

WHAT'S UP?

FMC PHYSICIAN NEWSLETTER

August 2009

Newsworthy items

I thought I would take an opportunity to update you on a couple of current topics.

As I mentioned in my last newsletter, NAH CEO Jim Puffenberger retired. I have assumed the role as Chief Operating Officer for FMC, and also will continue my duties as Chief Medical Officer.

Dr. Mark Foster is now Medical Director of Physician Operations. The Hospitalist program clinical and operational functions report to him, and he has an expanded role with involvement in physician contracts as well as a more broad role working with case management.

An FMC Medical Director of Physician Relations position has been posted. This is a half-time position that will report to me. The focus of this role will be quality improvement, physician relations including working with the Quality Improvement Committee and Physician Review Committee. The Quality and Medical Staff Services office will report to this new position.

It is a challenging time in healthcare and as FMC positions itself for the future, alignment between the medical staffs and the hospital is critically important. I think more will change in healthcare in the next two to three years than has changed in the past 10. Having practicing physicians in operational leadership positions illustrates FMC's commitment to strengthening the ties between the hospital and medical staff.

The overall goal for the NAH structure is a two-hospital, one-board system. The FMC and VVMC boards have begun meeting jointly. This will allow us much greater efficiency, if nothing else, by having fewer meetings and enabling things to move

forward faster. As this transition matures, we should see more efficiencies.

There is no negative financial trade-off to either hospital from the Boards coming together like this. If you have any questions please let me know.

Statistics of importance

Bill Bradel has reported that when he started at FMC, our personnel turnover rates were at 20 percent. Currently they stand at only 12 percent. Specifically, nursing turnover has been reduced to 8.8 percent. The importance of decreased turnover to relationships and caregiving is significant.

In FY09, our length of stay was up by 8.8 percent and inpatient volume was down 12.8 percent. However, our outpatient business was up 12.4 percent which has been important for hospital financial performance. It enabled us to come in on target with our budget this year. We started FY10 July 1.

Budgeting for the Future

We have many plans for FY10, but out of necessity will wait to see what happens in Washington in the fall before moving ahead with many of them.

The anticipated financial pressures on the hospital make this cautious approach prudent.

Recent extended IT downtime

The recent unplanned IT downtime was difficult for everyone. I greatly appreciate the efforts of the many who despite these difficulties served our patients well. This prolonged downtime was caused by the Qwest line to Perot headquarters accidentally being disrupted. As everyone knows, it took hours

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Flagstaff Medical Center
Northern Arizona Healthcare

for Qwest to find and fix the problem.

I asked for a debriefing involving IT, ED, ICU, Lab, Radiology, Med Surg and other areas of the hospital. At this meeting we discussed the specific problems this unexpected downtime brought, and made assignments to find solutions. All existing downtime policies and procedures will be evaluated for the need of revisions to better prepare us for such events in the future.

If any of you have concerns that surfaced during this downtime, please let me know. This difficult time once again demonstrated what a great team we have at FMC. Because of your hard work, our patients were served as well as they possibly could given the circumstances. Thank you for your efforts.



CME calendar online

To view upcoming CME sessions at FMC, log on to the NAH Web site to view the calendar online at <http://www.flagstaffmedicalcenter.com/ForPhysicians/EducationResearch/CME>.

Reminder on charging food

A reminder on food in the Cafeteria: Breakfast and lunch are provided each day for physicians in the lounge. Please do not charge through the line in the Cafeteria during these times.

Physicians on call during nights and weekends may charge through the line. This is a nice service FMC offers its physicians. By ensuring we do not abuse it, we'll be able to continue to offer it.

Thanks for your cooperation.

New Pharmacy director joins NAH

Rich Mendribil has joined NAH as the system director of Pharmacy Services. The new position will be responsible for creating alignment of pharmacy operations and standardizing medication safety strategies across NAH.

Prior to coming to NAH, Rich was employed for more than 20 years with the Daughters of Charity health organization, a six hospital, 1,800-bed system located in northern California. Rich has significant leadership experience with deploying pharmacy IT and technology, implementing medication safety programs, optimizing operational efficiencies, collaborating with medical and nursing staffs and building effective pharmacy teams. Welcome!

Transcription turnaround times

Transcription has been working diligently to keep turnaround times to a minimum. Below are average times from the month of July. Issues with the STAT line dictations have been caused by reports incorrectly being coded to that job number — please be sure you are sending jobs to the correct category. If everything is coded STAT, nothing is STAT. If you need a listing of the job types, please call Transcription at ext. 12073 and ask for a blue card to be sent to you.

Transcription Line	GOAL	7/1-7/7	7/8-7/14	7/15-7/21	MONTHLY AVERAGE
Preop H&P	8 HOURS	1.27	0.51	1.3	1.02
H&P	12 HOURS	2.55	6.23	4.25	4.34
ER	12 HOURS	4.15	8.39	5.37	5.97
Consultations	12 HOURS	2.12	5.21	4.23	3.85
Operative	12 HOURS	3.01	9.21	4.47	5.56
STAT	4 HOURS	4.35	5.07	4.23	4.55
Discharge Summary	24 HOURS	3.53	10.07	4.34	5.98
Physician Notes	12 HOURS	2.35	11.04	5.56	6.31
Cardiology	12 HOURS	1.1	7.14	2.53	3.59
ASU	24 HOURS	3.78	10.10	10.7	8.1
Radiology	11 HOURS	15.22	12.32	5.52	11
AVERAGE:	13 HOURS	4.04	7.45	4.77	5.47

Looking to us as leaders

As you may recall, FMC engaged Greeley Consulting last year to help us plan for the future in terms of hospital/physician alignment.

Because they think we are trying to head in the right direction, and because they believe our Medical Staff is exceptional and Administration is willing to partner in many different ways with physicians, I have been invited to speak at Greeley's National Medical Staff Institute Symposium.

I will speak on hospital/physician alignment Nov. 8 and 9 in Naples, Fla. This is a good chance to share with a national audience what is happening at FMC.