Provider Orientation

Waycross, Georgia
Welcome

Welcome to Mayo Clinic Health System in Waycross. We are pleased to have you as part of our medical team.

This orientation provides key information that will be useful to review prior to practicing at our facility.
Mayo Clinic Health System is a network of clinics, hospitals and other health care facilities serving over 70 communities in Minnesota, Iowa, Wisconsin, and Georgia. It links the expertise of Mayo Clinic with trusted health care providers in local communities.
The Three Shields

The Mayo Clinic logo of three interlocking shields symbolizes Mayo’s commitment to excellence and interdependence in the three areas of Research, Education and Clinical Practice.

Research  Clinical Practice  Education
Mayo Clinic Health System in Waycross
Mayo Clinic Health System in Waycross

- Established in 1956
- Licensed for 231 beds
- Teaching hospital fully accredited by The Joint Commission
- 47,264 Emergency Department visits in 2013
- 6,728 admissions by Emergency Department in 2012

Waycross, GA
Jacksonville, FL
Mayo Clinic Health System Facts

• Primarily serves residents of Ware and Pierce counties
• Secondary service area is comprised of Appling, Atkinson, Bacon, Brantley, Charlton, Clinch, Coffee, and Wayne counties
• Offers a full range of inpatient, outpatient and community-based health care services, with specialized expertise in women and newborn services, senior services, surgery, neuroscience and cancer
• More than 250 affiliated physicians
The Mayo Clinic Model of Care

• Our Mission Statement:

Inspire hope and contribute to health and well-being by providing the best care to every patient through integrated clinical practice, education, and research

• Our Primary Value:

The needs of the patient come first.
Mayo Clinic Value Statements

These values, which guide Mayo Clinic’s mission to this day, are an expression of the vision and intent of our founders, the original Mayo physicians and the Sisters of Saint Francis.

- **Primary Value**: The needs of the patient come first
- **Respect**: Treat everyone in our diverse community including patients, their families, and colleagues with dignity
- **Compassion**: Provide the best care, treating patients and family members with sensitivity and empathy
- **Integrity**: Adhere to the highest standards of professionalism, ethics and personal responsibility, worthy of the trust our patients place in us
- **Healing**: Inspire hope and nurture the well-being of the whole person, respecting physical, emotional and spiritual needs
- **Teamwork**: Value the contributions of all, blending the skills of individual staff members in unsurpassed collaboration
- **Excellence**: Deliver the best outcomes and highest quality service through the dedicated effort of every team member
- **Innovation**: Infuse and energize the organization, enhancing the lives of those we serve, through the creative ideas and unique talents of each employee
- **Stewardship**: Sustain and re-invest in our mission and extended communities by wisely managing our human, natural and material resources
Strategic Statement

Mayo Clinic Health System in Waycross and its medical staff will transform the delivery of healthcare in southeast Georgia through an integrated system that is patient-centered, physician-led and quality driven.
Commitment to Safety

Five Safe Behaviors

1. Have a Questioning and Receptive Attitude
2. Pay Attention to Detail
3. Support Each Other
4. Communicate Clearly
5. Handoff Effectively

- An ongoing enterprise-wide effort to strengthen our culture and eliminate preventable harm to our patients and employees
- A team-based engagement model to effect needed changes and promote sustainability
- In order to be trusted, we must be safe – and in order to be safe, we must boldly move our organization forward
Hospital Leadership and Key Contacts
Administration

John Lindsey
Operations Administrator

Jim Seifert, MBA
Director of Facilities

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Administration

Brigitte Churchill, SPHR
Director of Human Resources

Clay Thomas
Director of Public Affairs
Let’s Begin Successful On-Boarding
Identification Badge

- Medical Staff Services will assist in obtaining your identification badge.
- The physician lounge and medical library can be accessed by entering on the key pad the number provided to you.
- Clinical areas are accessible by swiping your identification badge.
- Your identification badge should be worn on campus at all times for both security and safety purposes.
Parking

• Parking for physicians, nurse practitioners and physician assistants is located in the gated lot accessible from the corner of Zachary and Alice Street

• Your identification badge allows access to this parking lot

• Physicians and residents will receive black decals and the decals must be affixed to the bottom left of your vehicle’s rear window

