Patient Safety and Risk Management

Patient safety is of primary importance in the physician office setting. All team members, including physicians, front office staff, medical assistants, patient care coordinators, nurses and health coaches are responsible for patient safety. Why is patient safety a priority? The outcome of the patient’s care and their experience is enhanced when the patient feels and experiences it is a priority in the office.

Our patient safety program is based on three principles:

1. A culture of patient safety that includes risk assessment and reduction; improving processes and evaluating the physical environment to provide safe care
2. Having competent and educated team members perform their duties with teamwork in accordance with established guidelines protocols, policies and procedures
3. Full and rapid evaluation of patient grievances/feedback and adverse events

The culture and environment in the office setting is critical to patient safety. Patients may not be feeling well, are possibly stressed and are stepping into our environment with limited control over what occurs. It is our responsibility to keep them safe during their visit. Health care providers share a common vision: “No patient should suffer harm as a result of care received in a place where health care is provided.” There are several processes providers must successfully complete with each patient in the office. These include but are not limited to:

- Fall risk assessment
- Hand hygiene
- Medication safety
- Patient identification
- Patient involvement/education
- Staff communication
- Patient examination/procedures
- PHI/HIPAA protection

Our goals are to ensure team members have the skills and tools to provide the highest level of quality care. BMG’s Clinical Education Department has recently incorporated a new learning model that places greater focus on safety and improving quality of patient care. Through the use of a new Clinical Simulation Lab, MORs and clinical staff can use two fully functioning mannequins to practice over 35 nursing and medical procedures.

Through hands-on training, team members can demonstrate competency and reinforce key skills such as taking vitals, venipuncture, vaccine administration, medication reconciliation and patient teaching. The reception area of the Simulation Lab also provides an opportunity to practice the AIDET communication model to enhance the patient experience. If your staff would benefit from a workshop/in-service in the Simulation Lab, contact Natasha Shenk at (727) 524-2695.

When a complaint, grievance or adverse event occurs in the office setting, it is now entered in PRISM, which assists with a more timely notification and review of the occurrence. Jennifer Jones, Gina Sanchez and Joanne Skorupski in BMG’s Risk Management and Patient Experience department, are available by telephone or email to assist you with data entry and file management. Implemented last month, PRISM enables us to track, trend and report on incidents so we can learn and improve our performance.

Keep a constant awareness of PATIENT SAFETY as you care for patients in your daily practice. Continue to use the AIDET model of communication with all patient and staff interactions. For any information or assistance in risk assessment, patient safety or patient experience, call Joanne Skorupski, RN, at (727) 444-3736.

Education Fair – November 12

If you did not have an opportunity to attend BMG’s first Education Fair on September 1, another one is scheduled to take place on Thursday, November 12, from 11am to 2pm in the Auditorium at St. Anthony’s Hospital. You will be able to meet representatives from BayCare and local colleges to learn about tuition assistance and the various educational programs available.
Dr. Sanjay Menon (Orthopedic Surgery, St. Petersburg) presented “The Pros and Cons of Two Approaches to Hip Replacement (Anterior vs. Posterior)” at the 2015 BayCare Sports Medicine Conference: The Masters Athlete: Staying Fit and Injury-Free Over 40. Dr. Menon also spoke at the recent BayCare Wellness employee seminar.

Dr. James Irwin (Cardiology, Tampa) is now implanting pacemakers (except Bi-V) and defibrillators, and replacing batteries at St. Joseph’s Hospital-North.

Dr. Kathleen Allen (BMG Breast Care, Clearwater and Trinity) joined Dr. Craig Banull (Radiology, BayCare) at an event showcasing the Comprehensive Breast Care Center of Tampa Bay and BayCare Wellness Centers to Women in Philanthropy.

Dr. Mark Mogul, BMG physician and medical director of pediatric hematology/oncology at St. Joseph’s Children’s Hospital (SJCH), received a $50,000 Hyundai Impact Award to fund an Adolescent and Young Adult Cancer Program to improve cancer support and survivorship. SJCH named the 2nd floor of a new patient wing the Hyundai Hope Unit to recognize Suncoast Hyundai Dealers and Hyundai Hope on Wheels as the single largest donor to its children’s oncology program, with this gift bringing their total contributions to nearly $1 million.

Dr. Tracy DeLucia (Pediatric Orthopedic Surgery, Tampa and Lutz) recently provided tips in the articles “Pain, Not Gain” and “When Should Kids Return to Sports After Injuries” in the August Tampa Bay Parenting magazine.

Dr. David Siambanes (Pediatric Orthopedic Surgery, Tampa) was also featured in “Don’t Break Backs With Backpacks.”

Many thanks to pediatricians Thuy-Van Chau, Frances Morales and Neil Surti at our Cypress Creek office who are teaching baby basics to new parents at the Wesley Chapel Babies “R” Us on a monthly basis. Feedback from the store and parents has been great.

