Dr. Mandeep Gill recieves Guardian Angel award

Mary wanted to do something special to recognize and thank an exceptional caregiver that cared for her, so she made a Guardian Angel donation.

Mary wrote, “I am a retired RN who worked until I was 80 years old, so I know ‘good care.’ In October, I was at St. Luke’s Hospital with a pulmonary embolism. The care given by Dr. Gill was over the top. His unhurried, calming bedside manner saved my life. Every time I saw Dr. Gill I was happy...he is so valued!”

L-R: Dustin Arnold, DO, CMO and Mandeep Gill, MD.

Welcome providers

UnityPoint Clinic Pediatrics - Cedar Rapids welcomes Josh Petersen, ARNP. Josh Petersen became a provider because he wanted “to combine his two great passions: caring for people and a pursuit of knowledge.” He specializes in Pediatrics and Pediatric Surgery.

UnityPoint Clinic – Vinton welcomes Beth Meyer, ARNP. Beth became a provider due to her passion for helping people and her community. She loves being able to partner with people to achieve their health goals. She chose family medicine as she wants to care for people throughout their entire lifetime.

UnityPoint Clinic – Bowman Woods welcomes Brandy LeClere, ARNP. Brandy became a provider to provide equal, compassionate care to all through all walks of life. As a provider it’s her goal to partner with her patients to form a plan to maintain a healthy well-being. In addition to family medicine she is passionate about include diabetes, dermatology and weight loss.

Images

March 2017

2016 Patient Experience results show positive growth

Giving the health care we’d like our loved ones to receive is important to all of us at UnityPoint Health – Cedar Rapids, and we are excited to see great improvement in our patient satisfaction efforts.

Ambulatory Surgery, Home Health, Emergency Department and Outpatient have all surpassed their patient experience related goals for 2016, and saw positive growth from 2015 to 2016.

In 2016:

- Ambulatory Surgery had the largest positive growth with an overall top box score of 80.1 percent. (Previously 75.6 percent in 2015) See graph to the right.
- 90.4 percent of our patients gave Home Health either a 9 or 10 when rating St. Luke’s Hospital. (Previously 87.7 percent in 2015)
- The Emergency Department had an overall top box score of 71 percent. (Previously 68.3 percent in 2015)
- Outpatient had an overall top box score of 80.1 percent. (Previously 78.9 percent in 2015)

“In 2016, we refocused our energies around delivering an exceptional patient experience,” says Jaclyn Hall, Patient Experience Director. “We refreshed the foundational behaviors of 10/5, No Point, AIDET and Managing Up as well as rolled out iRound. Our improvements have been accomplished through the hard work and energy of all team members. It’s exciting to see the positive impact we’ve made.”

SCCR goes live with Electronic Medical Records

On April 3, 2017, Surgery Center Cedar Rapids (SCCR) will go live with an Electronic Medical Record (EMR) system. The system will be selected by the SCCR Board of Directors is Amkai Solutions, an Ambulatory Surgery Center specific EMR vendor. Amkai Solutions has been identified as the top rated EMR product for Ambulatory Surgery Centers by Black Book.

Since the inception of SCCR in 2003, SCCR has provided outpatient surgical care using paper-based medical records. This transition highlights the ongoing need for health care facilities to continually access and retain data for regulatory reporting, quality improvement, and enhanced efficiency for certain clinical and many office and billing-related functions.

Similar to many Electronic Health Records systems, Amkai offers several key features such as the use of automated vital records collection, intra-operative anesthesia records, customizable physician order sets, and remote access for physician users via UnityPoint Health’s Citrix web-portal. Referring providers will continue to provide patient medical information such as H&P’s and medical studies in Epic, which will be pulled into the SCCR EMR.

Training for SCCR physicians and providers will take place the last three weeks of March 2017 at SCCR. For further information, training registration, or system access contact Scott Kallemeyn at (319) 558-4801 or scott.kallemeyn@unitypoint.org.
Epic Update

Documented Update: Congestive Heart Failure

The key to accurately documenting congestive heart failure (CHF) is specificity and classification. When documenting CHF, accurate documentation must include:

- Acute, Chronic, or Acute on Chronic
- -Diastolic (HFrEF), Systolic (HFrEF), or combined AND
- New York Heart Association (NYHA) classification of heart failure.

Supporting data for the diagnosis is also important to accurately reflecting severity of illness and need for an Inpatient stay. Below are examples of data to include in progress notes to support an acute CHF exacerbation.

Factors precipitating acute event
- Non-adherence to medication regimen
- Non-adherence to diet
- Infectious process
- Anemia
- HTN

Dyspnea at rest or not returned to baseline after at least 2 hours of treatment
- O2 sat < 89%
- Mental status change
- Heart rate 100-120, sustained
- BUN or creatinine > 1.5x ULN and > baseline

Volume overload
- Edema or extremities
- Haptenomegaly
- Jugular venous distention
- Weight gain of > 3lbs over 2 days

Dyspnea on exertion and not returned to baseline after 2 hours of treatment
- Preserved left ventricular function by history
- EF > 40%

Dyspnea and failed outpatient treatment > 2 visits within 7 days

Clinical risk factors
- Stable angina
- Elevated cardiac troponin
- CKD and GFR < 60 ml/min (excludes chronic dialysis)
- COPD, grade 3-4
- Diabetes and blood sugar: 300 mg/dl

If you have any questions, contact these Documentation or Utilization Management team members. Documentation:

- Pochobradsky 369-8717, Amy Magner 369-7021.
- Lynne Johnson 369-7073, Carrie Bantz 286-4307, Kelly Utilization Management team members.