• Medical Staff Services will assist in obtaining your decal
Physician Lounge and Medical Library

- Located on the first floor, behind Health Information Services and next to the Medical Staff Services office
- Accessible seven days a week by entering the number provided to you on the key pad
- Computers are available for charting or checking patient information in the Physician Lounge and Medical Library
- Coffee, water and snacks are always available in the physician lounge
- Lunch is provided on Monday (11:30 a.m. to 2 p.m.) and breakfast on Wednesday (7 a.m. to 9 a.m.)
Medical Staff Services

• The Medical Staff Services office is located on the first floor of the hospital and is open Monday through Friday from 8 a.m. to 4:30 p.m.

• Important Phone Numbers:
  
  • Director of Medical Staff Services: Brandi Waters at 912-338-6358 or e-mail: waters.brandi@mayo.edu
  
  • For initial credentialing and reappointment to medical staff, call Judy Deshazo at 912-338-6355 or e-mail: deshazo.judy@mayo.edu
  
  • For Continuing Medical Education, call Donna Jordan at 912-287-2590 or e-mail: jordan.donna@mayo.edu
  
  • For other issues, contact Mauria Disharoon, Medical Staff Coordinator, at 912-287-2617 or 912-338-6319 or e-mail: disharoon.mauria@mayo.edu

Please make sure the Medical Staff Coordinator has your correct address and phone number on file.
Medical Staff Officers 2013

President: Craig Kubik, D.O.
Vice President: Joel Ferree, M.D.
Secretary: Asit Jha, M.D.
Member at Large: S.W. Clark III, M.D.
Member at Large: Keith Johnson, M.D.
Chief of Medicine: Manel D. Nayak, M.D.
Chief of Surgery: David Wykstra, M.D.
Chairman of Credentials Subcommittee: James Blasko, M.D.
Medical Staff Leadership

Manel D. Nayak, M.D.
Chief of Medicine

David Wykstra, M.D.
Chief of Surgery
Medical Staff Meetings

General Staff: 5:30 p.m., 2nd Thursday of January, May, September, and November

Department of Surgery: 5:30 p.m., 2nd Thursday, every two months

Department of Medicine: 5:30 p.m., 2nd Thursday, every two months

For further information contact Mauria Disharoon at 912-287-2617 or e-mail to this address: disharoon.mauria@mayo.edu
Educational Programs

• Medical Grand Rounds
• Ethics
• CPR/ACLS/PALS Education
• Tumor Board Conferences

Please contact the Education department for assistance at 912-287-2597 or 912-287-2590
Hospital Policies

All hospital policies along with divisional/departmental policies are located on the intranet under Policies/Forms. Log on using your LAN ID number as the log in and password you created. Click on Internet Explorer and it will take you to intranet.

All Medical Staff members/Licensed Independent Practitioners are responsible for having a working knowledge of policies including but not limited to the following:

- Physician’s Advocacy Program
- Forbidden Abbreviations
- Restraint Policy
- Medical Staff Bylaws, Rules and Regulations, Credentialing Policy and Fair Hearing Plan
Mayo Clinic Integrity and Compliance Program

- Mayo Clinic is committed to maintaining a culture that promotes the prevention, detection and resolution of conduct that does not conform to laws, regulations, Mayo policy or the Mayo Clinic Code of Conduct

- Use the resources below for more information or to report a suspected violation:
  
  Call the toll-free Compliance Hotline: 1-888-721-5391
  Visit the compliance website at: www.MayoClinicComplianceReport.com
  (Reports are anonymous and confidential.)
  Visit the Mayo Clinic Compliance intranet site (search word: compliance)
  Talk to physician leader, administrator, division or department chair, or Compliance Officer in our facility at 912-287-2798.

The Integrity and Compliance program applies to everyone.
The Deficit Reduction Act of 2005 and False Claims Act

- The False Claims Act is a federal statute that covers fraud involving any federally funded contract or program, including Medicare and Medicaid programs.
- Federal law prohibits discriminating against an individual associated with the hospital because the individual initiated or otherwise assisted in a false claims action.
Hospital Medicine

• Hospitalist medical care is available 24/7

• Hospital medicine providers care for hospitalized patients and transfer care back to the patient’s primary care physician upon discharge or transfer to a skilled nursing facility.

