

President of the Professional/Medical Staff REPORT

Michele Del Vicario, MD, FACC, FRCP (C)

PHYSICIAN BURNOUT

The well-being and health of our caregivers is of paramount importance to the delivery of excellent health care.

In the past few years research has shown that the physician burnout is on the rise.

Burnout is a long term stress reaction that includes emotional exhaustion and a sense of depersonalization and a lack of a sense of personal accomplishment.

Survey's by the AMA, Rand Corporation and many others show that the hours and demands of the work, the requirements to interact regularly with insurance companies, the increase clerical duties, the inefficient electronic medical records (EMR), loss of a sense of autonomy and difficulty in maintaining a work-life balance all contribute to the problem.

While the physicians argue with the importance of EMR they have not been properly streamlined. These EMR systems are not well designed for medical use and interfere with face to face doctor to patient experience. EMR systems are burdensome and have turned physicians into data entry clerks.

When physicians become discouraged and leave medicine the current doctor shortage is exacerbated and at a cost of \$250k to replace that physician never mind the discontinuity of care.

So what is to be done? Blow up the EMR? Not likely.

There are large institutions conducting research in the field. Most seem to believe the cure lies in healthy encounters and relationships among health-care workers, colleagues and patients. Workshops to promote compassionate mediation and communication have been found to reduce stress and burnout and enhance physician resilience.

We, at Providence have some psychological help already available and are in the process of expanding this program into a more proactive rather than reactive program in the hope of preventing some stress and burnout. See *contact info for Physician Well-Being and Dr. Credidio for confidential consult.*

As programs to maximize physician well-being are implemented, patients will also be able to feel more confident that they, too, are getting the best care available.

Reference: Chicago Tribune October 22, 2014

Michele Del Vicario, MD
President of Professional Staff

Amir Kaviani, MD
Immediate Past-President

Thomas E. Lowe, MD
President-Elect

Richard Glimp, MD
Chief Medical Officer

Midhat Qidwai, MD
Secretary/Treasurer

Celia Hogenson-Kida, MBA, CPMSM
Director, Medical Staff Services

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Physician Well-Being Committee
(310) 303-6700

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From the CMO Desk

Physician Survey

Our sincerest thanks go out to all of you who took the time to complete the Physician Survey back in October/November. The results have finally been processed by the firm of Press Ganey and sent to us to review. Overall, the hospital did quite well in areas of physician engagement, alignment, and satisfaction, scoring above the national mean in all those areas. Departments scoring the highest included Emergency Department, Operating Room, and Radiology. Scheduling also scored much higher than the national mean. And despite the pains of adapting to the EPIC EMR, record keeping scored very high, with many positive comments in the narrative section of the survey. Only 16 of 50 questions scored below the national average.

Those of us in administration will be meeting with key medical staff members around some of the weaknesses found in the survey and look forward to hearing how we can improve. We will also present the survey results in more detail at the General Staff Meeting.

Again, thank you for your participation and ongoing support of our facility.

Richard Glimp, MD
Chief Medical Officer

PHILANTHROPY UPDATE *Michele DelVicario, MD*

Physician Engagement & Grateful Patient Fundraising

We have 2 key Campaigns underway, namely;

CARDIOVASCULAR CENTER OF EXCELLENCE \$35 MILLION

Our "Heart to Heart" Campaign for the Cardiovascular Center of Excellence over the next three years includes:

- * Hybrid OR Suite for expansion of cardiac and endovascular surgical capabilities
- * Cardiac catheterization laboratory upgrade and expansion that includes refurbishing and relocating Electrophysiology Suite with Stereotaxis, refurbishing and updating existing catheterization laboratory rooms, and bring additional catheterization laboratory room
- * State-of-the-art monitoring and diagnostic screening equipment for improved cardiac monitoring throughout the hospital (emergency, critical care, and telemetry units, in addition to perioperative areas)

WOMEN & CHILDREN'S \$5 MILLION

The next two years plans include:

- * Refurbishment of private labor, delivery, recovery & postpartum (LCRP) Rooms
- * Infant Security System
- * Bluetooth Enabled Mobile Fetal Monitoring System

If I Could Speak

A Poem by John McDonald, MD

If I had one wish it would surely be
 To have a good doctor to care for me.
 I'm only about 1000 grams - certainly less than two,
 But I can have feeling almost like you.

I'm scrawny and puny and not much to see,
 Yet lovingly you pause to nurture me.
 Oftentimes I lie here, a breathless midget,
 And hope and pray you will stop and visit.
 You're so tall and tanned, a beautiful being.
 Sometimes I smile to show that I'm seeing.

My heartbeat is dominant, so loud and clear.
 It's even amplified - I really could cheer!
 I know that my nurse who listens with care
 Checks every dropped beat - she's always aware.

I think I'm in love with a world not yet known.
 Do you think I may stay to be fully shown?
 At least, please try: do give it your best.
 I'll even be grateful for a rigorous test.

But, if you should fail, fear not in the end.
 I'll go on with God, my other good friend.



