

# Medical Staff NEWS

## MEDICAL STAFF PATIENT SAFETY COMPLIANCE ISSUES

*JCAHO Survey March 14<sup>th</sup> to 18<sup>th</sup>, 2005*

- WHO:** All members of LMHS and CCH Medical Staffs
- WHAT:** Urgent Medical Staff patient safety compliance issues and LMHS action plans
- Unsafe abbreviations
  - Legibility
  - Additional Medical Staff Patient Safety & Quality Hot Buttons  
(see attached chart)
- WHERE:** All Lee Memorial Health System facilities

### UNSAFE ABBREVIATIONS

#### LMHS Policy: P10 02 020.01 (Proper Use of Abbreviations in Medical Record – Unsafe Abbreviation List)

- Unsafe abbreviation list (*blue laminated form*) must be placed in every medical record within acute care facilities, and posted on all nursing units, and dictation / transcription areas of outpatient facilities
- Unsafe abbreviations must not be utilized anywhere within the medical record
- Written or verbal orders with unsafe abbreviations must be clarified before the order is carried out

### LEGIBILITY OF MEDICAL RECORDS

#### LMHS Policy: P10 02 017 (Legibility of Medical Record Entries)

- Entries must be complete, clear, safe, unambiguous and legible (not merely recognizable)
- Entries must be written with black ballpoint, dated, and include name and title of author
- Illegible signatures must include legible printed full name, physician / employee number, or signature stamp that clearly identifies the author
- Illegible / unsafe orders must be clarified before the order is carried out

### LMHS ACTION PLAN FOR COMPLIANCE

All parties writing orders in the patient charts are requested, whenever possible, to personally present their orders to the patient's nurse, the charge nurse, or unit secretary for immediate review. These parties will verify the legibility and assist in auditing for any unsafe abbreviations.

- Nursing and Pharmacy will enforce the above policies by contacting prescribers to clarify illegible orders / signatures and orders utilizing unsafe abbreviations
- Medical Directors will address any problems relating to policy enforcement
- Nurses and Pharmacists may file an incident report for inappropriate physician behavior
- Closed chart reviews will track repeat offenders. If a prescriber is non-compliant on 3 separate audits, a notice of non-compliance will be delivered to the individual and a copy placed in the credential file
- Posters summarizing unsafe abbreviation & legibility policies will be placed at Medical Staff charting areas

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I N • T H I S • I S S U E

Medical Staff Patient Safety Compliance Issues • Additional Medical Staff Patient Safety & Quality Hot Buttons  
Medical Nutrition Therapy Referral Form • Physician Relations • New Outpatient Lab Opens in Cape Coral  
The Children's Hospital of SW Florida Semi-Annual Memorial Service • Foundation Events  
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# ADDITIONAL MEDICAL STAFF PATIENT SAFETY & QUALITY HOT BUTTONS