• For more information, call 912-338-6438
Nursing Leadership

- Available 24/7 by calling 912-614-6827
- Serves as nursing administrative representative after hours and on weekends
- Responsible for all internal patient placement
- Notify the Nursing Supervisor when accepting a patient as a transfer from another facility
- The Nursing Supervisor, in addition to each nursing floor shift care coordinator, is available for assistance
Family Medicine Residency Program

The rural track program is based at Mayo Clinic Health System in Waycross affiliated with the Georgia Regents University in Augusta. Two residents are selected annually for the family medicine program. PGY-1 occurs at the Medical College of Georgia, a university based hospital, and years 2 and 3 are completed in Waycross.

Rotations include work with board-certified specialists in outpatient and inpatient settings. In addition to gaining knowledge, experience and confidence in the practice of medicine, this relationship assists residents in the crucial area of forming sound interpersonal relationships with patients, professional peers and other members of the patient care team.
Advanced Care Program (AICU)

Our hospital has 22 Critical Care rooms that incorporate this advanced technology for patients who need more intensive physician interaction.

This advanced system allows for a unique collaboration between caregivers at our hospital and offsite board intensivists who have access to best practices nationwide.

Using high definition cameras and communication equipment, intensivists and specially trained nurses in a centralized monitoring center can observe and evaluate critically ill patients around the clock and can track the most subtle changes in a patient’s progress.

The Advanced Care program is an added benefit to the Critical Care Services in our hospital, not a replacement for our onsite physicians or caregivers.
Telestroke Equipment

• The Telestroke equipment in our facility enables the physicians to diagnose and treat stroke patients more quickly.

• The two-way video-based equipment allows emergency physicians and neurologists in Waycross to examine and discuss images of a stroke patient’s brain with leading specialists at Mayo Clinic’s location in Jacksonville, Florida. The equipment features a pan-tilt zoom camera system to optimize viewing, advanced audio and video, and is lightweight and portable so it can easily be transferred to the patient.

• Specialists at Mayo Clinic in Jacksonville can actually speak to the patient and decide if he or she needs to be transported to Jacksonville for more advanced treatment.
Electronic Medical Record (EMR)

• Our integrated electronic medical record system uses Meditech (hospital) and Cerner Powerworks (practices) software.

• The electronic medical record system allows our physicians to practice patient-focused, efficient, effective and safe patient care.

• The electronic medical record system consists of:
  - Computerized physician/provider order entry (CPOE)
  - EKG and cardio images
  - Radiology/PACS
  - Remote access via a secure, easy to install download
  - 3M medical dictation system
Meditech Training

- Individualized Meditech, CPOE, PACS and Cerner Physician training can be scheduled by calling:
  - Chad Hendley, Information Management & Technology, at 912-287-4187 or e-mail hendley.chad@mayo.edu
  - Help Desk, Information Management & Technology, at 912-338-6363
  - Medical Staff Services at 912-287-2617
Physician Online Resources

Physician Portal is available through the Waycross intranet

• CPOE Resources
• Visual Dx
• Mayo LAN ID’s
• Up-to-Date
• Discharge Instructions

MD.satilla.org is available via any internet connection

• Calendar
• On-call schedule
• Forms
• Web Portal
• Coding
• CME Program Survey
Clinical Documentation Improvement Program (CDIP or CDI)

• CDI is a team approach to improving concurrent provider documentation practices through ongoing provider education and by seeking clarification when clinical documentation can’t be matched with an ICD-9-CM code or a more specific code is available.

• Goals of CDI is to facilitate clear, concise, clinically accurate information in the medical record through the identification of incomplete, vague/and or missing diagnoses.

• For more information, call 912-338-6364
The Joint Commission

• The Joint Commission helps ensure quality health care through the development of standards for patient safety.

• Mayo Clinic Health System in Waycross undergoes review by the Joint Commission to ensure that our facilities comply with the standards and regulations set forth from the Joint Commission and Centers for Medicare and Medicaid Services (CMS).

• Our last Joint Commission survey was in February 2013.
Core Measures

Our hospital collects and sends data to the Joint Commission and CMS on the following measures listed below. As a member of our medical staff, your participation is crucial in achieving and sustaining high scores.

