longer necessary to give a verbal or written order to remove the patient or when a duplicate order was entered in error. Follow these steps to remove a patient from your list:

- Logon to Net Access
- Select the Region (L/HP or Cape)
- Select the patient you wish to remove from your list
- Click Update Physician consult in the Navigation Bar
- Click Remove Consult
- Click Update Consult
- System will display remaining Consults or indicate there are no active Consult orders

### Print this Page

Patient Reports and Results now include the LMHS Logo, Patient Name, Page numbers and where the service was performed on all printed Patient Results and Reports pages. When reviewing patient results or reports, look for **Print this Page** in the upper right corner. System will display the report first and the user must then click on Print this Page.

### Episode Summary

Episode Summary allows users to isolate one account/stay and view only the results that are associated with that particular account/stay. Currently all results in the Lifetime Clinical Record (LCR) are displayed with the medical record number. This enhancement will be a real timesaver when physicians are focusing on a specific timeframe. The **Episode Summary** option is found in the Navigation Bar, once you have the Patient Account open.

### Net Access

If you would like additional Net Access training or assistance, please contact Karen Mueller, Physician Liaison in the Information Systems Department at 335-7753 or Pager 930-6635.

You may also contact the LMHS Help Desk at 334-5226.

## METHADONE PROTOCOL AVAILABLE

A Methadone Order Set has been developed for use by physicians for patients who state they take greater than 40 mg of Methadone a day but the dose cannot be confirmed with the prescriber upon admission. With input from Psychiatric Service and Lee Pain Service an order set that provides a maximum dose of Methadone 15 mg PO Q8H and medications to treat any withdrawal symptoms was developed. The order set also includes an algorithm for dose verification with the phone number and hours of operation of the methadone clinic. The form can be found in the Intranet under Physician Orders Form # 3391.

## CT OPEN HOUSE AT CCH

The Radiology Department at Cape Coral Hospital will have an OPEN HOUSE on *December 8<sup>th</sup> from 12 noon to 4 PM* to highlight our newest CT scanner – the Siemens Sensations 16, the first 16 slice multislice scanner in the system and the first in Cape Coral.

## NEW DIABETES PERIOPERATIVE IV INSULIN INITIATIVE

Lee Health Solutions is pleased to announce to you a FY'05 Lee Diabetes Care quality-based initiative designed to improve the blood glucose control of Diabetes patients undergoing surgery. For several years, medical research has stressed the importance of optimal blood sugar control to decrease the infection rate and improve the health outcomes for the diabetes patient. From our own experience at LMHS, we have been able to decrease our CABG infection rate for patients with Diabetes from 5% to 2.7% by using perioperative IV insulin and other measures implemented by the Thoracic Surgeons for this patient population.

With approval and strategic guidance from the LMHS Medical Leadership, Joint Anesthesia Operating Committee and LMH Surgical Council, Lee Health Solutions will implement the following Perioperative IV insulin initiative:

- General Vascular, Neurosurgery and Orthopedic Surgical cases will be targeted.
- Initially, this initiative will be piloted only at Lee Memorial Hospital.

- A Diabetes OR nurse from Lee Diabetes Care will be responsible for the IV insulin during the surgical period and through the transition to a bed on a surgical unit.
- The Diabetes OR Nurse will work Monday-Friday thirty-six hours per week for this initial pilot. The hours worked will be determined based on peak operating volume with the understanding that some diabetes patients will not receive the benefit of the IV insulin on hours/days the nurse is not available.
- The IV insulin drip will be continued until the patient's first post-operative day.

*The tentative implementation date for this important quality based initiative is first quarter FY'05. Please contact Lucille Rosso, RN, MSN, CDE, Lee Health Solutions Program Manager at 573-5720 with any questions or concerns.*

## GLUCOMMANDER ORDER SET UPDATE

- After the initial multiplier is entered, the Glucommander will automatically calculate subsequent multipliers based on new blood glucoses entered into the program.
- Because of the potential for the Glucommander to continue with increasing the multiplier, the following statement has been added to all Glucommander order sets:

*"If Glucommander/Insulin infusion runs at 50 units/hour or greater x 2 consecutive hours, then restart Glucommander using initial multiplier".*

This added statement will prevent extremely elevated insulin drip rates, particularly in the critical care population. Call Lee Health Solutions (Lee Diabetes Care) at 573-5720 for additional info regarding this change.

