

December
2008**E-Signature**

Did you know you can now electronically sign your transcribed H&Ps, operative reports, consultations and discharge summaries from any computer, anywhere?

WebMedx, the company that provides transcription services for Stevens Hospital, now offers an electronic signature product accessible to you on computers in the hospital, your office and even at home.

Please contact Heather Lingbloom at (425) 640-4204 in HIM to set up a training session. Please allow us one week from notice to training for Web-medx to set up your e-sign account. The actual training session takes less than 10 minutes!



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New Infusion Scheduling Practices

A new process will strengthen communication flow and efficiency when scheduling your infusion patients.

Beginning December 15, 2008, all infusion appointments will be scheduled through our radiology department. This will allow the infusion nurses to focus on their patients while staff trained in scheduling can pre-authorize and pre-register patients at the time of scheduling so that they will not have to do this on day of the appointment. The procedure will also enable us to provide patients with a reminder phone call about their visit reducing the number of no shows. Additionally, patients scheduled for infusions will not need to stop at the Patient Access department. They can go directly to the 8th Floor.

Scheduling department hours are 8:00 am - 5:00 pm, Monday through Friday. To schedule appointments for infusion, dial (425) 640-4260, and select option #2. To send a patient for infusion after 5:00 pm on Monday through Friday or on a Saturday or Sunday, contact the house supervisor at (425) 344-1613 before sending the patient. This will help to ensure that the patient feels expected and receives the great care we strive to give.

If insurance pre-authorization is required, it will need to be completed by our Patient Access department prior to the patient's treatment. We will make every effort to obtain the authorization as quickly as possible, but in some cases this can cause a delay for a same day case.

An physician order is required for infusion, and it should be faxed to (425) 640-4472.

Patients are encouraged to bring their own "comfort food" if they will desire food during their treatment.

Our hope is that this scheduling structure will improve the process flow and become smoother and easier for you and your patients. We look forward to working with all of you and successfully strengthening Stevens Hospital's capability of keeping our patients, providers, and team members satisfied with our work. If you have any questions or concerns, please contact Randi Ramsey, RN, Clinical Manager Outpatient Services at (425) 640-4065.

Medical Records Forms

In preparation for moving to electronic medical records, we are making some revisions to our medical records forms.

In order to make our forms ready to convert we need to eliminate NCR copies wherever possible, remove dark shading and **all colors** including colored borders and adding barcodes with information identifying the patient and the form.

Examples of changes include the yellow border on physician orders, purple border on pathology reports, and blue border on progress notes.

Please let me know if you have any questions or concerns.

Thank you.
Jan Feikes, Director, HIM
(425) 640-4201



Medication-Related Policy Update: Range Orders

The Pharmacy & Therapeutics Committee recently approved updates to our policy regarding medication orders that include a range (Range Orders, Joint Commission Chapter: Medication Management). In brief this policy states that:

Range orders should be eliminated where possible. Range orders that are deemed essential to patient care will be carried out according to policy.

When an order includes a range, it should also include instructions for how the nurse is to determine the dose of medication to administer.

In the absence of such instructions the nurse has the authority to adjust medication levels within the dosage range stipulated by the prescriber and according to procedure.

Orders may include ranges for dosage, but not frequency.

Methadone range orders are not allowed.

Doses less than the ordered range cannot be given without contacting the prescriber.

Some new or clarified elements of the policy include:

The range should be large enough to allow safe dose titration.

The maximum dose in a range is to be no higher than 4 times the base dose. Ranges with a maximum dose higher than this will be truncated during order entry by the pharmacist.

This applies to all patients *except* Hospice patients, Comfort Care End of Life Orders, or patients with chronic pain that have a well documented history of opioid use.

Decisions about the dose of pain medication to administer should include at minimum, assessment of pain intensity, temporal characteristics of the pain, and patient's previous response to this or other analgesics.