- Heart failure
- Community acquired pneumonia
- Acute myocardial infarction
- Surgical Care Improvement Project (SCIP)
- Inpatient and Outpatient ED throughput
- Immunizations-Flu Vaccine and Pneumococcal Vaccine
- Outpatient AMI, Chest Pain and SCIP
- Stroke
- VTE Care
Clinical Quality Initiatives

• Hospital Quality (Core) Measures
• Reducing All Cause Readmissions within 30 days
• Reducing HAI
• Reducing Falls
• For more information, call 912-287-2697
Accreditation and Regulatory Services

• Our hospital responds to and prepares for unannounced surveys (state, CMS, and TJC) and also responds to complaints from regulatory services.

• The Joint Commission can come at any time but will be here for our triennial survey in 2016.

Important note: Surveyors love to speak to physicians.

Questions typically asked include:

• Tell me about your Focused Physician Practice Evaluation (FPPE) and Ongoing Physician Practice Evaluation (OPPE).

• What is your role in a disaster?

• How does the organization involve the Medical Staff in establishing Performance Improvement goals?

• How is safety addressed by the organization and the medical staff?

If you have any questions, call 912-287-2697
Regulatory Initiatives

• CMS has mandated the following in order to decrease inappropriate Medicare payments:
  - Recovery Audit Contractors (RACs)
    • Review provider records and may force recoupment of payments
  - Medicare Administrative Contractors (MACs)
    • Integrate Medicare Part A and Part B billing
    • Inconsistencies between hospital and physician billing will result in denial of payments
• To learn more, contact 912-287-2522
Patient Safety & Quality of Care

• If you have concerns about patient safety or the quality of care given to any patient within our facilities, the options for notification are:
  • Hospital Administration: 912-287-2500
  • Safety Officer: 912-281-4562
  • Director of Quality: 912-287-2697
  • Infection Prevention/Pt. Education: 912-287-2629
  • Risk Manager: 912-338-6353
  • Chief Nursing Officer: 912-287-2724
  • The Joint Commission Office of Quality Monitoring:
    1-800-994-6610 or complaint@jointcommission.org

Physicians may report concerns without fear of retaliatory disciplinary action.
Patients’ Rights and HIPAA Privacy

• Health Insurance Portability and Accountability Act (HIPAA) Rules of 1996 are Federal regulations mandated that all healthcare providers must follow.

• Under the HIPAA Privacy Rule, individuals have the following rights:
  • Receive a Notice of Privacy Practices from the healthcare provider
  • Make Amendments to their health information know as Protected Health Information (PHI)
  • Receive an Accounting of Disclosures
  • Request a Restriction on the Use & Disclosure of their PHI
  • Request Confidential Communication
  • To file a privacy complaint
Patient Satisfaction (HCAHPS)

• As required by the Center for Medicare and Medicaid Services and to ensure that our patients receive superior care, a random sample are surveyed using the HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey instrument.

• Represents the patient’s perception of quality care
• Measures how often we do something that is important to the patient (frequency)
HCAHPS

- The following physician questions are on the HCAHPS survey:

  1. During this hospital stay, how often did doctors treat you with respect and courtesy?

  2. During this hospital stay, how often did doctors listen carefully to you?

  3. During this hospital stay, how often did doctors explain things in a way you could understand?

- The patients are given the response options:
  - Never/ Sometimes/ Usually/ Always
HCAHPS

- A culture of *Always* means that every single person caring for the patient gets it right every single time
- A culture of *Usually* isn’t good enough for patients
- HCAHPS scores and clinical quality metrics go hand in hand
- Increased Quality = Increased Reimbursement

A Culture of *Always*…
Every patient, Every time, Every interaction
Service Excellence Avatar Survey

• Quality of care goes beyond simply measuring patient satisfaction, making the entire patient experience is our number one priority.

• The framework of our surveys revolves around expectations, processes, and outcomes. **Expectations** impact how the **Processes** the patient interact with are perceived, which in turn affect important **Outcomes**.

