

You may be asking, What have we done for you lately?

As you will hopefully remember, this past July you and your colleagues were asked to complete our physician survey. We had an excellent response and have been working diligently to address the items you that you brought to our attention.

As we prioritized the issues, a few quickly came to the top. Below is a brief summary of our efforts to make improvements in these areas.

Physician Engagement Team

- ▶ This team was implemented to identify and remove barriers that prohibit our physicians from practicing effectively. The team's goal is to make AMH the best possible place for a physician to practice. Current physician members include Dr. Chris Green, Dr. Laura Hill, Dr. Salvador LoBianco, Dr. David Riedel and Dr. Roger Hanko.

Emergency Department

- ▶ Met with two separate teams of physicians to identify concerns related to the ED.
- ▶ Assembled a bylaws team and brought in outside council to help us review and update the bylaws while addressing some issues specific to the ED.
- ▶ Engaged Dr Jay Kaplan, board member of the American College of Emergency Physicians, to provide an outside perspective.
- ▶ Made all hospital managers responsible for the success of the ED in 2010.
- ▶ Developed an action plan for addressing specific pediatric concerns.
- ▶ Implemented a Pediatric Nurse Coordinator to work with the ED physicians to make sure that they have multiple opportunities for pediatric CME's specific to our patient population.

Operating Room

- ▶ Invited all of the surgeons who utilize our OR, along with their office staff, to a meeting to discuss difficulties in scheduling and utilization of block time.
- ▶ In the process of forming a physician team who will review block time usage, equipment requests, and other OR related issues and make recommendations to the administrative team. Drs Rogalsky and Tadros have agreed to co-chair this team.
- ▶ Implemented the availability of a surgical assist for the OB/Gyn's 24 hours a day, 7 days a week.
- ▶ Starting May 1, we will also be able to offer an early block time, from 7:30-9:00 on Monday, Wednesday, Thursday & Friday to ease the ability to schedule OB patients.
- ▶ Met with Dr Tadros to address issues related to anesthesia coverage for OB patients.

Nursing

- ▶ All nursing concerns have been shared with Debbie Turpin who is addressing these through her nurse manager council.
- ▶ Many of these items are also being discussed at our Physician Engagement Team meetings.

While this list only addresses a portion of your concerns, we want you to know that we have a comprehensive list of all the issues addressed in the survey, and answers specific to each item. You may request a copy of this list from Physician Services by contacting Robin Zobrist at rxz9609@bjc.org or 463-7309.