

Dogs used their paws instead of paint brushes to create unique artwork that will be auctioned September 13, 2009 at the Do Good Golf Classis held at the Mill Creek Country Club to benefit Stevens Hospital's Mother Baby Unit and Level II Special Care Nursery. For more information, call 425.640.4045.



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Charity Golfing and Bidding Starts Sept 13

Tee up and make a difference at the 2009 Do Good Classic. Help the Stevens Foundation "Who Loves You Baby" campaign by fulfilling the hospital's commitment to a healthier future for families in our community. The Mother Baby Unit and Level II Nursery at Stevens Hospital have a shopping list of specialized equipment needed to keep our high standards of care for mom and babies. Proceeds raised from the Do Good Golf Tournament and the Do Good Dinner, Auction and Fund-a-Need will make these purchases possible. Get involved in two ways: Do Good Dinner and Auction or Do Good Golf Tournament.

Do Good Dinner and Auction Sunday September 13, 2009

Join us at the Mill Creek Country Club for a lively evening of wine tasting, live and silent auctions, and a dinner benefiting Stevens Hospital's Mother Baby Unit and Level II Special Care Nursery. The evening will begin at 5 p.m. with wine tasting and music by

Sonando, followed by a gourmet dinner and auction. A table for ten is \$1,500 and individual seating is available for \$150.

Do Good Golf Tournament Monday September 14, 2009

It's Time to Tee up and Do Good for the Stevens Foundation's Do Good Golf Tournament held at the Mill Creek Golf and Country Club. \$1000 per foursome, \$250 per golfer, the golf package includes: valet parking, 18 holes of golf, lunch, range balls, golf cart, hole-in-one prizes, team photo and tee gifts.

To register for either event or for more information visit our website at www.stevenshospital.org/foundation_events.html or call the Foundation at 425.640.4045.

Joint Commission Changes Standards

July 1, the Joint Commission (TJC) made changes to some of their standards. Two big changes that impact you include:

1. Now all entries in the medical record are authenticated by the author and all information introduced into the medical record through transcription or dictation must be authenticated by the author, rather than only select documents. (RC.01.02.01#4)
2. Now, all entries in the medical record, including orders, are timed, rather than just dated. (RC.02.01.03#15)

Additionally, there is one standard that we continue to struggle with: Verbal orders are authenticated within 48 hours. (RC.02.03.07#4)

Stay tuned as the hospital puts processes in place to help you meet the standards! For more information contact the HIM Department at 425.640.4201.

A Call for Help for One of Stevens Own

In the healthcare field we care for sick people everyday, but it hits home when one of our own is affected. A member of the Stevens family for eight years, Carol Bethel, certified nursing assistant and mental health specialist in Stevens Mental Health Department, has polycystic kidney disease. Her best chance to live a normal life is to have a kidney transplant.

She lost her mother to the disease when she was 15 and received the diagnosis herself at age 21. Carol's husband is not a match for

her and, as this is a genetic disease, she does not have family she can turn to for help. She is seeking a volunteer to donate a kidney to her.

"Thank you and I appreciate everything that's being done to support me," says Carol. "I know it's a huge sacrifice."

If you or someone you know is interested in more information on becoming a living donor, please contact Carol Arp, RN, at the University of Washington Medical Center 206.598.6994. Donors can

choose to do so anonymously or as a known donor.

Carol's Status:
Carol just underwent the final surgery to prepare her for dialysis, which she will begin in the next few months. She also expects to be added to the official transplant waiting list as soon as her screening is completed within the next month. The average time someone will spend on the waiting list is four to seven years and the success rate is much lower as compared to someone receiving a kidney from a living donor.

Stevens offers American Diabetes Association Recognized Diabetes Management Program

Diabetes is a serious disease that strikes nearly 24 million children and adults in the United States each year. It is named the "silent killer" because nearly one fourth of those with the disease, 5.7 million people, do not know they have it. In addition, another 57 million individuals have pre-diabetes. As a result, 80 million individuals have diabetes or pre-diabetes, that's one in three Americans. Early diagnosis is critical to successful treatment and delaying or

preventing some of the complications of diabetes such as heart, eye and kidney disease.

