



IMAGES

Radiology Department Newsletter

January 2012

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“Images” is the Radiology department monthly newsletter. It focuses on departmental events, professional development, messages from the chairman, director and operations manager, patient safety tips, quality improvement and employee spotlights. Please enjoy this new publication and use it as a forum to promote the great work happening in our department!

Epic: Ready. Set.
GO LIVE!



Saturday, January 21, 2012

It is finally here, implementation of our electronic medical record.....Epic! On January 21, 2012 we will go from a paper chart to an electronic medical record here at Shands Jacksonville.

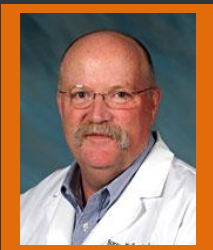
Take the time every day to practice in the “Playground” environment and take advantage of the additional practice sessions we have available the week of January 9th. We also have two trainings for Technologist and two trainings for Financial Representatives scheduled in January.

If you feel you need additional training, please speak with your Supervisor about receiving additional training or assistance. There are a few spaces available in the remaining training classes. Kimberly Haines and Leslie Pegram are also available to sit one-on-one to discuss your current workflow and how Epic will integrate into your current process.

Thank you to the 118 staff members’ log-ins we were able to test during “Epic Log-In Days” on December 21 & 22. We will be testing log-ins again on January 4th from 11am-1pm and January 9th from 7am-9am (both in the Scheduling Conference Room). Each step in the Epic process is important to make for a successful transition.

We will have a process in place for Radiology staff members if problems arrive the first few weeks after go-live. We will have 24 hour coverage by Supervisors and Super Users from January 21st to February 6th. Names and phone numbers will be posted prior to go-live.

Our Radiology department is very prepared for this transition. Look for more information throughout the month regarding important updates and information prior to go-live



CHAIRMAN'S CORNER

Barry McCook, MD

Now that 2011 has come to a close there are so many things to be thankful for and so many people to whom I owe a debt of gratitude. Our faculty, residents, UF and Shands Radiology Administration and staff have all contributed to what I consider a great year in the history of the department. We have had difficult challenges and have faced them with vigor. The next year will see as many or more challenges and I feel that because of our incredible team we are well positioned to overcome any obstacles before us. It would not be possible in such the short note to thank everyone that has contributed to making this a great department. Rest assure, you all have my gratitude and I look forward to working with each and everyone of you to continue to move this department to all new levels.

Thank you very much and Happy New Year!



CUDA'S CORNER

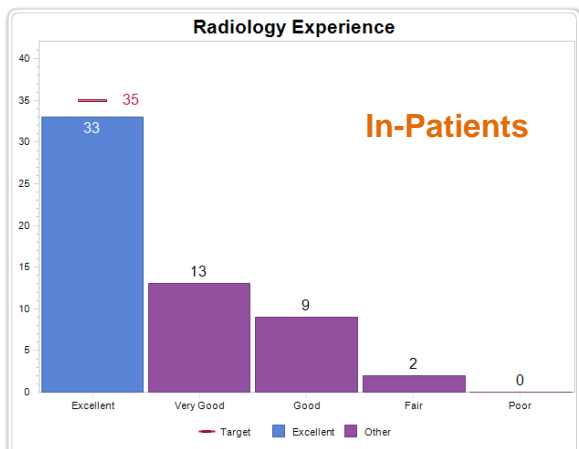
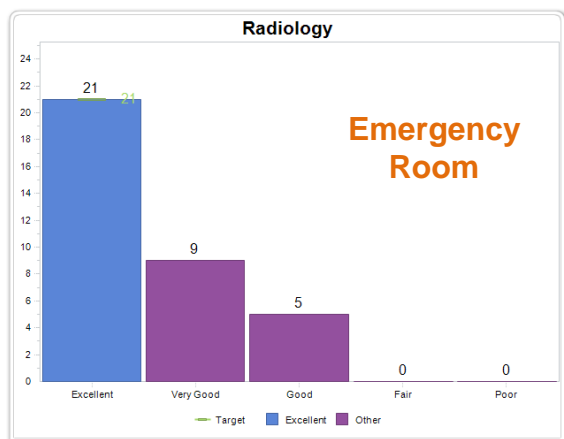
Kevin Cuda, MHA, FACHE

