2022 Holy Cross Germantown Hospital
PHYSICIAN ORIENTATION

WELCOME

Welcome to Holy Cross Germantown Hospital. We are pleased to have you as part of our medical team.

This orientation provides key information that will be useful to review prior to practicing at Holy Cross Germantown Hospital.

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Vice President Medical Affairs

My personal welcome to the Medical Staff of Holy Cross Germantown Hospital.

The Medical Affairs Division and the Medical Staff Office are here to serve you.

Please contact us with any questions about this presentation or on any other issue that you have from your work here at Holy Cross Germantown Hospital.

-Telephone 301-557-6058
-Email waltod@holycrosshealth.org

-Dawn Walton, MD, VPMA

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INTRODUCTION TO HOLY CROSS GERMANTOWN HOSPITAL

Holy Cross Germantown Hospital Facts

- Full service hospital. Opened October 1, 2015

- First community hospital on the campus of a community college

- First new hospital in Montgomery County in 35 years

- Holy Cross Germantown Hospital is a member of Trinity Health of Livonia, Michigan, one of the largest health systems in the country

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Our Mission

- We serve together in Trinity Health, in the spirit of the
- Gospel, to heal body, mind and spirit, to improve the health of
- our communities and to steward the resources entrusted to us.
- Core values:
- • Respect
- • Social justice
- • Compassion
- • Care of the poor and underserved
- • Excellence

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Our Role

Holy Cross Germantown Hospital exists to support the health ministry of Trinity Health and to be the most trusted provider of health care services in our area. Our health care team will achieve this trust through:

• High-quality, efficient and safe health care services for all in

partnership with our physicians and others

• Accessibility of services to our most vulnerable and

underserved populations

• Community outreach that improves health status

• Ongoing learning and sharing of new knowledge

• Our friendly, caring spirit

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Facility Highlights

- All Private Rooms –For Safety, Privacy and Comfort

- Latest in Technological Advancements

- Full Service Emergency Care

- Behavioral Health Unit

- Tobacco-free campus

- Chapel (open to all faiths)

- Healing Garden

- LEED Gold Standard

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Getting Started

Identification Badge

- Please call the Security Supervisor at 301-557-6061 to arrange a time to obtain your identification badge.

- The physician lounge and many clinical areas are accessible only by swiping your identification badge.

- Your identification badge should be worn on campus at all times for both security and safety reasons.

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Parking

- Free, designated physician parking spaces are located in the front of the hospital.

- Garage parking is also available to staff.

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Physician Lounge

- Located on the first floor

- Accessible 24 hours a day, seven days a week

- Computers are available for charting or checking patient information

- Coffee, tea and water is available throughout the day

- Breakfast: Danish, Muffins, bagels and other are available at 7am (M-F)

- Light lunch is available at 12pm (M-F)

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Hospital Leadership and Key Contacts

Holy Cross Health Executive Leadership

• Norvell Coots, MD, President and CEO, Holy Cross Health

• Louis Damiano, MD, President, Holy Cross Hospital and Holy Cross Germantown Hospital

• Ann Burke, MD, Vice President Medical Affairs, Holy Cross Hospital

• Dawn Walton, MD, Vice President Medical Affairs, Holy Cross Germantown Hospital

• Anne Gillis, Chief Financial Officer

• Griffin Davis, MD, Chief Clinical Officer

• Wayne Rustin, Chief Human Resources Officer

• Annice Cody, President, Holy Cross Health Network Executive

• Max D. Siegel, Integrity and Compliance Officer

• Kirtley Yearwood, Mission Leader

Holy Cross Germantown Hospital Leadership

Louis Damiano,M.D., President

Dawn Walton, M.D., VPMA

Medical Staff Officers

Officers

- VPMA: Dawn Walton, MD
- President: Leslie Masiky, MD
- Vice President: Halim Charbel, MD
- Secretary/Treasurer: Jahangir Rouhani, MD

Department Chiefs

- Anesthesia - Beth Childs, MD
- Medicine – Sameer Ismailjee, MD
- OB/GYN – Adrienne Potts, MD
- Pediatrics – Matthew Fishel, MD
- Surgery – George Conrad, MD
- Emergency Medicine – Lina Hong, MD
- Pathology – Pablo Gutman, MD

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Medical Staff Meetings

Department of Surgery- Second Tuesday, odd months, 5:30 pm

Department of OB/GYN- Fourth Tuesday, odd months, 7:30 am

Department of Medicine- Second Monday, odd months, 7:30 am

Department of Pediatrics- Second Thursday, odd months, 1:00 pm

Physician Health

- Holy Cross Health is committed to our physicians and we are proud of your commitment and compassion in treating our patients, and in your daily efforts to improves the health of our community.

