

# CMO Update



A Publication for TBHC Physicians

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## Two New Important Clinical Initiatives



**THBC's Hospitalist Group:** Under the leadership of Jonathan Martinez-Dalmasi, MD (shown here), TBHC's hospitalist service was launched in July. The service is dedicated to providing high quality, comprehensive care to admitted patients and is responsible for care from admission to transition of care. The eight physician hospitalist team has a special focus on providing interdisciplinary care and communication to community physicians regarding their patients' status. Our hospitalists are available 24 hours/7 days and are expected to manage about 70 patients per day (or about 30% of our inpatients). The team collectively speaks Spanish, Chinese (Cantonese, Taisan and Mandarin), Italian, Russian and Urdu.

### The goals of the service are:

- Greater patient throughput and early discharges ("home by noon").
- Decrease length of stay and readmission rates, and improve outcomes.
- Improve patient satisfaction to greater than 80 percent for the physician component of the experience.
- Position TBHC to achieve metrics associated with value-based performance standards.

**Please join us on Wednesday, August 17, from 11:00 am to 1:00 pm**, in the Physician Dining Room for an informal "Meet and Greet" of our hospitalist team members, including: Dr. Martinez-Dalmasi; Shumaila Khan, MD; Amy Kwan, MD; Douglas Valbuena, MD; Ekaterina Sikorskaya, MD; Priya Shah, MD; Prabjot Manes, MD; and Mahyar Mahmoudi, MD.

**TBHC's Wound Care and Hyperbaric Center:** Under the joint leadership of Joseph Falcone, DPM and Sumit Dharia, DPM, TBHC's Wound Care and Hyperbaric Center opened August 1 on the 10th floor. The Center specializes in a comprehensive approach to treating persistent, slow-healing wounds and applies proven wound care practices and advanced clinical approaches, including dressings, antibiotics and hyperbaric oxygen (HBO) therapy. Our four hyperbaric chambers provide increased air pressure to help a patient's blood carry more oxygen to organs and connective tissue to promote wound healing. Using a team of multidisciplinary specialists and state-of-the-art wound care techniques, the Center will aim for excellent healing rates and fast healing times, allowing patients to quickly get back to living their lives. To find out more about TBHC's new Center, please call extension 6797.

## NEW Clinical Appointment Announcements



### **Sherly Abraham, MD, Chair, Family Medicine**

After completing her residency at TBHC ten years ago, Dr. Abraham has held various positions within the Family Medicine Department and throughout the organization, taking on advanced responsibilities. She has published several papers and is the recipient of the AAFP Immunization Grant award for three years in a row. Please welcome Dr. Abraham in this new role.



### **Sarath Reddy, MD, FACC, Chief, Cardiology**

For more than 20 years, Dr. Reddy has been a valued member of the TBHC medical staff. Dr. Reddy is now the Chief of Cardiology. In this role, he will be creating a stellar cardiology division inclusive of PCI and EP and will lead the implementation of these new programs. Please welcome Dr. Reddy in this new role.



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# Quality and Patient Safety Update

## Joint Commission Triennial Accreditation Survey 2016-2017

TBHC is proud of being always ready for all surveys by any regulatory agency. The multiple surveys from Joint Commission, Center for Medicare and Medicaid Services (CMS) and New York State Department of Health in the last 3 years, and our staff response to the surveys, have clearly demonstrated that TBHC is always survey ready. We would like us all to keep up the good work as we prepare for our upcoming Joint Commission triennial hospital accreditation survey. The purpose of this survey is to renew our Medicare certification on behalf of CMS. The window is now open for the survey to take place at any time from now through January 2017. It will be an unannounced. We anticipate that we will have at least 5 surveyors onsite for a week.

An onsite survey accreditation survey like this provides an assessment of the hospital's compliance with the Joint Commission standards. Joint Commission uses "Tracer Methodology" as a method of assessment. Patient Tracers start where tracer patient is located and moves to other areas that the patient has encountered. It is anticipated that every patient care area-inpatient, outpatient, and treatment area-will be reviewed through one or more tracers.

For more on this and how to be ready for staff interviews by surveyors, please refer to the "The Joint Commission (TJC) Survey Readiness 2016" booklet. Booklets are available at Quality Management office located on the 5th floor, Room WI 590 and extension 8174. The booklet is also available here at <http://mytbhc.org/the-joint-commission-booklet-2016>.

For more information on Joint Commission and CMS preparedness please visit <http://mytbhc.org/quality>.

## Hand Hygiene

### Why Practice Hand Hygiene?

Cleaning your hands reduces:

- The spread of potentially deadly germs to patients
- The risk of healthcare provider colonization or infection caused by germs acquired from the patient

### When to Perform Hand Hygiene

Clean your hands:

- Before eating
- Before and after having direct contact with a patient's intact skin (taking a pulse or blood pressure, performing physical examinations, lifting the patient in bed)
- After contact with blood, body fluids or excretions, mucous membranes, non-intact skin, or wound dressings
- After contact with inanimate objects (including medical equipment) in the immediate vicinity of the patient
- If hands will be moving from a contaminated-body site to a clean-body site during patient care
- After glove removal
- After using a restroom



### Two Methods for Hand Hygiene: Alcohol-Based Hand Sanitizer vs. Washing with Soap and Water

- Alcohol-based hand sanitizers are the most effective products for reducing the number of germs on the hands of healthcare providers.
- Antiseptic soaps and detergents are the next most effective and non-antimicrobial soaps are the least effective. When hands are not visibly dirty, alcohol-based hand sanitizers are the preferred method for cleaning your hands in the healthcare setting.
- Soap and water are recommended for cleaning visibly dirty hands



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# TBHC's Medical Staff Survey Results

On behalf of TBHC, thank you for your participation in the 2016 TBHC Medical Staff Survey. We know your time is valuable, and we appreciate your continued service to TBHC as we aim to ensure continued growth and success for the organization. Feedback and insights regarding your practice characteristics and perceptions of community need has been reviewed.

Responses will help guide TBHC's medical staff development plan which is expected to be completed in the fall. Survey results will also help inform TBHC's 2020 Vision and the strategic planning process. With a 16% response rate, the survey results provided us with significant feedback from a range of voluntary and employed physicians, representing most specialties. Action plans are underway to address the areas that require greater attention.

In order to help accomplish these plans, Liza Barker has joined us as the new Director of Physician Relations and Business Development. Part of her job is to foster open communication between you, our valued physicians, and TBHC's senior leadership. Liza is available to discuss how TBHC can better meet your practice and patient's needs. She will also be visiting many of you to introduce herself and learn more about your needs.

Once again, we are extremely grateful for your contributions and your thoughtful suggestions. Should you have any additional feedback you would like to provide, please feel free to reach out to **Liza Barker** at **718.250.8271**, or email her at **ebarker@tbh.org**.

## Patient "Thank You" Cards

**We thank you for choosing The Brooklyn Hospital Center and allowing us to take care of you. We wish you a quick recovery and good health.**

**Sincerely,  
The Brooklyn Hospital Center Peri-operative Staff**

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**Keeping  
Brooklyn  
healthy.**

The Brooklyn Hospital Center continues to improve patient satisfaction. The peri-operative and nursing staff have started to give our ambulatory and same day patients "Thank You" cards. A card will accompany the patient chart and all caregivers are encouraged to sign it. At the end of the hospital stay, the "Thank You" card is then given to the patient, along with their discharge instructions. This is another way that TBHC is striving to personalize the care we provide to our patients.



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