

Physician Connection

Published for the Physicians of Hurley Medical Center.



2011 A Year in Review


Epic
**Commission
on Cancer**
**HURLEY
CHILDREN'S
HOSPITAL**


Hurley Medical Center is dedicated to providing outstanding clinical care for patients and their families using today's most advanced technology. In 2011 Hurley celebrated several exciting milestones, some of which include the following:

- Hurley announced the addition of Genesee County's only MRI located inside a hospital. The new MRI has advanced capabilities and will serve all patients from the neonate to adult, including sedation for adult and pediatric patients. To schedule an MRI, please call 810.262.9MRI (9674).
- Hurley launched a Blog Talk Radio page where listeners can find different health and wellness topics, physicians and Hurley clinicians talking about health concerns, diagnosis and treatment options. New radio blog interviews are updated weekly. You can visit the page at www.blogtalkradio.com/hurleymedicalcenter. If you would like to be considered for an interview on Hurley Blog Talk Radio, please contact Regina Waller at 810.262.7302.
- Hurley Medical Center announced the arrival of the new Philips IntelliVue MX40 technology. The IntelliVue MX40 technology allows vital patient information to be viewed at the bedside versus a central location on a floor. Hurley is the first hospital in the Midwest to have the Philips system.
- Hurley began offering the most advanced MRI-safe pacemakers for patients—the only hospital providing this cutting-edge technology north of Detroit.
- Hurley received six years of Continuing Medical Education (CME) Accreditation with Commendation as a provider of category 1 CME activities from the Michigan State Medical Society (MSMS) Committee.
- Hurley Medical Center received a three-year accreditation from the Commission on Cancer (CoC) of the American College of Surgeons, for the 54th year in a row. Additionally, the CoC granted its Outstanding Achievement Award to Hurley Medical Center as a result of surveys performed during 2010. Hurley is one of a select group of 90 currently accredited and newly accredited cancer programs across the United States, the only medical center in Genesee County, and one of four statewide hospitals to receive this prestigious award.

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In late 2010 and throughout 2011, Hurley Medical Center rolled out a new electronic medical record from Epic to most of its ambulatory clinics including OB/Gyn, the Children's Clinics at Mott, the Medical Office Building, and the Family Ambulatory Health Center. These areas have been taking advantage of enhanced tools and reporting capability to care for patients. On March 4, 2012, the remaining clinics, the Emergency Department and the rest of the hospital will begin using the Epic electronic medical record to support and document patient care as well, with the goal of integrating and improving all phases of patient care. If you haven't done so already, please call Regina Waller at 810.262.7302 to register for EPIC training

Hurley joined the Institute for Healthcare Improvement's Project JOINTS initiative, a federally-funded program designed to speed adoption of proven methods to prevent surgical site infections (SSIs) after hip and knee replacement surgery. Hurley is the only medical center participating in Genesee County. Additionally, Hurley Medical Center Project JOINTS received "exemplar" status, the first and ONLY hospital to receive this recognition.

Hurley implemented a smoke free policy, becoming a smoke free campus to provide a comfortable, healthy environment for everyone.

Hurley Medical Center announced the formation of Hurley Children's Hospital. This new designation takes all of our pediatric services and presents them as a highly integrated healthcare institution delivering the highest quality of care for infant, children and adolescents. Currently Hurley is one of three Children's Hospitals within a hospital in Michigan, with one of the top trauma volumes in the state. Everyday, Hurley delivers exceptional care for 65% of the children in four counties.



Hurley unveiled its new 9,000 square foot Main Entrance Lobby with a special ribbon cutting celebration. This milestone highlighted the first step in the Paul F. Reinhart Emergency Trauma Center expansion project.

Hurley became an authorized laboratory provider for all HealthPlus programs under an agreement with the Joint Venture Hospital Laboratories (JVHL). The laboratory results have now become part of your patient's record both in your office and in the hospital for better continuity of care. If you have any questions, please contact Dan Alling at 810.569.1666.

Thanks to you, the future of Hurley Medical Center is filled with even more exciting health and wellness services, procedures and technology. Starting off the year in 2012, Hurley will unveil our new state-of-the-art Paul F. Reinhart Emergency Trauma Center, nearly doubling the capacity of our existing emergency department and allowing us to provide superior emergency clinical care to more people in our community than ever before. This is just one of the many exciting highlights in the coming year at Hurley.

None of this would be possible without you. Thank you for continuing to share your time and resources with Hurley Medical Center. Together, we are putting the health of our patients and their families first, as we think "Think Healthy. Think Hurley" in everything we do.

