

**CGH MEDICAL CENTER**  
**Physician Services Council**  
**Meeting Minutes**  
**January 8, 2020**

**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. Vincent Racanelli, Dr. Eric Riley, Dr. Young Song, Shane Brown, Concha Sitter, Jordanna Devine, and Jackie Greve. Others present were: Dr. William Bird, Gina Grennan, Maureen Francque, and Dena Wheeler.

**Approval of Minutes**

The minutes of the previous meeting of November 13 were unanimously approved.

**Unfinished business**

**A. Clinic construction update**

Cindy Zander and the clinic management team meet with architects next week to discuss third floor renovations. Shane hopes to report a timeline at the next meeting or before. The Walnut clinic and Cardio lab area (main clinic) projects will possibly go to the Finance Committee in February.

**B. Recruitment update**

Dr. Agarwal (Invasive Cardiology) would like to meet with Administration and Cardiology physicians one more time to discuss details before he makes a decision. A contract will likely be offered to Dr. Khan (Oncology). April Fischer, NP will join Dr. Wolf at the Prophetstown clinic, which will expand its hours to full time. Christina Miller, NP will join Dr. Blazquez, offering bilingual services. Dr. Kennedy (Ob/Gyn) visited last week and another Ob/Gyn candidate will visit later this month.

**C. Update on New Patient Scheduler process**

Maureen Francque, Reception and Training Manager, provided data related to the New Patient Schedule process (handout). There are 78 pending requests. She plans to improve documentation of this process to attain better statistics that can be reported back to PSC. There are currently 5 physicians accepting new patients, along with all NPs/PAs. This will also be discussed at the Primary Care Provider meeting next week.

**ACTION:**

Maureen will send a list of providers currently accepting new patients to all providers.

**New business**

**A. Appropriate use criteria**

Gina Grennan reported, effective January 1, 2020 CMS will require appropriate use criteria. Providers will be required to use a clinical decision support mechanism to determine if CT, PET, MRI, and nuclear tests are appropriate for Medicare patients. If a provider orders something potentially inappropriate, it will be flagged, and the provider can override if he/she feels necessary. All flagged tests are tagged to the physician number, so outliers can be tracked for trending. The first year is educational and penalty free. The Emergency Department will pilot this, and G. Grennan will keep providers informed. It is

not yet fully integrated into Cerner but will eventually be integrated into both EMR systems. The recertification process will not change.

**B. Election of chairperson**

**MOTION:**

**A motion was made by Dr. McGlone, seconded by Dr. Kuhns, and carried TO ELECT DR. CUTTER FOR THE POSITION OF CHAIRPERSON FOR A TWO-YEAR TERM, BY ACCLAMATION.**

**C. Welcome new members**

Dr. Cutter welcomed Jackie Greve, NP and Dr. Song to the group.

**D. CMO update**

Dr. Bird reported Randy Davis, Dr. Reter, and Dr. Kemker will visit a clinic/hospital site using Cerner for all electronic medical records. A consulting company has been contracted to begin the process of looking at potential EMR vendors.

**E. Clinic operations update**

The Fulton clinic is doing very well, seeing 20 patients the first day. Roughly 20% of patients seen thus far are new to CGH. They are offering a Saturday morning walk-in clinic on a trial basis. An Open House will be held Thursday, January 16 from 4-6 pm. The Physician/Allied Staff/Administration/Board Social is February 8. Invitations are being sent.

The failed appointment rate for November was 6.2% - a record low - and December was 6.7%. The average was 9.4% in 2018 and 7.3% in 2019. Maureen is working on a report to break down this data by specialty.

Shane is arranging a trial period with a virtual scribe company. Drs. Alikhan and Thormeyer have volunteered.

The clinic administration team is evaluating the nursing float pool and to possibly restructure it. These employees feel they are not treated well by providers and staff, and the focus is to change that perception. Providers present also expressed concern with lack of adequate training for current float pool staff.

**Adjournment**

The meeting adjourned at 8:05 a.m.

Minutes submitted by: Dena Wheeler, Physician Services Assistant

Minutes approved by: Matthew Cutter, O.D.