

Physician Newsletter

Summit Healthcare Regional Medical Center Announces Around-the-Clock Tele-ICU Services

Issue #6, 4th Qtr 2016



Summit Healthcare Regional Medical Center's critically ill patients will soon have the benefit of the most advanced telemedicine program available in hospital intensive care units today. The anticipated date is October 4, 2016. The hospital will partner with Advanced ICU Care®, the nation's largest provider of Tele-ICU services, to deliver monitoring by highly trained intensivist physicians and critical care specialists 24 hours a day, 7 days a week, providing an extra layer of care that enhances patient safety.

Advanced ICU Care is the nation's largest provider of Tele-ICU services. They work with our hospital to deliver monitoring by highly trained intensivist physicians and critical care specialists 24 hours a day, 7 days a week, providing an extra layer of care that enhances patient safety.

Summit Healthcare is one of the first hospitals in the area to bring enhanced life-saving Tele-ICU services to our community.

The Advanced ICU Care intensivist-led team provides around-the-clock monitoring to critically ill patients, operating from centralized Operations Centers that are electronically connected to receive feeds of patient data. Connected by video in each patient room, they work in collaboration with the ICU bedside team to accomplish three goals:

- Ensure that the doctor's care plan is carried out
- Ensure that patient care issues are identified and acted upon immediately before they become problems
- Consistently implement best practices

"The Advanced ICU Care program delivers critical care expertise directly to our patients, along with evidence-based practices to complement the high-quality care our physicians already provide," said Alan DeWitt, CMO.

A key benefit of the partnership is knowing that patients are being vigilantly monitored by experienced intensivists when their bedside physician cannot be present. This partnership will provide added support and expertise that ensures emerging issues are dealt with immediately.

"Having intensivists in the ICU reduces complications and improves patient outcomes. Partnering with Advanced ICU Care is yet another example of how we will continue to deliver the highest standards in patient care and safety," said Ron McArthur, CEO.

From the Desk of Ron McArthur, CEO of Summit Healthcare Regional Medical Center

One of our driving strategies to accomplish our mission of “Trusted to deliver exceptional compassionate care close to home” is to position Summit Healthcare as a “Regional Referral Center”. One of the tactics to position Summit Healthcare as a “Regional Referral Center” is to become a member of the Mayo Clinic Care Network. The Mayo Clinic Care Network is a network of like-minded organizations that share a common commitment to improving the delivery of health care in their communities through high-quality, data-driven, evidence-based medical care. All care network members share a common philosophy, commitment and mission to improve the delivery of health care.

For the past 12 months, the Executive Leadership Team has been working on this initiative. A team from Mayo was onsite in December and January to make presentations to the Governing Board, Medical Staff Leadership and Executive Leadership Team regarding the Mayo Clinic Care Network and the steps required to become a member. The Governing Board gave approval in February to move ahead with this initiative.

The first step was for the Executive Team to complete a very comprehensive data-gathering due diligence questionnaire. The due diligence questionnaire was received in May and submitted to Mayo for consideration in July. A five-member Mayo Team was onsite August 9th to conduct a facility survey and to meet with our leadership team to ask in-depth questions about our responses submitted during the due diligence period. A seven-member Mayo Team is scheduled to be onsite October 11th and 12th to continue the process of becoming a member of the Mayo Clinic Care Network. A final decision about Summit Healthcare becoming a Mayo Clinic Care Network member is expected in December.

The main goal of the Mayo Clinic Care Network is to enhance the care being delivered by local providers with the benefits of Mayo Clinic expertise without requiring patients to travel to a Mayo Clinic facility.

Benefits of membership in the Mayo Clinic Care Network include:

- **eConsults.** Providers with the care network can connect electronically with Mayo Clinic specialists and subspecialists to ask questions about a patient’s care. The consultation is documented in the patient’s medical record. There is no additional cost to the patient.
- **AskMayoExpert.** This point-of-care tool gives providers access to Mayo-vetted information, including disease management protocols, care guidelines, treatment recommendations and reference materials. This information is available on desktop computers or mobile devices 24/7.
- **eTumor Board Conferences.** Members can observe and participate in live, interactive videoconferences where Mayo multidisciplinary teams and network members discuss management of current cancer cases.
- **Health Care Consulting.** Network members can consult with Mayo Clinic experts in patient care, human resources, finance, and other administrative and operational areas. Members customize their own consulting plans to support their unique strategic priorities.
- **Patient Education Library.** Members have access to Mayo Clinic’s library of patient education materials, which include 2,500 pieces in English and a select number in Spanish.
- **Archived Mayo Clinic Grand Rounds.** Presentations by Mayo Clinic providers and faculty address clinical care and health care delivery topics. Continuing medical education credit is available by viewing Grand Rounds offerings.
- **Branding.** Members receive a trademark license to brand their facility as a member of the Mayo Clinic Care Network.

Membership in the Mayo Clinic Care Network does not result in a change in ownership. Summit Healthcare will continue to be a locally owned and operated facility.

I am excited about the progress being made in becoming a member of the Mayo Clinic Care Network and look forward to the final decision in December.

With warmest regards,

Ron McArthur, CEO

**SAVE THE DATE
FOR AN IMPORTANT ANNOUNCEMENT
FROM SUMMIT HEALTHCARE**

DATE:

Tuesday, December 6, 2016

TIME:

6pm

LOCATION:

Hampton Inn

Appetizers will be served

Save the Date

**Governing Board/Administration/Medical Staff Holiday Party
Medical Staff Years of Service Awards**

Date:

December 8, 2016

Location:

Torreón Golf Club

Time:

6:00 p.m. Social Hour

7:00 p.m. Dinner and Awards

Invitations will be sent

E- Prescribing

By: Fredda Kermes, Director Professional Development, Clinical Projects and Telemedicine

E-prescribing (eRx) gives providers an important tool to safely and efficiently manage patient's medications. Compared to paper or fax prescriptions, e-prescribing:

- improves patient safety,
- better management of medication costs,
- improved prescribing accuracy and efficiency
- reduces adverse drug events
- increases prescribing of generic medications
- Making the process of prescription filling easier for patients is likely to improve patient compliance with their medications. E-prescribing can help decrease the number of unfilled prescriptions by removing the need for the patient delivering the prescription to a pharmacy and having to wait for it to be filled.
- Additionally e-prescribing builds a more complete medication history that can be transmitted back to providers to help evaluate patient compliance with necessary prescriptions

As part of measuring our progress the eRX Meaningful Use team is monitoring progress weekly on how well we are moving toward our goal of 75% of prescriptions processed using eRX process. This does take a multistep process for the provider which takes time and all efforts will result in meeting the necessary goal.

The latest results outlining steps in to implementation and use of eRx process:

Reporting Period: 10/1/16 through 10/31/16

# of Physicians who have:	Paragon Users	ED Department
ID Verified	34%	83%
Responded to Invite from Dr. First	15%	42%
Have > 10% eRX	7.46%	0%
Have > 30% eRX	5.97%	0%
Have > 60% eRX	4.47%	0%
Have > 90% eRX	4.47%	0%