*JCAHO Survey March 14<sup>th</sup> to 18<sup>th</sup>, 2005*

Hot Button	LMHS Policy	Actions Needed
<b>History and Physical Exam</b>	<b>Medical Staff Rules and Regulations</b>	<ul style="list-style-type: none"> <li>• H&amp;P required if patient stay exceeds 48 hours</li> <li>• H&amp;P required within 24 hours of admission or readmission</li> </ul>
	<p><b>P10 02 016.01</b> (History and Physical Greater Than Seven Days Old Update Process)</p> <p>(CMS Title 42 Public Health, Chapter IV, Part 482 "Conditions of Participation for Hospitals)</p>	<ul style="list-style-type: none"> <li>• H&amp;P to be performed within 7 days <u>prior</u> to admission</li> <li>• LMHS staff review H&amp;P for the 7 day requirement rule</li> <li>• If H&amp;P does not meet 7 day requirement, staff will place a stamped note in progress notes for physician</li> <li>• Physician may update unchanged H&amp;P on stamped note</li> </ul>
<b>Informed Consent</b>	<b>P03 05 007</b> (Informed Consent)	<ul style="list-style-type: none"> <li>• Informed consent for invasive procedures / surgery (Form # 120134039-0093) to be obtained &amp; signed by physician</li> <li>• Nature of treatment, risks, benefits, alternatives, complications, likelihood of success, and any limitations on the confidentiality of information to be documented</li> </ul>
	<p><b>Medical Staff Rules &amp; Regulations</b></p> <p><b>JCAHO Standard: RI.2.40</b></p>	
<b>"Read Back"</b>	<b>P03 03 043</b> (Verbal Orders)	<p><b>Verbal/telephone orders must be verified by "read back":</b></p> <ul style="list-style-type: none"> <li>• The receiving licensed professional must immediately write the order in the medical record</li> <li>• The receiving professional then must "read back" all information relating to the order, including patient identification to the prescriber for verification</li> </ul>
	<b>P03 03 045</b> (Verbal Test Results)	<p><b>Medical Staff receiving verbal test results from licensed health care professionals must:</b></p> <ul style="list-style-type: none"> <li>• "Read back" the test results to the licensed professional</li> <li>• Receive verification that the "read back" test results are correct</li> </ul>
<b>Range Orders</b> Dosage Range Frequency Range	<b>P03 03 028</b> (Medication Administration and Documentation Procedures)	<p><b>Dosage Range Orders:</b></p> <ul style="list-style-type: none"> <li>• Maximum dose range is three-fold increment (i.e. pharmacy will convert a dosage range order for 2-10 mg. to 2 – 6 mg.)</li> </ul>
		<p><b>Frequency Range Orders (i.e. every 3 to 4 hours):</b></p> <ul style="list-style-type: none"> <li>• Pharmacy converts to the shortest interval</li> </ul>

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Hot Button	LMHS Policy	Actions Needed
<b>Blanket Orders</b>	<b>P03 03 028</b> (Medication Administration and Documentation Procedures) <b>P03 03 005</b> (Continuation of Home Medications)	<p><b>Post-Operative Orders:</b></p> <ul style="list-style-type: none"> <li>• A blanket order to “<b>Resume pre-op meds</b>” is unacceptable</li> <li>• New post-operative orders <u>must</u> be written</li> </ul> <p><b>Continue Home Medications:</b></p> <ul style="list-style-type: none"> <li>• An order to “<b>continue home meds</b>” requires reconciliation of a complete &amp; current medication list to be reviewed by physician with orders for each medication continued</li> </ul>
<b>PRN Orders</b>	<b>P03 03 028</b> (Medication Administration and Documentation Procedures)	<ul style="list-style-type: none"> <li>• PRN medication orders need indication for use (i.e. Tylenol 325 mg. PRN for fever)</li> </ul>
<b>Post Procedure Note</b>	<p><b>Medical Staff Rules and Regulations</b></p> <p><b>Form # 0890</b> 6/04 (Post Procedure Note)</p>	<p>When a dictated operative / procedural report is not placed in the medical record <b>immediately after surgery / procedure</b>, a Post Procedure Note must be completed:</p> <ul style="list-style-type: none"> <li>• All elements on the form need to be addressed</li> <li>• Date / time must be documented</li> <li>• Physician signature required</li> </ul>
<b>Sedation for Procedure Documentation</b>	<b>P03 05 021</b> (Sedation for Procedure – Moderate & Deep)	<ul style="list-style-type: none"> <li>• Documented pre-sedation assessment</li> <li>• H&amp;P on medical record</li> </ul>
<p><b>Time Out and Site Marking</b></p> <p><u>Extended</u> to non-OR settings, including patient’s bedside</p>	<b>P03 05 005</b> (Identification & Verification of Correct Patient, Procedure and Site)	<ul style="list-style-type: none"> <li>• Time out required for all invasive procedures / surgeries</li> <li>• Site marking required for distinction between left / right, medial / lateral, multiple levels / structures / wounds, or sites subject to lateralization error (midline incision with intention to treat an organ that is “right” or “left”)</li> </ul>
<b>Ambulatory Problem List</b>	<b>JCAHO Standard: IM.6.40</b>	<ul style="list-style-type: none"> <li>• Problem list required after 3rd visit</li> <li>• List significant medical diagnoses, operative procedures, adverse / allergic drug reactions, concurrent medications</li> </ul>
<b>“Hand Washing”</b>	<b>P11 00 038</b> (Hand Hygiene for LMHS)	<ul style="list-style-type: none"> <li>• Comply with current Centers for Disease Control and Prevention (CDC) guidelines to prevent health care associated infection</li> </ul>

