

Last Call for Physicians Photos

The first round of photo sessions ended November 7, 2008 and we're gearing up for the second, and final, round of photos for the new Physicians Directory to be completed by summer.

If you haven't had your photo taken, contact Jennifer Sanchez, from Physician Relations, at 425.640.4645 or jsanchez@stevenshospital.org to schedule a five-minute appointment the weeks of April 20th and 27th.

The photo studio is set up on the south side of the Pavilion building at Stevens Hospital campus. Go to the basement level, mammography records, of the Pavilion building.

At the photo session, you will have the opportunity to review your digital image for several retakes if necessary. Your image will reproduce well across a wide range of media if you avoid solid white or black clothes.



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Notes from the Chief Medical Officer

Instead of working with another institution, Stevens Hospital has decided to renew our own CME program and we are currently working towards re-accreditation. A CME coordinator position has been approved and we are currently looking for candidates. I will keep you updated throughout this process and let you know as soon as the new time frame has been established.

On March 31st and April 1st, I attended the "Practicing Excellence" seminar in Los Angeles, along with Dr. Bruce Williams, Dr. Michelle Sinnett and Sarah Zabel, vice president and chief planning officer. During the seminar, we learned how to engage physicians and help them adapt to cultural change within a healthcare system and pursue organizational excellence.

The seminar was taught by the Studer Group, an outcome based healthcare consulting firm that is devoted to teaching evidence-based tools and processes that organizations can immediately use to create and sustain positive outcomes in service and operational excellence. The Studer Group works with over 200 clients around the country and has been working with Stevens Hospital for the past two years.

Mark your calendars for the Hail and Farewell Banquet, an annual banquet to recognize medical staff accomplishments. It will be held at the Embassy Suites in Lynnwood on Thursday, May 14th at 6:30 p.m. RSVP with Rhoda Ovalles at 425.640.4006.

It's also never too early to mention the 3rd Annual "Do Good Classic" golf tournament slated for Monday, September 15th at Mill Creek Country Club. This year, the Sunday night dinner auction will be hosted by John Curley from King 5 Evening Magazine. Golfers will enjoy a barbeque lunch and a 19th hole awards banquet sponsored by First Choice Medical.

There will be a lot of camaraderie and cash prizes as participants help raise money for the Stevens Hospital Mother Baby Unit. I hope that you will join in on the fun. For more information on the Do Good Classic Golf Tournament, please visit the Foundation page on the Stevens Hospital website at www.stevenshospital.org or contact Kit Massengale at 425.640.4068.

Emergency Department Volunteers

Many of the people you work with in the Emergency Department are volunteers that, like you, find the experience both challenging and rewarding. As volunteers, their primary goal is to help staff and benefit patients.

Volunteers selected to work in the ED are generally pursuing an education in nursing or other medical field and are enthusiastic, empathetic, willing to learn and use good common sense.

Because they are entering the medical field, they have a unique opportunity to learn from both staff members and patients. Volunteers undergo training and mentoring with staff members and are a great asset to the department.

If you know someone interested in becoming a ED volunteer, call Medy Eballar, manager of Volunteer Services, at 425.640.4341.

Stevens Hospital Celebrates Doctor's Day



Robert Chaffee, MD, reads the notes of appreciation featured on each of the stars that decorate the Physician's Lounge for Doctor's Day.

In celebration of Doctor's Day:

- Physician Relations decorated the Physician's Lounge with more than 200 stars, each with a note of appreciation from Stevens Hospital staff.
- Special ads were placed in the Edmonds Enterprise and Edmonds Beacon to commemorate the day.
- Nutrition and Food Services provided made to order omelets for breakfast and Chef Scotty prepared

blackened salmon Caesar with fresh salmon and homemade seafood chowder and chicken Caesar salad for non-seafood eaters. In all, more than 80 doctors were served meals throughout the day.

As a token of our appreciation, each medical staff physician was sent a commemorative Stevens Hospital pen and a copy of the book "Practicing Excellence" by Dr. Stephen Beeson. If you did not receive your copy, please contact Evita Armijo at 425.640.4647.

Stevens Offers New Support Group for Parents

The Stevens Hospital Bereavement Program is now hosting a monthly support group for those who have experienced miscarriage, stillbirth, or infant loss. This drop-in support group will meet the third Wednesday of each month, from 7 to 9 p.m. in the third floor conference room. The group is being offered in partnership with Parent Support (PS).

PS is a local-based volunteer network of bereaved parents. Operating in the Puget Sound region for 20 years,

its mission is to reach out and offer families comfort, reassurance and the understanding necessary to support them through the grieving process.

As parents who have experienced these types of losses themselves, the group facilitators are acutely aware of the depth of sorrow felt, the length of time needed to heal and the fears and concerns for "trying again."

In addition to support groups throughout the Puget Sound region, PS

has a lending library of books and reference materials, a bimonthly newsletter and an annual remembrance walk. Please let patients know about this important service.

For additional information, please contact Abbie Poynter with PS at 206.367.3991 or Kathy Albin, Stevens Hospital bereavement coordinator, at 425.640.4404.

Advanced Beneficiary Notification

Part of the Medicare program for many years, Advanced Beneficiary Notification (ABN) is a written notice to a Medicare beneficiary advising them that Medicare will not pay for a particular service and that they will be responsible for payment. This can apply to services that Medicare usually covers, but due to specific circumstances, such as screening tests- Medicare will not pay.

ABN provides the beneficiary with information to make an informed decision about how they will pay for the service. If a provider (facility or physician) fails to provide an ABN prior to rendering the service, the provider (facility or physician) is unable to bill the patient for the services.

What your office should do about ABN:

Medicare will only pay for tests it considers medically necessary. If the diagnosis is not one that Medicare will accept for a particular test, Medicare will not pay. Please make sure your office is supplying Stevens with as much detail as possible on the outpatient order to support the billing.

The following items are required on outpatient orders:

- Patient's name and date of birth and Medicare number
- Date of service
- All diagnosis (descriptive) and diagnosis code
- Procedure code

If your documentation does not support a specific routine diagnostic test, we

will notify the patient prior to the test, have them sign the Medicare waiver, and then bill them directly for what Medicare will not cover.

If you believe the test is medically necessary based on the patient's history and/or generally accepted medical practices, please order the test. We will have the patient sign the waiver, and will answer any questions the patient may have.

To learn more about the ABN process, please contact the Patient Access Department at 425.640.4444.

CPDI REPORT: March

Total Concurrent
Reviews: 296

Total Queries: 57

Response Rate: 82%

March's Top 5 Queries:

1. Acute renal failure
2. Documentation clarification
3. CKD –stage
4. Anemia-medical
5. Anemia-surgical

Impact of # 1 query:

Revenue: \$35,992

Case mix: 5.46

Thank you to the medical and surgical staff for taking the time to respond to these queries.

Please contact Loree McGill, RN, CDS, CPDI program manager, at 425.640.4869 with any questions.

February 2009 Hospital Statistics

	<u>February-09</u>	<u>February-08</u>	<u>%Change</u>
Average Daily Census	92.8	98.1	-5%
Total ER Visits:	3,271	3,674	-11%
Total Surgeries:	353	440	-20%
Deliveries:	95	77	23%
Days of Cash:	35.4	23.1	53%

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 1st of the month.

WELCOME New Stevens Medical Staff – March 2009

Name	Group	Specialty
Heather O. Andersen, ARNP	Stevens Hospital - 9W	Psychiatry
Travis M. Paoli, ARNP	Lake Serene Walk-in Clinic	Nurse Practitioner

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