

DocTalk

DECEMBER 2011



Davis Hospital Medical Staff Helps Food Bank

On Friday, Nov. 18, Dr. Darin Checketts, medical staff president, and Dr. Mark Orton, hospital-based section chief, along with Mike Jensen, CEO, presented the Family Connection Center Food Bank in Layton with a check for \$4,000 to make up the shortfall in funding for Thanksgiving food needs in the community. "It's a good feeling to be able to support our fellow community members and give back this way," commented Dr. Checketts. A special "thank you" to the medical staff for your significant generosity!

December Meeting Calendar

Tumor Board Meeting

Thursday, Dec. 8, 7 a.m.

Diabetes Center

MSQI Committee Meeting

Tuesday, Dec. 13, 7 a.m.

Board Room

HIS/UR Meeting

Monday, Dec. 19, 12:30 p.m.

Classroom 3

S&T Committee Meeting

Thursday, Dec. 22, 7 a.m.

Board Room

PT Safety/Risk Meeting

Thursday, Dec. 22, 10:30 a.m.

Classroom 2

EOC Meeting

Thursday, Dec. 22, 12:30 p.m.

Classroom 3

Message From Mike Jensen, CEO

Looking back on 2011, I am overwhelmed with gratitude and pride with everything our hospital has accomplished. I want to commend our medical staff for your part in making this a successful year.

This year, we experienced exceptional growth in many of our service lines and opened doors to the new Center for Sleep, the newly renovated Women's Imaging Center and expanded cancer services – with the addition of a new linear accelerator. Many departments received state-of-the-art equipment to increase our ability to take care of patients. We had the great opportunity to welcome and have the military train with us, being one of only two hospitals in the country to do so.

With all the growth and accomplishments over the past year, our hospital has received many honors and awards as an organization overall and individually. The Davis Chamber of Commerce presented us with the Award for Innovation, recognizing the excellence of TomoTherapy®. We were also awarded the HealthInsight Award for having the greatest increase in patient satisfaction among Utah hospitals. Several Davis Hospital employees and staff members were recognized and awarded for their exceptional service, including:

- Kirby Christensen, recipient of the IASIS Healthcare Chairman's Award.
- Dr. Holley, recipient of the Robert F. Bitner Award.
- Shirley Mortenson, recipient of the Silver Bowl Award for excellence in volunteering.

We have an amazing team and family at Davis Hospital, and I couldn't have asked for better people to work alongside. I am very excited about our opportunities for service and ways we can give back to each other and the community. As our vision states, "We must be the best acute care community hospital in America." This not only means providing exceptional care and service to our patients, but it also means giving back to our community. The very generous donation from you, our medical staff, to Family Connection Center Food Bank, is the perfect example of truly caring for our community.

During this wonderful time of year, I wish you and your families a very happy holiday season! And I encourage each of you to help make 2012 the best year ever for Davis Hospital, as we work together toward accomplishing our mission.

Please Join Us for the Annual Christmas Buffet

Thursday, Dec. 15, 11:30 a.m. - 2 p.m., DHMC Classrooms

Lunch will not be served in the Physician Lounge that day.

Davis Hospital HCAHPS Recap

Thank you to all of the physicians on the medical staff at Davis Hospital for consistently performing above the state and national mean in patient communication to date this year. Here are a few patient comments we received on recent patient satisfaction reports:

“Dr. [Shay] Holley went above and beyond to make sure I was comfortable. He took my number and called me directly to give me test results.”

“Dr. Jon Oberg, you are an amazing doctor and wonderful person – thank you for your kindness and caring!”

“Dr. [Tom] Watson was fabulous.”

“Dr. [Laura] Foot was excellent. She called me the next day to find out how I was doing.”

“I have the highest regard for Dr. [Robert] Kiyomura. He was amazingly thorough. It was a positive experience.”

HCAHPS	Fiscal YTD.	State Mean	National Mean
Rate hospital 0-10.	67%	69%	66%
Willingness to recommend this hospital.	68%	73%	69%
Hospital staff responsiveness.	67%	66%	63%
Communication with doctors.	87%	81%	80%
Communication with nurses.	76%	75%	75%
Room/bathroom cleanliness.	68%	71%	70%
Area around room quiet.	60%	58%	57%
Pain control.	69%	69%	69%
Staff explanation of medication.	61%	60%	60%
Discharge information given for home recovery.	90%	86%	81%

The Language of Caring Program

The “Heart-Head-Heart Sandwich” Module

Davis Hospital recently launched the Language of Caring (LOC) program, designed to educate physicians on the medical staff on ways to provide more personalized care to patients and their families through effective, compassionate communication. The LOC program is based on eight “skill builders”, that when mastered and combined, help to convey a strong message of caring – especially in difficult or emotionally-charged situations. Each month, we will introduce a new module of the LOC program.

It’s human nature to want to solve problems and provide solutions. For example, if a patient says, “I’m in a lot of pain,” you may respond by immediately discussing medication options. Unfortunately, a conversation that begins with solutions may not convey that you truly care – even though you are demonstrating concern by trying to solve the problem.

The LOC’s “Heart-Head-Heart Sandwich” module encourages you to first open a conversation with empathy, discuss solutions and close with concern. For example, instead of responding to a patient’s declaration of pain by immediately discussing medication options, you might say, “I’m sorry you feel this way. Let’s review your medication(s) and discuss other options that may help you feel better. We need to consider possible medication side effects; however, I want to ease your pain and will do everything I can to make you feel more comfortable.”

Research indicates that using the LOC program significantly improves physician and staff communications with patients and visitors, as measured by patient satisfaction scores.

Welcome New Physicians On the Medical Staff

Charles Carrasco, M.D., Radiology
 Lucy DeWitt, M.D., Neurology
 Margaret Ensign, M.D., Radiology
 Benjamin Gordon, M.D., Radiology
 John Henry, M.D., Radiology
 Henry Herrod, M.D., Radiology
 Jennifer Majersik, M.D., Neurology
 Kenneth Nowers, M.D., Radiology
 David Renner, M.D., Neurology
 Fernando Rodriguez, M.D., Radiology
 Jonathan Shakespear, M.D., Radiology
 Dennis Welch, M.D., Radiology
 Jana Wold, M.D., Neurology

Social Media Physician Tip of the Month



Google yourself. Conduct regular audits to find out what patients can see online. Do websites, such as *healthgrades.com* and *vitals.com*, list your name and contact information correctly? Are your online profiles up to date? What are others posting online about you? Routine checkups of your online information are important for maintaining a positive online image.

Save the Date: Annual After Christmas Social

Thursday, Jan. 5, 2012
 Davis Conference Center
 Social hour begins at 6 p.m.
 Dinner/program follows at 7 p.m.

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If you have story ideas for future issues of Davis Hospital’s *DocTalk*, please call Kaelynn Facer at 801-807-7121 or email kfacer@iasishealthcare.com.