John McDonald, MD

“In 1972, Jack (John McDonald, MD) and his colleagues pioneered the idea for one of the first neonatal intensive care units. Utilizing the newly-developed Bird and Bourn neonatal ventilators, his team collaborated with adult intensive care specialists, obstetricians, and pediatricians. Their innovative work dramatically decreased neonatal mortality and morbidity in Los Angeles.”

excerpt from CSA Vital Times, 2014

Stephen Jackson, MD (author)

Approved at April 9, 2015 Board

POLICIES AND PROCEDURES

INFECTION, BLOOD & PHARMACY P&Ps

- Antidotes - List of (revision)
- Ceftriaxone Dose Interchange Protocol - Adult - Inpatient Use (new)
- Warfarin (Coumadin) Anticoagulation Therapy Protocol (POST EPIC) revision

FORMS

MEDICINE

- Department of Medicine Privilege Form

POST-ACUTE FORMS

- Facility Verification of Informed Consent for use of Physical Restraints or Prolonged use of Device (revision)
- Facility Verification of Informed Consent for use of Psychotropic Medications (revision)

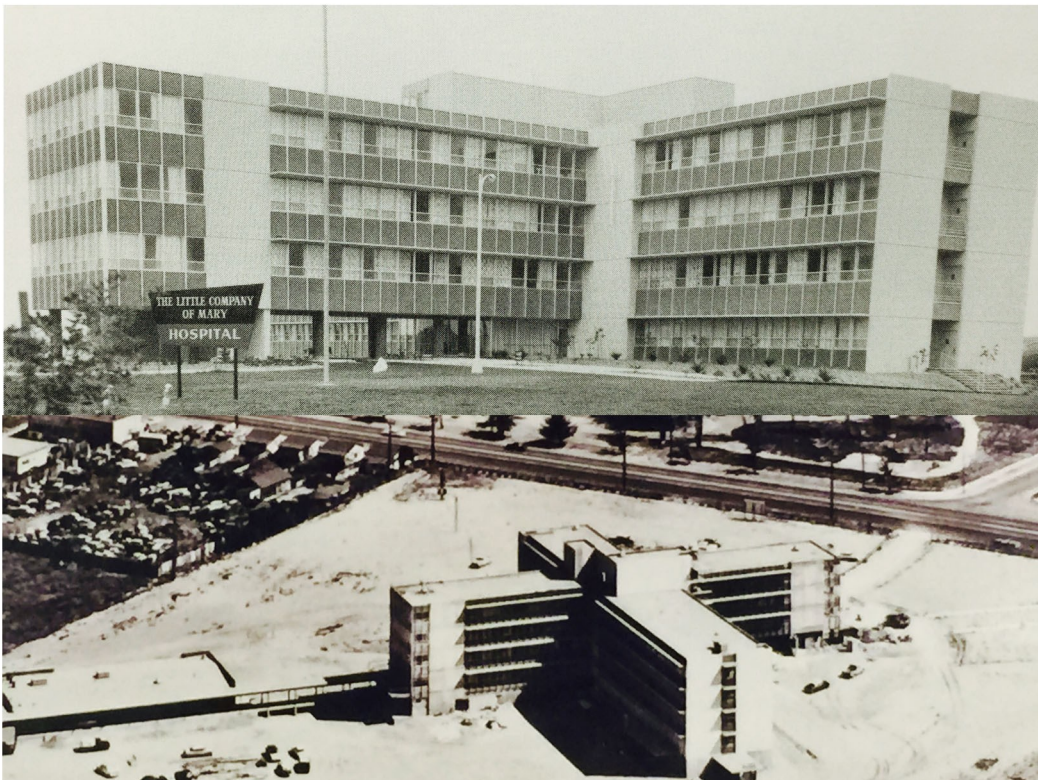
SURGERY FORMS

- General Surgery Privilege
- Orthopedic Surgery Privilege
- Dental/Oral & Maxillofacial Surgery Privilege

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PERIODIC REVIEW

- Medication Error Reduction Plan (MERP)
- Quality and Patient Safety Report, March 2015



Did you know...

Groundbreaking for Little Company of Mary Hospital in Torrance was held on December 19, 1957. Built in the shape of a cross, the hospital was dedicated on January 3, 1960. With three operating rooms for major surgery, one emergency operating room, three labor rooms and two delivery rooms, the 150-bed hospital was considered state-of-the-art.

Welcome Medical Staff...