- Our Physician Health Committee is here to assist our physicians and physician assistants with issues that may impact their ability to practice medicine.

- The Physician Health Committee will provide resources in a confidential setting, as well as referrals if necessary.

For referrals or additional information, please contact

- Pablo Gutman, MD, Chairman
- Physician Health Committee
- 301-754-7330
- gutmap@holycrosshealth.org

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Nursing Leadership

- Kim Elliott, MSN, RN, Chief Nursing Officer

- Candace Hanrahan, RN, Director Critical Care/Respiratory Care Services

- Joanne Ogaitis, RN, Director, Acute Care

- Dennis Tetteh, Acting Director, Surgical Services

- Richalette Shaut, MSN, MBA, RN, Director, Women's Services

- Tina Kennedy, MS, MBA, RN, Director, Emergency Services and In-Patient Psychiatric Unit

- Christine Ferris, Customer Relations Practitioner

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Physician Communication

HCH DocsOnline

• An e-newsletter for hospital medical and dental staff

• Established to share information from Holy Cross Germantown Hospital that is pertinent to physicians

• If you have any comments, questions or items to include, contact DocsOnline@holycrosshealth.org or Dawn Walton, MD (waltod@holycrosshealth.org)

Physician News

• A more formal and informative bimonthly publication for hospital medical and dental staff

• Reports news of interest to the medical staff, disseminates information about hospital activity and recognizes the accomplishments of practitioners

Medical Staff Office

The Medical Staff Office is located on the 2nd floor of the hospital and is open Monday through Friday from 8 a.m. to 4 p.m. The office phone number is 301-557-6059. Vivian Rey is the Medical Staff Supervisor and can contacted via office number, 301-557-6059 or Vivian.Rey@holycrosshealth.org.

Important Phone Numbers:

• For initial credentialing and reappointment of medical staff, call 301-754-7230

• For Continuing Medical Education, call 301-754-7173

• For other issues, contact Connee Reilly, Director, Medical Staff Services, 301-754-7125, or reillc@holycrosshealth.org

Please make sure the Medical Staff Office always has your correct address and phone number.

Haiku

We now have a secure texting app, **Haiku**, available to all members of our medical and dental staff .

Haiku is a text messaging application for healthcare professionals to communicate securely through cell phone, iPad and/or web application

Call a physician coach at ext. 2-8938 to start using Haiku for secure communications with your colleagues today.

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CRISP

CRISP is Maryland's web-based portal for HIE (Health Information Exchange)

Register for CRISP at their website:

https://crisphealth.force.com/crisp2_login

Click register and follow the instructions to create a new CRISP account

Choose "Holy Cross Hospital SSO"

Clinical Environment

Hospitalists

• Our hospitalist medical care is available 24 hours a day, seven days a week

• Our hospitalist physicians provide care to patients during their hospitalization and transfer care back to the patient's primary care physician upon discharge or transfer to a skilled nursing facility

Electronic Medical Record

- Our integrated electronic medical record system uses EPIC.
- The electronic medical record system allows our physicians to practice patient focused, efficient, effective and
   safe
   patient care
- The electronic medical record system consists of:
– Computerized physician/provider order entry (CPOE)
– EKG and cardio images
– eScription medical transcription
– Radiology/PACS
– Fetal monitoring
– Remote access via a secure, easy-to-install download called MyAccess
- PowerChart Maternity
- **For additional assistance and education, contact a physician coach at 301-557-6044**

HOSPITAL POLICIES

can be found at

https://holycrosshealth.policytech.com

Staff (including Medical Staff with a Hospital employee number) should use their <u>employee ID number</u> as both their username and password. **Medical staff (except as noted above) should use their doctor number as both their username and password.**

- If you have difficulty logging in, please contact Call 2-7424. Call 2-7400 for assistance if you cannot reach the policy coordinator. Thank you!

