

WHAT'S UP?

FMC PHYSICIAN NEWSLETTER

August 2008

Hospitalist update

Last month, I gave an update on the hospitalist situation at FMC. The Saguaro group formed an independent group called Arizona Independent Medical Associates, after Saguaro in Phoenix ceased. The AIMA group worked on their new venture, but came to the decision to disband. Three of the group have joined the FMC Hospitalists.

FMCH began a full-time fourth admitting service on July 17 with the added physicians. From the AIMA group, Drs. Jeanine Thomas, Aaron Brainard and Shelby Rutledge have joined the FMC group. Dr. Al Elisco also recently joined the group from Scottsdale where he was a hospitalist.

Hospitalist services are in high demand. We are working as quickly as possible to recruit more physicians. There have been times when the service was overwhelmed and had to delay accepting a patient or defer a patient. However, generally patients have been able to be admitted to the service. FMCH is going to add a swing shift to try and bolster availability to accept patients. Everyone's patience is appreciated while this transition period continues.

New Med Staff Director

Please join me in welcoming Roxanne Terrase, the new Director of the Medical Staff Office.

Roxanne was the Medical Staff Manager for Valley Health Systems in Las Vegas for many years and joins us with a wealth of experience and enthusiasm.

Roxanne's major focus will be to develop a collaborative working environment between physicians and the hospital while meeting the

needs of patients. To that end, her goals include making the credentialing process more efficient and less labor-intensive for hospital staff as well as physicians; and improving communications and relationships between the hospital and physicians.

Roxanne can be reached at 214-3502 (ext. 13502) or at roxanne.terrase@nahealth.com.

VVMC one of two hospitals in state to receive AHA Gold award

VVMC has been awarded the national Get With The Guidelines 2008 Gold Performance Achievement Award by the American Heart Association/American Stroke Association.

The award, given to only one other hospital in Arizona this year, recognizes VVMC's efforts to treat heart patients according to the most up-to-date best practice guidelines. VVMC was recognized in the July 14 edition of *U.S. News and World Report, America's Best Hospitals* issue.

The award demonstrates sustained performance (two or more years at 85 percent or higher adherence) to all performance measures for coronary artery disease.

VVMC's door-to-balloon times average 60 minutes or less — superior to the national guidelines of 90 minutes or less.

VVMC offers state-of-the-art diagnostic non-invasive and invasive cardiology services close to home for residents of Central Arizona. Congratulations to all those involved with this life-saving program.



Flagstaff Medical Center
Northern Arizona Healthcare

cont'd.

Thank you to those who helped during tragedy

A special thank you to everyone who gave assistance during the recent helicopter tragedy in June. Physicians, nurses, techs, ancillary services, administration, and others were heroes when it came to navigating through such a terrible event that hit so close to home. I want to express my gratitude for your work that day. We will certainly miss our fallen colleagues.

Reminder: No patient passes

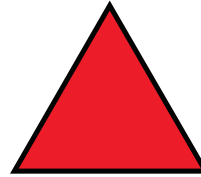
Inpatient status requires patients meet acute severity of illness and intensity of service criteria. Insurance companies are tougher all the time and regard passes as proof that hospitalization is not necessary, and the hospital stay is subject to denial. Extreme or extenuating circumstances may be discussed with Dr. Mark Foster, physician advisor for Care Coordination and Utilization Review. He may be reached at 607-2797.

Patient Safety Hotline now operational

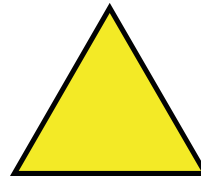
The Patient Safety Hotline at FMC is now operational and can be reached by calling ext. 14777. The hotline is anonymous and is set up to take calls 24 hours a day, seven days a week, for physicians and staff. The calls received to date have given the Quality/Risk Management department insight into potential patient safety concerns, areas of improvement, etc. The following are a few examples of what types of calls may be appropriate for the patient safety line: faulty equipment, anything that could contribute to a fall, improper communication issues, inadequate guardrails (beds and Smart Pumps), infection control concerns, patient identification concerns, process and policy concerns, or anything that could cause potential harm to a patient.

FMC implements color tabs on patient ID bands

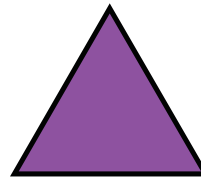
As part of the hospital's patient safety initiative, FMC is implementing colored tabs on patient ID bands as a means of flagging high-risk patient conditions. The colored tabs are part of a statewide, and soon to be nationwide, patient safety campaign that brings consistency in patient ID bands. The tabs snap to existing patient ID bands, eliminating the need for multiple bands.



Red signifies that a patient has a medication allergy. Those administering medications are alerted to check the patient's chart before giving the medication.



Yellow signifies that the patient is a fall risk.



Purple signifies the patient has a DNR status and alerts the care provider to check the patient's medical record for specifics.