



*Sutter Medical Center,
Sacramento*

A Sutter Health Affiliate

SMCS Physician

Message from Tom Gagen, CEO

November 2008

Patient Safety Rounds Having Desired Effects

In our constant efforts to provide a safer environment for our patients and make their hospital experience a more positive one, our nursing staff recently placed a greater emphasis on Patient Safety Rounding. The goal of the program is for the nursing staff to visit each patient and their family every hour to check on any needs, including pain relief and bathroom breaks.

The new emphasis is just weeks old, but it already is making a serious impact on patient satisfaction and one of the core measurements – reduction in the number of call lights. In just two weeks in October, the number of times patients on 5 South at Sutter General pressed their call lights to alert their nurse for help reduced from 7.34 to 3.63 per patient per day. That's a reduction of 51 percent and makes a big difference for both the patient and the staff member.

Another one of the benefits of this program is to anticipate any problems or issues patients may have and get them the help they need in a more timely fashion. We hope this will significantly decrease the number of calls to our physicians in the middle of the night for issues that could be resolved earlier in the evening.

However, the best indicator of how well Safety Rounds are working is the experience of our patients and their loved ones. Here's a letter from the wife of a patient who has been in our hospital several times.

"This time, things are different!" she writes. "His nurses and CNAs are constantly checking on him and me. When his IV machine beeps, someone is in the room within seconds. Your new program 'Safety Rounds' is definitely working and making a difference! Kind, caring, friendly staff – what a blessing for the patients at Sutter and their families. I am a human relations professional and know good service when I see it. Thank you so much."

I hope you are also noticing the improvements and are getting the same feedback from your patients and their families. And, if you are, thank our nursing staff for their hard work.

Make Your Voice Heard; Physician Satisfaction Surveys Due Nov. 12

About 80 percent of American voters turned out to the polls on Nov. 4 to have their voices heard on the election of a new president and a multitude of other offices and propositions.

Now it's time for you, our medical staff, to have your voices heard on how well the hospital is meeting your needs and those of your patients. As of Election Day, only 40 percent of our medical staff has turned in their Physician Satisfaction Survey. We can do much, much better.

It's important that our physicians let their voices heard. In September, each member of our medical staff was mailed this year's Press Ganey Physician Satisfaction Survey. Please, fill it out and turn it in; you can also fill it out on the Internet. The A-Team will then take survey results 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

Jordan D. Fein, M.D.

3941 J St., Suite 354
Sacramento, CA 95819
(916) 733-6871
Specialty: Internal Medicine,
Pulmonary Diseases, Critical Care
Medicine

Mathew S. Foley, M.D.

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

Robert Allen Greene, M.D.

2288 Auburn Blvd., Suite 204
Sacramento, CA 95821
(916) 568-2125
Specialty: Ob/Gyn

Christopher J. Laing, M.D.

1500 Expo Parkway
Sacramento, CA 95815
(916) 646-8300
Specialty: Radiology, Interventional

Kathleen H. Puglia, M.D.

1500 Expo Parkway
Sacramento, CA 95815
(916) 646-8300
Specialty: Radiology, Diagnostic

Mimi E. Reiss, M.D.

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

Janice K. Ryu, M.D.

1500 Expo Parkway
Sacramento, CA 95815
(916) 646-8300
Specialty: Radiation Oncology

Prudencio G. Samson, M.D.

2180 Harvard St., Suite 210
Sacramento, CA 95818
(916) 567-3500
Specialty: Psychiatry

Medical Staff Appreciation Lunch Dec. 3 and 4

Please mark your calendars for the upcoming Medical Staff Appreciation Lunch. Enjoy a refreshing lunch with your colleagues, Medical Staff officers and the Administration Team. The dates for this event follows:

- **Sutter Memorial Hospital** Doctor's Lounge:
11:30 a.m.-1 p.m. Wednesday, Dec. 3
- **Sutter General Hospital** Doctor's Lounge:
11:30 a.m.-1 p.m. Thursday, Dec. 4

For more information, call Medical Staff Services at (916) 733-3097 or e-mail Grange at fifek@sutterhealth.org.

SMCS Achieves National Quality Award for Orthopedic Care

Sutter Medical Center, Sacramento is ranked in the top 10 percent in the nation for orthopedic surgery and joint replacement surgery by HealthGrades®, the leading independent health care ratings company.

In addition, Sutter Medical Center, Sacramento received five-star ratings for overall orthopedic services, joint replacement, total knee replacement, total hip replacement and hip fracture repair.

"This ranking is an outstanding accomplishment," said Tom Gagen, CEO of SMCS. "It specifically demonstrates the dedicated focus of our clinical staff and physicians to provide quality care to our patients."

As part of the nation's most comprehensive, independent analysis of hospital quality, HealthGrades found that patients treated at five-star-rated hospitals for nine common procedures are 47 percent less likely to experience a major complication, such as post-operative infections or heart conditions, which can lengthen their hospital stay and increase costs. If all Medicare patients had been treated at a top-performing hospital instead of the lowest-performing hospitals during 2005-07, more than 123,000 major complications potentially could have been avoided.

In developing its 2009 health care quality ratings, HealthGrades analyzed more than 41 million Medicare hospitalization records from 2005 to 2007 at the nation's approximately 5,000 non-federal hospitals. For more information, visit www.healthgrades.com.

Color-Coded "Alert" Wristbands

We have a goal of providing Better Safer Care, and we accomplish this in several ways. One includes using the same colors for "alerts" on wristbands. Most hospitals are adopting the same colors, so regardless of where you work today or tomorrow, the color-coded alerts on wristbands should be the same. This initiative is being adopted in California and all Southwestern U.S. states. That means most hospitals in this region of the country will be using the following colors:

- RED means ALLERGY Alert
- YELLOW means FALL RISK
- PURPLE means DNR

For any staff person talking to a patient or family and they ask about the meaning of the coded label or wristband, you can reply that color-coded alert labels or wristbands are used in hospitals to quickly communicate a certain health care status, condition or "alert" that a patient may have. This is done so every staff member can provide Better Safer Care.