

February
2009

Mike Carter, FACHE, President and Chief Executive Officer, receives a certificate from Kelly Benning, of HealthGrades, in recognition of the hospital's five-star rating for the quality of joint replacement, treatment of stroke and treatment of pneumonia.



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Have you signed up for E-sign?

Did you know you can save yourself time when completing records by using electronic signature?

The Webmedx Electronic Signature Module allows physicians to electronically sign transcribed reports via the Internet – anywhere, anytime.

The training takes about 10 minutes. Training can be done at the hospital or in your office.

Please call Heather Lingbloom, HIM Manager, at 425-640-4204 to arrange a training time.

Stevens Hospital Achieves Five-star Rating

Stevens Hospital received top five-star ratings for the quality of joint replacement, treatment of stroke and treatment of pneumonia by HealthGrades, the healthcare ratings company.

“This is an achievement that the community, physicians and everyone at Stevens Hospital can be proud of,” said Dr. Timothy Roddy, MD, Vice President and Chief Medical Officer. “It’s a well-respected recognition and is evidence of our commitment to improving the health and well-being of the community through local, high-quality and compassionate healthcare services.”

As part of the nation’s most comprehensive, independent analysis, HealthGrades found that patients treated at a five-star rated orthopedic hospital are 47 percent less likely to experience a major complication, such as post-operative infections or heart conditions, which can lengthen their hospital stay and increase costs. If all Medicare orthopedic patients had been treated at a top-performing hospital compared to the lowest-performing hospitals during 2005-07, more than 123,000 major complications potentially could have been avoided.

In developing its 2009 healthcare quality ratings, HealthGrades analyzed more than 41 million Medicare hospitalization records from 2005 to 2007 at the nation’s approximately 5,000 non-federal hospitals.

Hospitals with outcomes that are above average to a statistically significant degree receive a five-star rating. Hospitals with average outcomes receive a three-star rating, and hospitals with outcomes that are below average receive a one-star rating. Because no two hospitals or patient risk profiles are alike, HealthGrades employs extensive risk-adjustment algorithms to ensure that it is making analogous comparisons. For more information on HealthGrades and the star ratings, please visit their Web site at www.healthgrades.com.

Stevens Volunteers

Volunteers are the unsung heroes, the hospital's ambassador and pulse in the community. But what exactly do they do? Volunteers are here to assist hospital staff, patients and visitors.

The volunteers that you probably see the most are the volunteers at the 3rd floor information desk. In addition to greeting and assisting visitors, they also deliver flowers to patients, update waiting family and friends on surgery progress, escort visitors throughout the hospital, help transport patients in wheelchairs, organize the medical staff lounge and waiting rooms, as well as help with other projects as they arise.

Volunteers are available from 8 a.m. to 7 p.m. Monday to Friday; and from 10 a.m. to 2 p.m. on weekends. We are expanding the program to extend to 9 p.m. Monday to Friday to accommodate late surgery families and friends. For more information contact Medy Eballar at 425.640.4341.

When you see volunteers in Stevens Hospital, just smile to acknowledge their sincere commitment and dedication to the staff, patients and visitors.



Notes from the CMO

We completed the first physician satisfaction survey for the medical staff in late October 2008. The 63 percent response rate was outstanding. I will present the pertinent data at our first quarterly medical staff meeting this year. Here are just a few tidbits to whet your appetite:

- The Medical Staff gave Stevens an "overall facility rating" that put us in the 17th percentile compared to other hospitals our size.
- 47 percent of the responding medical staff is in the 50-64 year age group.

- The emergency room was at the top of the "opportunities for improvement" list.

This survey will serve as our baseline and we have a lot of issues to address. All the survey data and comments will be available in the Medical Staff Office for those interested in reviewing it. We are planning a follow-up survey in the fall of 2009 to make sure we are going in the right direction.

The Collaborative Review Committee continues to meet as Stevens Hospital and Swedish work towards an affiliation. Dr. Marc Rosenshein and Dr.

Michelle Sinnett are representing the medical staff at these meetings. They have signed confidentiality agreements and are not at liberty to discuss any details so we appreciate their dedication and won't hound them for gossip.

Doctor's Day is Monday, March 30th. Stay tuned for more information.

-Dr. Tim Roddy, MD

Enhancements to CME Programs for Physicians

Effective this spring, Stevens will partner with Swedish Health Services to provide Continuing Medical Education (CME) opportunities for physicians. It is anticipated that the new program will be up and running no later than May 1st and will allow physicians to again receive

credit for attendance at case conferences including Tumor Board, GI Conference, Neurology, Cardiac, OB, and Internal Medicine.

Once the initial program is up and running we will consider expanding the program to include Grand

Rounds, video conferences, and webinars. We look forward to providing you with this expanded service. Please contact Evita Armijo, Director of Physician Relations and Medical Staff Office, at 425.640.4647 with any questions.

CPDI Corner

The Clinical Physician Document Improvement (CPDI) program continues to grow and expand. Only six months old at Stevens Hospital, the financial and clinical impact is noticeable both in revenue and in the improvement of our Medicare case mix index (CMI).

The Navigant program was initiated to address the changes of payment, reimbursement and severity of care practices by Medicare's MS-DRGs. During the patient's admission, the clinical documentation specialist (CDS) reviews the chart looking for co-morbidities and complications that

impact the severity of care and MS-DRG.

The coding staff also reviews the charts after discharge looking for the same opportunities. Queries are placed on the chart for the treating physicians to acknowledge in the progress notes.

REMINDER: Open House Feb. 26th 5:30 to 7:30 p.m.

Stevens Hospital's Center for Wound Healing and Hyperbarics is hosting an open house for medical staff on Thursday, Feb. 26th from 5:30 to 7:30 p.m.

The staff will be available to answer your wound healing questions and demonstrate the new hyperbaric oxygen chambers. Wine and appetizers will be served.

CPDI Report

The following represents the financial and clinical severity opportunities for the first quarter of the Medicare 2009 fiscal calendar.

Total Charts Reviewed

1,031

Top Query

Document Clarification

Top Response Rate

Cardiology 79%

Queries Submitted

Total:	236
Responses:	
Agree	146
Disagree	34
No response	56

Revenue

Potential:	\$504,556
Actual:	\$222,851

Relative Weight (severity)*

Potential:	76.6599
Actual:	33.8589

**Relative weight is the combined risk factor of all Medicare patients. The relative weight divided by the number of Medicare patients gives us our Medicare case mix index*



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December 2008 Hospital Statistics

	<u>December-08</u>	<u>December-07</u>	<u>% Change</u>
Average Daily Census	95	98.7	-4%
Total ER Visits	3,320	3,452	-4%
Total Surgeries	417	520	-20%
Deliveries	97	96	1%
Days of Cash	40.6	29.7	37%

Newsletter Access

Vital Signs is available on our website.

Select "For Physicians" from left menu of our home page:

www.stevenshospital.org
then click "Printable Documents" on the right menu.

Contributions

Any medical staff member with an article or item for the newsletter should contact Jeryl Garrett at (425) 640-4038 or jgarrett@stevenshospital.org by the 20th of the month prior to the desired month of publication.

WELCOME New Stevens Medical Staff – January 2009

Name	Group	Specialty
Elwin David Hjellen, D.O.	Stevens Hospital - Psychiatry Unit	Psychiatry

To Admit a Patient to Stevens, Call 425.640.4444

To better serve our patients and providers, Stevens has established a new bed control service which provides:

- A designated phone line to initiate your direct admit process (above)
- Improved communication and bed coordination flow

