

ViewPoint

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Some of team members who were present at the press conference publicly launching Cardio Team One were (left to right) Nishit Choksi, M.D.; Delair Gardi, M.D.; Muhammad Raufi, M.D.; Theodore Schreiber, M.D.; Mohammad Qureshi, M.D.; Mahir Elder, M.D.; and James Spears, M.D. This distinguished team photo is featured on campaign billboards, print ads and brochures throughout southeast Michigan.

New Approach to Cardiac Care Nationally Launched at Harper

EVERY HEART. EVERY MINUTE. EVERY DAY.

A heart care revolution has begun at DMC Harper University Hospital and Detroit Receiving Hospital. We've elevated cardiac care to a new level of excellence by recruiting the best, most experienced heart specialists. This cutting edge groundwork was created and designed by the best – DMC heart doctors. To save more patient lives, we've launched **Cardio Team One**, an "on-site" interventional cardiology team available to patients 24 hours a day, seven days a week, 365 days a year. It is the only program of its kind in the country.

For a patient experiencing a heart attack, every second is critically important. When severely blocked arteries restrict



Dr. Theodore Schreiber, director of Cardio Team One, is pictured with patient Kay Spencer, whose life was saved thanks to the quick action of Harper's specially trained cardiologists, nurses and technicians.

blood flow, heart muscle can die and brain tissue and other vital organs can be irreparably damaged. Under such circumstances, delayed treatment can be fatal.

For the Detroit Medical Center, the 90 to 120-minute national average medical response time for treating heart attacks is simply too long. The DMC is cutting

this time in half – and saving more lives as a result – through Cardio Team One (CTO), the nation's first hospital-based cardiac center. The DMC publicly launched CTO at a special press conference on August 6.

Based at Harper University Hospital and Detroit Receiving Hospital, CTO includes more than two dozen specially trained interventional cardiologists, nurses and technicians who reside 'on-site' at the hospital throughout their alternating 48-hour shifts. This innovative approach allows the cardiac team to enact streamlined tests and emergency room procedures in just a few minutes for patients experiencing heart attack symptoms.

"We've known for many years that time is a crucial factor in

treating heart attacks," says Theodore Schreiber, M.D., F.A.C.C., a nationally recognized interventional cardiologist and director for Cardio Team One. "Many studies have also shown that the quicker you can open up a blocked artery with an emergency angioplasty, the risk of death is substantially reduced. By cutting response time for heart attacks in half, we estimate saving about four to five lives for every hundred patients who would have died."

"Saving lives and helping to make lives better is our goal," says Dr. Schreiber. "There's no doubt that Cardio Team One has already begun to make that happen."

Karmanos Patients and Nurses Moved

In order to better serve its patients, on August 11 the Karmanos Cancer Center moved all patients and nursing staff between 5 Webber North and 8 Webber North. All medical oncology/hematology and autologous BMT patients and nursing staff are now located on the 8th floor. All GYN/ oncology, urology and neuro patients and staff are on the 5th floor. To reach the 8th floor unit, call 576-9127. To call the 5th floor unit, dial 576-9213.

If you have further questions, please contact Kathy Fedoronko at 576-9241.

President's ViewPoint



Thomas A. Malone, M.D., M.B.A., President of Harper University Hospital and Hutzel Women's Hospital

Greetings to all Harper-Hutzel staff and physicians.

As Labor Day approaches, I am reminded as to what makes healthcare workers so different than others. All of you take pride in being here 24/7 through holidays and weekends, because there is no greater mission than providing comfort and quality care to someone in need. As I transition to my new role of Harper-Hutzel president, I couldn't be more excited to work with such a compassionate and dedicated staff. I am humbled by the opportunity and excited about the challenge.

You may be wondering how things will change over the next few months as I settle into my new role. Rest assured, our goals are to build upon our strengths and enhance our robust reputation as a national leader in patient care and research. Over the weeks and months ahead, I plan on meeting with as many of you as possible to better understand your concerns and suggestions to improve patient care and satisfaction.

