

Physician Weekly

Jordan Valley Medical Center
Pioneer Valley Hospital

May 28, 2010
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HOT TOPICS

We would like to inform all physicians of a change to the medication reconciliation process. Effective June 2nd we will no longer be able to print or access the discharge planning report currently used to document discharge medications. Instead, the medication reconciliation form will be updated throughout the patient's stay. Discharge medications should be added by the physician on this form and a copy will be provided to the patient at discharge. We would appreciate it if you will utilize this as documentation of your medications instead of placing them in your discharge summary. Then simply state "see medication reconciliation form" in your discharge summary.

Please feel free to contact Sara Phillips at 435.496.3459 or Chris Johnson at 801.910.6133 if you have questions about this change in process.

Information from the JVMC Laboratory

JVMC Laboratory has just finished its normal population study for the chemistry tests and new normal ranges will now be printed on your lab reports. These normal ranges are not much different than the old ones.

Information from the PVH Crossroads Café

Are you having trouble sneaking that meal in your busy schedule? We have implemented a new Doctor's Lounge Ordering Service. To better service you we are happy to provide a phone ordering service dedicated to our doctors. If you are interested in our café' specials or simply looking for a grilled item, give us a call and place your order. This service will be Monday through Friday from 7:30 am – 10:00 am and from 11:00 am to 3:00 pm. We will have your meal delivered and ready for you in the Dr's Lounge. We will have the menus posted at different stations in the hospital. Please only one meal per physician.

Don't wait call us today and place your order: ext 2175

Patient Satisfaction Scores Update

Our change column is from March to April 2010. You can see we have a slight decrease in some of our scores. Our customer service team is working hard to educate our employees to ensure that we received the highest possible score from our patients. May has been a focus for all employees on cleanliness, specifically hand washing techniques. This is something we all need to remember when we are treating our patients.

Jordan Valley Medical Center and Pioneer Valley Hospital Monthly Patient Satisfaction Apr Update		Apr, 10	Mar, 10	Feb, 10	Change	Nat. Mean	State Mean
Patient Satisfaction Survey Metrics	Inpatient Overall	91.0%	92.5%	91.9%	-1.5%	84%	84%
	Admission Process	90.2%	91.8%	91.6%	-1.6%	86%	87%
	Environment - Room / Safety	91.0%	91.4%	92.8%	-0.4%	80%	81%
	Dietary	88.6%	90.8%	90.0%	-2.2%	80%	81%
	Patient Care	91.4%	92.8%	92.2%	-1.4%	87%	87%
	Laboratory / Radiology	93.1%	95.6%	92.6%	-2.5%	85%	85%
	Visitors and Family	91.2%	94.0%	92.2%	-2.8%	85%	85%
	Physician	91.2%	93.2%	93.4%	-2.0%	86%	84%
	Discharge	89.6%	90.0%	90.6%	-0.4%	83%	83%
	Teamwork / Attitude	90.4%	92.2%	91.8%	-1.8%	84%	84%
	Overall Assessment	93.0%	93.0%	91.4%	0.0%	88%	87%
	Ambulatory Surgery Main Overall	94.7%	94.4%	95.1%	0.3%	92%	88%
	Registration	93.8%	94.4%	94.6%	-0.6%	92%	89%
	Environment of Care	94.6%	93.4%	93.4%	1.2%	89%	84%
	Hospital Team Work and Attitude	94.8%	93.2%	94.2%	1.6%	88%	85%
	Nursing Care	94.4%	93.6%	95.0%	0.8%	93%	90%
	Physician	95.0%	94.8%	97.2%	0.2%	94%	91%
	Overall Assessment	95.6%	96.8%	96.2%	-1.2%	95%	91%
	Emergency Department Overall	89.2%	89.2%	89.0%	0.0%	83%	82%
	Arrival	92.2%	89.8%	92.8%	2.4%	80%	79%
	Nurses- Emergency Dept Staff	94.0%	91.8%	92.0%	2.2%	85%	84%
	Doctors	91.6%	92.8%	89.6%	-1.2%	84%	82%
	Tests and Treatments	95.8%	92.0%	95.4%	3.8%	87%	86%
	Family or Friends	92.6%	91.6%	90.8%	1.0%	85%	84%
	Comfort / Convenience - Personal/Insurance Info	91.4%	91.0%	92.2%	0.4%	87%	85%
	Wait Time -Personal Issues	67.2%	71.0%	69.0%	-3.8%	78%	77%
	Overall Assessment	89.0%	93.6%	90.0%	-4.6%	81%	81%
	Outpatient Services Overall	93.2%	94.9%	93.0%	-1.7%	92%	89%
	Registration	92.8%	90.4%	89.8%	2.4%	91%	87%
	Facility	93.6%	95.2%	92.6%	-1.6%	89%	86%
Ancillary Dept - Tests and Treatments	92.8%	94.8%	93.2%	-2.0%	94%	92%	
Outpatient Tech /Outpatient Therapist	90.8%	93.0%	85.6%	-2.2%			
Physician	92.0%	100.0%	100.0%	-8.0%			
Hospital Teamwork and Attitude - Personal Issues	95.2%	94.2%	94.2%	1.0%	91%	89%	
Overall Assessment	95.4%	96.6%	95.4%	-1.2%	93%	91%	