

CGH MEDICAL CENTER
Physician Services Council
Meeting Minutes
September 18, 2019

Call to order

Dr. Matthew Cutter called to order the meeting of the Physician Services Council at 7:00 a.m. in the fourth-floor board room of CGH Medical Center.

The following members were present: Dr. John Hahn, Dr. Eric Kuhns, Dr. Thomas McGlone, Dr. Eric Riley, Shane Brown, Concha Sitter, Donna Cook, and Jordanna Devine. Others present were: Dr. William Bird, Randy Davis, and Dena Wheeler.

Approval of Minutes

The minutes of the previous meeting of July 10 were unanimously approved.

Unfinished business

A. Recruitment update

Dr. Chaplin and Dr. Mills started in Anesthesia on July 31. Kelli Jepson, NP joined Dr. Toth at the end of August, and Lindsay Rodriguez, NP (Neurology) has started training. Lindsay will be located with Dr. Joseph on the second floor. Xavier Moreno, CRNA will start in October and is providing some locum coverage prior to that. Dr. O'Holleran (Surgery) starts October 31. Danelle Saunders, NP (Cardiology) will start training in November. Shane Stevens, CRNA gave his resignation for November. An offer has been extended to Dr. Pant-Purohit (Oncology candidate).

New business

A. Physician Services Council terms

The position vacated by Dr. Hopping, along with Dr. Kuhns' and Donna Cook's current positions, will expire 12/31/18. A vote will take place at the next Medical Staff Quarterly meeting in November. Any nominations will be emailed to all providers prior to that.

B. Clinic space planning

The goal is to ask for approval of the third floor renovations at the Finance Committee meeting in October. The Walnut clinic also needs remodeling. The Finance Committee recently approved funds to open a clinic in Fulton, and will go for Board approval next week. Renovation will begin the following day and hopes to be completed in 8 weeks. The building will accommodate 5 exam rooms, and is connected to a dental office. Kimberly Teats-Garrison, PA and Lynne Coffey, NP will see patients there.

C. Clinic operations

Administration is looking at Epic electronic medical records system again, which would involve a capital loan of more than \$15 million. Our Cerner contract ends April 2023. Capital budget is coming up, so any providers with equipment needs, etc. should contact Administration.

Training is going well.

The demographic interface between NextGen and PCIS is now live after seven months.

No-show/failed appointment rates are decreasing.

Nurses and receptionists are able to text patients from PCIS, and undergoing training for that.

NextGen is undergoing an upgrade.

There is an issue with Dragon software, where a memory leak forces users to reboot their machines. There is nothing CGH can do.

The NextGen mobile app is now active. This is especially useful for on-call providers.

Anyone interested should contact EMR staff to download.

There is still a shortage of LPNs and MAs.

Pre-auths continue to be a nagging issue.

One of the biggest frustrations for patients continues to be our ability to answer phone calls – nursing and reception. In the last six months, there were 24,000 lost calls to nursing, and 18,000 to reception.

Ashley in EMR recently finished an algorithm for staff to use as we implement a centralized scheduling process.

D. CMO updates

Nothing to report.

E. EMR usage

The EMR Committee discusses transcription costs at every meeting, and agreed to bring to this committee for feedback. Dr. Cutter explained the same providers are still dictating, rather than using templates. The biggest offenders have partners who are using templates. The cost for 8 people in 4 months is approximately \$50,000. It was suggested to reassess this when the Dragon software is working properly. Dr. Riley suggested to look at all aspects of each practice because they all vary. Lengthy discussion ensued.

ACTION: Reassess transcription costs in six months.

Adjournment

The meeting adjourned at 7:55 a.m.

Minutes submitted by: Dena Wheeler, Physician Services Assistant

Minutes approved by: Matthew Cutter, O.D.