We'll strive for new ways to promote our services to consumers – as we continue to move toward a multidisciplinary approach to patient care. Our primary objective remains the same: to make Harper-Hutzel the health care destination of choice. A priority this month will be to remain focused on our Joint Commission (JCAHO) visit. Working together as a team will ensure a successful survey. While there is a lot of work, it is also important to have fun. So as we prepare for another upgrade to our EMR on September 7th I leave you with the following:

“Doctors at a competitive hospital went on strike last week. Hospital officials say they will find out what the Doctors’ demands are as soon as they can get a pharmacist over there to read the picket signs!”

I look forward to working with you all!

Thomas A. Malone, M.D., M.B.A.
President
Harper University Hospital
Hutzel Women's Hospital

HONORABLE MENTIONS: BE AN EXCELLENT TEAMMATE

Like many of you, last month I was inspired by the 2008 Summer Olympic Games. It's exciting to see so many top athletes compete on sport's biggest stage. I was also reminded of the remarkable achievements a team can make when each individual puts forth the intense determination, willpower and courage to reach a common goal.

Our work at Harper-Hutzel parallels the world of sport. Like Olympic athletes, our teams of skilled employees unite, motivate and support each other in providing excellent customer service and furthering the DMC's mission.

Winning a championship is exhilarating, but nothing is more important than coming together as a team. The individuals listed below are our medalists for bringing out the best in their teammates and helping to achieve department objectives. As you approach each workday, do all you can to support your co-workers and concentrate on our collective goal: to surpass all others in providing outstanding patient care. With your efforts, we can win the gold, silver and bronze.

–Mark M. Harrison, Vice President of Operations

Honorable Mentions

Senait Adal	8WS	Ramarao Kaza, MD	2BNS
Erika Adkins	2WS	Monica Kelley	2BNS
Lourdes Balbontin	2WS	Shannon King	2WS
Chioma Barnes	8WS	Kim Klaven	3WN
Susan Barnes	2WS	Deborah Kloss	2WS
Flora Bates	9WS	Ken Kuhfeldt	2BNS
Alfred Baylor, MD	2BNS	Richard Lewis, MD ...Neurology/UHC 8A	
Vance Butler	8WS	Julia Lynk	2WS
Tina Castillo	2WS	Jane Lyons	2WS
Nitin Choutha, MD	2WS	Aaron Maddox, MD	2BNS
Carl Christensen, MD	3BS	Georgetta Maidaniuc	3WN
Susan Corrión, MD	4WS	Jasmine Mays	10WS
Angie Cross	2WS	Mary Mekever	2WS
Carole Delisle	2WS	Xin Peng	8WS
Laura Denton	2BNS	Jeanette Reed	10WS
Lilly Dhan	8WS	Edmoud Ricassa	8WS
Carmen Dickey	2BNS	Barbara Richey	8WS
Yun Hong Ding	8WS	Mary Rickel	2BNS
Mike Duggan, CEO	Corp	Safwan Saker, MD	2BNS
Mahir Elder, MD	8WS	Ann Marie Santin	2WS
Kelly Elkins	2WS	Theodore Schreiber, MD	6ICU
Rosemary Fortier	2BNS	Frances Scott	2WS
Barbara Foskey	8WS	Aash Shah, MD	4WS
Brenda Gardenhire	2BNS	Delicia Shimkowski	2WS
Toya Garrett	2WS	Linda Smuk	2WS
Brent Gillium, MD	2WN	Ann Straka	2WS
Candace Gobert	3WN	Denise Summerfield	2WS
Nikeshia Harris	2WS	Latriese Taylor	3WN
Bridgett Harvel	2WS	Jamokay Taylor, MD	2BNS
Susan Hendrix, MD	3WS-LDRP	Tanisha Vanhorn	Dietary-4WS
Bob Ingram	2BNS	Daniel Watkins, MD	2BNS
Cheryl Jackson	2WS	John Webber, MD	2BNS
Sarah Jusko	4WS	Matthew Weiner, MD	2BNS
Terankay Kabba	3WN	Sheila Williams	2WS
Heather Kasprzyk	8WS	Heather Wood	9ICU
		Michael Wood, MD	2BNS

Critical Care Nurses Deliver High Performance under High Stress

Some of the most challenging work at Harper University Hospital centers on Critical Care Patient Services. Critical care nurses must have specialized knowledge, skills and experience to care for patients under very trying circumstances. Harper's highly trained and seasoned critical care nurses are known particularly for delivering superior customer care under stressful conditions.

