

CGH MEDICAL CENTER
Physician Services Council
Meeting Minutes
July 8, 2020

Call to order

Dr. Matthew Cutter called to order the meeting of the Physician Services Council at 7:02 a.m. via Zoom.

The following members were present: Dr. Mir Alikhan, 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 and Dena Wheeler.

Approval of Minutes

The minutes of the previous meeting of January 8 were unanimously approved.

Unfinished business

A. Clinic construction update

The third floor renovation project has been put on hold. The Walnut clinic remodeling project is complete, and Shane hopes to hold an Open House in the near future. Patients and staff very pleased with the results.

B. Recruitment update

Five CRNAs have been hired since our January meeting, which meets the department's needs. An experienced nurse practitioner for the new Behavioral Health inpatient unit will start in September. Her collaborating physician is a non-CGH psychiatrist. The Oncology search continues. Theresa Stout, NP, is leaving CGH to go to the Morrison Hospital effective August 1, and her position will not be replaced. One nurse practitioner from the CGH funded program will no longer be offered a position, for fiscal reasons. If an existing nurse practitioner position opens in the next six months, she has that option or she can apply for an open RN position. If she chooses to leave CGH, the tuition loan will be forgiven. An attempt to add two part-time nurse practitioners to Pulmonology has changed, due to the nature of the pulmonology physician group. Anja Wolf, NP will join Dr. Racanelli full-time, and Theresa Krueger, NP will join Dr. Racanelli part-time, in addition to her current Wound Center position.

C. Update on New Patient Scheduler process

There were 27 requests yesterday from patients requesting a PCP, taking the current pending total to 48. The current process is going well. Clinic administration is working to implement a paperless process via NextGen, where tasks would be sent to providers. Shane will continue to report on this.

New business

A. Patient intake process – PCIS enhancement

Appointment reminders are currently sent via text, email, and/or phone. PCIS now has a process to send a link via email or text to patients to check in, make co-pay, and provide insurance information prior to their appointment, and bypass the check-in process at the clinics. The patient portal is not required for this option. Shane hopes to roll this out the week of July 20. He will continue to provide updates on this.

B. Clinic team coordinators

The Medical Specialty Supervisor recently left and rather than replacing her, Shane has added four team coordinators. This position will handle the day-to-day processes and help monitor staffing levels. They will likely be added to Reception, Dermatology, Oral Surgery, and Oncology. There is already a coordinator in Ophthalmology, and it has been successful. Because the department supervisor position was not replaced, this is still saving money as an organization.

C. CMO update

Dr. Bird feels providers are doing a good job navigating the pandemic. He has noticed some complacency regarding wearing masks, and encourages physicians and staff to continue to wear masks appropriately, and also practice caution outside the organization. Verbal communication between providers is still important, and this group serves as a good model.

There are currently enough Covid-19 tests to continue to send symptomatic patients to Ready Care for testing.

D. Clinic operations update

Shane is sending data to Advanced Practice Providers showing their average visits. For those who have an average under 12 visits per day, he will meet individually with them to devise a plan to increase production, and send information to each on a monthly basis to show their status. He also met with collaborating physicians to make them aware of this plan. Shane thanked Jordanna Devine, Concha Sitter, and Jackie Greve for providing thoughts and guidance on this process.

There are currently four receptionists at the Dixon clinic. Maureen, Reception Manager, has suggested moving three of the four receptionists to the front entrance, and keep one in the larger waiting room. All receptionists would have knowledge of the physicians' schedules, and could help eliminate the need for floats. Shane will continue to provide updates.

Ashley and Matt in EMR have created a platform in NextGen that will accommodate centralized scheduling. This would enable receptionists to work for providers outside their physical area eventually decreasing the number of receptionists needed, and prevent patients from being bounced around on the phone. In 2019, there were 19,000 calls that required patients to wait at least 7 minutes. There are far too many appointment types for each provider, and this needs to be streamlined to help with the transition to central scheduling. Training and education will take place over the next 6-12 months. Shane will continue to provide updates.

Fiscal changes

- After the Coumadin Clinic nurse accepted a position in a different department, it was moved to the Cardiology department and is overseen by Edita Danaiata, NP.
- When Dr. Joseph had an opening for an RN, she and Dr. Delacruz agreed to share an existing RN.
- As stated previously, the Medical Specialty Supervisor was not replaced.
- Originally, an additional nurse practitioner was going to be hired as a float to allow Tina Frank, NP to work in Ready Care three days and float two days. This position is no longer open.
- Theresa Stout's position will not be replaced.
- A Medical Assistant in Gastroenterology left and will not be replaced.
- Clinic administration staff is strategically reviewing positions when someone leaves.

E. Other

Dr. Song asked if CGH provides community assistance to schools regarding guidance for reopening. Per Dr. Bird, the health departments usually do that.

Dr. Riley suggested call schedules be placed on Lifeline, to avoid the multiple emails sent every time a change is made. Shane will look into this option.

Adjournment

The meeting adjourned at 7:54 a.m.

Minutes submitted by: Dena Wheeler, Physician Services Assistant

Minutes approved by: Matthew Cutter, O.D.