

CGH MEDICAL CENTER
Physician Services Council
Meeting Minutes
July 14, 2021

Call to order

Dr. Matthew Cutter called to order the meeting of the Physician Services Council at 7:00 a.m. via Zoom.

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, Jackie Greve, and Virginia Heal. Others present were: Dr. William Bird, Dr. Paul Steinke, and Dena Wheeler.

Approval of Minutes

The minutes of the previous meeting of May 19 were unanimously approved.

Unfinished business

A. Recruitment update

Dr. Malki announced his retirement date of September 15. Shane will work with Jennifer Garriott, NP to collaborate with a different physician. Dr. Alsayed (Oncology) will start August 15 with his primary location in Dixon, also seeing patients at the main clinic. Kip is working to schedule an interview with an interventional cardiologist who is just starting his fellowship and will be available June 2022. He is also working to schedule an interview with a GI candidate soon. Dr. Monteagudo is taking an extended time off mid-August to mid-September, and Kip is finalizing coverage for that time. He is also looking for a locum at least one week per month to help with the backlog of GI procedures. Concha Sitter reported the first available appointment for procedures is November 22. There is also a long waiting period for appointments in Neurology. Dr. Joseph is willing to add an NP/PA, for which a search has been opened. There is also an open search for an NP/PA in Dermatology for the same reason. Kip is close to finalizing interviews for Pediatrics, Orthopedic Surgery, and Family Medicine.

B. Update on New Patient Scheduler process

The overall process is working well. There were 151 patients placed with a PCP in June, 158 in May, 137 in April, and 178 in March. Eight clinicians are currently taking more than the minimum quota. New patients are allowed two chances to show for an appointment before they are no longer allowed to establish with that PCP. They are also notified they can change clinicians up to three times in a five-year period.

C. Update on patient intake process

The check-in process via the mobile app has a 14% utilization rate. Marketing will continue in order to increase utilization.

D. FCC Telehealth grant application

There is still no movement on the application for a \$750,000 telehealth grant. It is possible information will be sent out by the end of July. Shane will continue to provide updates.

New business

A. CEO update

Cerner Community Works was approved by the Board last month. Randy Davis and Teresa Kikuts are working on a training/implementation plan which will likely commence

in September. Dr. Steinke understands there may be anxiety about this process, but it will be a positive change.

B. CMO update

Issues addressed in peer reviews, case reviews, and patient complaints almost always involve some level of communication breakdown. Dr. Bird encourages providers to improve upon this.

For those practitioners who perform pap smears, there will be messaging placed in exam rooms to remind patients as well as staff to confirm specimens are labeled before leaving the exam room.

C. Cardiology service line update

Dr. Mackay left July 9, and Dr. Kurian will retire September 15. An employment agreement will be signed this month with Dr. Kieso, who currently practices as a locum. He will be here two weeks on/two weeks off, also seeing patients in the clinic. An independent contractor agreement has been signed with Dr. Saith, who has also been a locum in the past. He will also be here two weeks on/two weeks off for at least one year. He is only seeing patients at the hospital at this time, but will have an opportunity to later see patients in the clinic and support the nurse practitioners. There are two additional locum physicians contracted for two-week blocks. The aforementioned will effectively be the equivalent of two FTE cardiologists for an indefinite period. CVM is still willing to help out where they can. Elective procedures are being stacked for Dr. Sharis and Dr. Singla to perform 1-2 days per month. CVM has agreed to provide collaboration for the nurse practitioners when Dr. Kurian leaves. Locum physicians will also be asked to provide the same. Letters have not yet been sent to Dr. Kurian patients until all options for clinic coverage have been finalized.

D. Clinic operations updates

Onsite Covid testing will be trialed at the Fulton clinic, rather than sending those patients to Ready Care. There is a lot involved with follow-up, and when a procedure has been well established, it will be rolled out to other satellite clinics. The vaccine clinic at the main clinic is giving 2-3 per day, and the Emergency Department is considering providing vaccinations also.

Dr. Tugwell has been seeing patients one week per month for the past 1½ years, and will retire at the end of 2021, unless needed on a locum basis in the future.

The Med Staff Social is August 14 at the Brown residence. Kip sent invitations for all practitioners to rsvp. It is short notice, but Administration feels it is important to get together. They will try to host another social in February.

Closed session is no longer needed for this meeting.

Dr. Racanelli expressed concerns about the delay in nuclear stress tests because a physician is not always available to be present at the time of injection.

ACTION: Dr. Bird will follow-up.

Adjournment

The meeting adjourned at 7:23 a.m.

Minutes submitted by: Dena Wheeler, Physician Services Assistant

Minutes approved by: Matthew Cutter, O.D.