

UNMH PROGRESS NOTES

Updates from the Chief of Staff

Spring 2017



**From the Desk of the
Chief of Staff:**

**Getting Your Work Done On Time
So You Can Go Home On Time!**

Provider burnout and 'ease of practice' are two interrelated issues that affect healthcare quality and safety. They are exceedingly important because the health of our communities depend on healthcare worker wellness. Individual wellness is important but system's issues and organizational wellness also contribute. I think that many of the solutions to ease of practice are system based. How can we train ourselves to work smarter not harder? Many of the solutions are having healthy, sustainable and diverse teams that take care of communities together. It's not all up to the individual anymore. We also have to use technology in the most efficient way possible.

I read a great article by a friend and colleague Colleen Fogarty, MD, MSc in *Family Practice Management* called "Getting Your Notes Done on Time". I have summarized her 7 tips to spend less time on charting below and I have added some of my own after that.

1. Delegate what you can to your team.
2. Get done what you can in the room.
3. Know documentation guidelines and leave out things that aren't meaningful for care or billing.
4. Learn how to use your EMR tools.
5. Let go of perfection.
6. Don't write a novel (or write it at home and not in the EMR).
7. Time yourself.

My Powerchart and charting tips:

1. Use 'provider view' to create dynamic documentation note.
2. Use Dragon dictation to finish your note.
3. Use Quick Orders.
4. Take 1-2 hours every quarter to get more Powerchart training.
5. Document as much as you can as you go and don't save it all to the end.
6. Ask someone from powerchartsynergy@salud.unm.edu to work with you, ask to shadow a super user or have them shadow you.

Together we can learn and build tools and teams to become more efficient. In our efficiency we can streamline our processes, reduce variation and focus on the diagnostic, creative and more joyful parts of our job and **especially our connection with patients and each other. This will create more joy in practice!**

It is an honor to serve as your Chief of Staff please send me comments, ideas, questions and musings to UNMH-ChiefofStaff@salud.unm.edu or visit <http://clinicalaffairs.unm.edu/unmhmsa/chief-of-staff/index.html>.

Hoping you feel the meaning in your medicine and Happy Springtime,

Jen

Jennifer K. Phillips, MD

Associate Professor and Associate Chair in the UNM Department of Family and Community Medicine
Chief of Staff UNM Hospital and Clinics (Jan 2017-Dec 2018)

CHANGES COMING TO REAPPOINTMENT PROCESS

By Alison Webster, Director, Clinical Affairs

The biannual reappointment process for all UNM Health System credentialed practitioners is going paperless. For reappointments expiring July 2017 onwards, the reappointment and re-privileging process will be entirely electronic. Practitioners will receive an email from UNM Health System Credentials Verification Office (CVO) letting them know that a second email will be forthcoming from AppCentral and they **have up to a month to log-in, verify and update information, hit submit.**

AppCentral is a software solution hosted by CACTUS software, which is the database used by UNM for credentialing. The healthcare practitioner is able to complete the entire application process through a secure web-based experience.

Improvements in the reappointment process include:

- AppCentral link sent directly to the practitioner, no more paper copies circulating.
- Same application for Initial and Reappointment.
- Application and clinical privilege description are pre-populated from credentialing data already saved in the credentialing database.
- No peer evaluations submitted with application; CVO will send directly to references listed.
- No CV required for reappointment.
- Auto reminders sent to practitioners, with copies to Credentialing Liaison support.

App Central instructions can be found on the Clinical Affairs website at <http://clinicalaffairs.unm.edu/unmhscvo/documents.html> or you may contact the CVO directly at 505 272-2526 if you have any questions. **Thanks for supporting CVO & Medical Staff Affairs!**

CONTROLLED SUBSTANCE PRESCRIBING – CHANGES EFFECTIVE JANUARY 1, 2017

1. Key changes to New Mexico Prescription Monitoring Program (PMP) requirements:

- Consult the PMP before prescribing more than four (4) days of any controlled substance (Schedules II-V).
- Consult the PMP every three (3) months for patients on continuous therapy.
- Urine toxicology screens must be obtained prior to prescribing opioids for chronic pain, and then every six (6) months.
- Review the course of treatment for chronic pain, the patient's state of health, and any new information, every six months;
- Suboxone requirements are now listed; consult the PMP at time of intake and then every three (3) months.

Access the PMP website at <https://newmexico.pmpaware.net/login>; access the updated UNMH policy Controlled Substance Prescription Processing, Security and Issuance on the UNMH Intranet at <https://hospitals.health.unm.edu/intranet>.

- ### **2. The US Drug Enforcement Administration (DEA) eliminated the informal grace period which previously allowed registrants to renew their registrations and will now send only one renewal notification to the registrant's "mail to" address approximately 65 days prior to the expiration date. No other reminders will be provided by DEA. Failure to file a renewal application by 12 am EST of the expiration date will result in the "retirement" of the registrant's DEA number. Any registrant who fails to meet the deadline will be required to apply for a new DEA registration and will receive a new DEA registration number.**
- ### **3. In accordance with UNMH Medical Staff Bylaws, UNMH Medical Staff policy, and managed care contract obligations, practitioners credentialed to provide patient care at UNMH are required to maintain, when applicable, prescriptive license(s). Failure to renew a DEA or NM controlled substance registration (CSR) prior to expiration will result in automatic suspension of prescriptive authority for controlled substances until renewal can be verified.**

