



*Sutter Medical Center,
Sacramento*

A Sutter Health Affiliate

SMCS Physician

Message from Tom Gagen, CEO

May 2008

As the administration of a large community hospital, we are always looking for ways to improve for our patients, our employees and our physicians. We routinely ask each of these groups to fill out surveys about how we're doing as a hospital, an employer and an important member of the community. And, we truly listen to what each has to say and try to find solutions if there are problems.

Every year, we ask you to fill out a Physician Satisfaction Survey. We are proud of the fact that our physicians are generally very happy with the medical center and its administration. However, one area that we didn't score as high on last year had to do with engaging our physicians in the ongoing activities of our organization. So, we are taking what we see as valuable steps toward involving our physicians more in our efforts.

One area that we saw as an opportunity for the Administration Team to hear first-hand the concerns of our physicians is in the monthly meetings of the Medical Executive Committee. On a rotating basis, members of our A-Team are going to attend the MEC to present topics of interest and hear comments. This way, we can hear directly from your elected leaders and act in a timely manner to any problems or concerns you may have.

Another area is in our meetings as an Administrative Team. An Administrative Team off-site retreat was held the end of April, and for the first time we invited the eight service line medical directors to meet with us. All cleared their calendars to attend, and I think everyone – our senior administrative leadership and physician leaders – were glad they did. In fact, everyone was so pleased with the results and collaborative efforts that we have decided to meet as a group on a regular basis through the rest of this year and into the future.

Our A-Team meetings are organized around the Five Pillars of the Sutter Difference: Service, People, Quality, Finance and Growth. Our main goal with the retreat and the upcoming combined meetings is to take the wisdom of the medical directors and blend that with the knowledge of the A-Team to create a better overall product and improve on our dashboard metrics. The retreat was a first step, and some medical directors felt it was a giant one in the right direction.

"I think anytime you put together upper management with the physicians in an open forum, it opens up the possibilities of real communication in order to align our needs and goals," said Michael Abate, M.D., medical director of the Hospitalist Program. "It's not 'us vs. them'; we're interdependent on where each one of us needs to go. The retreat was an invaluable strategy session and facilitated dialogue on where we are going and how we're going to get there."

Richard Bowdle, M.D., medical director of the Sutter Center for Psychiatry, said he came to Sutter 10 years ago because of its integrative approach to health care, and the hospital's willingness to listen to its physicians in order to make improvements.

"The retreat was beneficial for a variety of reasons," Dr. Bowdle said. "I applaud the efforts of the A-Team to build the relationships with the physician leaders and engage them in the planning process. This was an important opportunity for the medical directors of all the service lines to meet in a collegial manner. Sutter promotes an integrative, patient-centric approach toward health care, and meeting together as physician leaders with the administrative leaders will allow us to collaborate on a higher level."

Please know that we and the service line medical directors want to hear from you. If you have any concerns regarding strategic issues, please contact your respective service line medical director, and he or she can bring it to the table.

I also want to reiterate how important the Physician Satisfaction Survey is. We really do take those surveys seriously, and we try to act on what the surveys tell us. Health care and the business of health care are always changing. Both of us have as the top priority to provide the best quality care at a price that is affordable. And, by working together, we will continue to make this happen.

SMCS Welcomes New Medical Staff Members

Manoj Agarwal, M.D.

1020 29th St.,
Suite 680

Sacramento, CA 95816

(916) 453-3300

Specialty: Internal Medicine, Medical
Oncology, Hematology

Narinder S. Dhaliwal, M.D.

6650 Fair Oaks Blvd.

Carmichael, CA 95608

(916) 485-1217

Specialty: Internal Medicine

Isabella Flores-Merritt, M.D.

Acute Care Surgery Medical Group

5901 River Oak Way

Carmichael, CA 95608

(916) 423-3255

Specialty: Surgery, General

Akshay J. Manek, M.D.

500 University Ave., Suite 220

Sacramento, CA 95825

(916) 679-3693

Specialty: Internal Medicine

Lisa D. Mills, M.D.

2100 Powell St., Suite 940

Emeryville, CA 94608

(888) 888-7362

Specialty: Emergency Medicine

Gurdeep S. Sahota, M.D.

1020 29th St., Suite 480

Sacramento, CA 95816

(916) 733-3777

Specialty: Internal Medicine

Ahmed F. Shaikh, M.D.

Specialty: Emergency Medicine

Jean-Claude Veille, M.D.

5301 F St., Suite 112

Sacramento, CA 95819

(916) 733-7111

Specialty: Maternal-Fetal Medicine

Caroline G. Yap, M.D.

3301 C St., Suite 200E

Sacramento, CA 95816

(916) 446-0424

Specialty: Pathology AP/CP

Medical Staff Well-Being Committee

Did you know that you have a Medical Staff Well-Being Committee? It is comprised of active medical staff members and, through their work, the committee has developed a confidential consultation program for fellow physicians experiencing personal or professional difficulties.

A brochure regarding the Medical Staff Well-Being Committee will be mailed to all members of the medical staff and will also be available on the Sutter Medical Center, Sacramento website at <http://suttermedicalcenter.org/forourphysicians/>. The phone number to the confidential line is 733-3045.

Patient and Family-Centered Care Tip of the Month

When we started Open Visiting Hours several months ago, families began to feel more a part of our patients' treatment team. When patients need assistance with eating, bathing and toileting, for example, most of them prefer a family member or very close friend to help them with those tasks. When that happens, the workloads of the nurses and assistants become more manageable and they can spend more time with patients who do not have family present. More regular and consistent family presence can also lessen the anxiety, agitation and loneliness that many patients experience.

So, who benefits from open visiting hours? Patients, families *and* staff, of course.

Continuing Medical Education

Don't forget to go to <http://suttermedicalcenter.org/forourphysicians/> to access the entire May CME Calendar.

Pharmacy Corner

At the March Pharmacy and Therapeutics Team meeting, these drugs were added to the formulary: aripiprazole, duloxetine, fish oil, memantine, oseltamivir, rivastigmine, rosuvastatin, Symbicort, trandolapril.

The following drugs were reviewed and not approved: arformoterol, fondaparinux.

An automatic substitution (per manufacturer guidelines) of regular-release carvedilol was approved when Coreg CR is ordered.

A procedure for Medication Safety was approved, including automatic-dose reductions for droperidol and ketorolac, and automatic discontinuation of metformin when certain serum Cr levels are exceeded.

For more information, please contact the Pharmacy.

Accreditation Participation

As a member of the medical staff, if you have any concerns about the safety or quality of care provided at Sutter Medical Center, Sacramento (Sutter Memorial Hospital, Sutter General Hospital or Sutter Center for Psychiatry) you may report these concerns to the Joint Commission.

For contact information of the Joint Committee, please call Medical Staff Services at (916) 733-3097.