

## Cancer Services clinches “Accreditation with Commendation”

The St. Joseph Hospital Cancer Services program has been awarded a distinguished, three-year Accreditation with Commendation by the American College of Surgeon’s Commission on Cancer (ACoS-CoC), the accrediting body for the nation’s cancer programs. Pursuit of this accreditation is voluntary, but predominant, in the industry. We achieved commendation status in all nine categories of the survey evaluation with no deficiencies cited! This outstanding outcome makes us eligible for the Outstanding Achievement Award, which can be awarded in follow up to the survey by the CoC. We will anxiously await that no-

tification. Congratulations to Nancy Harris and the team for this great outcome. A very special thanks goes to Maureen Mikuleky, RN, and Linda Concepcion for their leadership roles in the planning, preparation and execution of this onsite survey. There are many other hospital staff members and physicians to recognize for their participation and dedication to this outcome. They include: **Robert Ash, MD, Birbal Bhaskar, MD, Hisham El-Bayar, MD, Anita Gregory, MD, Bijon Haghghi, MD, Winston Ho, MD, and Michael Schoen, MD.**

- Tom Hill, Pharm.D., Vice President of Operations

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## Entering The St. Joseph Way

Creating a strategic “way” for St. Joseph Hospital to achieve its goal of Perfect Care, the St. Joseph Way launched in February. The training, tools and processes that comprise the St. Joseph Way are intended to engage physicians and employees in a permanent, transformational culture of continuous performance improvement.

The St. Joseph Way is based on the proven principles of the Toyota Production System in Japan and adapts many aspects of Total Quality Management (TQM) and Continuous Quality Improvement (CQI). Teams of trained employees and clinicians will evaluate workflows throughout the organization to identify ways to accomplish tasks more effectively and with greater efficiency. A critical component of The St. Joseph Way will be looking at processes that cross the entire organization (patient flow, care and administrative processes, etc.) and engaging a cross section of clinicians and employees in mapping, analyzing

and identifying opportunities to eliminate waste and improve patient care. Inaugural St. Joseph Way teams have begun with the Cardiac Cath Lab and Emergency department. Each core team consists of nine members: three involved in the process; three who “touch the process;” and three outside the process. On the Cath Lab team, **Jairo Marin, MD**, serves as the Core Team Physician Sponsor. This team will focus on significantly improving throughput and capacity of the Cath Lab to best meet the needs of physicians and patients. **James Pierog, MD**, serves on the ER team, focused on providing a safe, efficient, effective, timely and sacred experience with seamless communication along the continuum. Paul Pursell, formerly of Transition Planning and Rehab, and Jackie Jordan, formerly of Quality and Performance Improvement, have assumed full-time facilitative leader duties for the SJO Way.

Watch for improvements as The St. Joseph Way unfolds.

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## Cockpit skills for a safer OR: Crew Resource Management takes flight

*“This meeting was really great. I have spoken to several physicians of all specialties who felt the same. I was a little worried about blocking off four hours but ... I believe all who attended got something out of it.”*

– Jeffrey De Santis, DPM

Fifty-eight physicians and 171 hospital staff members attended one of seven Crew Resource Management (CRM) training sessions in late January. Its successful launch, focused on Endoscopy and the Out-patient Surgery Center, was in large part due to the wide variety of specialties represented -- Anesthesia, Gastroenterology, General Surgery, Obstetrics, Ophthalmology, Orthopedics and Neurology, to name a few. A follow-up, three-day training session to be held the second week of February will include the participation of CRM trainer **Bill**

**Schuler, MD**, in actual cases.

Aiming to make a good surgical program better, St. Joseph Hospital has invested in the CRM teamwork and communication system, initially developed for airline crews and applicable to patient safety in hospitals. While technical training assures proficiency at specific tasks, the potential for errors created by communicating and decision making in a dynamic environment still exist. CRM fosters a culture where the freedom to respectfully question authority is encouraged. Dr. Schuler, who conducted the training sessions, stressed that CRM was not yet another “rule,” but rather a set of tools that can be used to enhance patient safety.

## TODOS Golf Tourney - Are you in?

The 23rd Annual TODOS Golf Tournament, sponsored by Aramark, will be held on Monday, April 7, 2008 at Coto de Caza Golf & Racquet Club. This event is a great way for physicians to build medical and hospital staff relationships and show other hospital benefactors how much you support St. Joseph Hospital and the development of our Cancer Center opening in July. This year, all proceeds will benefit TODOS' \$1.5 million pledge to the Cancer Center.

Scot Berlinski and Doug Williams are serving as Co-chairs and **William Murphy, M.D.**, as Honorary Chair of the 2008 Golf Steering Committee. The player fee for physicians of \$625 (of which \$325 is tax deductible) includes 18 holes, tee gifts and a gift certificate to the merchandise store. The day also includes a silent auction, opportunity drawings and awards reception.

To participate or learn more about sponsorship opportunities, please contact Izi Martinez-Green, Foundation Development Coordinator, Special Events, at (714) 771-8211.

### **FREE LEARNING OPPORTUNITY:**

#### ***New Advances in Open Aortic Surgery and Lower Extremity Revascularization***

Tuesday, March 11, 6:30 - 8 pm, OCMA Turnip Rose with

**Jeffrey Ballard, MD**, Vascular Surgeon, and

**Mahmood Razavi, MD**, Interventional Radiologist.

1 CME credit available. Register by March 10 at 1 (866) 714-1777.

## Good news, bad news on Verbal Orders

While an initial verbal/telephone order for protocol driven therapy still requires a physician signature within 24 hours, subsequent orders to continue that therapy regimen under a physician approved protocol do not need a counter signature. As an example, a "TPN per pharmacy protocol" initial order still requires a signature within 24 hours. However, subsequent orders written (by the pharmacist) for daily TPN adjustments (rate, content, etc.) per protocol do not need a counter signature.

Any physician on the case may co-sign; no legal affiliation to the admitting physician is required. Due to the continuing compliance challenge with dating, timing and signature of physician orders, those orders not signed within 24 hours may be subject to a \$100 fine.

## Paying heed to financial need

A Financial Assistance Program (FAP) at St. Joseph Hospital is helping some patients who do not qualify for a government-sponsored insurance program or can't pay their hospital bills. The patient whose household income is below 200 percent of the current Federal Poverty Guidelines is eligible for 100% coverage of his or her hospital bill. To qualify for partial assistance, a family's income must be between 201 and 500% of the federal poverty level. From 7/07 to 1/08, we extended charity care to over 4,900 patients in need.

To determine eligibility for the Financial Assistance Program, patients should call a Financial Counselor at (714) 771-8185. For patients who do not qualify for the FAP, the hospital offers a payment plan, and a prompt pay discount for self-pay patients. To discuss payment plans and prompt pay discounts, patients can call (714) 568-5500 prior to their procedure.

**DOCTOR'S DAY**

*Please plan to join us on Monday, March 31, from 11:30 am to 2 pm in the Mother Louis Room at 480 S. Batavia St. for a very special luncheon in your honor.*

**SAVE THE DATE!**