With the beginning of a new year, one spends some time on making resolutions and goals. These are some of the resolutions and goals for the department for 2012:

- Installation of the new MRI scanner in the Clinical Center
- Replacement and installation of two new rooms for the Emergency Department
- The acquisition of a second 9900 C-Arm for the operating rooms
- Successful Joint Commission Accreditation survey
- Successful EPIC go live on January 21, 2012
- Successful RADIANT go live December , 2012
- Planning for the North side Shands Jacksonville outpatient imaging center.
- Radiation dose reduction in diagnostic imaging
- Exceeding our PRC and IOI patient satisfaction scores
- Obtaining capital dollars for equipment replacement
- Improving communication within our department
- Rounding with our referring physician practices
- Continued staff rounding
- Meeting our department financial obligations
- Continued monthly section sponsored events
- Continued Staff Recognition (employee of the month, customer service keys, care coupons).

PRC Scores

November 2011

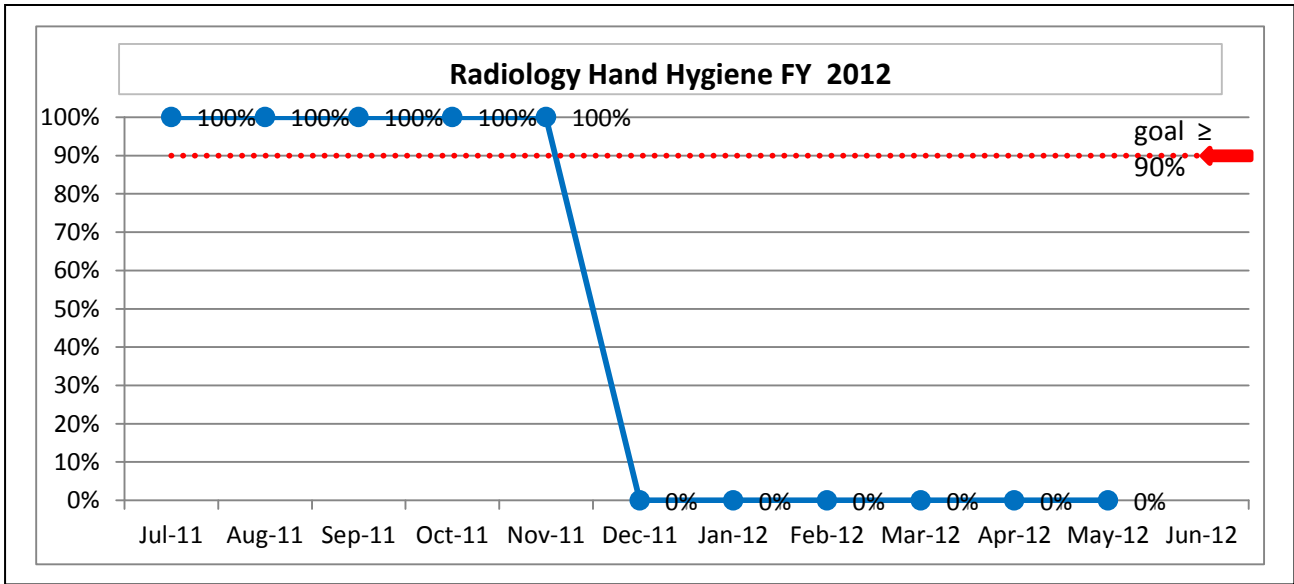


A Message from the Operations Manager

Janet Graves RT(R)



First I want to wish everyone a very Happy New Year and thank you for all of your dedication and hard work during 2011. This year will continue to challenge us to meet budget, grow our business, provide excellent customer service and change our processes to adapt toward the electronic medical record. Some of us are excited and energized by changes, others are discouraged and drained. By working together with a unified focus on exceptional care for our patients and exceptional commitment to quality we will become a force to be reckoned with.



PATIENT SAFETY 101: Radiation Dose Reduction

As part of our departments initiative to reduce radiation dose to our patients (as suggested by the Joint Commission's Sentinel Event alert), Jeff Stiles has created a course in HealthStream for Technologists titled "Introduction to Computed Radiography." Completion of this course by all Diagnostic Technologist is required by December 31st. One CEU is provided by the Florida Department of Health after completion of this course.