HealthStream

HealthStream Access:

Medical Staff members now have access to HealthStream, our online education system

Members can access HealthStream via 1) the HealthStream link on our "For Physicians" page on our public website, 2) the HCH MD Resources icon on the desktop, and 3) the MD Resources link on the Physician Portal homepage. On the Physician Resources Website, click the Physician Resources link top left and then the blue HealthStream link. Your username and password are the same, "HCGH" followed by your (3-, 4- or 5-digit) doctor number (e.g., HCGH12345). Please refer to this job aid for details

Core Measures

Holy Cross Germantown Hospital collects and sends data to The Joint Commission on five core measures. The core measures are also part of a Trinity Health quality scorecard that is distributed to all of the system hospitals. As a member of our medical staff, your participation is crucial in achieving and sustaining high scores. The core measures are:

• Heart failure
• Community acquired pneumonia
• Acute myocardial infarction
• Surgical Care Improvement Project
• Hospital Outpatient Program
– AMI/Chest pain
– Surgery

Care Management

- Team of RN case managers, licensed social workers, utilization review manager and full-time physician advisor
 – Coordinates patient care and facilitates discharge planning/interface with families and outside facilities
 – Helps determine appropriate level of care via utilization review
- Inpatient vs. observation or ambulatory surgery
- Telemetry unit vs. medical/surgical unit
 – Assists with documentation clarification via Clinical Documentation Specialists (CDSs)
- Physician queries in electronic medical record
 – Available 365 days a year at 301-557-6470 or through page operator after hours

Quality and Care Management

Plan for our initiatives related to meeting our operating plan targets for length of stay, red hours and reduction of emergency department boarders.

Potentially preventable complications and re-admits within 30 days.

Clinical Quality Initiatives

- **National Hospital Quality (Core) Measures**
– Community acquired pneumonia, acute MI, CHF
– SCIP (Surgical Care Improvement Project)

- **Concurrent reviewers ensure hospital compliance and may contact you to capture needed documentation**

- **Potentially Preventable Complications (PPCs)**
– 49 conditions in the state of Maryland

- **Maryland's adaptation of "never events"**
– Global and diagnosis-specific exclusions exist

- **Requires thorough documentation of all diagnoses and co-morbid conditions and indication of whether or not conditions were present at the time of patient's admission**

- **Potentially Preventable Readmissions (PPRs)**
– Program to begin in Maryland July 2010

Peer Review

In the event that a member fails to respond to a letter from any peer review or monitoring committee of the Medical and Dental Staff requesting information or an appearance within fourteen (14) days following receipt of a **third** request, which shall be sent by certified mail, return receipt requested, such member shall be automatically suspended from exercising all clinical privileges. Automatic suspension shall remain in effect until such time as the member submits a written response to the appropriate Department, Subsection or Committee Chairman responding to the original inquiry and requesting that the suspension be lifted.

The appropriate Chairman shall evaluate the response and submit a written recommendation to the Medical Executive Committee concerning the automatic suspension. The Medical Executive Committee shall act on the recommendation from the Chairman at its next regular meeting.

The automatic suspension shall not be lifted except by action of the Medical Executive Committee. Only the action of the Medical Executive Committee shall entitle the member to due process rights under the Bylaws.

Peer review and monitoring committees shall include all Department and Subsection peer review committees, standing committees or ad hoc committees of the Medical and Dental Staff, and any other committee which is concerned with monitoring the quality and appropriateness of care.

See Holy Cross Hospital Medical Staff Performance Assessment Plan located in your Physician Orientation Packet. For additional information, please call the Performance Improvement Department or contact your Department Chair.

Performance Improvement

- Performance Improvement is a continuous and ongoing effort to achieve measurable improvements in efficiency, effectiveness, performance, accountability, and outcomes.

- At Holy Cross Health, existing clinical and operational processes are evaluated on an ongoing basis, for both stability and opportunity for improvement, using established methods for process examination and improvement. Priorities for improvement are established by the leadership on an annual basis, outlined in the Quality and Patient Safety Work Plan and supported by appropriately allocated resources

- Holy Cross Health selects and monitors data on important indicators of performance. These indicators are focused on measuring outcomes, or processes that are closely linked to outcomes. Data is collected from patient records and administrative data systems, systematically aggregated and analyzed on an ongoing basis.

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- Information from data analysis is used to target efforts that will improve the organization's performance. Performance Improvement teams utilize a DMAIC methodology that guides staff to clearly define a problem, measure and analyze data, focus improvements, measure effectiveness and control the resulting process changes.

- Performance data, as well as actions and results of performance improvement activities, are routinely shared in a format and at a level of detail that permits understanding and action by the Board of Directors, senior clinical and administrative leaders and with providers and staff.

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Ethics

The Ethics Committee exists to advise patients, families, physicians and staff on various ethical issues

- Lee Schwab, MD, is the Ethics chair
- The United States Conference of Catholic Bishops Ethical and Religious Directives for Catholic Health Care Services is also a resource:

  www.usccb.org/bishops/directives.shtml

To contact the Ethics Committee

- During business hours, call 301-754-7024 or 301-754-7061
- After hours, call the administrative coordinator at 301-557-6104 or wireless 2-6104

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Spiritual Care Services

Chaplains are available in-house to provide support and pastoral care to patients, their families/friends and staff of all faiths and beliefs.