Epic Greetings from the Epic Implementation Team

Happy New Year and welcome to 2012! Are you wondering how 2011 went by so quickly? The time for going live with Epic is nearly upon us. It's January and this is the month that we begin our end user training. Are you signed up yet?

Over the next 60 days, while you're busy training, we'll also be very busy putting the finishing touches on your system. This is your system, built by you and for you. We're very

happy to have had more than 200 Hurley staff members and physicians contribute directly to the system design as part of our formal build and testing processes with input from hundreds more of you in our Test Flights and through informal means. We couldn't have done it without your partnership.

There are just a few things left to do to make sure that we are able to deliver the best system possible, and one of those is in your

hands to accomplish. We need to make sure that we've got everyone trained and ready to go when we "turn the lights on" for the first time on March 4, 2012.

Please make sure to work with your office manager or call Physician Services at 810.262.7302 to get registered for Epic training if you haven't already. Time is running out!

Employee Open House & Press Conference Set for Paul F. Reinhart Emergency Trauma Center – February 23 & 24, 2012

The Paul F. Reinhart Emergency Trauma Center officially opens to the public on Sunday, March 4, 2012. Please plan on joining us for the Ribbon Cutting and Staff Open House on Friday, February 24, 2012. We will keep you posted on the times. There will be an invitation only Foundation event for special donors on February 23, 2012.

"We are thrilled we are able to unveil the brand-new, from-scratch emergency trauma center that basically doubles the size of the facility we have right now. Hurley Medical Center is investing in the future to better serve the needs of our community," said Patrick Wardell, President and Chief Executive Officer, Hurley Medical Center.

The ED and Trauma Center will be named the Paul F. Reinhart Emergency Trauma Center, after the late Paul F. Reinhart, who was so dedicated to ensuring adequate and fair distribution of Medicaid and Medicare funding for hospitals throughout the entire state of Michigan.

The Hurley Foundation received a one-year grant totaling \$232,000 from the Charles Stewart Mott Foundation for a Neighborhood Redevelopment and Greenbelt Project in September, 2006. "The Mott Foundation grant enabled Hurley to produce innovative plans for our campus construction and renovation as part of a five-year strategic planning process. This ED expansion project will benefit our patients, staff, physicians, visitors and the entire Flint community, and none of it would have been possible without the initial support from the Mott Foundation," says Wardell.

The expansion has been in the works for years, with an ED currently accommodating 80,000 patients a year, including



some of the most seriously injured accident victims. Hurley Medical Center is home to the region's only Level I Trauma Center, treating thousands of patients 24/7, 365 days a year with the highest clinical care available.

The new rooms and department will boast significant improvements including up to a 50% increase in size over existing rooms, all private rooms supporting adult and pediatric patients, improved adjacencies and operability, decreased noise levels, and integration of new technologies.

The new ED will take over the entire main floor of the east wing, which is the long corridor off the parking garage, then extend out another 25,000 square feet toward Fifth Avenue for a total of 50,000 square feet.

This ED expansion will enable Hurley to continue providing the highest quality of patient and family centered care available, enhancing its status as a community teaching hospital and research center of excellence," adds Wardell.

Noninvasive Vascular Lab Service

Hurley's Noninvasive Vascular Lab service is available to both outpatients and inpatients. The Lab is located on 6 West and offers convenient hours. Arterial, Venous, and other Noninvasive Vascular Exams may be scheduled by calling 810.262.9817.

Hours are:

Weekdays
7:30 am to 7:00 pm

Weekends for STAT procedures

Hurley Foundation News

Fraternal Order of Eagles' Grand Auxiliary Office

Hurley Medical Center's Stroke Program was the beneficiary of funds raised by the Fraternal Order of Eagles' Grand Auxiliary Office. Mary Myers, Grand Madam President, presented a check for \$43,384 to Colleen Mansour, Major Gifts Director, at the Michigan East Central Regional Conference Banquet in Southgate on November 5.



Left to right: Teresa and her mother Mary Myers

Mary is from Flint and made it her mission during the past year to raise this money because of the great care her late husband, County Commissioner Bob Myers, received at Hurley. The funds will be used for special programs and equipment for the Neuro Intensive Care and Rehabilitation Units to help stroke patients recover quickly.

Children's Miracle Network Hospitals

The WIOG "Cares for Kids" Radiothon will be in the West Lobby from 6 am to 7 pm on Thursday and Friday, February 23-24, 2012. Tune to 102.5 FM to hear heartwarming stories about many of our miracle children and the amazing doctors, nurses, and therapists here at Hurley. All proceeds will benefit Hurley's Children's Miracle Network. If you have time to answer phones, please contact Linda Tracy-Stephens at ltracy1@hurleymc.com.