On December 23rd, Dr. Paul Wasserman and Leslie Pegram submitted a proposal titled "Reduction of Ionizing Radiation during Pediatric, Portable, DR and CT Imaging" for a Clinical Quality Award. This project is slated to begin February 1, 2012. It will last one year and hopefully yield significant reductions in radiation dose to our patients. Please look for more to come on this initiative in the next month.

DECEMBER DEPARTMENTAL EVENTS 2011 Holiday Party



UPCOMING DEPARTMENT EVENTS

Please participate and enjoy the events that are planned throughout the month!
Please look for fliers throughout the month.

January Employee of the Month

Lauren Hunsinger
Scheduling Department



Nominated by Kimberly Haines, Emerson Imaging Center Supervisor: "I would like to nominate Lauren Hunsinger as the employee of the month. Lauren always takes extra steps to ensure patients are scheduled correctly and is effective in communicating to all parties involved when she has special circumstances that must be addressed. Most recently, Lauren assisted in scheduling patients to accommodate the needs of the department in gathering specific exams for ACR accreditation (which we all know can be challenging). Lauren is an example to others in her customer service skills both internally and externally and the Radiology department is very fortunate to have her on our team."

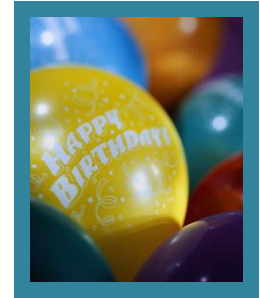
Dr. Marti Wasserman's nomination for Lauren: "It is a pleasure working with Lauren. She routinely goes above and beyond what is expected of her. She is extremely helpful, friendly, and efficient. In addition, she has directly contributed to improved patient care and aided us in evaluating processes within the division of breast imaging. She recently wrote a paper on analyzing the importance of timely follow-up of abnormalities detected on mammography and researched how to optimize this process based on multi-departmental evaluations. We are fortunate to have her on our team!"

Hospital Policy Updates

Refer to Policies on the Infonet; these summaries do not include all necessary information.

- "Patient Right to Accounting of Disclosures" (A-05-012) new policy
- "Patient Right to Request Amendment to Patient Information" (A-05-009) new policy
- "De-identification of patient Information" (A-01-019)
- "Fall Prevention" (A-02-028) new policy
- "Patient Privacy-Patient Information Passcode" (A-01-060) new policy
- "Patient Information Passcode" new form

HAPPY BIRTHDAY!!



January

Amy Jennings (1/16)

Tony Hofmann (1/23)

Jerald Farrow (1/28)



DECEMBER KEY AWARD WINNERS

Kawanda Brazil

LaTonya Harris

Erin Jurgens

Tatiana Pittman

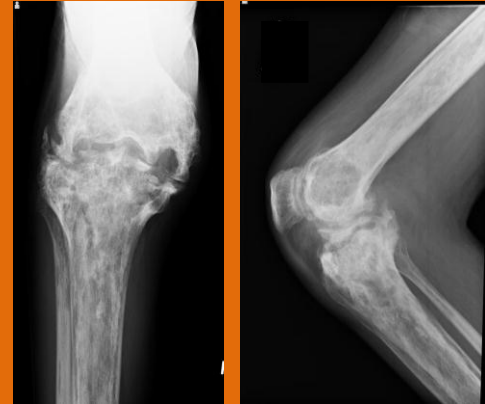
SCHOOL OF RADIOLOGIC TECHNOLOGY

Anthony Hofmann, Clinical Instructor

Please join us in welcoming our new group of student radiographers who start on Monday, January 9, 2012. They will be the graduating class of 2013. Eight students will be joining us. For the first four weeks of school, the students will be quite busy with classroom activities. They will be rotating in their clinical areas starting the week of February 5, 2012. We look forward to a productive 23 months! The class of 2013 is made up of: Rachael Coates, Christopher Gandia, Jose Hernandez, Stacie Migliore, Kelly Petros, Desiree Phillips, Melissa Platt, and Adrian Santiago. The Seniors have been functioning very well over the past few months without a Junior class. We would like to commend the Senior Class of 2012 on a job well done! They will make excellent role models for the incoming class.