Thank you to Dr. Robert Gabordi (Breast Surgery, Tampa) and Dr. Zara Babayan (Cardiology, Tampa) for their participation in the Tampa’s Women’s Health Seminar held in downtown Tampa.
The Hampton Lakes Adult and Westchase Adult and Pediatrics practices are sponsors of the 14th Annual Great Westchase Run on Saturday, October 31. This year’s 5K, 10K and Children’s Fun Run will benefit Davis Elementary School. BMG employees Greg Witte and Greg Levy will be among the 900 competitors racing through the streets of the Westchase community in Tampa. Staff members Kim Baker, Yvonne Holloway and Natasha Borchers will have a marketing table at the event.

The Tampa Bay Times interviewed Drs. Peter Blumencranz (Breast Care, Clearwater) and Ben Yan (Hematology and Oncology, Clearwater) and their patient about Perjeta, a new drug used to treat advanced breast cancer before surgery that is improving survival rates and, in some patients, wiping out the cancer completely when found and treated in its earliest stages. Their patient’s tumor shrunk so much during treatment it was no longer detectable on examination and she was able to have a smaller, breast-conserving operation that didn’t require breast reconstruction.

BMG CAO Kevin Corrigan and Drs. Hugo Jasin, Sarah Notter, David Hughes, Latha Pandurangan, Elizabeth Harris and Bernice Hippolyte partnered with St. Joseph’s Children’s Hospital to offer free back-to-school physicals and health care information to students at Eisenhower Elementary School.

Dr. Peter Blumencranz (Breast Surgeon, Clearwater)

Congratulations to:

- Lisa Maloney (Education and Training Coordinator-PCMH, Clinical Education and Training) on achieving her Allied Health Instructor (AHI) certification from American Medical Technologists

- Dr. Corey Evans (Family Medicine, St. Petersburg) on earning Preceptor of the Year award by the Florida Academy of Physician Assistants at their annual summer conference. Recognized for his passion and dedication in educating future providers, Dr. Evans has guided physician assistants, nurse practitioners and medical students. If you are interested in mentoring students, please contact Mary Swink at (727) 824-7148.

- Drs. Julia Jenkins and Brooke Shepard Orr (Family Medicine, Palm Harbor) for graduating the fifth Karl M. Altenburger, MD, Physician Leadership Academy class during the 2015 Florida Medical Association Annual Meeting

- Jessica Whittaker (Medical Assistant II, Walden Lake Adult, Plant City) on completing her Aspiring Leader Track classes. Motivated team members nominated by their managers take these classes in a quest for management within BayCare.

- Congratulations to Dr. Mark Smitherman (Internal Medicine, Clearwater) on his completion of the triple crown of open water marathons. He is the 122nd person in history to complete the Manhattan Island, Catalina Island and English Channel swims.
BayCare Medical Group team members will be required to complete annual training courses that are designed to support our quality and safety initiatives. In October, two eLearning courses will be assigned to MORs, clinical team member’s and site manager’s To Do list in the Online Learning Center (OLC). These need to be completed by November 30, 2015.

- **Annual Education Training (AET):** This course replaces the Annual Competency Education Seminar (ACES), previously held as an instructor-led class. The AET course will review key areas including quality, safety and patient-centered care. Duration: One hour

- **Patient Centered-Medical Home (PCMH):** This course will familiarize team members with the patient-centered medical home and APMCH patient care models implemented at BayCare Medical Group. Duration: 30 minutes

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**Best Doctors**

Each year Best Doctors, Inc. surveys physicians to ask, “If you or a loved one needed a doctor in a certain specialty, who would you choose?” to identify the doctors that other doctors trust most. Congratulations to the BMG physicians below on selection by their peers as Best Doctors in America* 2015-2016, excerpted in the September issue of *Tampa Bay Metro* magazine.

- **Mark Borden, MD** (Pediatrics, Tampa)
- **James Christensen, MD** (General Surgery, Tampa)
- **H. Bushnell Clarke, MD** (Neurological Surgery, St. Petersburg)
- **Jose Colon, MD** (Pediatrics, Lutz)
- **Juan Falla, MD** (Family Medicine, Oldsmar)
- **Enrique Grisoni, MD** (Pediatric Surgery, Tampa)
- **Steven Gross, MD** (Ophthalmology, St. Petersburg)
- **James Irwin, MD** (Interventional Cardiology, Tampa)

- **Jorge Lense, MD** (Family Medicine, Clearwater)
- **Dominek Reina, MD** (Pediatrics, Tampa)
- **Jeffery Sourbeer, MD** (Family Medicine, Clearwater)
- **Frank Thompson, MD** (Family Medicine, St. Petersburg)

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**Upcoming Clinical Workshops**

BayCare Medical Group is committed to promoting the growth and development of our team members. In an effort to reduce vaccination/medication errors and improve compliance, BMG has partnered with the Department of Health to deliver educational workshops on these topics. Diabetes education workshops are also now available and focus around the BMG Diabetes Standing Orders protocols. These workshops are available in the BayCare Medical Group Clinical Education folder in the OLC.

**Mosby’s Nursing Skills**

BayCare Medical Group clinical staff now have access to Mosby’s Nursing Skills. This online solution provides reference information on over 1,200 clinical skills and procedures. To access Mosby’s website, search for “Mosby’s Skills” on the BayCare Intranet or go directly to Intranet. TeamBayCare.org/Resources/Links/Pages/CD/NUR/mosbysskills.aspx.