WIOG's Rachel Geddes enjoyed Radiothon "regulars" Owen (left) and Daulton Myers (right)

Hurley Labor Management Discusses Importance of Proposed No Fault Law on Hurley



The Hurley Labor Management Committee met on December 9, 2011. Karen Lopez, Vice President, External Affairs and Governance, attended as a guest speaker and informed the group about the status of the proposed No Fault Law and its potential impact to Hurley. The committee agreed that it was crucial to keep up the effort of contacting legislators to voice opposition to the Bill.

Karen provided names of legislators to contact who have either expressed their support or have not yet decided. Senator Dave Robertson (R) is the only local legislator who is supporting the bill. The committee urges all to contact Senator Robertson as well as Kenneth Horn and Eileen Kowall, who do not represent Flint, but are undecided on their support of House Bill 4936. Currently there are not enough votes in either the House or the Senate for the Bill to pass.

It is important to keep pressure on senators and legislators to ensure that it does not pass.

David Robertson

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Kenneth Horn

(866) HORN-094, kennethhorn@house.mi.gov

Eileen Kowall

(866) 334-0010, eileenkowall@house.mi.gov

Hurley New State of the Art Technology – IntelliVue MX40 Patient Monitoring

Allows Vital Info to be Viewed at Bedside – First Hospital in Midwest to Have Philips System

Hurley Medical Center is proud to announce the arrival of the new Philips IntelliVue MX40 technology. The IntelliVue MX40 technology allows vital information to be viewed at the bedside versus a central location on a floor. The mobile monitors, which are about the size of a deck of cards, help clinicians spend more time with patients since the MX40 display allows them to check patients' ECG rhythm, rate, pulse oximetry, trends and monitoring status. Additionally, the monitors can stay with the patients even if they are moved to a different floor or area of the hospital.

"Allowing our clinicians to get closer to those they care for by providing this kind of monitor to patients underscores our mission of "Clinical Excellence, Service to People," said Syed I. Ahmed, M.D., F.A.C.C., Medical Coordinator, Department of Cardiology, Hurley Medical Center. "Moreover, while the monitors allow mobility for patients, Philips has taken steps to help ensure data will be available when we need it with technology designed to maintain a signal and only switch frequencies when a clear one is available."

Hurley Medical Center is the first installation among several orders for the MX40 systems in the Midwest. The telemetry system will be used across four floors of Hurley, allowing flexible assignment of monitoring throughout a patients' experience. The patient journey begins in the coronary care unit, continues to the progressive care unit, with the remainder of the stay in the medical surgical units.



New Patient Satisfaction Survey Partner



Hurley Medical Center embraces a hospital-wide commitment to Patient- and Family-Centered Care which defines the way we practice medicine. As a Patient- Centered hospital we look to our patients and communities to help define a positive and satisfying patient experience.

Hurley Medical Center has transitioned to using a new partner, HealthStream, to administer the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey to assess patient satisfaction. HealthStream utilizes telephone surveys and will replace the current Press-Ganey system. Telephone surveys generally show a higher

response rate and allow for a faster data collection time. HealthStream has a large benchmarking database, allowing benchmarking both internally and with other competing facilities.

There are several key measures/composites the HCAHPS tool takes into account including the following:

- Communication with doctors
- Communication with nurses
- Communication about medications
- Responsiveness of hospital staff
- Pain management
- Quality of discharge instructions
- Cleanliness of hospital environment
- Quietness of hospital environment

The HCAHPS measurement tool was developed by the Centers for Medicare and Medicaid Services (CMS) and the Agency for Healthcare Research and Quality (AHRQ) to measure patients' perception of the consistency with which their needs and expectations are met. Hurley has identified eight teams to address each HCAHPS measure.

HCAHPS is among the measures to be used to calculate payments in the Hospital Value-based Purchasing (VBP) program, beginning with discharges in 2012. Patient experience will account for 30% of VBP, with the remaining 70% of VBP being based on 17 core process measures.

NOTICE - DATE CHANGE SAVE THE DATE



**SATURDAY
APRIL 21, 2012**

HURLEY FOUNDATION

Proceeds benefiting the Hurley Children's Hospital

You won't want to miss this amazing night of fun! Come to the Hurley Benefit Ball "Carnival" to celebrate the Hurley Children's Hospital! Call Angie Cuneaz for ticket and sponsorship information at 262.9399 or acuneaz1@hurleymc.com. Payroll deduction is available to Hurley Employees.

We're Here For You!

The Physician Services Team is your communication link with Hurley Medical Center and serves as the point of contact for any questions, comments or suggestions. The team conducts in-person office visits, on-site hospital or phone consultations and e-mail to provide physician support.

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