Case of the Month: Knee Destruction

Images provided by: Dr. Jason Powell



These images show severe, chronic destructive changes throughout the entire knee joint. The joint exhibits sclerosis and lucencies which are likely secondary to extensive bone infarcts/AVN. These images also present the possibility of infection or osteomyelitis.

Patient Perception of Care: Achieving Excellence

By: Kiel Gross, Business Manager

Division of Ancillary and Clinical Services & Co-Chair for Patient Satisfaction/Physician Engagement



FY12 Results (As of 12/28/11)

* SJMC's Overall Quality of Care goal for FY12 is the 75th percentile. Numbers below are based on percent excellent rankings, as compared to the PRC norm.

- SJMC Inpatient Overall Quality of Care: 56.8%
- SJMC ED Overall Quality of Care: 35.9%
- SJMC Outpatient Surgery Overall Quality of Care: 30.9%
- SJMC Radiology Inpatient Overall Quality of Care: 63.9%
- SJMC Radiology ED Overall Quality of Care: 66.9%

Key Words at Key Times: Things said and done to “connect the dots” and help patients, families, and visitors better understand what we are doing and why. They align our words with our actions to give a consistent experience and message.

- **Privacy:** “I am closing this curtain for your *privacy*.” or “Let me cover you for your *privacy*.”
- **Safety:** “For your *safety*, it is important that I verify your name and date of birth and view your wristband before beginning this procedure.” “I am using hand gel for your *safety* and mine. The foam hand sanitizer is available for you and your family to use as well.”
- **Duration:** “This test usually takes *about 90 minutes*. I will explain the procedure to you so you will know what to expect.”
- **Wait Time (angry patient):** “I’m sorry your wait is long. Is there anything I can do to make you more comfortable? I appreciate you bringing the wait to my attention. Thank you for your patience.”

To learn more about SJMC's Patient Perception of Care initiatives or to find out how you can get involved, please contact your Supervisor or Kiel Gross at kiel.gross@jax.ufl.edu or 244-8461.

Patient Safety Tip of the Month:

The 2012 Hospital National Patient Safety Goals (NPSG) were released in December. Please go to the following Joint Commission website to review the 2012 NPSG:

http://www.jointcommission.org/hap_2012_npsgs/

What's Your Promise?

"I promise to be sensitive and to treat all patients and staff with excellence."

Francine Murray, Technologist
BHC/Towers

"I promise to greet each of my patients and co-workers with a smile and to treat each as if they were a part of my family."

Patricia Leavy, Technologist
BHC/Towers

HCAHPS

For more information on HCAHPS visit the following website:
https://www.cms.gov/HospitalQualityInits/30_HospitalHCAHPS.asp

CEUs Available

GE Healthcare is offering five free Category A ARRT CEU credits. The following topics are available:

- Ethnicity in Cardiovascular Care: Making a Difference
- Women and Heart Disease
- Radiation Safety for PET/CT- 2009 Update
- 3D Techniques for CT
- Improving Patient Satisfaction for Imaging Centers

To access these courses, go to www.echeloned.com/genxraycatalog. If you would like a brochure or more information, please see Leslie Pegram.

Interesting Image of the Month

Image provided by:
Dr. Brett Horgan



Bilateral stag horn calculi within the renal collecting systems.

Radiant

Radiant, the Radiology component of Epic is set to go-live in December 2012. Validation meetings have occurred and in mid-February results from those meetings will be distributed.

Information is already being gathered and our build has begun. Jennifer Ballard and Billy Ray Watson are our Radiant builders. Thank you to everyone that has already begun working on this new and exciting project.

If you have any questions or concerns regarding Radiant, please contact Janet Graves, Operations Manager for more information.

Newsletter Submissions

If you would like to submit something to the February issue, please email Lynn Cadwell-Gordon your topic by January 6. Article submission must be completed by January 22 to be included in the February issue. All topics and articles are reviewed for publication by Dr. McCook, Kevin Cuda and Janet Graves prior to distribution.