Emergency Department Set to Use Electronic Medical Records

The Emergency Department is changing over to MEDHOST’s Emergency Department Information System (EDIS). The electronic system uses a simplified touch-screen entry method that will make it easier to chart and read orders, and track patients throughout their care at Touro.

In making the switch to a more comprehensive data tracking program, Touro is excited to use this technology system to improve operations, allow for more efficient medical records, and increase patient satisfaction.

Eva Morris, Patient Care Manager in Touro’s Emergency Department, feels that the system’s data tracking will improve the admission process and nurse efficiency. Morris says “Patients will be able to use the touch-screen kiosk to check themselves in and indicate a chief complaint prior to being seen by the triage nurse.” The Emergency Department will now be able to use all data and access reporting systems to better monitor and analyze patient flow, admit times, and patient volumes by time of day.

Since the system provides more accurate documentation methods for nurses as well as physicians, EDIS will also improve accuracy of patient records. Morris says, “The electronic records will provide physicians with remote accessibility to patient records.” Sandy McCall, Touro’s Director of Medical Records adds, “Because the electronic documents will appear as typed text, the system will also greatly enhance the legibility of our documents.”
February Employee of the Month

Congratulations to Kevin Adams, RN, on being named the February 2010 Employee of the Month! Adams came to Touro after a friend from home started working here, and has been employed here for 21 years. He currently is the Patient Care Coordinator in Cardiology. His colleagues note that he is always flexible and willing to take on extra tasks when needed. They appreciate how he takes time to listen to his patients and make sure his patients are comfortable. They also share that Adams is always reliable, and they value his leadership skills. One co-worker states, “I can’t say enough good things about him as a boss. He inspires me to be the best I can be at my job.”

When asked about his reaction to being named Employee of the Month, Adams shared “I am very flattered. Any one of the cardiology staff members I work with could be in this position because we are all there for the patients. The patients come first.”

Adams grew up in Golden Meadow, LA and later moved to New Orleans to attend Charity School of Nursing. He is one of seven children, and has eighteen nieces and nephews. In his free time, he likes to work on remodeling his old house in Mid-City and spend time with his two chocolate labs, Beau and Michaela.

Congratulations Kevin!

PRESIDENT’S CORNER

Jim T. Montgomery

Although the excitement of Mardi Gras and the Superbowl are behind us, spring promises to be a busy time for Touro with several major projects kicking off that will enhance the services we provide our patients.

Thanks to our partnership with Children’s Hospital, Touro is able to make enhancements and upgrades to several key pieces of equipment that will improve the care we provide. Exciting highlights include:

- Touro recently purchased a new Varian Rapid Arc-Trilogy Linear Accelerator to upgrade the existing equipment in the Radiation Oncology Department. This new technology will greatly enhance clinical care and allow for greater scheduling flexibility and increased capacity.

- In March an electronic medical records system will be installed in the Emergency Department, improving the care we provide patients and improving patient billing. To learn more, check out page one.

- Touro and LSU have signed a contract to renovate the St. Charles office building for use as physician and clinic office space. The $12 million renovation will begin in late summer and is slated to be complete in 2011.

- The Family Birthing Center continues to be known as ‘the place where babies come from’ and after two years of record-setting births an expansion is planned. The project includes: new construction of one new operating room, three additional labor and delivery rooms, additional sleep quarters and postpartum rooms and a new documentation system.

Touro, along with hospitals across the state are watching the Governor’s budget proposal closely. The executive budget proposes no eliminations to Medicaid services or changes in eligibility, however significant reductions are likely due to the significant fiscal challenges facing the state.

Of particular concern is the Medicaid program. The Louisiana Medicaid program provides healthcare coverage for 27 percent of Louisiana’s residents – more than 1.2 million people. Medicaid cuts last year cost Touro approximately $3 million and the Governor recently announced another cut in this year’s budget which will impact Touro by an additional $2 million.

Hospitals are essentially being asked to provide the same level of services and patient care—for significantly less money. Your continued support of the Louisiana Hospital Association’s public awareness campaign will send a message to Governor Jindal that Medicaid cuts are devastating to hospitals and the patients who most need care.
ED EMR continued

In addition to advancing internal operations in the ED, the electronic system will help improve patient satisfaction and confidence in Touro for quick, reliable treatment. Faster access to medical records will improve registration times and patient safety. Morris adds, “Patients should feel more at ease knowing that their presence has been acknowledged and that the staff is aware of the illness or injury that brought them to the ED.”

