

CGH MEDICAL CENTER
Physician Services Council
Meeting Minutes
September 9, 2020

Call to order

Dr. Matthew Cutter called to order the meeting of the Physician Services Council at 7:01 a.m. via Zoom.

The following members were present: Dr. Mir Alikhan, Dr. John Hahn, Dr. Eric Kuhns, Dr. Thomas McGlone, Dr. Vincent Racanelli, Dr. Young Song, Shane Brown, Concha Sitter, and Jackie Greve. Others present were: Dr. William Bird, Dr. Paul Steinke, and Dena Wheeler.

Approval of Minutes

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

Unfinished business

A. Clinic construction update

As reported previously, the third floor renovation project is on hold. There are several air conditioning units at the main clinic that need replaced over the next several months. The main clinic first floor Internal Medicine (Dr. Jundi) area flooring will be replaced, along with the second floor Neurology infusion area.

B. Recruitment update

Jenny Eide, NP (Cardiology) is retiring 11/6/20, and will not be replaced. Dr. Baig's contract will be terminated effective 9/23/20, and he will not be replaced. We have parted with Jordanna Devine, NP (Ready Care). Tina Frank, NP has been working three days in Ready Care and two days floating, but now will work full-time in Ready Care. There will no longer be a float nurse practitioner. A Family Practice physician recently visited, and will not be offered a contract. An Orthopedic physician will visit on October 5, and an Oncology physician on October 12. Lorri Mostad, NP (Behavioral Health) started September 1 and is working with Kristie Geil to prepare the Behavioral Health Unit to open January 1, 2021. Her supervising physician is Anupama Upadhyay, M.D., who will be contracted with CGH. Henri Stewart, CRNA started July 29, and Tyler Thompson, CRNA will join the department in March 2021.

C. Update on New Patient Scheduler process

As of September 4, there were 20 patients on the list. The reduction can be attributed to the visit requirements put into place for NPs and PAs.

D. Update on patient intake process – PCIS enhancement

This enhancement sends a link with text appointment reminders allowing them to check-in online, in addition to make insurance changes and copays. The Clinic Administration team is working on a system at the main clinic to place Ipads in reception areas to avoid waiting lines. Shane will continue to provide updates.

New business

A. Drive-thru Flu clinics in October

In an attempt to keep people out of the building and also for convenience, there will be a drive thru clinic offered 2 Saturdays in October at the main clinic. This can be done under

the canopy in cars, or in the lobby if the patient prefers. If it goes well, Shane will look to expand it to other clinics next year.

ACTION:

Shane and Jackie Greve will meet to discuss parameters for also providing pediatric flu shots.

B. COVID updates/planning for clinics

There were positive cases with Lynn Blvd. clinic employees last week, so the clinic closed for deep cleaning and reopened September 8. There have been challenges with staffing in general, due to direct impact or impact on family members. Prn door temp takers are being hired for the large volume clinics. Shane is looking into adding a kiosk device at clinic entrances to sanitize hands and take temps, in order to reduce human need. He is meeting with the Clinic Administration team today for more planning. They are also looking at minimum staffing levels and creating contingency plans, possibly consolidating smaller clinics if necessary. Concha suggested contacting Whiteside Area Career Center for prn staff. All CGH staff is discouraged from congregating in break rooms, eating together, etc., and Shane asked physicians to help support that.

C. CMO update

There are still occasional PUI (Patient Under Investigation) or positive patients sent to DID for outpatient studies. If it is emergent, they should go to the Emergency Department and if not emergent, they should wait until the end of their isolation/quarantine period to have the study. This must be communicated with DID staff before bringing the patient to DID. Appropriate Use Criteria (DID procedures) was originally scheduled to start January 2021, and has been extended to January 2022. A build is being done in Cerner and will be trialed by a few providers to confirm it works, then held until late 2021 for a gradual rollout to everyone.

The upgraded Health Maintenance Template in NextGen will go live soon. Ashley Roux is currently training primary care providers and staff. This will provide a great opportunity for patients to be reminded of important tests.

The list of delinquent EMR lab signoffs still goes to Dr. Bird monthly. If someone has more than 100, he contacts them as a reminder, and it is typically resolved. This is not ideal, and affects timely patient notification of lab results. Because this is limited to a small number of repeating providers, he will continue with his current process, unless requested to do otherwise.

There will be a trial in early October to set up a walk-thru flu vaccine process for employees similar to what could happen with the Covid vaccine. All employees will be asked to have flu vaccines by early November. Dr. Steinke added if the Covid vaccine is proven and tested to be safe and efficacious, Administration will strongly recommend it for employees, but nothing is in place at this time.

D. Clinic operations update

Shane reminded members that there will eventually be a robust centralized scheduling process for all clinic appointments. Some providers currently have 50+ appointment types, and implementation will be a long process.

E. Replacement of Physician Services Council NP/PA member

An election will be held before the next meeting.

F. CEO update

Dr. Steinke reported the 90% RVU guarantee was started in March and will continue through July. This guarantee puts RVUs in a “bank”, and at the end of the calendar year, those RVUs in the “bank” will be forgiven. Most clinic providers are seeing their numbers coming back. The goal is to minimize the impact of Covid-19 on providers.

Covid had an impact on the CGH capital budget, making the EPIC project not feasible at this time. EPIC does offer an alternative, Garden Plot, which is in its infancy and similar to Cerner's Community Works, where it is hosted at the main campus. There is less maintenance, and it is more affordable, but customizing must be done in collaboration with a small group of other facilities. The timeline for implementation of Garden Plot is 2-3 years. Administration is researching this option.

Adjournment

The meeting adjourned at 7:51 a.m.

Minutes submitted by: Dena Wheeler, Physician Services Assistant

Minutes approved by: Matthew Cutter, O.D.