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Hot Button	LMHS Policy	Actions Needed
<b>Influenza &amp; Pneumococcal Vaccines</b>  Hospital based screening now mandated (Florida Bill 381.05)	<b><u>JCAHO Core Measure</u></b>  <b>Form # 3399</b> (Pneumococcal / Influenza Immunization Orders)  <b>The above pre-printed order authorizes LMHS nurses to administer Influenza &amp; Pneumococcal Vaccines to patients meeting criteria in accordance with current CDC guidelines</b>	<b>Influenza Vaccine</b> ( <i>September through March</i> ): <ul style="list-style-type: none"> <li>• Patients age 50 years or older</li> <li>• Residents of nursing home or chronic care facility regardless of age</li> <li>• Patient uncertain about prior vaccination status &amp; meets above criteria</li> </ul> <hr/> <b>Pneumococcal Vaccine</b> ( <i>offered year round</i> ): <ul style="list-style-type: none"> <li>• Patients 65 years or older</li> <li>• Resident of nursing home or chronic care facility regardless of age</li> <li>• Patient uncertain about prior vaccination status &amp; meets above criteria</li> </ul>
<b>Acute Myocardial Infarction (AMI)</b>	<b><u>JCAHO Core Measure</u></b>  <b>Form # 3235-1</b> (AMI Admission Orders) <b>Form # 3289</b> (AMI Discharge Orders)	<ul style="list-style-type: none"> <li>• Aspirin at arrival / discharge</li> <li>• Beta Blocker at arrival / discharge</li> <li>• Ace Inhibitor prescribed for LSVD</li> <li>• Screening / administration of Pneumococcal &amp; Influenza Vaccines</li> <li>• Smoking cessation education / counseling</li> <li>• Appropriate discharge instructions</li> </ul>
<b>Congestive Heart Failure (CHF)</b>	<b><u>JCAHO Core Measure</u></b>  <b>Form # 3272</b> (CHF Admission Orders) <b>Form # 3281</b> (CHF Discharge Orders)	<ul style="list-style-type: none"> <li>• Left Ventricular Function Assessment</li> <li>• ACEI / ARB prescribed for LVSD</li> <li>• Screening / administration of Pneumococcal &amp; Influenza vaccines</li> <li>• Smoking cessation education / counseling</li> <li>• Appropriate discharge instructions</li> </ul>
<b>Community Acquired Pneumonia (CAP)</b>	<b><u>JCAHO Core Measure</u></b>  <b>Form # 3285</b> (CAP Admission Orders) <b>Form # 3286</b> (CAP Discharge Orders)	<ul style="list-style-type: none"> <li>• Screening / administration of Pneumococcal &amp; Influenza Vaccines</li> <li>• Oxygenation assessment</li> <li>• Blood cultures x 2 prior to initial antibiotic</li> <li>• Initial antibiotic within 4 hours of entry into system</li> <li>• Smoking cessation education / counseling</li> </ul>
<b>Surgical Infection Prevention (SIP)</b>	<b><u>JCAHO Core Measure</u></b>	<ul style="list-style-type: none"> <li>• Appropriate antibiotic prescribed for surgery</li> <li>• Pre-op antibiotic within 60 minutes prior to incision</li> <li>• Prophylactic antibiotic stopped within 24 hrs. from end of surgery</li> </ul>

## MEDICAL NUTRITION THERAPY REFERRAL FORM

During the past year Food and Nutrition Services has enhanced its outpatient services. Medical Nutrition Therapy, provided by the Outpatient Dietitian, is available at all hospital campuses of Lee Memorial Health System. A form has been developed to aid in the referral of patients requiring

nutritional counseling. It is available through LMHS forms management (FM# 2080) or by contacting the Outpatient Dietitian, at 574-0355. To schedule an appointment for nutritional counseling call LMHS Central Scheduling, **772-6200**, and fax the corresponding form to **772-6294**.

## PHYSICIAN RELATIONS

Lee Memorial Health System has an established Physician Relations team. Physician Sales Coordinators are part of the Business Development and Contracting Department. They are responsible for continually addressing the needs of our customers – private practice physicians and their office staff.