Harper has 122 registered nurses across five critical care units – Neuroscience, Medicine, Surgery, Cardiothoracic and Intermediate Care. Other critical care staff members include managers, advanced practice nurses, clinical nurse preceptors, patient care associates and clerical workers.

Before entering the critical care setting, Harper nurses undergo three months of intense classroom education and clinical training. The main objective is to educate the staff



Members of Harper's five Critical Care units have the skills to care for the most acute patients. Team members pictured are, left to right, Emmanuel Lansanah, Alexander Lagman, Maria Palleschi, Mike Leahy, Marge Truscott (seated), Nefertari Booth, Karen Szubeczak, Dennis Hoy, Phyllis Oxley, and Christine Bowen, RN, Critical Care Patient Services administrative director (standing).

on advanced assessment skills and management of clinical conditions while incorporating the latest in medical technology and equipment. "The most challenging part of the job is caring for highly acute patients with rapidly changing conditions," says Christine Bowen, administrative director of Critical Care and Hemodialysis Patient Care Services.

"Because our critical care nurses work with the most

acutely ill patients, it's essential that they perform complex assessments, enact high-intensity therapies and interventions in collaboration with the Intensivist teams," Bowen says. They're responsible for initiating certain treatment modalities that must be given immediately and continuously monitored. Their constant presence at the bedside and enhanced critical thinking places them in a key role to develop and ensure

coordinated safe care. This role places them in a strategic position to drive evidence based clinical practice.

The nurses must also coordinate patient care multidisciplinary teams and meet with families to obtain and share information about their loved ones. "Because the patients we treat aren't always able to speak for themselves, working with the family is a critical aspect towards their recovery," Bowen says. "The family is a central component of our work."

Critical care managers also place a high priority on customer care by making daily rounds on new admissions, visiting with long-term patients in intensive care, and placing follow-up calls to patients after discharge.

"We work as a team and are highly focused on the well being of our patients and families," Bowen says. "Many of our nurses have 20 or 30 years of experience in the critical care setting. We are proud to provide our patients and families with a very experienced corps of managers and nurses who challenge themselves daily to achieve excellence."

STANDARD OF THE MONTH: Privacy

Privacy means that all patient information is confidential and protected by every health care worker.

Hospital staff must abide by all regulatory requirements. Please be sure to review the Patient Bill of Rights and Responsibilities. Patients have the right to expect that all aspects of their care will be treated confidentially, including their medical records. Medical records are not released without a patient's authorization unless it is for treatment, payment of a

claim, internal health care operations, or as required by law.

The privacy of personal health information is protected by both state and federal law as mandated through the Health Insurance Portability & Accountability Act (HIPAA). For more information, please refer to our Notice of Privacy Practice.

- Never discuss patient information in public areas (elevators, hallways, cafeteria).
- Interview patients in private or keep a distance between

patients (if possible). Close curtains or doors during exams, procedures and before talking to patients.

- Provide the proper size gowns for patients. Cover patients with blankets for comfort and modesty.
- Knock and identify yourself before entering a room.
- Documents that need to be discarded and contain patient information should be shredded or placed in the Iron Mountain confidential document containers.

- Do not leave patient information out in the open or on computer screens unattended.
- Privacy applies to all patients, including those patients who may be employees, celebrities, physicians and community leaders.
- Staff should make patient calls away from high traffic areas to avoid anyone overhearing the conversation. Ask the patient if it is a good time to talk. He/she may be at work or not in a private area.

