

## WOULD YOU LIKE TO IMPROVE SATISFACTION FOR YOUR CULTURALLY DIVERSE POPULATIONS?

Join Florida's Medicare Quality Improvement Organization in a new project designed to address the challenges of your multi-cultural patients.

### YOU WILL RECEIVE:

- Assessment of your practice for culturally sensitive care
- Tools and education to implement proven interventions in your practice
- Certificate of completion
- Monetary incentive\*

### BENEFITS:

- Improve patient compliance
- Increase patient satisfaction
- Earn up to 9 FREE CME CREDITS\*\*

### FOR INFORMATION CALL:

800-564-7490, ext. 3625

813-865-3625 (Direct)

Florida Medical Quality Assurance, Inc.

\*Compensation will be given per physician practice site for participation in focus group held during workshop.

\*\*CMEs are awarded upon completion of the Office of Minority Health (OMH) on-line course, "A Family Physician's Practical guide to Culturally Competent Care".

## WELCOME NEW PHYSICIANS

*(Approved 09-29-05)*

### Affiliate Staff (LMHS only):

- Janette U. Gaw, M.D. – Colorectal Surgery
- Heidi L. Kunstman, M.D. – Pediatrics
- Kyle A. Smith, M.D. – Pediatrics
- Katie E. Drake, D.O. – Family Practice
- Bradley W. Trope, M.D. - Gastroenterology

### Provisional Staff (CCH & LMHS):

- Eugene A. Batelli, D.P.M. – Podiatry
- Carrie S. Dunn, M.D. – Emergency Medicine

- Jeremiah Nelson – Pediatric Endocrinology
- Jae Y. Shin, M.D. – Internal Medicine
- Henry Villegas, M.D. – Pediatric Emergency Medicine

### Provisional Staff (CCH only):

- Maria Bendeck, M.D. – Internal Medicine
- Katie E. Drake, D.O. – Family Practice
- Michelle S. Nathan, M.D. – Emergency Medicine
- Rodrigo Torres, M.D. – Internal Medicine
- Bradley W. Trope, M.D. - Gastroenterology

I N • T H I S • I S S U E

Improve Patient Satisfaction for Your Culturally Diverse Populations • Welcome New Physicians  
 Documentation/Coding • Medical Library News • LMHS Older Adult Services  
 Lee Memorial Home Health Pediatric Services • Physician Notes  
 SW Florida Medical Reserve Corps Hosts AMA Disaster Training  
 HPMC Nursing Units Renovation Continues • Continuing Medical Education

# DOCUMENTATION/CODING

By Janelle I. Wissler, RHIA, CCS, CMT

## Common Documentation Issues: General Surgery

This is part II of II in a series regarding common terminology used by physicians, that just does not translate well into an acceptable diagnostic code according to national guidelines.

Medical coders are bound by these strict guidelines in ICD-9 diagnosis coding. Certain terms, while descriptive and clear in their intent for communication between physicians and nurses in the progress notes, are not included in the Coding Index.

One such example would be “unable to void, cathed for 600 cc.” Most healthcare professionals reading this would “know” the patient had urinary retention. However, the coder is only allowed to code what is clearly documented as a condition, sign, symptom or diagnosis by the physician. Therefore, the phrase “urinary retention” must be documented by the physician in order to code this condition that has required nursing/medical intervention, attention and care.

## Some examples of unclear documentation that have been recently reported include;

Unclear Documentation	Possible Translation into reportable code
Abdomen distended; NPO, NG	“ileus”
Fever to 102 S/P appendectomy; pancultured/IV Rocephin given	“Sepsis, peritonitis, postoperative infection.”
Dysuria, increased WBC, treat with antibiotics	Without the word, “UTI,” this condition can not be coded
H&H down, transfuse	Without term “blood loss anemia” coder can not capture treatment for the condition
Wound red and indurated, IV antibiotics	does not translate to “cellulitis”
Debrided wound	Excisional or nonexcisional?
Urine output down, bill bolus with IV fluids	Could be translated to “volume depletion” which can be coded
Continue home meds, Lasix, digoxin	Document the treated condition ie CHF, Afib
Increased temp, decreased breath sounds, will increase ambulation, CXR and incentive spirometry	Does this indicate the condition of postoperative atelectasis?

When coders encounter such phrases, it is necessary to Query the physician to obtain the precise wording necessary to lead to proper coding and reimbursement for LMHS for the conditions which were treated.

Many of our physicians are already doing a great job with these guidelines, and we look forward to our continued interactions with the physicians

through our query process. Remember, good documentation always makes a coder’s day go better.

Email Janelle for any further clarification on this topic, or any other topics physicians would like addressed from a coding/reimbursement standpoint.  
[Janelle.Wissler@leememorial.org](mailto:Janelle.Wissler@leememorial.org)

# MEDICAL LIBRARY NEWS

*Narges Ahmadi, Medical Librarian*

## Tips on accessing LMHS Electronic Library from your home computer

Call the Medical Library: 334-5410 or e-mail request for passwords to:

[MedLibrary@leememorial.org](mailto:MedLibrary@leememorial.org)

Go to: [www.leememorial.org/MedLibrary](http://www.leememorial.org/MedLibrary)

From the menu on the left, select DATABASES, and then choose the desired database.