The Pain Management Policy (Joint Commission Chapter: Provision of Care and Treatment) was also updated, and includes additional specific information on procedures regarding patient assessment and principles of pain management. Clinical decision making is crucial to using any medication, especially opioids, appropriately, and was emphasized during development of a mandatory Pain Management education program for nursing staff that is currently underway.

For more information, contact Val Wilkins RPH, MS, MBA, Director of Pharmacy and Clinical Coordinator at (425) 640-4181

Stevens Medical Staff Holiday Dinner

The Stevens Hospital Annual Medical Staff dinner was held on December 3rd at the Embassy Suites Hotel in Lynnwood. There were approximately 110 in attendance including 9 Emeritus staff members.

Drs. Robert Chaffee and Ralph Althouse were given Presidential Recognition for their significant contributions as members of the medical staff in 2008.

In addition, Dr. Jon-Pierre Pazevic was given a fond

farewell as outgoing President of the Medical Staff and Dr. Marc Rosenshein was welcomed wholeheartedly as the in-coming President for 2009.

All in all, it was a fun-filled evening with delicious food and drinks a plenty! We hope to see you all again next year!

Thank you to both Jan Williams and Rhoda Ovalles for organizing such a wonderful event!



Jon-Pierre Pazevic, DO



Marc Rosenshein, MD

CPDI Corner:

Acute Blood Loss Anemia

Recently, concurrent queries were placed on two charts regarding acute blood loss anemia. Both patients had an admitting principle diagnosis that included the word "hemorrhage." As clinicians, an obvious secondary diagnosis or pathway of secondary diagnosis would include anemia. These two patients did require multiple transfusions, "fluid resuscitation" and frequent H & H checks. But, it was still necessary to query for

Acute Blood Loss Anemia

to capture the obvious anemia as a "CC" (complication/co-morbidity).

Unfortunately, CMS (Centers for Medicare & Medicaid Services) and the designation of MS-DRG to capture this "CC," do not allow the coding staff to link anemia to the word hemorrhage. Neither does underlining the word hemorrhage in the principle admitting diagnosis allow the coding staff to link the two words.

In order to capture the severity and monetary benefit of the complication anemia, the treating or consulting physicians on the cases, need to write in the progress notes, "Acute blood Loss Anemia."

Thank you for your cooperation and efforts in advance.

Loree McGill, RN
CPDI Program Manager
(425) 640-4869

New Physicians' Parking Outside the E.R.

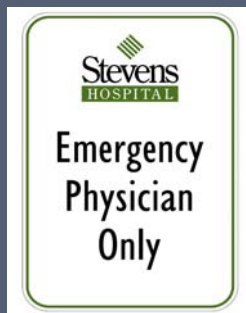
To improve service to our physicians, two physician only parking spaces have been created in the northeast corner of the Emergency Department patient parking lot.

The spaces are meant to accommodate the ED physicians and any visiting physicians to the ED who are in need of a quick and convenient parking space to see waiting pa-

tients.

The spaces are clearly labeled as "Emergency Physician Only." Security will monitor these spaces to prevent use by the general public.

For more information, contact Mark Nunes, Facilities/Safety Officer Director at (425) 640-4993.



October 2008

Hospital Statistics

Average Daily Census	95.2
Total ER Visits	3410
Total Surgeries	470
Deliveries	96
Days of Cash	38.3

Newsletter Access

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 – November 2008

Name	Group	Specialty
Jill L. Brinkman, D.D.S., M.D.	Drs. Heldridge, Weaver and Sato	Oral/Maxillofacial Surgery
Mark A. Edgar, M.D.	CellNetix Pathology	Pathology
Troy M. Martin, M.D.	Hospitalist Program	Hospitalist

To Admit a Patient to Stevens,
Call (425) 640-4444

On December 9th Stevens opened 8 telemetry rooms on our new patient floor, 2 East.

Please visit this great new unit!

Vital Signs Issue 03 December 2008



21601 - 76th Avenue West, Edmonds, WA 98026