



*Sutter Medical Center,
Sacramento*

A Sutter Health Affiliate

SMCS Physician

Message from Tom Gagen, CEO

September 2008

This month, each member of our medical staff will be mailed this year's Press Ganey physician satisfaction survey and will have until Nov. 12 to complete the survey either in paper form or on the Internet. Please, fill it out and turn it in. I have heard rumors that some physicians feel the survey is a waste of time because, they believe, the hospital administration doesn't really care about the medical staff's ideas or concerns, and that the results of the survey are never acted upon. That is far from the truth.

According to the 2007 survey results, the medical staff's overall satisfaction slipped in the past year, and this year we worked with physician and hospital leadership to develop action plans to address the areas needing the most improvement – ease of practice and better communications.

Here is a sampling of the many improvements we have made to address these areas:

- The Surgery Department is holding quarterly forums with OR nursing, Anesthesia, surgeons and Administration to facilitate better communications and improve OR efficiencies.
- A new Surgical Hospitalist Program now provides 24/7 onsite general surgery coverage.
- A nursing committee was formed to improve key areas of physician dissatisfaction: reporting of patient condition; timeliness of addressing/completing written physician orders; and response to physician concerns.
- Many patient care floors have instituted daily Nurse/Physician Rounding on patients.
- SMCS formed the Senior Leadership Team made up of the service line Medical Directors. This team meets monthly with the Administrative Team to discuss strategic issues and opportunities. The service line Medical Directors also now attend the quarterly Leadership Development Institute sessions.
- The A-Team now regularly attends medical staff meetings and provides updates.
- The Pharmacy Department hired an ICU pharmacist at Sutter Memorial Hospital to assist physicians with managing patient medication. This helps reduce LOS and mortality.
- Pulmonary Medical Associates has a physician in house on PMs in the ICU.
- A joint effort between the radiologists and Administration is resulting in better Thoracentesis/Paracentesis coverage provided in Diagnostic Imaging.
- Sutter Orthopaedic Institute and Sutter Neuroscience Institute published monthly newsletters to keep physicians informed on their operational and growth efforts.
- Pathology and Clinical Labs purchased new instrumentation to support faster test turnaround time for cancer patients.
- Sutter Heart & Vascular Institute worked with the cardiologists to implement interventional coverage.
- Sutter Heart & Vascular Institute is replacing Cath Lab #2, scheduled to be completed in early 2009.
- Last but not least, we helped build two collaborative, community-based programs for our uninsured and underinsured patients who use the ED for their primary care needs, with the goal of providing the care at the most appropriate level. The T3 Program – Triage, Transport and Treatment – provides ongoing primary care and mental health services, and the Interim Care Program in partnership with the Salvation Army provides in-home care and a safe place to heal once a patient is discharged.

As you can see, the survey really does make a difference. The A-Team will continue to take the survey results seriously and implement plans and procedures to improve the quality of care for our patients and the work environment for our medical staff.

As an incentive, every physician who fills out their survey and then contacts Grange Fife (916-733-3097 or FifeK@sutterhealth.org) will receive a gift certificate for a car wash. Also, we will be raffling off five \$100 gift certificates to Biba restaurant at the end of the survey.

I look forward to seeing the results for this year and working together on solutions next year.

SMCS Welcomes New Medical Staff Members

Christa R. Chandy, M.D.

1020 29th St., Suite 480
Sacramento, CA 95816
(916) 733-3777

Specialty: Internal Medicine

John D. Herrried, M.D.

Obesity Treatment Center
Medical Group
2056 Lyndell Terrace, Suite 100
Davis, CA 95616
(916) 978-0300

Specialty: Internal Medicine

Danner T. Hodgson, M.D.

Med 7 Urgent Care Center
4156 Manzanita Ave., Suite 100
Carmichael, CA 95608
(916) 483-5400

Specialty: Emergency Medicine

Yuhwan Hong, M.D.

1201 Alhambra Blvd., Suite 400
Sacramento, CA 95816
(916) 731-7800

Specialty: Surgery, Orthopedic

Kevin M. Kuhn, M.D.

Sutter Emergency Medicine
Associates
2100 Powell St., Suite 940
Emeryville, CA 94608-1803
(888) 883-7362

Specialty: Emergency Medicine

William A. Martin, M.D.

P.O. Box 1408
Aptos, CA 95001
(831) 688-2455

Specialty: Physical Medicine and
Rehabilitation

Ian T. McClure, M.D.

2100 Powell St., Suite 940
Emeryville, CA 94608
(888) 883-7362

Specialty: Emergency Medicine

Soheil A. Payvandi, D.O.

2801 K St., Suite 310
Sacramento, CA 95816
(916) 454-6677

Specialty: Surgery, Orthopedic

Anderson Lucchetti Women's and Children's Center Groundbreaking Set for Monday, Oct. 13

Physicians and their staffs are invited to the groundbreaking ceremony for the Anderson Lucchetti Women's and Children's Center, which will be held from noon-2 p.m. Monday, Oct. 13.

Among the speakers at the groundbreaking will be Sutter Health CEO Pat Fry and Sutter Health Regional Executive Officer Sarah Krevans. In addition, local government officials and philanthropist and donor David Lucchetti will speak. The formal presentation will begin at 12:30 p.m. in the parking lot area in front of the Sutter Cancer Center/Buhler Building.

In a symbolic move, instead of shovels turning over dirt, the plan is to have children turning over play shovels of sand in a large sandbox. Among those invited to attend are identical quadruplets born at SMCS in 2002. The VIPs and other adults will join the children in turning the sand.

Requirements for Reporting Vaccination of Healthcare Personnel

Senate Bill 739 requires general acute-care hospitals to annually offer influenza vaccination at no cost to employees and to obtain a declination statement from those who decline vaccination. The bill also requires hospitals to report the rates of influenza vaccination and declination for **HEALTHCARE** personnel beginning with the 2008-2009 influenza season.

To facilitate implementation of these requirements, the Healthcare Associated Infections Advisory Committee (HAI-AC) has recommended that for the 2008-2009 influenza season (Sept. 1, 2008 through March 31, 2009) hospitals offer influenza vaccination to all healthcare personnel – this includes physicians and AHPs.

To meet this requirement, all physicians and AHPs who actively practice at Sutter General/Sutter Memorial/SCP will be offered the vaccination at no cost. We will also need to monitor who receives a vaccination and who declines. If you decline a vaccination or receive the vaccination elsewhere, the Medical Staff Office will need to obtain a declination.

Physicians and AHPs who are affected by this requirement will be sent a personal letter with instructions to obtain a vaccination at no cost or a declination form. You will be given instructions on the process to send back the declination form.

If you have any questions, please call Lynn M. Lopes, CPMSM, CPCS, Manager, Medical Staff Services, at 916-454-6955 or by e-mail at lopesl@sutterhealth.org.

Quarterly Sutter Foundation Report

The 2008 Indian Summary Golf Classic Tournament is scheduled for Monday, Sept. 22, and will be held at The Ridge in Auburn. Registration is at 10:30 a.m. with a shotgun start at noon. For more information, please call the Foundation Office at (916) 733-3863.

The Foundation Board of Trustess allocated funds for the following programs, services and equipment:

- Cancer Center: Lung screening, patient support and counseling
- Child Life Program: Little Wishes
- Children's Center: Pediatric Healthy Lifestyles Program
- Neuroscience Institute: Stroke Camp
- Women's and Children's Center: Breast Senior Services
- Special Care Nursery: Birthing Simulator