## PHYSICIAN NOTES

**Laszlo Csury, MD** successfully completed the Cytopathology examination to become a diplomate of The American Board of Pathology in Cytopathology.

### **Neurosurgeons Join Lee Memorial Health System**

**Sam Javedan, MD** and **Jeffrey Henn, MD** have joined LMHS

Department of Neurological Surgery  
Lee Memorial Hospital, Suite 819, 2780 Cleveland Avenue, Fort Myers

Dr. Javedan will lead the evaluation and surgical treatment of patients at Lee Memorial's Parkinson's Care Center including application of deep brain stimulation and programming. Dr. Henn's clinical interests include cranial and spinal neurosurgery, cerebrovascular and carotid occlusive disease, as well as general neurosurgery. He has a particular interest and experience in minimally invasive spinal surgery, and surgical treatment of Hyperhidrosis.

## NEW LOCATIONS FOR LMHS

### **Now Open - The Third Floor Of The Outpatient Center at HealthPark 16201 Bass Road, Fort Myers, FL 33908**

Lee Memorial Health System is pleased to announce the opening of the third floor of the Outpatient Center at HealthPark. Please note the new locations and telephone numbers for the following services who now reside on the third floor of the building:

#### **Lee Pain Service • Suite 300**

phone 985-3640 • 985-3650 fax

#### **Sam Edwards, MD • Suite 301**

phone 482-0991 • 481-0738 fax

#### **Pulmonary Diagnostics • Suite 303**

phone 985-3661 • 985-3665 fax

#### **Lee Physician Group Assoc in Internal Medicine Doctors Lynch & Truong • Suite 304**

phone 985-3740 • 985-3750 fax

#### **Conch Café • Suite 302**

Breakfast Hours: M – F 7:30 a.m. – 10:00 a.m.

Lunch Hours: M – F 11:00 a.m. – 2:00 p.m.

As part of LMHS, Outpatient Center test results are readily available to Medical Staff through quick, easy, online access via the Internet.

### **Lee Memorial Home Health**

Lee Memorial Home Health has relocated to their new offices at 2070 Carrell Road – just one mile south of LMH. The new phone number is 418-2900.

NEW PHONE NUMBERS FOR THE INTAKE DEPARTMENT ARE:

Barbara Roberts: 418-2960

Galanía Fowler: 418-2958

Susan Childs: 418-2959

Fax: 418-2994

### **Lee Center for Rehabilitation & Wellness**

2070 Carrell Road, Fort Myers

phone 239-418-2000 • fax 239-418-2090

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**Please Note: HealthPark of the Islands is open on Saturdays from 8 AM to 3 PM.**

(A correction from the November issue)

## MEDICAL STAFF HOTLINE

*For Medical Staff issues or concerns, call the Medical Staff Hotline @ 334-5700.*

## GINGERBREAD AUCTION SUNDAY, DECEMBER 5, 2004 AT 1:30 P.M.

Join us at Olde Hickory's Second Annual Gingerbread Auction, a benefit for Barbara's Friends of The Children's Hospital of Southwest Florida. Auction participants are invited to savor complimentary hors d'oeuvres and a cash bar. A professional auctioneer will conduct the 3 p.m. auction of a gingerbread Christmas Village.

## CONTINUING MEDICAL EDUCATION - CME

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### FMA MANDATORY EDUCATION FOR MD RELICENSURE

"HIV/AIDS" - Marshall D'Souza, MD  
"Domestic Violence" - Colleen Henderson, ACT  
"Prevention of Medical Errors"  
Jerry Williamson, MD

**Saturday, December 4, 2004**

**7:45 AM- 12:15 PM**

**Lee Memorial Hospital Auditorium**

**RSVP by December 3rd - 573-5680**

**4 CME Credits**

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### "RESUSCITATION OF THE SEPTIC PATIENT "

Emanuel Rivers, MD, MPH  
Associate Professor  
Emergency Medicine & Surgery  
Henry Ford Hospital, Detroit Michigan

**Tuesday, December 7, 2004**

**7:15 - 8:15 PM**

**Sam Seltzer's Steakhouse**

CME Lecture & Dinner

**For LMHS Physicians & Pharmacists**

**RSVP - 574-0397**

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

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