

SSM Cardinal Glennon Children's Medical Center  
**2011 Progress Report**

## To Our Valued Physician Partners

Based on your response to the 2010 Cardinal Glennon physician satisfaction survey, you reaffirmed that consistent communication regarding the status of your patients and quick access to appointments with our specialists is essential. To improve these results we are making immediate improvements.

A Cardinal Glennon Communications Task Force was formed to identify issues affecting communications and to find solutions. Adjustments in our intake and discharge processes have been made to ensure consistent and timely communication. We are committed to notifying you of your patients' admission, providing up-to-date status information, engaging you in the discharge process and remaining in contact when follow-up is necessary. See page 3 for a list of our communications process improvements.

Also in 2010, 25 new specialists joined our faculty at Cardinal Glennon and appointment scheduling became much easier with the development of department direct scheduling numbers. Not only will these changes reduce appointment wait times for your patients, but the expert knowledge of our new faculty members makes our excellent patient care at Cardinal Glennon even better. For a list of new faculty and scheduling numbers, look to page 2 of the Progress Report.

Thank you for your input as it is vital to our continued improvement. I encourage you to call me with any concerns or suggestions you may have.

Sincerely,



Sherlyn Hailstone, President  
314.577.5610

## Physician Satisfaction

As Reflected in the 2010 Physician Satisfaction Survey,  
Cardinal Glennon is a Nationwide Leader

Ranked in the **Top 10 percent** nationwide in *Treatment of Family*

Ranked in the **Top 6 percent** nationwide in  
*Hospital-Based Physician Skill & Technical Ability*

Ranked in the **Top 4 percent** nationwide in  
*Emergency Department Physician Skill & Technical Ability*

Ranked in the **Top 4 percent** nationwide in  
*Likelihood to Recommend to Friends and Family*

Ranked in the **Top 3 percent** nationwide in  
*Technical Competency of Nursing Staff Units*

You've spoken.

We've listened.



# Quick, Easy and Uncomplicated Access to Physicians & Services

Referring physician feedback indicates that most referral decisions are based on three factors:

1. Quick appointments with sub-specialists
2. Quality of communication from hospital to referring physician
3. An uncomplicated appointment process

**Our Goal: Cardinal Glennon will lead the market in quick sub-specialty appointments, in making scheduling a simple process and in seeing Emergency Department patients in an expedited manner.**

To shorten wait times for specialists, and see your patients quickly, Cardinal Glennon recruited 25 specialists in 2010.

<u>Adolescent Medicine</u> Dianne S. Elfenbein, MD	<u>Genetics</u> Stephen R. Braddock, MD	<u>Orthopedics</u> Adnan Cutuk, MD David D. Greenberg, MD Jessica C. McMichael, MD Mary E. Rashid, MD
<u>Cardiology</u> Chetana M. Reddy, MD Angela Sharkey, MD	<u>Hematology/Oncology</u> Shermini Saini, MD	<u>Plastic Surgery</u> Alexander Y. Lin, MD Christina M. Plikaitis, MD
<u>Developmental Pediatrics</u> Barbara Braddock, PhD Cristiana F. Teodorescu, MD Theresa N. Villaflores, MD	<u>Neonatology</u> Richard J. Cooke, MD	<u>Pulmonology</u> Jamie L. Wooldridge, MD
<u>Emergency Medicine</u> Joshua M. Colvin, MD Kristi Kinder, DO	<u>Nephrology</u> Elizabeth C. Abraham, MD	<u>Surgery</u> Richard J. Bower, MD Janet E. Tuttle-Newhall, MD
<u>Gastroenterology</u> Jerry Rosenblum, MD	<u>Neurological Surgery</u> Ann Marie Flannery, MD	
	<u>Neurology</u> Vincent P. Gibbons, MD Sean E. Goretzke, MD	

To save your staff time, Cardinal Glennon simplified the scheduling process for its most "in-demand" services.

### New Scheduling Numbers

(314) 268-4008 Otolaryngology (ENT)	(314) 678-2174 Dermatology Ophthalmology Rheumatology	(314) 678-2179 Urology (GU)	(314) 678-2182 Neurosurgery Plastic Surgery
(314) 678-2173 Allergy Asthma Immunology Pulmonology	(314) 678-2178 Diabetes Endocrine Gastroenterology (GI) Nephrology (Renal)	(314) 577-5338 Neurology	(314) 577-5674 Cardiology
		(314) 678-2180 Pediatric Surgery Orthopedics	

For all other services, please refer to your Cardinal Glennon Express Guide

# Market-Leading Communication with Community Pediatricians

Outside of providing leading-edge medical care, communicating with community pediatricians is a top priority at Cardinal Glennon. A Communications Task Force of Cardinal Glennon leadership and physicians examined the way we communicate with community pediatricians, identified process improvements and named market-leading communications as a key hospital initiative.

Specific areas of concentration:

- Capturing the community pediatrician name at registration, to ensure consistent communication
- Physician-to-physician communication, so you're always aware of patient admissions, status, discharge and necessary follow-up
- Timeliness and consistency of sending all patient information to referring pediatrician
- Engaging the referring pediatrician as a partner in discharge planning by calling prior to discharge, discussing plan and promptly sending discharge summary

## Cardinal Glennon Communications Expectations

### **Inpatient/Outpatient Registration**

- Referring pediatrician name captured each time

### **Emergency Department**

- Hospital operator calls pediatrician/exchange to notify of visit to Emergency Department
- ED Resident note is auto-faxed to pediatrician
- ED Attending note for all admitted patients is signed and sent to pediatrician within 24 hours of patient visit
- Records completed on all patients discharged by the ED within 48 hours of patient visit

### **Patient Admission**

- For PCPs known to follow their own patients, Emergency Department physician will call PCP to determine if patient should be on hospitalist service or private service before admitting patient
- Emergency Department Unit Secretary calls pediatrician to notify of patient admission
- Floor Team Resident calls pediatrician at the time of admission, or the morning after for overnight admissions
- If unable to reach pediatrician, Floor Team Resident leaves contact information of Supervising Resident with pediatrician office
- For Surgical patients, surgery nurse calls pediatrician the day after admission
- For Floor Team patients, admitting Attending faxes notification of admission to pediatrician on the first day of admission

### **Change in Patient Status**

- Floor Team Resident calls pediatrician for change in patient status or when patient is transferred from one unit to another due to change in status
- Floor Team faxes a notification of patient status change to pediatrician

### **Discharge**

- Floor Team Resident calls pediatrician prior to discharge to discuss plan and any follow-up required
- Floor Team Attending faxes notification of discharge to pediatrician
- Discharge summary routed to pediatrician per their preference, within 24 hours of Attending signature

# INSIDE

Find out all the ways  
SSM CARDINAL  
GLENNON  
continues to provide  
**compassionate**, expert  
care!



SSM Cardinal Glennon Children's Medical Center

Physician Services  
1465 South Grand Boulevard  
St. Louis, Missouri 63104-1095