As you know, management of any chronic condition, including diabetes, is best done through a team approach. Stevens offers an ADA Recognized Diabetes Management Program to meet the needs of all of these patients, including patients with pre-diabetes, gestational diabetes and types one and two diabetes. Most patients

are eligible for ongoing education. We welcome opportunities to partner to improve patient outcomes.

To request a free copy of *Choose to live, Your Diabetes Survival Guide* or for more information about the program, please contact our Preventive Care and Wellness Department at 425.640.4395.

Stevens Hospital Offers Hand and Upper Extremity Therapy Services



Allegra Andersen, OTR/L, CHT

Allegra Andersen, OTR/L, CHT, recently joined Stevens Hospital Occupational Therapy department to provide comprehensive hand therapy services for the hand therapy program. She is skilled in evaluating and treating post-surgical, traumatic injuries, sprains, strains, and repetitive motion injuries.

Hand therapy services are available Monday through Friday with some early morning and later afternoon hours to accommodate work schedules. The department has also a PRIMUS Baltimore Therapeutic Equipment

computerized work simulator that can be used for specific evaluation and/or training for hundreds of specific job tasks.

Hand Therapy Services Available at Stevens Hospital Include:

- Acute hand therapy for pre- and post-surgery patients
- Acute treatment for traumatic hand injuries
- Treatment for nerve injuries and CRPS
- Assessment and training with the PRIMUS BTE computerized work simulation
- Biofeedback for postural retraining

- Custom and prefab dynamic and static splinting
- Myofascial release for cumulative trauma patients
- Pain management with emphasis on patient education and understanding
- Physical capacity evaluation
- Therapy for chronic conditions such as arthritis and fibromyalgia
- Treatment for cumulative and traumatic injuries
- Patient education for better healing and prognosis
- Upper extremity physical capacity evaluations

See Hand Therapy Services on pg 4

Watch for the 2009 Physician Satisfaction Survey

On September 8, 2009 Press Ganey, a nationally renowned medical services survey company, will be mailing and e-mailing a physician satisfaction survey to more than 300 Stevens medical staff members, which can be done on hard copy or online.

Timothy Roddy, MD, chief medical officer, together with the Physician Relations Department, is hopeful for an 80 percent return on the survey, and is excited about this step forward in asking for our medical staff's views on Stevens Hospital's quality of patient care, the ease of practicing at Stevens and physician relationships

with administration.

This survey is completely confidential. Only Press Ganey associates will see the return of individual surveys. Please contact Jennifer Sanchez, physician liaison coordinator, at 425.640.4645 if you have any questions.

CPDI REPORT: July

Total Concurrent Reviews:	318
Total Queries:	57
Response Rate:	81%

June's Top 5 Queries:

1. Malnutrition
2. Acute Renal Failure
3. Sepsis
4. Present on Admission
5. Anemia Surgical

Impact of # 1 query:

Revenue:	\$20,000
Case mix:	0.50

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.

Congratulations...

These individuals were mentioned by name in the April Press Ganey Patient Satisfaction Surveys and complimented for their great work.

Angela Sparks, MD
Birth & Family Clinic

Catherine Rogers, MD
Sound Women's Care

Daniel Timmons, MD
Sound Women's Care

David Fuhrmann, MD
Birth & Family Clinic

David Kuechle, MD
Kruger Clinic
Orthopedics

David Spiro, MD
Birth & Family Clinic

Debora Sciscoe, MD
Sound Women's Care

Gordon Hunter, MD
Sound Women's Care

Gretchen Lockard, MD
Birth & Family Clinic

Jeffrey Bray, MD
Sound Women's Care

Judith Babcock, MD
Birth & Family Clinic

Kimberly Dickey, DO
Sound Women's Care

Linda Brunson, MD
SCIM

Linda Strong, MD
SCIM

Marci Nelson, MD
Birth & Family Clinic

See Survey Comments on pg 5



CME Corner

John Arveson
CME Program Coordinator

Continuing Medical Education (CME) is important to physicians for many reasons, primarily because physicians need to complete 200 hours of CME every four years in order to renew a medical license in Washington state. It is also important for the evolving maintenance of certification requirements.