As a result of enhanced charting, the system will also provide for better reimbursement. “The MEDHOST system will allow for more accurate billing since it is based on actual documentation,” shares Sandra Dufrene, Touro’s Director of Patient Financial Services.

MEDHOST’s EDIS system is expected to go live by the end of March. EDIS will offer support through consulting and training services to ease the paper-to-electronic transition.

“New electronic records will provide physicians with remote accessibility to patient records.”

-Eva Morris, Patient Care Manager Touro Emergency Department

Paul Rosenblum Named 2010 Judah Touro Society Award Recipient

Touro Infirmary is pleased to announce that businessman and philanthropist Paul Rosenblum has been named the recipient of the 2010 Judah Touro Society Award for his lifetime of leadership of Touro Infirmary. The award is given to a living individual who has made an outstanding contribution to the welfare of Touro Infirmary.

Rosenblum has dedicated his service to Touro as part of board leadership since 1982. He has served as Chair of the Governing Board’s Development Committee, Secretary of the Touro Infirmary Foundation and as Vice Chairman and Chairman of the Governing Board.

For the last fourteen years, he served as Chairman of the Foundation Board until January of 2009. During his leadership of the Foundation Board, Rosenblum helped bring about the formation of the Legacy League, Cancer Caring Partners and Corporate Colleagues. He also oversaw many new additions to Touro, including the Aron-Israel Intensive Care Unit, a new oncology pavilion, a telemetry unit, and Touro’s Cardiac Cath Lab. During his 27 years of volunteer service, Rosenblum has made an indelible impact by also sharing his time and talents on a long list of other Touro board committees.

“Paul’s interest in and concern for Touro Infirmary is well known in the Touro family,” said Robert A. Bories, current Chairman of the Touro Foundation. “His years of dedication and leadership are unparalleled. The Judah Touro Society Award is a fitting and ultimate tribute to his devotion to the Touro community.

The annual Judah Touro Society event to honor Rosenblum will be held Saturday, March 6, 2010, in Café Touro.

Paul Rosenblum
Touro was recognized with a 2009 Gold Level from the eQHealth Solutions Louisiana Hospital Quality Award. This organization is aligned with the Centers for Medicare and Medicaid Services (CMS) Inpatient Quality Initiatives and recognizes hospitals achieving significant improvement in the quality of care—specifically for patients requiring inpatient admission for acute myocardial infarction, heart failure, community-acquired pneumonia and surgical care.

The purpose of this award is to recognize short-term acute care and critical access hospitals of all sizes, in both urban and rural areas, for their efforts and achievements in improving the quality of inpatient care. Hospitals voluntarily submit data for this award and must show improvement of at least 50% (from baseline to re-measurement) in the core measure topics.

“In the past few years, Touro has significantly strengthened its performance when it comes to the treatment of core measures,” says Bonnie Bicocchi, Director of Quality, Safety, Accreditation Services and Risk Management. “This award is the result of a collaborative effort between the medical and nursing staff to implement evidence-based medical practices recommended by CMS that result in more consistent, safer care and better outcomes.”

The adoption of standardized order sets by physicians to treat pneumonia, for example, led to compliance in this measure nearly doubling in one year.

“Bing recognized at the Silver Level last year and the Gold Level this year speaks to our continued commitment to improving care and providing the highest quality inpatient care,” says Bicocchi.

Want to know how Touro compares to other Louisiana hospitals? Visit the new Department of Health and Hospitals website, Health Finder Louisiana at www.healthfinderla.gov.
Stewardship

We make wise use of our resources and advance Touro’s longstanding tradition of community service.

1. I appreciate Touro’s reputation, and I view my performance as an opportunity to preserve and enhance it.

2. I am dedicated to exceeding patients’ expectations of Touro’s safety and overall quality.

3. I value patients’ time, inform them of possible wait times, and do what I can to minimize delays.

4. I participate in all efforts to improve service delivery to patients, visitors, and colleagues.

5. I treat Touro’s equipment and facilities with care and report malfunctioning devices upon detection.

6. I am aware of Touro’s responsibility to be a good neighbor, and I do my part to create an appropriate environment while on campus and in the immediate vicinity.
New Linear Accelerator Enhances Cancer Services at Touro

Touro recently purchased a new Varian Rapid Arc-Trilogy Linear Accelerator to upgrade the existing equipment.

“This new technology will greatly enhance clinical care and allow for greater scheduling flexibility and increased capacity,” says Dr. Ellen Zakris, Radiation Oncology Director.

This new equipment will provide state-of-the-art radiation oncology in the form of Image Guided Radiotherapy (IGRT) which delivers a more precise dose of radiation to the tumor.