Amir AJAR, MD
Otolaryngology



Lucie BRINING, MD
Internal Medicine



Pitchaya CHITAMATARA, MD
Pediatrics



Philip CHUANG, MD
Anesthesiology



Gary DEUTSCH, MD
General Surgery



Craig GERMAN, MD
Neurology



Kerry HOMOTOFF, PA
Ortho Surgical Assistant



Michael KASSARDJIAN, DO
Dermatology



Dan KISS, MD
Emergency Medicine



Dwayne LOGAN, MD
Ophthalmology



Jennifer MICHAEL, MD
Internal Medicine



Wayne OZAKI, DDS, MD
(Consult Only)
Pediatric Plastic Surgery



Reena PATEL, MD
Cardiology



Clarence SINKHORN, MD
Obstetrics & Gynecology



Jill SUKOVIEFF
Perfusionist



Jason WILLIAMS, MD
Internal Medicine

FAREWELLS

Amruti Borad, DO (Family Medicine)
Warren Brooks, DDS (Oral Surgery)
Jennifer Chew, MD (Internal Medicine)
Ebuloluwa Johnson, MD (Emergency Med)
Johnson Hua, MD (Internal Med)
Andrew Kim, MD (Gastroenterology)


Marie Rhoads-Baeza, MD (OB/GYN)
Christopher Verbin, MD (Plastic Surgery)
Gregory Washington, MD (Otolaryngology)
Mark Hurrel, MFT (Marriage & Family Therapy)
Mary Marangon, LCSW (Social Work)
Felice Roth, MFT (Marriage & Family Therapy)

RETIREMENTS

Morris Asch, MD (Pediatric Surgery)
Donald Huber, MD (Orthopedic Surgery)

James Ingram, MD (Anesthesiology)
Ghods Madani, MD (Pediatrics)

May 2015

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 12:30p- Cardiac Conf.	2
3	4 12:30p- Medicine Dept.	5 7:00a-Cardiac Surgery Conference 5:00p-Statement of Concern 6:00p-Medical Executive	6 7:15a-Breast Cancer Conference 7:45a-Cancer Conference 12:30p-Critical Care	7 12:30p- Pediatrics Dept. 12:30p-Continuing Medical Education: OB/GYN- "Polycystic Ovarian Disease"	8 12:30p- Cardiac Conf.	9
10	11 7:00 a- Anesthesia Dept. 12:30 pm- New Medical Staff Orientation	12 7:00a-Cardiac Surgery Conference 12:30p-Ob/Gyn Dept. 12:30p p-Cardiology Quality Review 12:00p-Comprehensive Stroke Conference	13 7:15a-Breast Cancer Conference 7:45a-Cancer Conference 12:30p-Oncology Comm.	14 12:30p-Continuing Medical Education: Chemical Diagnostic Treatment for Dementia	15 12:30p- Cardiac Conf.	16
17	18 7:00 a-Surgery Quality Review 7:30 a - Surgery Department	19 7:00a-Cardiac Surgery Conference 12:30p-Infection, Blood and Pharmacy	20 7:15a-Breast Cancer Conference 7:45a-Cancer Conference 12:30p-Medical Quality Review 12:30p-Health Education Committee	21 7:30a-Radiology Dept. 12:30p- Family Medicine Department	22 12:30p- Cardiac Conf.	23
24	25 	26 7:00a-Cardiac Surgery Conference	27 7:15a-Breast Cancer Conference 7:45a-Cancer Conference 12:30p-Physician Excellence Committee	28 12:30p-Continuing Medical Education: Medications and Treatment options for Diabetes	29 12:30p- Cardiac Conf.	30
	31					

June 2015

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2 7:00a-Cardiac Surgery Conference 5:00p-Statement of Concern 6:00p-Medical Executive	3 7:15a-Breast Cancer Conference 7:45a-Cancer Conference 12:30p-Critical Care	4 12:30p-Continuing Medical Education: TBA	5 12:30p- Cardiac Conf.	6
7	8 7:00 a-- Anesthesia Dept. 12:30 pm- New Medical Staff Orientation	9 7:00a-Cardiac Surgery Conference 12:30p-Ob/Gyn Dept. Quality Review 12:30 p-Cardiology 12:00p-Comprehensive Stroke Conference	10 7:15a-Breast Cancer Conference 7:45a-Cancer Conference	11 12:30p-Continuing Medical Education: TBA	12 12:30p- Cardiac Conf.	13
14	15 7:00 a-Endovascular Committee	16 7:00a-Cardiac Surgery Conference 12:30p-Infection, Blood and Pharmacy	17 7:15a-Breast Cancer Conference 7:45a-Cancer Conference 12:30p-Medical Quality Review	18	19 12:30p- Cardiac Conf.	20
21	22 7:00 a-Surgery Quality Review	23 7:00a-Cardiac Surgery Conference	24 7:15a-Breast Cancer Conference 7:45a-Cancer Conference 12:30p-Physician Excellence Committee	25 12:30p-Continuing Medical Education: TBA	26 12:30p- Cardiac Conf.	27
28	29	30 7:00a-Cardiac Surgery Conference				

THE *Art* OF HEALING

**Are you a painter,
sculptor, photographer...
artist?**

Showcase your talents in the annual
Providence Little Company of Mary
Art of Healing Exhibit

Entry deadline is Tuesday, May 5
Contact – andrew.werts@providence.org
for entry information

Event Dates:

Reception and Blessing:
Tuesday, May 26 • 4:00 – 7:00 p.m.

Open Gallery:
Tuesday, May 26 • 7:00 p.m. – midnight
Wednesday, May 27 • 9:00 a.m. – 3:00 p.m.

Location:

Providence Little Company of Mary
Medical Center Torrance
3rd Floor Lobby