The department functions as the direct link between the physicians' offices and hospital services working to achieve positive relationships, improve communication and increase customer satisfaction.

### **For additional information contact:**

#### **Ed Castner**

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SURGEONS

#### **Whitney Andreu**

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PRIMARY CARE - SPECIALISTS

## NEW OUTPATIENT LAB OPENS IN DOWNTOWN CAPE CORAL

The new outpatient lab is located at **1335B Cape Coral Parkway** (The Big John Plaza) and office hours are **Monday – Friday, 7:00 AM to 4:00 PM**. The entrance and parking are in the back on SE 47th Terrace.

LMHS laboratories have some of the fastest turnaround times in the area, delivering standard results the next morning and urgent test results within a few hours. The new location allows LMHS to continue to provide high quality laboratory services as the population grows.

*For referral information or lab test requisitions, please contact 466-4236.*

## THE CHILDREN'S HOSPITAL OF SW FLORIDA SEMI-ANNUAL MEMORIAL SERVICE

The Children's Hospital of SW Florida will hold its semi-annual memorial service in the Children's Memory Garden on Sunday April 17, 2005 at 2:00 pm. The garden is located on the campus of HealthPark Medical Center. This event honors the memory of children (from pregnancy through 18 years) who have passed away in the Lee Memorial Health System during the previous six months. All medical staff that are involved with the care of children are cordially invited to attend. This event

is very meaningful to the families, and they deeply appreciate knowing that their children are remembered by their physicians as well. There will be a special dedication to Rev. Jerry and Mrs. Ruth Griffin, creators of the Children's Memory Garden.

*For more information, please contact **Spiritual Services at 335-7150**, or the **Pathway to Healing Pediatric/Pregnancy Bereavement Program at 432-3672**.*

## FOUNDATION EVENTS

*Two events to benefit The Children's Hospital of SW Florida*

### **The 8<sup>th</sup> Annual Boston Red Sox Diamond Dinner**

City of Palms Park

**Wednesday, March 23, 2005 at 6 PM**

Ticket cost of \$35 allows you to take part in a panel discussion with players and management from the World Series Champs.

Call the Foundation office at 985-3550 to make reservations.

### **The 4<sup>th</sup> Annual Charity Art Show**

Caloosa Yacht & Racquet Club

**Sunday, March 6, 2005 from 1 – 5 PM**

Local artists display original works of art.

## 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 GOOD, THE BAD & THE UGLY: A HISTORY AND UPDATE OF FLORIDA CONSTITUTIONAL AMENDMENTS 7 & 8**

Kristina Corlette, JD, MA, BSN  
Lee Memorial Hospital Auditorium

**Saturday, March 5, 2005**

8:30 – 9:30 AM

**RSVP for Breakfast by March 3<sup>rd</sup> - 573-5680**

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### **“HPV VACCINE & PREVENTION OF CERVICAL CANCER”**

Edward Grendys, JR., MD  
HealthPark Medical Center Room 203

**Tuesday, March 8, 2005**

7:15 – 8:15 PM

Following the OB GYN Department Meeting  
**RSVP for Dinner by March 4<sup>th</sup> - 573-5680**

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### **“MALARIA UPDATE”**

Judith Hartner, MD, MPH  
HealthPark Medical Center HP 1B

**Monday, March 14, 2005**

6:30 – 7:30 PM

**RSVP for Dinner by March 11<sup>th</sup> - 573-5680**

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### **“HIV & HCV”**

Marshall D'Souza, MD  
Lee Memorial Hospital

**Wednesday, March 23, 2005**

6:30 – 7:30 PM

**RSVP for Dinner by March 21<sup>st</sup> - 573-5680**

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### **“THE CHILDREN'S HOSPITAL OF SW FLORIDA ANNUAL PEDIATRIC CONFERENCE”**

**April 16 & 17 2005**

Sanibel Harbour Resort & Spa  
Topics include: Hypertension & Hyperlipidemia  
in the Pediatric Patient, Dermatology, Top  
Infectious Disease Articles, Infant Nutrition,  
Anemia and EMR.

**Earn up to 11 CME Credits. Call 574-0397  
for registration info and a brochure.**

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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  
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