

# WHAT'S UP?

## FMC PHYSICIAN NEWSLETTER

May 2010

### April IT downtime

I apologize for the inconvenience you experienced during the clinical IT system downtime on Wednesday, April 28. Your extraordinary effort and work during that downtime in continuing your care to our patients is appreciated. However, we cannot tolerate the downtimes.

The frequency and duration of the downtimes over the past several months are unacceptable. I understand and share your frustration and we have taken the following action. These downtimes have to stop.

An independent assessment of our IT infrastructure has been accelerated to achieve an IT architecture and data center that will meet the resiliency and reliability expectations of our hospital.

First, the IT consultants brought here two months ago from Price Waterhouse Coopers, and Jim Troxell, have been highly engaged in evaluating our IT systems and Dell-Perot's ability to manage our IT needs.

One result of this consultation and the repeated downtimes is the decision to hire as an NAH employee an internal IT specialist. This position has been posted. The person who will fill this role will help us understand and manage the complex IT issues we have. This role also will be key in helping to manage the NAH/Dell-Perot IT relationship.

Major changes such as changing our remote off-site data hosting or the whole Dell-Perot relationship are not things that happen overnight. That said, these and other changes are being evaluated.

I will keep you posted.

CPOE will continue to move forward in terms of development and should be able to stay on the present schedule. Implementation (go live), however, will not. We need a stable IT system before that can happen.

We will keep you posted on everything going on. If you have any questions or input, please call me. My office is 773-2495. My cell is 607-6585. Again, I am sorry we have these problems. This will change.



### Importance of Meds Rec

The CHF Committee continues to meet and review progress and commends everyone for their work on improving HQA scores.

Medication reconciliation is the most common indicator not being met. Please remember that discharge orders (and/or the meds rec form) and the nursing discharge instructions must match exactly. Pharmacy is ordering duplicate prescription pads for the units. Please use these so we can keep a copy of the script in the patient's chart. This will allow the nurses to verify the medications and help us keep a record of the scripts as a legal part of the patient's chart.

### Flu restrictions lifted

Due to the decline of influenza and RSV cases nationally and locally, FMC has lifted visitation restrictions. Children under 18 are allowed in the hospital to visit patients. In general and depending on the unit, hospital visitation guidelines allow two visitors at a time in a patient's room between the



Flagstaff Medical Center  
Northern Arizona Healthcare

*cont'd.*

hours of 8 a.m. and 8 p.m. on most units. Children under 14 must be accompanied by an adult and are not to be left unattended in any area of the hospital.

## Nurse Awards at FMC

The 2010 Nursing Excellence Awards celebrate some of our top nurses, recognizing them for their professionalism and the extraordinary care they provide every day. Congratulations to this year's winners:

- Rising Star — Chris Aten and Jennifer Volenstine
- Clinical Education/Teaching — Janet Sliva and Elaine Laemmrich
- Leadership/Management — Kathy Greenberg
- Clinical Care/Patient Care — Ann Montgomery and Marika Thompson
- Innovation — Rebecca Harris
- Community Service — Shawn Bowker
- Advocacy for Patients — Julie Olsen and Casey Hughes
- Pediatrics/Perinatal — Sarah Bernes
- Mentoring — Win Cahill and Shannon Wells
- Research/Advancing the Profession — Lisa Brugh

Please congratulate these nurses, with whom many of you work side-by-side at FMC.

## Upcoming events

### Sunday, May 16, 8 a.m.

- Citywide Bike to Work Week
- Kicks off at Heritage Square
- For more information, [flagstaffbiking.org/bike-to-work-week](http://flagstaffbiking.org/bike-to-work-week)

### Thursday, May 20

- FMC, Sobe Life Water and Blue Cross Blue Shield of Arizona are hosting "Chicks with Sticks" 2010 Ladies Open
- Proceeds benefit the Cancer Centers of NAH
- Pine Canyon Golf Club
- \$150 per individual; \$500 per foursome
- Register at [active.com](http://active.com) or call the FMC Foundation at ext. 12135



## Saturday, July 24

- 10th annual Taylor House Benefit Century Ride, sponsored by Absolute Bikes
- Group start at 7 a.m.; check in is at 6 a.m. in FMC's West Campus parking lot
- Minimum donation of \$55 per person; first 350 registered cyclists will receive commemorative gifts with their donation
- For more info or to pre-register, call 779-5969 or sign up online at [absolutebikes.net/taylor](http://absolutebikes.net/taylor)



## Saturday, August 21

- Annual FMC Provider Picnic
- 11 a.m.-2 p.m., Mtn. View Park, 519 Piute
- Catering provided by Bigfoot BBQ
- Come join the fun: Bounce houses, games, facepainting, live music and more
- Free to healthcare providers and their families

## Unassigned ED patients

On a regular basis, we have patients who present to the ED for care who do not have an established primary care provider to follow up with.

For continuity of care and to ensure that their conditions are managed in the future, ED staff provide a list of resources in the community when the patient is discharged. The ED manages this list, which is comprised of community Family Practice/Internal Medicine physicians.

For those offices to communicate changes in contracted insurance companies, or whether they are accepting new patients or not, contact Interim ED Director Lindy Turley at 214-3995. A current list will be sent out in the near future.

## Welcome new physicians

Please join me in welcoming the following new physicians, who have joined FMC's active medical staff since January:

- Michael Hudson, MD, Emergency
- Nagaraj Madugonde, MD, Hospitalist
- Peter Mathern, MD, Oncology
- BB Oros, DO, Hospitalist
- Vladimir Svesko, MD, Emergency
- Angela Wyatt, MD, Dermatology and Dermatopathology