Contact Spiritual Care at 301-557-6390

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Patient Satisfaction

• As required by the Center for Medicare and Medicaid Services and to ensure that our patients receive superior care, a random sample are surveyed using the HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey instrument.

• The following physician questions are on the HCAHPS survey:

– During the hospital stay, how often did doctors listen carefully to you?

– During this hospital stay, how often did doctors listen carefully to you?

– During this hospital stay, how often did doctors explain things in a way you could understand?

• The patients are given the response options:

– Never / Sometimes / Usually / Always

Infection Control Services

● **NHSN (CDC Surveillance Program)**

- BSI, UTI, VAP in adult critical care

- BSI in NICU

- Selected surgical procedures from OR

● **Hand Hygiene Monitoring**

● **Health Department Reporting**

- Any inpatient or + lab result will be reported by Infection Control

● **Isolation Updates**

- If IC knows of patient, we will isolate through Epic; you are able to order isolation as well

- All MDROs are required to be in at least contact isolation

- Standard precautions now includes wearing a surgical mask for any

INFECTION CONTROL OFFICE 301-557-5969

BLOOD BORNE PATHOGENS (BPP)

The Occupational Safety and Health Administration (OSHA) requires that healthcare facilities have a written blood borne pathogen exposure control plan. The Holy Cross Health "Blood Borne Pathogen (BBP) Exposure Control Plan" is designed to identify opportunities for exposure and eliminate, or minimize, occupational exposure to blood borne pathogens. Holy Cross Health complies with the April 2001 requirements for using safer products, enhancing safety by increasing the use of engineering controls, and improving work place practices.

This plan is reviewed annually and whenever necessary to reflect new or modified tasks, procedures, or job-classifications that could affect staff exposure risk.

The plan is available on PolicyTech under the infection control policies. Log-in with your Provider ID number.

PERSONAL PROTECTIVE EQUIPMENT (PPF)

Personal protective equipment (PPE) refers to masks, goggles, face shields, gowns, gloves, and other items that are considered barriers for preventing or minimizing staff exposure to blood and other potentially infectious materials. Holy Cross Health provides appropriate PPE to persons who are required to use it.

The plan is available on PolicyTech under the infection control policies. Log-in with your Provider ID number.

Eye wash stations or eyewash bottles are strategically located throughout the hospital. These are used to facilitate immediate flushing of mucous membranes after facial splash and before evaluation in colleague health or the emergency center.

EMERGENCY PREPAREDNESS

- Do you know where to find the information you need in an emergency? It is up to you to keep track of where to find the tools you need so that you are ready when needed. Holy Cross Health has taken many proactive steps to get you ready, so please make the time to review the following:

- •Emergency Operations Guide (EOG): Our EOG provides staff and management direction during emergencies such as fire, disasters (accidents, civil unrest, earthquakes, etc.), bomb threats and other emergencies. The EOG is located in all of the clinical departments and at HCnet > Holy Cross Health > Emergency Preparedness (scroll down for the full EOG and individual sections).

- •Employee Information Line: Call 301-754-8887 or 301-557-8887 (both numbers go to the same recorded message). The message will only be updated in the event of a true emergency; otherwise assume you are required to report to work as scheduled.

- •"TEBS" Telephone Lines: "TEBS" stands for Telephone Emergency Back-up System and refers to dedicated red phones located in all clinical units and support areas, that should be used if the regular phone system is unavailable, at both Holy Cross Germantown Hospital and Holy Cross Hospital / Non-Hospital Locations. Find the red phone on your unit and note the phone number; then click the links above for the full list of phones at your work location.

- •Chemical Spills: To report a chemical spill, call Security at ext. 2-6060 (Holy Cross Germantown Hospital) or 2-7070 (Holy Cross Hospital / All Other Locations). If you cannot remember the number, simply dial 2-2222 and you will be directed to the respective Security department. Be sure to report clearly the product (if known), approximate quantity, building and location of the spill.

- Information about most of the above can be found on your badge code card (also called the "badge buddy") that you wear every day with your Holy Cross Health ID badge.