Documentation: If you have any questions contact these Documentation or Utilization Management team members.

Lynne Johnson 369-7073, Carrie Bantz 286-4307, Kelly Utilization Management team members.

Sedation Events SmartLink

A new SmartLink (SEDTIMES) was created. It displays the sedation events by time, as documented in the Sedation Narrator.

Patient Take Home Medications

A new SmartLink (UPHDCMED) was created. It displays the patient’s list of take home medications, including all new, continued, and changed discharge medications, in a clear, patient-friendly format.

Active Orders

The link to the Active Orders report on the Physician Index report has changed so providers now see the same Active Orders report as nurses. This change was made so providers can more easily find one-time orders that were completed since those orders no longer display within Manage Orders.

Clinics Using Haiku/Canto

Remember to keep the Haiku and Canto applications on your mobile devices updated to the current version. All devices will need to be running version 5.0 or later before the Epic Upgrade in July in order to continue using those applications. To identify which version a device is running:

- iPhone/iPads: Go to Settings > click the Haiku/Canto app. The version displays toward the bottom.
- Android: Go to Settings > More > Application Manager > click the Haiku/Canto app. The version displays toward the bottom.

New EKG Order Buttons

Two new Priority buttons were added to the EKG 12 lead order to better help the ordering provider communicate the urgency of the EKG. These two new options are ASAP and Timed. This change was approved by the Inpatient Physician Advisory Committee.

Physical Attorney

UnityPoint Health and the CMIO/UPC - Cardiology have chosen to work with the Clinical Informatics capabilities. Prior to the planned Go-Live in April, Drs. McMahon and Arnold will work with the Clinical Informatics committee to develop processes for the assurance of efficient/evidence based ordering of diagnostic studies.

ACR select statement

ACR select a radiology decision support tool for ordering advanced imaging studies is being enhanced to provide usable analytics and pre-authorization capabilities. Prior to the planned Go-Live in April, Drs. McMahon and Arnold will work with the Clinical Informatics committee to develop processes for the assurance of efficient/evidence based ordering of diagnostic studies.

Inpatient Influenza Vaccine 18 Years and Over

As part of the Best Practice Advisory (BPA) Optimization project review, the message displayed in the inpatient influenza alert has been updated and the provider type of Nurse Practitioner has been removed so they will not see this alert. The message will now appear as, “Responses to assessment indicate this patient meets criteria to receive an Influenza Vaccine. Click the Accept button to place the order.”

Before

Nice to Know Changes

Medical / Surgical

The default frequency for levothyroxine will be every morning on an empty stomach at 0600.
- In the Cosign Notes In Basket folder, the Chief Complaint and Disposition columns have been made available and a section for Treatment Team has been added to the reporting.
- The IP Consult to Heart Failure Service order (CON112) name has been changed to IP Consult to Heart Failure Clinic.
- Tele-Health has been added as an option for Method of Communication.
- The Nursing Admission Summary Report and the Patient History Report will now have two sections: one for the Medical History and one for the Pertinent Negatives. This change was requested to discern for the user that there are Pertinent Negatives.
- The lab order for Blastomyces Ag (LAB5109) has been updated so Specimen Source options now include BAL, Blood, Cerebrospinal Fluid, and Urine. Previously, the only option was Blood.
- The Review Flowsheet activity will now display in reverse chronological order (newest to oldest).

ED Specific

A new order for ED care coordinator consult (CON152) has been created.

PBLA - Opioids Abuse

March 6, 7, 8, 9 and 10 from noon - 11:50 a.m.

Attention Deficit & Hyperactivity Disorder in Kids and Oppositional Defiant Disorder Presented by: Nancy Beyer, MD, University of Iowa on March 28 at noon.

Physician Services

Mary Henry

scott.whitson@unitypoint.org

369-7143

Events

PBLA - Opioids Abuse

March 6, 7, 8, 9 and 10 from noon - 11:50 a.m.

Attention Deficit & Hyperactivity Disorder in Kids and Oppositional Defiant Disorder Presented by: Nancy Beyer, MD, University of Iowa on March 28 at noon.

All programs are in CMREF Conference Room. RSVP to Cherie Weber at (319) 297-2306 or cweber@cmref.org.

Upcoming Welcome to Medicare seminars presented by SHIIP

- Thurs., April 13
- Thurs., May 11

From 6-8 p.m. in St. Luke’s Heart Center 3rd floor classrooms.

RSVP to 369-7475. These two hour seminars will give an introduction to Medicare Parts A & B, Medicare Advantage, Part D prescription drug coverage, Medicare supplemental insurance and programs to assist with Medicare costs.