

Straight Talk

A weekly update from management on the issues that matter most

October 22, 2009

Dear Friends and Colleagues:

The president and CEO of the respected Mayo Clinic has said, “*Physicians need hospitals, hospitals need physicians, and most of all patients need everyone to work together.*”

We are justifiably proud of our outstanding corps of doctors at NCH. Last week, at our quarterly Medical Staff meeting, the Press Ganey research organization reviewed our sixth annual physician. It was based on confidential questionnaires that were completed by more than half of the active and associate medical staff members. **Susan Sherwood**, Director of Medical Staff Services, and her team were very supportive in obtaining our highest participation rate ever.

The doctors rated us highest in terms of five key measures: (1) quality of the medical staff, (2) access to information on patients, (3) radiology turnaround, (4) plans to maintain admissions in the next year, and (5) willingness to recommend to family and friends.

The physicians also noted top priorities for improvement: (1) response to physician concerns, (2) OR turnover speed and start times, (3) patient care made easier, (4) hospitalists keeping everyone informed, and (5) communication among all the various teams. We take all these issues seriously and will be developing specific action plans, with the medical staff, to effect positive change.

Again, the quality and caring of our physicians are key factors in how NCH is regarded in our community. Consider these examples from just the past week alone.

- **Dr. David Lindner** left me a voice mail about the smooth transfer of a patient who he accepted from a neighboring hospital. The patient had a sudden cardiac arrest and was resuscitated in the field but needed emergency hypothermia (lowering of the body’s temperature) for 24 hours to save brain function. We have been performing such complex hypothermia for months. Dr. Lindner reported that the transfer to the downtown campus was fast and seamless. We were clearly and competently “*on the case.*”
- I listened, admiringly, to **Drs. Doug Harrington** and **Paul Jones** chatting one morning about their efforts helping local middle and high school students with screening physicals. They mentioned their follow-up efforts, after identifying problems to obtain appropriate medical and social service care for children and families who would otherwise be lost in the system. Even though some of their children have already graduated, Doug and Paul continue to contribute their time and talent to children and families in need.
- Finally, a nice email note was passed to me by **Pat Read**, Administrative Director, from one of our Pediatric Intensivists, who talked about the work of **Dr. Debbie Lopez**, **RN Jayme Roberts** and Surgeon **Dr. Albert Titus**: “*Pat, I worked this week at North Naples. I can’t believe how far we have come under Debbie and Jayme. 15 kids. Vented kids [on respirators]. Sick kids. Sedations. Kids from Lee Health. Lehigh. Gulf Coast, PRMC. It’s just amazing how far they have come, with Dr. Titus busy doing more high tech things. I look forward to what the future brings.*”

I, too, look forward to the future with this bright, talented and committed team of NCH caregivers.

Respectfully,



Allen S. Weiss, M.D., President and CEO

P.S. Feel free to share *Straight Talk* and ask anyone to email me at allen.weiss@nchmd.org to be added.