The American Board of Medical Specialties (ABMS) adopted the maintenance of certification (MOC) standards in 2006 as part of its Public Trust Initiative. The initiative brings an increased commitment to quality healthcare and transparency in physician accountability. In doing so, each of its 24 member boards will be incorporating the standards in their recertification requirements.

Part 2 of the MOC standards will require physicians to document that they are meeting the CME and self-assessment requirements, which includes an average of 25 Category 1 credits per year.

Part 4 of MOC will require physicians seeking recertification to provide evidence of participation in a practice assessment and quality improvement activity every two to five years. Physicians who are awarded American Medical Association Physician Recognition Award (AMA PRA) Category 1 Practice Improvement credit will meet this standard provided that all stages are completed.

The stages are to assess your practice using a specific performance measure, modify your practice if necessary, and to re-assess your practice

after an approved interval of time. Practice Improvements credits may also be awarded for group quality measurement and improvement activities.

The Stevens CME program will incorporate the MOC standards as well as new CME formats, such as Practice Improvement activities, so that we are better meeting your needs and providing value.

CME Update

On August 26, the Washington State Medical Association (WSMA) will conduct a survey of our new CME program.

The WSMA should render their decision on September 10. If all is approved, Stevens Hospital CME Committee will meet to approve CME activities and programs. The committee expects to offer Category 1 CME credit by October 1.

Hand Therapy Services *(continued from page 3)*

- Work conditioning including ergonomics, pacing and joint protection
- Work hardening
- Workplace assessments

The Stevens Hospital Occupational Therapy Department is committed to meeting the full range of UE diagnoses and preventive health needs in

the north King and south Snohomish Counties. Please contact Rehab Services at 425.640.4140 or Fax 425.640.4142 for further information.

Outpatient Radiology Scheduling

Stevens Hospital provides outpatient imaging and infusion services. Service hours are outlined below.

To schedule a patient, please contact our scheduling department Monday through Friday, between 8 a.m. and 5 p.m. at 425.640.4260 and select option 2. You can also fax requests to 425.640.4472

Outpatient Imaging Hours

Diagnostic Imaging
Monday through Friday
8 a.m. to 9 p.m.
(Radiologist available
9 a.m. to 4:30 p.m.)

Saturday and Sunday
8 a.m. to 9 p.m.
(Radiologist available
8 a.m. to noon)

Ultrasound
Monday through Friday
7 a.m. to 8:30 p.m.

CAT Scan
Monday through Friday
8 a.m. to 8 p.m.

Saturday and Sunday
8 a.m. to noon

Nuclear Medicine
Monday through Friday
8 a.m. to 4:30 p.m.

MRI
Monday through Friday
7:30 p.m. to 8:30 p.m.

Saturday and Sunday
7 a.m. to 6 p.m.



Echocardiograms Now Available Within 48 Hours at Stevens Hospital

If you need an echocardiogram promptly, call the professional staff at Stevens Hospital at 425.640.4312 or 425.640.4447 (fax) to schedule an appointment.

Survey Comments

Continued from pg 4

Matthew Matko, MD
SCIM

Maurene Cronyn, MD
Birth & Family Clinic

Melissa Chinn, DO
Sound Women's Care

Michelle Sinnett, MD
Surgical Associates of Edmonds

Randolf Bourne, MD
Sound Women's Care

Scott Norquist, MD
Pacific Anesthesia

Timothy Little, MD
Puget Sound
Gastroenterology

June Hospital Statistics

	<u>June-09</u>	<u>June-08</u>	<u>% Change</u>
Average Daily Census	94.3	88.2	7%
Total ER Visits	3,640	3,502	4%
Total Surgeries	413	458	-10%
Deliveries	99	96	3%
Days of Cash	46.2	34.3	35%

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.

Join us for the 2009 Employee Picnic

Saturday, Sept. 19, Noon to 5 p.m.

Nile Country Club, Picnic Shelter A
6601 244th SW, Mountlake Terrace

All employees, medical staff, auxiliary, volunteers, EMS and their families are invited to attend.



Joshua and Zachary Langer enjoyed a watermelon eating contest at the 2008 Employee Picnic, this year is sure to be a blast!

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