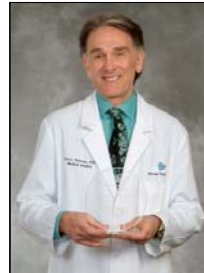




November 2011

The 2011 Banner Boswell Top Doc Award

We are pleased to announce the 2011 Banner Boswell Top Doc Award winner and honorable mentions, as selected by Banner Boswell staff. This award honors all of our outstanding physicians who provide excellent care to our patients and families every day!



Top Doc Award nominations were given to physicians who excel in three key performance areas:

1. Consistently demonstrating our three Communication with Doctors expectations of treating patients with courtesy and respect, listening to patients and explaining things to patients in way they can understand.
2. Working collaboratively with the health care team.
3. Providing high quality care to patients.

Our 2011 Top Doc winner is **Steven Charney, MD**. Dr. Charney has been on staff since 1993, specializing in interventional/diagnostic radiology. Staff members shared that Dr. Charney:

- Treats his patients with dignity and respect,
- Works with nurses to complete all tasks needed before surgery,
- Consistently demonstrates his commitment to excellent patient care,
- Always has time to answer his patients' questions, and
- Is willing to try new things to benefit his patients.

Arlene Conte, MD, John Thompson, DO, and Patrick Quinn, DO, were awarded honorable mentions for their staff nominations.

Please take a moment to congratulate these physicians. Thank you to all of you for providing excellent care to our patients and families every day!

Cerner update

In our EMR (Electronic Medical Record documentation) journey, Banner Health will continue to implement changes and upgrades in Cerner. For more details on these changes go to the Physician Portal:

<http://intranet10.bannerhealth.com/sites/System/Physician/Documents/default.aspx>

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Banner Boswell welcomes new Physician Resources director



Susan Dimpfel, RN, MBA, recently joined Banner Boswell

Medical Center as the director of Physician Resources. In her role, Susan will serve as a contact and liaison for physicians and their staff to better access Banner Boswell services. Susan is a returning Banner employee, having served as an Associate

<https://extranet.bannerhealth.com/sites/Physicians/default.aspx>

Significant impact:

- Pronouncement and Preliminary Cause of Death PowerNote (PN)
 - This PN is required for ARRA, and is to be completed no later than 7 days post pronouncement. The full Death Summary dictation is still required as well.
 - YOUR FILTERS NEED TO BE UPDATED, so please contact your CICs for further assistance.
- Lighthouse
 - Lighthouse is a tool to assist in meeting the Clinical Quality Measures of ARRA. Initial reporting includes VTE and Stroke. A tip sheet is available in the Lighthouse - Cerner folder on the Physician Portal. WebCast available.
- VTE Advisor
 - The existing VTE/DVT Prophylaxis care sets were replaced with the VTE Prophylaxis Advisor order on Nov. 16, 2011. The VTE Advisor window enables providers to document VTE risk, place prophylaxis order and complete some of the ARRA required documentation.
- Process for changing contact info
 - Any provider contact information changes need to be reported to the MSS, completing the Demographic Information Form, available on the Physician Portal.

For any additional details and questions, please contact one of your Clinical Informatics Coordinators (CICs). During business hours Monday through Friday, please call the CIC cell phone at (480) 294-8056 and for after-hours assistance, please call the Help desk at (602) 747-4444.

Two-way conversation enhances patient experience

You play a key role in the experience of our patients. There are a number of simple techniques that can help you to engage patients and positively shape their perception of the care you provide. Our top three suggested techniques are listed below.

1. Effectively manage First Impressions
2. Engage patients in Two-Way Conversation
3. Foster an environment of Team Collaboration

When demonstrated consistently, these techniques will result in improved clinical outcomes AND your patients will provide better feedback about their care – as evidenced on the patient experience survey. Below are suggested ways to effectively engage patients in two-way conversation. The final technique will be featured in the next issue of *Boswell.doc*.

- Start and finish with open-ended questions. Begin sentences with “What/How” rather than “Do/Did.”
- Utilize teach-back methodology. This ensures patient

Administrator at Banner Good Samaritan in the past. During her six-year hiatus from Banner, she was the practice administrator for Internists, Oncologists LTD, a hematology/oncology practice. Susan looks forward to making new friends at Banner Boswell and reconnecting with old ones. Susan can be reached at (623) 832-5678 or via [email](#).

Banner Boswell's phone prefix has changed

Banner Boswell now has a new phone prefix effective immediately. The new prefix, **832**, replaces the current 561, 815, 876, 972, 974, and 977 prefixes used on campus. All phones at Banner Boswell can now be reached by dialing 623-832-XXXX. The main number to Banner Boswell is (623) 832-4000.

While the old numbers will remain in effect until June 4, 2012, we want to ensure that providers and office staff are aware of the change and encourage you to start using the new numbers now.

The phone number change also affects other entities on and near Banner Boswell's campus, including Banner Boswell Rehabilitation Center, Banner Lakes Imaging Center, Banner Alzheimer's Residence, Banner Special Adults Residence, Banner Sun Health Research Institute

- understanding and increases compliance.
- Listen actively without interrupting. Silence can be engaging, and doesn't generally harm the overall experience.
 - Draw family members into the conversation. Family engagement will simultaneously improve quality of post-discharge compliance and overall satisfaction.
 - Tie everything back into the plan of care. Utilize whiteboards and treatment goals to keep patients engaged in the bigger picture of their care.
 - Thank you for the excellent care you provide to *Every Patient, Every Time!*

Infection Prevention: It's in your hands

Hospital-acquired infections (HAIs) affect approximately 2 million persons annually and are potentially preventable.

Comply with Standard Precautions

- Hand Hygiene
 - Perform before and after patient contact and after removal of gloves.
 - Use soap and water, not hand gel, for C. diff patients.
 - Cover your Cough – Respiratory Hygiene at all times.
 -
- Wear PPE (gloves, mask, eye protection, gown) appropriate for the task.
- Practice sharps safety.
- Wear surgical mask when doing lumbar punctures.

Comply with Transmission Based Precautions

- Contact Precautions: Perform hand hygiene and gown and glove whenever entering the patient's room, and crossing the red line.
- Droplet: Perform hand hygiene and wear a mask when within 3 to 6 feet of patient.
- Airborne: Place patient in a negative pressure room and wear a respirator (N95 or PAPR) to enter.

Follow and adhere to the Central Line Associated Bloodstream Infection (CLA BSI) Prevention Bundle.

Follow and adhere to Ventilator Associated Pneumonia (VAP) Prevention Bundle.

Follow and adhere to Surgical Care Improvement Program (SCIP) guidelines.

Limit the use and duration of urinary catheters to situations necessary for patient care.

Follow facility's antimicrobial stewardship guidelines.

Patient and Self Protection

and Sun Health Services/Foundation.

Banner Del E. Webb Medical Center has also changed its prefix to "524." The phone numbers for Banner Olive Branch Senior Center (623-974-6797) and Banner Medisun (623-974-7430) remain the same.

[See a list of most frequently called numbers on both campuses.](#)

- Be up to date on immunizations: influenza, Hep B, MMR, Tdap0, Varicella
- Report exposures to blood and body fluids or infectious disease.
- Self furlough if suspect of having an infectious disease or condition.

Know your Resources

- BBWMC Infection Prevention and Control Department: (623) 832-5337
 - Infection Prevention (intranet search link) Policies: <http://policiesandprocedures.bhs.bannerhealth.com/Pages/Default.aspx>
-

connect with us



Banner Boswell Medical Center
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[Change](#) your email address