Click on 'Tool Time' for Facilities and Equipment Repairs

For routine work requests involving Facility Services or Clinical Engineering, there's no easier way to get the job done than "Tool Time."

Staff can use this Web-based application to enter requests for services like medical equipment repairs and building-related work. You can access it at any time and from any computer connected to IntraWeb.

Using Tool Time is quick and easy. Simply click on the Tool Time link at the lower-right portion of the main IntraWeb screen and follow the online instructions. Make sure to enter the exact location of the job and as much information as possible to ensure

your request can be located easily and completed quickly. Enter a separate request for each job, even if they're at the same location.

When you've finished entering a request, Tool Time will issue a work number and display a confirmation page to print for your records. You will receive status updates for your request via e-mail. You can also check on a request simply by clicking on the work order number on your department's Tool Time Status Page.

Here are some tips to remember when using Tool Time:

- All emergency requests should be CALLED in to the appropriate department at

your facility. All patient room or patient care-related Facility Engineering requests are considered emergency requests. Clinical Engineering requests should be entered through Tool Time unless the request is critical.

- Select "Facility Engineering" for items such as electrical, plumbing, carpentry, heating/cooling lighting and other building-related concerns.
- Select "Clinical Engineering" for repair of any medical equipment. All clinical equipment should have a C.E. control tag with a unique control tag number. You will need this number to enter your request.

EAC NEWS

September Lunch and Learn – Building Good Credit

Learn valuable tips on establishing a good credit history at this informative seminar. A Credit Union One financial counselor will explain how credit scores are determined and outline steps on how to improve your credit. Sessions will be held Tuesday, September 23 from 11:30 a.m. – 12:30 p.m. and 12:30 p.m. – 1:30 p.m. in the Prus Auditorium (formerly 2A Murphy Auditorium). Attendees at each session will receive a door prize.



Fall Color Cruise

Enjoy a day-long tour of beautiful Northern Michigan and see the spectacular fall colors during the EAC's AuSable Fall Color Cruise on Saturday, October 11. The trip costs \$79 per person and includes round trip motor coach transportation, a box lunch and dinner at Iva's Chicken Dinners, a paddlewheel cruise on the AuSable River Queen and two hours of exciting gaming at the Saganing Eagles Landing Casino. The group will depart from Harper University Hospital at 9 a.m. and leave the casino at 8:30 p.m. Space is limited and reservations must be made by September 5. For more information, call the EAC Office at 313-993-3902.

Join the Employee Giving Campaign

All Harper-Hutzel employees are invited to help support the needs of our patients, staff and visitors by participating in the 2008 Employee Giving

Campaign. The campaign kicks off on Wednesday,

September 10 during the breakfast, lunch and dinner hours at the Harper-Hutzel Cafeteria. Team captains and ambassadors will also help launch the campaign on that date during the midnight shift. Employees will receive a donation form that should be filled out and returned to your team captain or Corporate Development by October 3.

Staff may designate their gift for any of these opportunities:

- Dr. Sophie Womack NICU Endowment Fund

- The Brush Mall Project
- The United Way
- Black United Fund of Michigan
- Area of greatest need

There are several easy and flexible ways to contribute:

- Donate a minimum of 8 hours of unused vacation time (will be deducted from 2008 vacation time)
- Create a regular payroll deduction (contributions will be deducted in 2009)
- Write a check or send a money order (payable to the Detroit Medical Center)

- Make a one-time donation (through payroll deduction, check, money order or vacation time donation)
- Make a gift online (click the "Together We Can" link on the IntraWeb under "For Our Employees")

No matter how large or small your gift, the campaign is a great opportunity to show your commitment to reaching even greater heights of service for our hospitals.

For more information about the campaign, contact LaDon Davis at 313-578-2263 or lsdavis@dmc.org.

Together We Can
Employee Giving

DMC

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ViewPoint is a publication of Harper University and Hutzel Women's Hospitals. For questions, comments or suggestions about this publication, please contact the marketing department at 745-7175 or kstannis@dmc.org.