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Send your news/highlights to holly.russell@baycare.org. Submissions will be reviewed by the BMG Quality Committee for inclusion in the newsletter.
New Cerner Tools

Chris Eakes, manager of Population Health Analytics, announced the activation of new Cerner tools, HealtheCare (9/29 activation) and HealtheRegistries (10/1 activation) both of which sit on the HealtheIntent platform.

HealtheRegistries is a population health management tool intended to help providers, staff, care management and quality coordinators identify care needs of the patients they manage. This includes the ability to proactively manage patients with chronic diseases, such as diabetes, by utilizing identification intelligence and automatically calculating when care is needed based on widely recognized established protocols including PQRS, ACO and/or NQF.

HealtheCare is a community care management solution designed to improve the identification of patients in need of care management, enable the creation of comprehensive shared care plans and promote efficient workflows through consistent documentation. The tool is purposely embedded within our Cerner Millennium environment in order to increase the data available to the care team.

HealtheIntent is the supporting platform that collects and normalizes data across multiple sources including our Cerner Millennium EMR (acute and ambulatory) and enrollment/claims from at risk payer partners.

There are training vignettes on the OLC (search “HCC”) and multiple job aids already available. Chris and his team are planning learning events in the near future, so be on the lookout for those notifications. If you have any issues or questions, call the IS help desk and be sure to reference HealtheCare or HealtheRegistries.

Your Presence Requested

This is the busiest season for requests of BMG’s presence in the community. If you would like to attend an event to market your services or practice, contact Natasha Borchers in Practice Development at (813) 636-2548, and let her know your clinical interests. In most instances, the host will promote your appearance to increase attendance at their event. The Practice Development team can help provide marketing materials and giveaways to further enhance your presence.

2015 Provider Annual Meeting

BayCare Medical Group’s 2015 Provider Annual Meeting was held on September 30 at the Hilton Carillon in St. Petersburg. The evening began with a networking reception highlighted by the introduction of the new providers that joined BayCare Medical Group within the past year. The annual meeting offered insight into the value and direction of BayCare Medical Group. Guest speakers included Stephen Mason, BayCare CEO, and Bruce Flareau, MD, president of BPP/EVP Physician Services.

BMG’s Chief Administrative Officer, Kevin Corrigan (pictured above), provided a recap of the group’s significant progress over the past two years and also provided projections for the group’s future growth.

Special thanks to the BMG committee chairs (pictured above) who presented on their individual committee accomplishments including the future direction for each committee. Dr. Lee Kirkman, BMG CMO, brought the meeting to a close discussing specifics on what providers can expect to see in 2016 from BMG leadership. The event concluded with an open forum.

Thank you to the 280 providers who attended the event. For those providers unable to attend, all of the speaker segments were videotaped. The videotape is in final production and all BMG providers will be notified when available.
Our Hematology and Oncology II Specialists in Clearwater recently doubled their patient capacity with the addition of Rusudan Hopman, MD. Dr. Hopman joins Alberto Mizrachi, MD, in specializing in the prevention, early detection and treatment of cancer and blood disorders such as:

- Abnormal blood counts
- Anemia
- Bladder cancer
- Blood clots
- Breast cancer
- Colon cancer
- Head and neck cancer
- Iron deficiency or overload
- Leukemia
- Lung cancer
- Lymphoma
- Multiple myeloma
- Myeloproliferative disorders
- Pancreatic cancer
- Prostate cancer
- Thalassemia
- All other cancers

Dr. Hopman is board certified in internal medicine and board eligible in medical oncology. She completed her internal medicine internship and residency at the University of Kentucky Chandler Medical Center in Lexington and her oncology-hematology fellowship at Washington University in St. Louis, Missouri. In addition to seeing patients with a variety of solid and hematologic malignancies, her clinical interests include breast, gastrointestinal and thoracic malignancies.

Brian P. Carew is Site Manager III over the entire practice, which includes Drs. Vijaya Gadiyaram and Ben Yan whose office is in the Axelrod Pavilion on the Morton Plant Hospital campus (727-462-3692), and the office of Drs. Mizrachi and Hopman, located on the Mease Countryside Hospital campus (727-443-8450).

Brian noted many team members are not aware of their cancer center, located in the Axelrod Pavilion. Their oncology program is as comprehensive as H. Lee Moffitt’s, with surgery, medical oncology, chemotherapy and imaging under the same roof, and radiation therapy next door. They also offer research and clinical trials that rival those of their competitors, with many clinical trials currently underway. In addition, they are COC and NAPBC accredited and NCQA Level 3 recognized, and offer a survivorship program with various services including CAPSS, Power, and wellness and nutrition referrals.

Dr. Mizrachi is board certified in medical oncology and hematology. He completed his internal medicine internship and residency at Albert Einstein Medical Center in Philadelphia, Pennsylvania, and his oncology-hematology fellowship at the University of Nebraska College of Medicine in Omaha. In addition to seeing patients with a variety of solid and hematologic malignancies, his clinical interests are in the area of breast cancer, lung cancer and hematologic disorders.