Proprietary databases require user IDs and passwords – type them in.

After conducting a search and retrieving bibliographic citations, click on Full-Text or PDF to display and print them. If searching OVID database, select OVID FULL-TEXT, not Find Full-Text. The later, searches for a full text article in other databases, if OVID doesn't provide it.

If you know exactly where the article you are looking for is published, from the menu on the Library home page, click on JOURNALS – WITH LINKS TO FULL-TEXT. Regardless of the location of the journal, the Serials Solution program will find it for you, if it is available anywhere in LMHS databases or in the print collection. If the journal is available online, hyperlink will be provided. Please pay attention to the dates of available holdings – various collections might provide access to different volumes.

If you have trouble searching or retrieving articles, please contact Narges Ahmadi, Medical Librarian, for assistance.

Articles not available in full-text, may be ordered

through the interlibrary loan network. Please fill out the "Article Request Form", which you may find under "Forms" on the Library home page and fax it to the library: 332-6422 or send an e-mail to: [medLibrary@leememorial.org](mailto:medLibrary@leememorial.org) (link is provided on the Medical Library home page).

### A Free Trial of Natural Standard is now available from the Medical Library's WEB Site

**Natural Standard** is an evidenced based clinical decision-making tool in the area of complementary and alternative medicine. It is peer reviewed by an expert panel.

#### Databases Include:

- Herb and Supplement
- Condition Center
- Complementary Practices
- Dictionary
- Brand Names

The Free trial for LMHS staff is effective until November 30th and is accessible without a password from the library WEB site on IntraLee and with the following ID and a password from the Internet site:

ID: memorial

Password: trial

## FALL MEDICAL BOOK FAIR

**Monday, November 7th** - Cape Coral Hospital Main Lobby

**Tuesday, November 8th** - Lee Memorial Hospital Medical Office Center Lobby

**Wednesday, November 9th** - HealthPark Medical Center Atrium

Hours: 7:30 AM to 3:00 PM

## LMHS OLDER ADULT SERVICES

### Lee Memory Care

Provides Alzheimer's/dementia evaluation and treatment, as well as, family counseling and community outreach for persons affected by memory loss. For referral information, please call 239-334-5634.

### Lee Parkinson's Care

This clinic, one of eight National Parkinson Foundation Care Clinics in the state of Florida, conducts an in-depth evaluation, provides treatment, and is a referral source for people with Parkinson's/movement disorders. For referral information, please call 239-334-5883.

## LEE MEMORIAL HOME HEALTH PEDIATRIC HOME CARE SERVICES

Lee Memorial Home Health's Pediatric Home Care specializes in home health services for infants, children and adolescents, both short or long term.

### Types of services available include:

- Newborn assessment
- Phototherapy
- Wound care
- IV therapy
- Diabetic teaching
- Parenteral & enteral nutrition
- Oncology/hematology
- Lab work
- Nebulizer treatments
- Asthma teaching
- Apnea monitoring
- Medication teaching
- Physical/speech/occupational therapy
- Gastrostomy tubes
- Coordination of hospital discharge
- Family education
- Support services for chronically ill children

**For more information or to ask about referrals please call 239-418-2900.**

## PHYSICIAN NOTES

The Cancer Committee/Oncology PMT at Lee Memorial Health System is pleased to announce that **Scott Dunbar, M.D.** of Florida Cancer Specialists, has accepted the chairmanship of the Cancer Committee/Oncology PMT.

The LMHS Oncology program is accredited by the Commission on Cancer and the American College of Surgeons that assures the program meets a strict set of criteria related to state-of-the-art intervention. The Cancer Committee/Oncology PMT meets quarterly to provide strategic and programmatic oversight to cancer services within the Health System.

## SW FLORIDA MEDICAL RESERVE CORPS HOSTS AMA DISASTER TRAINING

The Boy Scout motto of "be prepared" has never been more important than it is today. Lessons learned from recent events have shown us that the first response to a disaster is a local response and communities may have to initially rely on their own resources until additional help is able to reach them.

The Medical Reserve Corps, under the Office of the Surgeon General, provides a framework for local volunteer healthcare professionals to assist their own community in times of disasters or public health emergencies. Created after the events of 911, there are now over 400 MRC chapters throughout the nation. The number grows daily as medical professionals recognize the need and respond to the call for help. MRC volunteers requested to be deployed outside their community and continue to play a vital role in Katrina and Rita.

In response, the AMA has developed a series of Category 1 CME training programs for disasters and mass casualty events. Core Disaster Life Support (CDLS) is an introductory course which provides an overview of disasters including natural (hurricanes and floods) to terrorism including chemical,

biological, nuclear and explosives. This all hazard approach is appropriate for physicians, nurses, dentists, emergency response workers and allied healthcare professionals.

A one-day training program, which will incorporate CDLS, will be sponsored by the SW Florida MRC. The AMA cost for processing CME, if requested, is \$10.00. A certificate suitable for framing is also available from the AMA for an additional \$10.00 charge.