Employee Health Services

The following Employee Health Services are available for physician nonemployees:

• Blood borne pathogen exposure work-up:

– See badge buddy for contact numbers

– Contact EHS right away (two-hour window to start PEP)

– Don't order tests yourself -- Maryland law requires we use a confidential

process

• PPD for credentialing (you keep the hard copy results)

• TB mask fit test (we have 20+ Mtb patients per year)

• Flu vaccination

Employee Health Office 301-557-6481

Accreditation and Regulatory Services

Responds to and prepares for more than 30 announced and unannounced surveys every year

(state, CMS, etc.); also responds to complaints from regulatory agencies

• **IMPORTANT note**: Surveyors love to speak to physicians.

Questions typically asked include:

--safety issues (refer to your "badge buddy")

--What is your role in a disaster?

--How does the organization involve the Medical Staff?

• The Joint Commission recently completed our triennial survey in 2014

• The Joint Commission recently reaccredited the hospital in stroke care

Regulatory Initiatives

• CMS has mandated the following in order to decrease inappropriate Medicare payments

– Recovery Audit Contractors (RACs)

• Paid on a contingency basis to review provider records and may force recoupment of payments

– Medicare Administrative Contractors (MACs)

• Integrate Medicare Part A and Part B billing

– Inconsistencies between hospital and physician billing will result in denial of payments

• To learn more, contact Alice Pugh, MD, Physician Advisor, Quality and Care Management, at 301-557-7470

Code Silver

- **If you perceive there is an immediate threat to our safe environment, call Security at ext. 2-6060 (Holy Cross Germantown Hospital), 2-7070 (Holy Cross Hospital and non-hospital locations) without delay.**

- Code Silver will be used for an event in which hospital staff, physicians, volunteers, visitors or patients are involved in a situation where there is an armed assailant with deadly weapons threatening or harming others. Initial response to the location of a Code Silver will be limited to security officers only; other hospital personnel will not respond to the incident location.

Joint Commission and CMS Requirements

- Accreditation Participation Requirements
- Environment of Care
  - Fire Safety
  - Emergency Codes
  - MSDS/Hazardous Materials
  - Safety and Security
  - Violence in the Workplace
    - Parking
- Emergency Management
  - LIP role in a disaster
- Infection Prevention & Control
  - Hand Hygiene
  - Influenza
  - Isolation with PPE
- Information Management
  - Downtime Procedures
- Leadership
  - Mission, Vision, Values
- Medical Staff
  - Disruptive Practitioner
  - Impaired Practitioner
  - Practitioner Wellness Committee
  - Pain Management
  - Transfer of Patient to Outside Facility
- Medication Management
  - Antimicrobial Stewardship
- National Patient Safety Goals
  - Anticoagulation Therapy
  - Clinical Alarm Management
  - Prevent Spread of Multi-Drug Resistant Organisms (MDRO)

- Prevent Central Line Associated Bloodstream Infections (CLABSI)
- Prevent Surgical Site Infections (SSI)
- Prevent Catheter Associated Urinary Tract Infections (CAUTI)
- Rapid Response
- Provision of Care
  - Restraints & Seclusion
    - Behavioral (Violent/Destructive Behavior) Restraints
    - Non-Violent Restraints
- Fluoroscopy Radiation Protection
- Fall Prevention
- Emergency Medical Treatment and Active Labor Act (EMTALA)
- Interpreter Services & Hearing Impaired
- Patient Relations
- Confidentiality
- Health Insurance Portability and Accountability Act (HIPAA)
- Patient Safety Events
- Safety Imperative
- Standards of Conduct
  - Preventing and Detecting Fraud, Waste, and Abuse
  - Anti-Kickback Statutes
  - Stark Laws
  - Conflicts of Interest
  - Drug Free Workplace
- Reporting Concerns- HIPAA & Privacy
- Medical Staff Office Directory

Incorporated into template slide deck or materials sent in credentialing process by CPI; Some information is local.

Sharon Hull, TH Director, Accreditation and Regulatory

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Areas Often Sited During Surveys

- Fire safety training (in the OR especially)
- Time-Out (for all procedures, not just in the OR)
- History and Physical update (before a procedure)
- OPPE and FPPE – especially for low volume practitioners
- Medical record completion (30 days)
- 1 hour face-to-face with violent restraint

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Be Sure To Include:

- Infection prevention information (hand washing!!)
- Social media policy – e.g. no texting orders, no patient discussions by phone, etc.
- Physician self-referral
- Where they can find policies
- Informed consent
- Codes (blue, red, etc.) and expectations
- Chain of command

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Thank You

Thank you for becoming part of our medical staff and being part of Holy Cross Germantown Hospital. We look forward to working with you to ensure we are the most trusted providers for our community.