



*Sutter Medical Center,  
Sacramento*

A Sutter Health Affiliate

# SMCS Physician

## **Message from Tom Gagen, CEO**

**December 2008**

As the year winds down, I want to thank our medical staff for your dedication toward making Sutter Medical Center, Sacramento safer and more affordable for our patients. Physician engagement is a crucial component to many successful initiatives and programs. Thanks to your hard work, we're making great progress toward enhancing our quality of care and increasing patient satisfaction. I want to highlight a few programs that illustrate this dedication and determination.

### **Patient Access Center**

Borne from a successful program that launched at Sutter Medical Center, Sacramento, the Patient Access Center is planned as a central point of entry for patients transferring into or between hospitals within the Sacramento Sierra Region, which will soon include Sutter Amador Hospital in Jackson and Sutter Solano Medical Center in Vallejo. This center will supplement, but not replace, existing transfer processes that are currently available for neonatal intensive care, pediatric, psychiatric and trauma services.

The center will be staffed 24 hours a day, seven days a week by registered nurses and referral coordinators. It will also have a medical director who will facilitate coordination with other medical professionals and offer physicians clinical decision-making support.

Physicians have provided tremendous input into this process, which is considerably strengthening the program. They are forging strong relationships with medical staff and administration; encouraging direct physician-to-physician communication between affiliates; providing input on program aspects, including data collection.

"This process has been catapulted based on all the physician input," says Cecilia Hernandez, M.D., director of medical affairs, SMCS.

### **Hospitalists and Average Length of Stay**

Under the leadership of Michael Abate, M.D., SMCS's hospitalist program has steadied considerably since 2006, when hospitalist staff levels were maintained and eventually expanded with the addition of nine new hospitalists. By stabilizing staffing, the group could focus more intently on more timely discharges. Those efforts, combined with nurse-physician rounding and meeting with case managers in a round-robin format, has considerably helped decrease the average length of stay, or ALOS, for patients.

It is proven that decreasing LOS improves patient outcomes, patient satisfaction and gives the hospital the ability to better manage capacity and grow services. Year-to-date data shows that SMCS maintained an ALOS of 4.55 for the first 10 months of 2008, which is slightly higher than the goal of 4.4 days.

"Patients see us work together and problem-solving together. That helps us get motivated and reinforces that behavior and approach," says Dr. Abate.

### **Quality Initiatives**

In 2005, we initiated Quality Initiatives that identified the Medicare Core Measures that we monitor on a constant basis. These are simply standardized processes used for different disease states that, if treated in a routine method, predict improved outcomes for the patients.

In 2006, there were 10 of these Core Measures and we provided perfect care in only three of them. In August of this year, after expanding to 24 Core Measures, we provided perfect care in 23 of them. In September, we dropped to 20 of 24. This illustrated that, while we have come a long way and are doing a very nice job, we can still be more consistent.

Medicare will add new Core Measures in 2009, and we look forward toward working with our medical staff to ensure that the quality of care for our patients continues to be excellent ... and always improving.

## SMCS Welcomes New Medical Staff Members

**Samuel A. Applebaum, M.D.**  
3100 Douglas Blvd., Suite 200  
Roseville, CA 95661  
(916) 774-8300  
Specialty: Family Medicine

**Alison Bevan, M.D.**  
RAS  
1500 Expo Parkway  
Sacramento, CA 95815  
(916) 646-8300  
Specialty: Radiation Oncology

**Hui M. Cheong, M.D.**  
Health Care for Women  
7601 Hospital Drive, Suite 220  
Sacramento, CA 95823-5408  
(916) 689-3433  
Specialty: Obstetrics and Gynecology

**Kenneth H. Ferguson, M.D.**  
2030 Sutter Place, Suite 1000  
Davis, CA 95616  
(530) 750-5995  
Specialty: Surgery, Urology

**Karanbir S. Gill, M.D.**  
8170 Laguna Blvd., Suite 210  
Elk Grove, CA 95758  
(916) 691-5999  
Specialty: Pediatrics

**Sangeeta S. Parulekar, D.O.**  
1020 29th St., Suite 480  
Sacramento, CA 95816  
(916) 733-3777  
Specialty: Internal Medicine

**Rosy Shah, M.D.**  
5301 F St., Suite 220  
Sacramento, CA 95819  
(916) 455-8000  
Specialty: Pediatrics

**David L. Sisemore, D.O.**  
2081 Arena Blvd., Suite 160  
Sacramento, CA 95834  
(916) 285-8975  
Specialty: Psychiatry

**Arturo L. Villamor, M.D.**  
1115 Cottonwood  
Woodland, CA 95695  
(530) 666-9500  
Specialty: Psychiatry

## New CAO for Sutter Mental Health and Sutter Continuing Care

After a comprehensive recruitment process, John Boyd, Psy.D, MHA, was selected and accepted the position of Chief Administrative Officer, Sutter Mental Health and Sutter Continuing Care. In this position, Boyd will be responsible for managing all operational activities and programs of Mental Health (Sutter Center for Psychiatry and Sutter Counseling Center) and Sutter Continuing Care (Sutter Oaks Nursing Center – Midtown and SeniorCare), and participating in the development of long- and short-range plans for Sutter Medical Center, Sacramento.

Boyd joins Sutter with an extensive background in health care. For the past 18 months, he served as Assistant Administrator, Operational Support Services, for Kaiser Permanente in Sacramento. From 1999-2004, he served one year as an administrative fellow and four years as hospital administrative director for Shriners Hospitals for Children Northern California in Sacramento. He later served two years as development director for Shriners Hospitals for Children International Headquarters. He also worked as both an inpatient and outpatient therapist in several organizations throughout his career.

Boyd is scheduled to begin on Dec. 15 and will spend ample time with Diane Stewart, current CAO of Sutter Mental Health and Sutter Continuing Care, who will be retiring from her position on Jan. 23, 2009, after 15 dedicated years of service to Sutter. Diane has been very instrumental in building the Behavioral Services at SMCS and is highly regarded within the Sutter network for her expertise in this field. In addition, Diane has overseen the emergence of Sutter Oaks Midtown as a high-quality, well-regarded nursing facility for our community.

## Response Good to Physician Satisfaction Survey

We want to thank all the physicians who responded to this year's Physician Satisfaction Survey. We are pleased that more than 45 percent of our medical staff responded. Results are expected sometime in January or February.

The following five physicians are the winners of a \$100 gift certificate to Biba's Restaurant: Theodore Goodman, M.D.; Javid Javidan, M.D.; Ulhas Nadgir, M.D.; George Picetti, M.D.; and Alan Yee, M.D.

## Upcoming Droperidol Status Change

Recent California Department of Public Health rulings require us to place severe restrictions on droperidol use. Beginning Jan. 5, 2009, droperidol will only be available from Pharmacy. It will be removed from all other locations in the hospital, including all Pyxis machines.

A droperidol-specific order form will be required to order droperidol beginning Jan. 5. The order form will help ensure we comply with all the required risk assessment and monitoring before and two to three hours after administration.