ANNOUNCEMENTS

Albuquerque's TOP DOCS

For more than a dozen years, *Albuquerque The Magazine* has asked the thousands of physicians practicing in the Albuquerque area the same question: "If you had to refer a loved one to a local doctor other than yourself, to whom would you refer them to?" Congratulations to these UNM Hospital physicians named TOP DOC in their specialty:

Dr. Eli Torgeson – Anesthesiology (tie)

Dr. Sara Popek – Colon and Rectal Surgery

Dr. Steve McLaughlin – Emergency Medicine

Dr. Michael Gavin - Gastroenterology

Dr. Edward Auyang – General Surgery

Dr. George Comerci Jr. – Internal Medicine

Dr. David Lemon – Pediatric Surgery

Dr. Denise Kesler – Preventative Medicine

Each physician was showcased in the March 2017 issue of *Albuquerque The Magazine*. Many faculty medical staff members were named as also receiving votes in their specialty category. Congratulations to all, and thank you for your outstanding service to our community.

Dr. Mark Crowley Named Interim Executive Director of Children's Services

Mark Crowley, MD, has been named interim executive director of Children's Services at the UNM Children's Hospital. Crowley received his MD from the University California, Irvine. He completed his pediatric residency at Los Angeles County – USC Medical Center and subsequently served as chief resident. He completed his pediatric critical care fellowship at the University of California, San Francisco before joining the UNM faculty as a pediatric intensivist in 1990. Crowley served as the Pediatric Intensive Care Unit medical director from 1998-2015 and as the director of pediatric and adult Extracorporeal Membrane Oxygenation from 1992-2013. He has served as the executive medical director of Pediatric Inpatient Services since 2014 and as the Pediatric Critical Care division chief since 1998. Crowley is a dedicated leader in pediatrics and at the UNM Children's Hospital. Congratulations to Dr. Crowley.

Dr. Melissa Martinez Joins National Vaccine Advisory Committee

Melissa Martinez, MD, professor in General Internal Medicine, Locum Tenens medical director and practicing physician in LoboCare Clinic, recently accepted a four-year position as a National Vaccine Advisory Committee (NVAC) member. NVAC is a federal advisory committee utilized by the Department of Health and Human Services to study and make recommendations on vaccine utilization and safety in the U.S., along with overall advising and council on public health and science issues. Martinez is one of 17 selected for this distinguished national committee. Congratulations Melissa Martinez.

Dr. Donna Sigl Named SOM Assistant Dean for Faculty Affairs and Career Development

Donna Sigl, MD, professor of child psychiatry, is the new assistant dean for Faculty Affairs and Career Development for the School of Medicine Office of Faculty Affairs and Career Development. Sigl is a former chief of the UNMH Medical Staff, a founding member and co-chair of the Physician Advisory Board, and serves as the current vice chair for Administration & Finance in the UNM Department of Psychiatry and Behavioral Sciences. Congratulations to Donna Sigl.

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Please Welcome Our Newest Medical Staff Members

Name	Specialty	Department	Appointed
Burkhardt, Gillian, MD	Obstetrics & Gynecology	Obstetrics & Gynecology	Mar-17
Espy, Paul, MD	Dermatology	Dermatology	Jan-17
Esters, Danielle, MD	Maternal/Fetal Medicine	Obstetrics & Gynecology	Jan-17
Good, Gabriella, MD	Internal Medicine	Internal Medicine	Feb-17
Harville, Aaron, MD	Anesthesiology	Anesthesiology	Mar-17
McArthur, Samuel, MD	Orthopedic Trauma	Orthopedics	Feb-17
Schmedes, Gregg, MD	Otolaryngology	Surgery	Jan-17
Shevy, Laura, MD	Infectious Diseases	Internal Medicine	Feb-17
Singh, Deeptej, MD	Dermatology	Dermatology	Jan-17
Vowles, Kevin, PhD	Pain Management	Neurosurgery	Feb-17
Wiltz, Katy, MD	Dermatology	Dermatology	Jan-17
Woslager, Megan, MD	Pediatrics	Pediatrics	Mar-17

CHANGES TO CLINICAL PRIVILEGES FOR FLUOROSCOPY

To better meet regulatory requirements and to address patient, staff, and provider safety, the Medical Executive Committee and Board of Trustees have voted to implement a process for non-radiologist physicians wishing to perform fluoroscopy at UNMH. Medical Staff Affairs will reach out to all non-radiologist providers who use fluoroscopy with the details of this new process, which includes completion of a Learning Central module and transitioning to the newly developed clinical privilege set, Fluoroscopy Non-Core. Please contact Medical Staff Affairs at [UNMH-medicalstaffaffairs@salud.unm.edu](mailto:unmh-medicalstaffaffairs@salud.unm.edu) with questions in this matter.

PHYSICIAN ADVISORY GROUP UPDATE

The Physician Advisory Group (PAG) provides advice to the UNMMG Board on policy matters, ease of practice initiatives, and program/planning activities. All physicians are welcome and encouraged to attend PAG monthly meetings which are held on the 2nd and 4th Thursdays at 7 am in BBRP 1500. Please contact Dr. Kendall Rogers at krogers@salud.unm.edu with questions or suggested topics for discussion.

Thank you to the UNMH Progress Notes Editorial Board:

Alison Webster, Office of Clinical Affairs	Robb McLean, MD, Office of Clinical Affairs
Bobbi Henderson, Office of Clinical Affairs	Steve McKernan, UNMHS Administration
David Pitcher, MD, UNMH Administration	Mike Richards, MD, MPA, UNMHS Administration