

CGH MEDICAL CENTER
Physician Services Council
Meeting Minutes
January 9, 2019

Call to order

Dr. Jacob Hopping called to order the meeting of the Physician Services Council at 7:05 a.m. in the fourth floor board room of CGH Medical Center.

The following members were present: Dr. Mir Alikhan, Dr. Matthew Cutter, Dr. John Hahn, Dr. Eric Kuhns, Dr. Eric Riley, Dr. Vincent Racanelli, Jordanna Devine, Concha Sitter, Donna Cook, and Shane Brown. Others present were: Dr. William Bird and Dena Wheeler. Guests present were: Matt Tichler and Teresa Kikuts.

Approval of Minutes

The minutes of the previous meeting of November 14 were unanimously approved.

Unfinished business

A. Recruitment update

Shane provided a summary of recent recruitment activity. Susan Burnette, NP will join Ready Care on January 30. Laurie Buckman, Midwife, will join Ob/Gyn on February 1. Dr. Bowman will join Ob/Gyn on March 1. Dr. Girard and Dr. Chaplin will join Anesthesia on March 1 and July 31, respectively. Three CRNAs will start in March. Amanda Dawson, NP will join Dr. Dang on April 25. Erica Stach, NP will join Dr. King in April. Recent physician visits include Neurology, Interventional Cardiology, and Internal Medicine.

Dr. Alikhan reported an Oncology Nurse Navigator is joining his department in the near future.

B. CMO updates

Dr. Grazulis has accepted an academic position at the University of Iowa, as of July 1. There is an opportunity to bring back Judge Jodi, who presented on opioids last year. Dr. Bird asked this group how they would like to be involved. Physicians suggested a list of questions from the opioid stewardship committee be presented to her in advance, and that her presentation be streamed for those who can't be present.

C. Redundant reports

Teresa Kikuts (Health Informatics) explained this is a complex project and her department is capturing data to determine what reports are generating redundantly, and from where. Task groups have been created in various areas to work on this further. She assured physicians they are working to resolve this problem.

New business

A. Election results

The recently elected members of this group are Dr. Eric Riley, Dr. Mir Alikhan, and Dr. Vincent Racanelli. Concha Sitter's position is up for election, and Shane will send an email to all NPs and PAs to ask for votes. She and one other person are running.

B. Clinic operational updates

Randy reported on several updates:

- Receptionists have not been using cancellation codes in PCIS consistently. The number of codes has been reduced to 9, which will provide valuable information regarding cancellations.
- No-show rates in May 2018 was 9.4-9.7%. The reminder system for appointments was improved upon in November and the no-show rate decreased to 8.3%. Every one percent is equal to 1000 patients. In December, the no-show rate was 7.8%. Randy stressed the importance of keeping current cell phone numbers for this process. The goal is 5%.
- When a new provider joins CGH, it can be difficult to estimate their start date for seeing patients, considering licensure and healthplan credentialing which is dependent upon outside agencies. Randy explained provider start dates are being determined with these two important aspects in mind.
- The space between Ob/Gyn and Cardiology was designed to house cardio testing, which is now located in the hospital. This space will be gutted to utilize for cross specialty use.
- There continues to be efficiency issues regarding reception staffing. Clinic managers are starting a project to place reception staff in locations that allow staff to login from a remote department to help with busy times. They will also have access to PCIS schedules to allow for efficient staffing.
- Randy commended the high functioning EMR department. One example is the recent development of oncology templates by Kevin Harshman, which will have a positive impact on patient care.
- EMR is beginning the next round of enhancements on the patient portal to improve patient experience and be more efficient, while reducing reasons for patients to stop at the Business Office.
- CGH has completed our portion of the work required for the Apple app to be made available for access to a patient's medical records. Specific timing of the availability will be in the hands of Apple.
- There were very few CPT code changes this year. They were only biopsy codes, and information will be sent to only those departments affected.
- EMR has started the NextGen upgrade process to take place in February. This will include the ability for providers to see estimated costs of drugs before prescribing them.
- The new signoff template is done and training will start soon. Dr. Kuhns reported on the benefits and positive points, and commended the EMR staff.
- An email was sent to physicians several weeks ago, addressing questions about clinic managers and their roles. The team consists of Jodi Gaffey (Primary Care), Becky Foy (Surgical), Cindy Wadsworth (Medical Specialties), and a job opening for a reception manager.

Adjournment

The meeting adjourned at 7:59 a.m.

Minutes submitted by: Dena Wheeler, Physician Services Assistant

Minutes approved by: Jacob Hopping, M.D.