The Trilogy system can be used to deliver 3D conformal radiotherapy, IMRT, stereotactic radiosurgery, fractionated stereotactic radiation therapy, and intensity-modulated radiosurgery for cancer and neurosurgical treatment.

Installation will take approximately eight weeks—March 19th will be the last day of treatment at Touro. During installation, Touro will utilize Tulane Cancer Center’s linear accelerator to treat patients.

Dr. Ellen Zakris, Radiation Oncology Director, and the department staff will work at Tulane to deliver treatment; however, they will also maintain an office at Touro to see patients and do treatment planning.

For more information, call the Radiation Oncology Department at 897-8387.

OB Department Renovations Are On the Way

The Family Birthing Center continues to be known as ‘the place where babies come from’ and after two years of record-setting births an expansion is planned.

The project includes:

• one new operating room

• three additional labor and delivery rooms

• additional sleep quarters and postpartum rooms

• a new documentation system.
Community Events
March 2010

FREE COLORECTAL KITS
Colorectal cancer is the second leading cancer cause of death in the United States today. Its symptoms are often silent. Most people don’t even know they have it until it’s too late. The good news is colorectal cancer is preventable and, if detected early, curable. If you are over the age of 50, or have family history of colorectal cancer and are over the age of 40, you should take advantage of this free screening. Your confidential results will be mailed to you.

Colorectal screening kits are available all year.

Call (504) 897-8500 to request your FREE screening kit.

HEALTHY LIFESTYLES
Presenter: Caroline Cerise, MS, LDN, RD, CNSD
March 4, 6:00 – 7:00 p.m.
Join Touro Dietician Caroline Cerise to learn how to make better choices when eating and cooking your favorite New Orleans foods.
Touro Infirmary, 1401 Foucher Street, 2nd Floor, Foucher Room

AARP DRIVER SAFETY PROGRAM
Presenter: AARP
Thursday, March 4
9:00 a.m. – 2:00 p.m.
Join the AARP Driver Safety Program for this refresher course for drivers age 50+. The course has helped millions of drivers remain safe on the road. Learn current rules of the road, how to operate your vehicle more safely, and how to make adjustments for common age-related changes.
Touro Infirmary, 1401 Foucher Street, 2nd Floor, Coliseum Room

PREVENTING DIABETES
Presenter: Valerie Burton
Tuesday, March 23, 9:00 a.m.
Free Glucose screenings will be provided starting at 8:30.
Join Touro’s Diabetes Center to learn how your diet, physical activity, blood sugar, blood pressure, and cholesterol affect your risk for diabetes.
Touro Infirmary, 1401 Foucher Street, 2nd Floor, Foucher Room

For more event information call (504) 897-8500 or visit www.touro.com/events.

Colorectal Cancer Awareness Month

In recognition of March as National Colorectal Cancer Awareness Month, Touro Infirmary is leading the way in prevention by offering free screening kits.

Touro’s goal is to reduce the number of colorectal cancer-related deaths by educating the public about the importance of early detection. Since the best prevention for the disease is screening and regular testing, Touro is providing free Fecal Occult Blood Tests (FOBT) throughout the year. Once requested, Touro will mail the kit and once returned (via mail), Touro’s lab will test the specimen and results will be mailed within 10 business days – all free of charge.

Persons with a heightened risk for colorectal cancer are recommended to have an annual screening, including those:
• over the age of 50
• over the age of 40 with a family history of colorectal cancer
• who have existing conditions which make them more susceptible to colorectal cancer, such as certain ancestries, smoking, or obesity

There are a number of screening methods. As always, Touro reminds everyone to consult their physician or practitioner about the proper screening methods for their conditions, medical history and risk factors.

Colorectal Cancer is preventable and, if detected early, curable. Free FOBTs can be requested by calling (504) 897-8500 or visiting www.touro.com

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Mardi Gras at Woldenberg Village

On Monday, February 16th, Woldenberg Village residents, family and staff celebrated carnival season with their annual Mardi Gras ball. The ball, held at the Atrium at Willowwood, featured a full court presentation with refreshments, king cake and Mardi Gras music provided by Ronald Jones.

Elected by Woldenberg Village residents, Queen Hazel Quevas and King Leonard Prulusky reigned over the Willowwood Community. Queen Bertha Fink and King Herman Singleton reigned over the Azaleas Assisted Living Community.

“Mardi Gras is such a special part of the New Orleans culture that we enjoy being able to continue that tradition here on campus,” said Rita Austin, Activities Coordinator.