• **Measurement Scale:**
  - Strongly Agree
  - Slightly Agree
  - Neither Agree or Disagree
  - Slightly Disagree
  - Strongly Disagree
  - Does Not Apply/Don’t Know
Positive Patient Experience

Physician Benefits

1. Perceived quality of care by patients and family members
2. Improved reputation in the community
3. Increased referrals
4. Higher scores on public reporting
5. Better communication with hospital staff, patients and family members
Risk Management and Risk Prevention

The Value of Appropriate Communication

- Conveys information to other health care providers
- Keeps the patient and family informed
- Reduces the risk of a claim

  - Poor communication to patients and families underlies many patient complaints and legal claims
  - Poor communication among health care providers creates uncertainty & gaps in care that may result in medical errors

If you have any questions or concerns about Risk Management, please call 912-338-6353 or send an e-mail to: cecil.kimberly@mayo.edu
Disruptive Behavior

• It is our policy that the work environment be free from all forms of disruptive behavior including harassment, intimidation, and sexual harassment.

• No form of disruptive behavior will be tolerated.

• Any inappropriate or disruptive behavior by an employee, supervisor, manager, physician, visitor or person doing business with the organization that tends to create an intimidating, hostile or offensive work environment is strictly prohibited.

• Disruptive behaviors will be reported to Human Resources department.

“All staff members, consulting staff, students and volunteers shall conduct themselves in a professional and cooperative manner…”
Use of Restraints
What Physicians need to know

• Every restraint or seclusion must be accompanied by a physician’s or licensed independent practitioner’s order.

• In an emergency an RN may initiate a restraint and the physician must provide an order for continuation within one hour after completing an in-person, face to face evaluation.

• Reasons for placing the patients in restraint or seclusion must be documented.

• Standing/PRN orders **may never** be given.

• Physician must see and evaluate a patient before reordering a restraint.

To learn more, please review Mayo Clinic Health System in Waycross Restraint and Seclusion Policy, PCS 2133 on the intranet under Nursing.
Pain Management

• The patient’s pain will be managed through a collaborative, interdisciplinary approach, to include a proactive pain control plan that is mutually established with the patient, family and members of the healthcare care team.

• Pain management is an important aspect of patient care.

• Patients have the right to prompt attentive pain management.

• Physicians are the key to managing patient’s pain.
Abuse and Neglect

• Our hospital supports the patient’s right to be free from mental, physical, sexual and verbal abuse, neglect and exploitation.

• All forms of abuse, neglect and exploitation from staff, other patients or visitors are prohibited.

• Upon recognition by hospital staff of the suspected abuse and neglect, referral will be made to the case manager/social worker during regular hours on Monday through Friday. Referrals are made to the Nursing Supervisor on weekends, holidays and after hours at 912-614-6827.
Case Management

- Team of RN case managers and discharge planners
- Coordinates patient care and facilitates discharge planning/interface with families and outside facilities
- Helps determine admission status and level of care via utilization review
  - Inpatient vs. observation
  - Progressive Care Unit (PCU) versus CCU/ICU level of care
- Available 7 days a week:
  - Case Management at 912-338-6309
  - Weekends at 912-614-0297
  - Nursing Supervisor at 912-614-6827
Spiritual Care Services

• Volunteer Visiting Ministers are available to provide support and pastoral care to patients, their families/friends and staff of all faiths and beliefs.

• Volunteer Visiting Ministers are available 7 days a week. Switchboard operator has the call schedule.

• A weekly Chapel service is held every Sunday at 3 p.m. in the All Faith Chapel.
Ethics

- The Ethics Committee exists to advise patients, families, physicians and staff on various ethical issues.
  - Craig Kubik, D.O., Chairman
- To Contact the Ethics Committee
  - During business hours, call 912-287-2567
  - After hours, call Nursing Supervisor at 912-287-2621 or cell phone 912-614-6827
Behavioral Health Services

• Our Emergency Department is a receiving facility for evaluation of mental health patients in crisis.

• The patients are medically screened by Emergency Department.

• Behavioral Health “Unison” provides mental health evaluation and placement for ED patients 24/7.

• Medically unstable patients are admitted until stable for transfer to a mental health facility. On Staff Psychiatry and Case Management consults are required.