This is a unique opportunity to learn about the MRC, meet fellow volunteers and train in disaster management.

**Date of training: Friday, November 18  
OR Saturday, November 19**

**Time: 8:30am -5pm**

**Place: Florida Gulf Coast University**

For further information and/or to register please contact Marjorie Wallace @ 332 9624

## HPMC NURSING UNITS RENOVATION CONTINUES

Renovation continues to progress at HPMC and additional changes are scheduled to occur in September.

### **SPCU Temporarily Returned to 4 West**

- On 9/26/05, SPCU – 5th floor temporarily returned to 4 West so renovation of the 5th floor could begin.
- The phone numbers for SPCU did not change.

### **Renovation of 5 West**

- The renovation of 5 West began on 9/27/05 and is estimated to take 6 weeks, with a tentative completion date of 10/24/05.
- When the 5 West renovations are complete, SPCU will permanently relocate to 5 West on or about 10/24/05.

### **MICU Scheduled to Move**

- A target date of 10/19/05 has been set for MICU to move to its new, permanent home on the 3rd floor (old OHICU area)
- **The phone number of MICU will change to 432-3597.**

As these changes occur, the computer system will be simultaneously updated to accurately reflect the room numbers assigned to the transferred patients. Physicians may also check at the Nurse's Station on each floor if they are unsure of a patient's location.

### **Questions should be directed to:**

Vickie Hettenbaugh, Director, PCUs  
**Phone: 432-3589, Pager: 930-4980**

Lori Lupe, Director, ICUs  
**Phone: 432-3128, Pager: 930-3582**

## CONTINUING MEDICAL EDUCATION

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### MARK YOUR CALENDAR... DATES FOR FMA MANDATORY EDUCATION IN 05

**"Prevention of Medical Errors"**

**"HIV/AIDS"**

**"Domestic Violence"**

**Saturday, November 12, 2005 - CCH Room A**

**Saturday, December 3, 2005 - LMH Auditorium**

ALL 3 COURSES ARE OFFERED ON BOTH

DATES: 7:45 AM - 12:15 PM

**BREAKFAST & 4 CME CREDITS**

**RSVP - 573-5680**

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### **"OSTEOPOROSIS AND CANCER: MINIMALLY INVASIVE TREATMENT FOR SPINE FRACTURES"**

Sam Javedan, MD, Lee Neurosurgery

**Tuesday, November 1, 2005**

Lee Memorial Hospital Auditorium

6:30 - 7:30 PM

**RSVP for Dinner by October 28th**

**573-5680**

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### **"DOSTOEVSKY AND DNR ORDERS: THE LIMITS OF AUTONOMY AND IMPORTANCE OF DENIABILITY"**

John Lantos, MD, Associate Professor of  
Pediatrics, University of Chicago

**Tuesday, November 8, 2005**

HealthPark Medical Center Room HP 1B

7:30 - 8:30 PM

Following the Clinical Department of The  
Children's Hospital Meeting

**RSVP for Dinner by November 4th**

**573-5680**

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### **"UPDATE ON THYROID DISEASE"**

Arelis Madera, MD, FACE

Endocrinologist, Port Charlotte

**Wednesday, November 9, 2005**

Lee Memorial Hospital Auditorium

6:30 - 7:30 PM

**RSVP for Dinner by November 7th**

**573-5680**

Cosponsored - SWFRMC

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### **"IDENTIFYING LYSOSOMAL STORAGE DISORDERS IN PEDIATRIC PRACTICE: IMPORTANCE OF EARLY DIAGNOSIS"**

Mislen Bauer, MD, Director of Division of  
Genetics, Miami Children's Hospital

**Monday, November 14, 2005**

HealthPark Medical Center Rooms HP 1A & 1B

6:30 - 7:30 PM

**RSVP for Dinner by November 11th**

**573-5680**

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### **"ETHICAL ISSUES AND PEDIATRIC ORGAN DONATION"**

Kim Algaier, Hospital Liaison, LifeLink of  
Southwest Florida

**Wednesday, November 16, 2005**

HealthPark Medical Center Rooms 202 & 204

Pediatric Ethics Meeting

12:00 - 1:00 PM

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### **"GYN ONCOLOGY FOR PHYSICIANS: 2005 & BEYOND"**

**Friday, November 18, 2005**

11:30 - 12:00 - Lunch

12:00 - 4:00 PM - CME Lectures

"Quality of Care: Where are We?"

James W. Orr, Jr., MD, FACOG, FACS

"Stage I Ovarian Cancer: Which Treatment is  
Best?"

Edward C. Grendys, MD, FACOG, FACS

"Proteogenomics: A Primer for Gynecologists"

James F. Barter, MD

"The Importance of the Breast/Ovarian Connection"

Pedro Escobar, MD

**RSVP by November 11th - 335-7595**

**4 CME Credits**

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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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636 Del Prado Boulevard, Cape Coral, Florida 33990

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

E-Mail: joanne.gorgone@leememorial.org