Patient Experience at EAMC and EAMC-Lanier

- EAMC and EAMC-Lanier partner with a company called Healthstream Research to conduct patient satisfaction surveys with a random sampling of your patients who have been cared for as an inpatient, outpatient, emergency, skilled nursing (SNF), or adult behavioral health patient.

- Several of our physician office practices have also elected to survey their patients.

- Healthstream is a business partner who must comply with all HIPAA privacy laws and the quality assurance guidelines published by the Centers for Medicaid and Medicare Services (CMS). Healthstream is a CMS certified vendor, and is not a telemarketing company.

- The survey is conducted by telephone interview, from a call center located in Baltimore. Trained interviewers are required to follow a “script” specified by CMS, especially when calling any of our inpatients for the HCAHPS survey. HCAHPS is the required survey format for any hospital in the nation who receives reimbursement for Medicaid or Medicare.

- The call center reaches the patient using the phone number(s) they listed during the registration process. They may call a patient between the hours of 9 a.m. - 9 p.m, and are permitted to make up to 5 attempts to contact the patient for the survey, unless the patient asks them not to call again.

- No patient medical information is released to Healthstream; only demographic information such as name, phone number(s), date they were seen/discharged, and which facility/unit/location cared for them.

- If a patient wishes to be on a permanent DO NOT CALL list for satisfaction surveying, the patient must either sign a NO PUBLICITY request while they are a patient, or they must call 800-473-1771 post-discharge to communicate directly with Healthstream that they do not wish to be surveyed. A patient always has the option to “refuse/decline” to participate if they are called by a Healthstream surveyor.

- EAMC uses the information provided by the patient to make improvements in care and service.

If you would like any further information or have questions, you may contact Pat Grace, Patient Experience, at patricia.grace@eamc.org or at 334-528-1262.

ICD-10 Documentation Tips for Symptom Diagnoses

If a patient presents with symptoms such as dyspnea, chest pain, or edema, indicate the cause or what you are ruling out. For example:

- Dyspnea due to COPD vs. Asthma vs. Pneumonia
- Chest pain due to GERD vs. Angina vs. Costochondritis
- Edema due to Diastolic CHF vs. Chronic Kidney Disease vs. something else

If you have any questions, please contact one of your Clinical Documentation Specialists at 528-1254

**Using these documentation tips will get you ready for ICD-10 documentation requirements.**
From the Diabetes and Nutrition Center and the Department of Medicine:
The DKA transition protocol has been simplified to avoid confusion regarding dextrose-containing fluids. Dextrose-containing fluids will be stopped when the insulin drip is stopped when a patient transitions off the DKA protocol.

From your Department of Medicine Chairman:
Physicians, please ensure you are addressing code status and entering the order on your patients (particularly for those in whom it may be particularly relevant). Omitting a “DNR” order is reflective of poor quality care and often leads to unnecessary treatment. It is the responsibility of the attending physician to address code status (see EAMC General Rules and Regulations 5.6-2). Remember, we have a palliative care team at EAMC if you need assistance as well.

Meetings and Conferences
- Cancer Conference: Tuesday, August 11; Noon; Classroom C. Lunch will be served.
- AUMC CME Summer Conference Series*:
  - Monday, August 10; 8 - 9 a.m.; Dr. Shannon Cason – Common Upper GI Diseases
  - Monday, August 10; 9 - 10 a.m.; Dr. Shannon Cason – Cancer Screening Guidelines
  - Monday, August 10; 10 - 11 a.m.; Dr. Beth Ladisla – Hypertension
  - Monday, August 10; 11 - 12 a.m.; Dr. Beth Ladisla – Wilson Disease
  - Tuesday, August 11; 9 - 10 a.m.; Dr. Jay Harvey – Party Time: Today’s Drug Culture
  - Tuesday, August 11; 10 - 11 a.m.; Dr. Jay Harvey – Standards of Medical Care Diabetes 2015
  - Tuesday, August 11; 11 - 12: Skylar Cope – Sleep, Sleep, Sleep
  - Wednesday, August 12; 8 - 9 a.m.; Skylar Cope – Joints and Problems That All Them
  - Wednesday, August 12; 9 - 11 a.m.; Kate Lynch – Radiology in the Primary Care Setting
  - Wednesday, August 12; 11 - 12: Patty Kenney – Eating Disorders: Is it Time to Eat?
  - Thursday, August 13; 8 - 9:30 a.m.; Juliane Gonzales – Abdominal Pain
  - Thursday, August 13; 9:30 - 10 a.m.; Juliane Gonzales - Headaches
  - Thursday, August 13; 10 - 12; Ginny Donald – Vaccine Preventable Disease

*Note: AUMC Summer Series will be held at the AU Medical Clinic on the Auburn University campus

EAMC welcomes Francisco Camino, M.D.
Dr. Francisco Camino will be joining Dr. Maldonado at East Alabama Infectious Disease beginning August 1. Dr. Camino is an experienced infectious disease specialist relocating from Ocala, Florida. Dr. Camino received his medical degree from Universidad Nacional mayor de San Marcos in Lima, Peru; completed his internal medicine residency at Greater Baltimore Medical Center in Towson, MD; then completed his fellowship in infectious disease at the University of Florida. Please seek him out and get acquainted.

Note: EAMC also welcomes Dr. Kelley Taylor, who will be joining Lee Pathology Associates on August 3. More information about Dr. Taylor is coming in the September issue of the Physician Focus.

Pediatric Advanced Life Support Renewal: Thursday, August 20, 8 a.m.- 4:30 p.m. Health Resource Center. Call 334-528-1260 to register.

Pediatric Advanced Life Support for Inexperienced Providers: No dates scheduled for August. The next meeting will be Wednesday, September 16 - Thursday, September 17; 8 a.m.-3:30 p.m. Health Resource Center. Call 334-528-1260 to register.

Advanced Cardiac Life Support Renewal: Tuesday, August 18, 8 a.m.-5 p.m. Health Resource Center. Call 334-528-1260 to register.

Advanced Cardiac Life Support for Inexperienced Providers: Wednesday, August 12 -Thursday, August 13; and Wednesday, August 26 -Thursday, August 27; 8 a.m.-3 p.m.; Health Resource Center. Call 334-528-1260 to register.

The Barbasol Golf Championship was held at Robert Trent Jones on July 16-19. Prior to the official tourney, a Pro-Am event was held on Wednesday. Because of EAMC’s partnership, the hospital was able to submit a team to play a round of golf with one of the PGA pros. Shown here with David Toms (center) are Dr. Alan Moore (ED), Doug Sanders, CRNA, Dr. Bob McAllindon (Ortho and Sports Medicine) and Dr. Joe Monley (ED). David Toms is a 13-time winner on the PGA tour and also boasts 15 2nd place finishes and 109 top-10 finishes. His career earnings are just under $41 million.