• Patients on suicide watch or precautions are admitted to the Critical Care Unit.
Language Interpretation

• Contact the switchboard by calling “0” for all interpreter needs

• The switchboard has the following:
  a. Language Line 1-866-874-3972 Code 21305
  b. TDD telephone for hearing impaired
  c. The computer for language and sign translation
  d. List of Spanish interpreters

• Call the Nursing Supervisor for further assistance at 912-614-6827
Infection Prevention and Control Services (IPAC)

- Infection Control Practitioners are available M-F (7 a.m. - 5:30 p.m. at 912-287-2629 or 912-287-2644)
- After hours, call the Nursing Supervisor for Infection Control issues
- CDC Surveillance Program-Mandatory Reporting of HAI to CDC
  - CLABSI, CAUTI, TKA, THA, Abdominal Hysterectomy, Colon
  - C. Difficile, MRSA Bacteremia (For more information go to www.cdc.gov/nhsn)
- Hand Hygiene Monitoring
- Georgia Department of Public Health (DPH)
  - Notifiable disease/condition reporting is done by the Laboratory and IPAC
    (List of Diseases are available at www.health.state.ga.us)
- Isolation (Contact, Droplet, and Airborne - don PPE upon entering room)
- Blood borne pathogen exposure work-up
- N-95 Respirator Fit Test Annually
- Surveillance SSI - All surgeons are required to report postop SSI within 30 days.
Health Services

The following Health Services are available for physicians:

- PPD Annually
  - Past Positive - Complete Annual Screening Form
- Flu Vaccination Annually
- Pneumonia
- Hepatitis B vaccine (3 part series)
- TDAP vaccine
Tobacco Free Campus

• Smoking is prohibited in all facilities, all buildings, vehicles, parking areas, and campus grounds.

• Smoking cessation help is offered for those who wish to stop smoking.
Social Media Guidelines

• Designed for Mayo Clinic employees and students who participate in social media, i.e., personal blogs Facebook, LinkedIn, MySpace, Twitter, YouTube or others.

• Do not share confidential or proprietary information about Mayo Clinic and you must maintain patient privacy.

• Ensure that your social media activity does not interfere with your work commitments.

• Mayo Clinic Health System in Waycross strongly discourages “friending” of patients on social media.

• Be respectful and professional to fellow employees, business partners, competitors and patients.
Emergencies
Emergency Codes

• Code Blue – Cardiac / Respiratory Arrest
• **Code Red** – Fire/Smoke
• **Code Pink** – Infant/Pediatric Abduction
• **Code Black** – Bomb Threat
• **Code Purple** - Severe Weather
• **Code Orange** – HazMat/Decontamination
• **Code Green** – Internal/External Disaster

For all emergencies, call ext. 5400 (Main Hospital) and ask the operator to call the appropriate code.
Rapid Assessment Team

• The Rapid Assessment Team may be summoned at any time by anyone in the hospital to assist in the care of a patient who appears acutely ill, before the patient has a cardiac arrest or other adverse event.

• An ICU/CCU RN and RT will respond to assist the nurse in assessing the situation, determining nursing diagnosis, initiating protocols and communicating with the physician.

• Activation of Team: **Call switchboard at 5400** - The operator will make an overhead page (3 times) and then beep the Rapid Assessment Team.
Security

• Please assist the Security Department in maintaining a safe and secure environment

• If you notice any suspicious behavior or witness an incident contact Security at 614-5739 or call operator by dialing “0”

• Security patrols parking lots on a regular basis

• Entrance into the facility:

  All entrances to the facility are locked between the hours of 9 p.m. to 5 a.m. except for the Emergency Room
  Locked entrances are accessible by swiping your badge
Thank You

Thank you for becoming part of our medical staff and being part of Mayo Clinic Health System in Waycross.

We look forward to working with you to ensure we are the most trusted providers for our community.

Upon your arrival, you will be required to complete orientation by reviewing the following policies and procedures located on the intranet.

• Medical Staff Bylaws, Rules and Regulations, Credentialing Policy and Fair Hearing Plan
• Clinical Documentation Improvement (CDI) video
• Restraint and Seclusion Policy and Procedure
• Forbidden Abbreviations
• Physician’s Advocacy Program
• Meets with CME Chair/Coordinator

Medical Staff Services will assist you in this process.
Before you go…

Click here to complete your online orientation.