Provider Orientation





PROVIDER ORIENTATION

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Cerner training - scheduled previously



Welcome to our Staff...We are glad you are here!

We have put together a simple but relevant Provider Orientation program for you in order to acquaint you with the information we believe you need for a successful onboarding experience. This electronic tool allows you to 'orient' at your convenience and should not take any longer than an hour to review.

Lastly, you will find additional Power Point Presentations from key Department Directors.

Please make some time to review the enclosed information. For further questions, please feel free to contact the Medical Staff Office at medstaff@wregional.com or 479-463-1568.

Best regards,

David G. Ratcliff, WD
David G. Ratcliff, MD
Chief Medical Officer

MEDICAL STAFF GOVERNANCE

David Ratcliff, MD Chief Medical Officer



Washington Regional Medical Center Medical Staff Governance

Medical Executive Committee:

- Chief of Staff, Vice Chief of Staff, Past Chief of Staff,
 Department Chairs and two at-large members from each department
- Governing Body of the Medical Staff
- Charged with the responsibility of ensuring patient safety, quality of care, and practitioner competency that is delegated to the Medical Staff by the Board of Directors
- Meets 3rd Monday of each month at 5:30pm, in Fulbright Board Room



Medicine and Surgery Control Committees

 Meet the first Tuesday (SCC) and first Wednesday following the first Tuesday (MCC) of each month

Credentials Committee

Establishes criteria for competency for new privileges



Washington Regional Medical Center Medical Staff Governance

- Bylaws, Rules and Regulation
- CME
- Critical Care
- Ethics
- Infection Prevention & Control
- IRB
- Physician Health
- Pharmacy and Therapeutics
- PPRC



Quality of Care Initiatives

- Critical & Acute Care
 - DVT/VTE Prophylaxis
 - Glucose Control
 - Sepsis ID/Prevention
- Core Measures
 - AMI, HF, PN, SCIP, Stroke, VTE, ED
- 30 Day Readmission
- Transitions of Care
- High Risk Medications
- Senior Health

- HAC's, HAI's & PSI's
 - Failure to Rescue
 - VAP
 - Aspiration PN
 - Iatrogenic Pneumothorax
 - CLABSI
 - CAUTI
 - SSI
 - Project JOINTS
 - Antibiotic Stewardship
- HCAHPS
 - CMS-VBP Patient
 Experience of Care



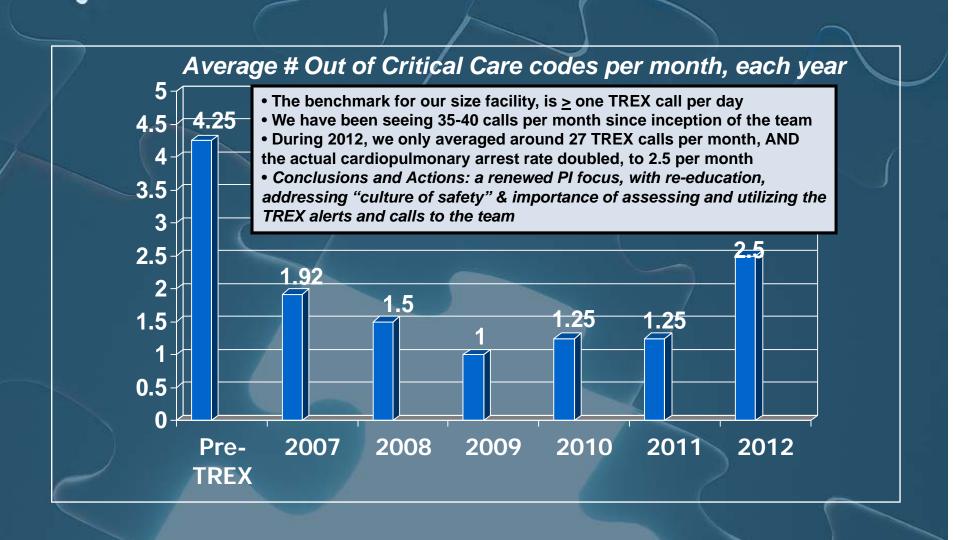
Rapid Response at WRMC



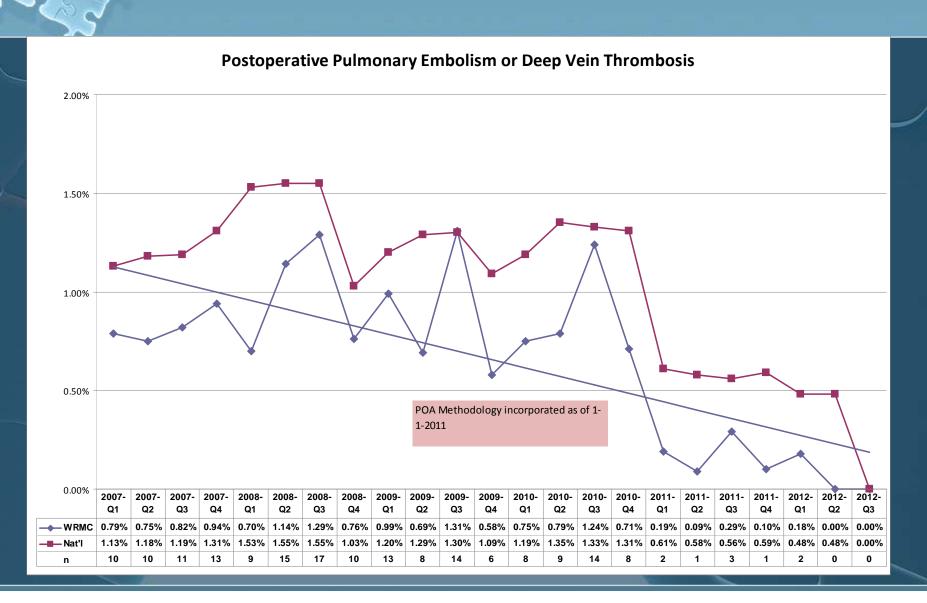
T-REX

- Team
- Response to
- **EX**tremes

T-REX Impact and Results: TREX Volume and Arrests

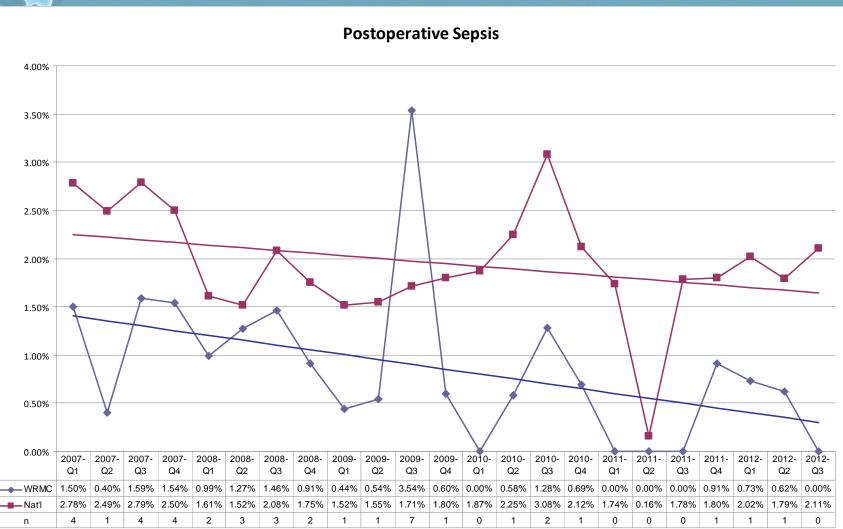


HAC Focus Area: Blood Clots



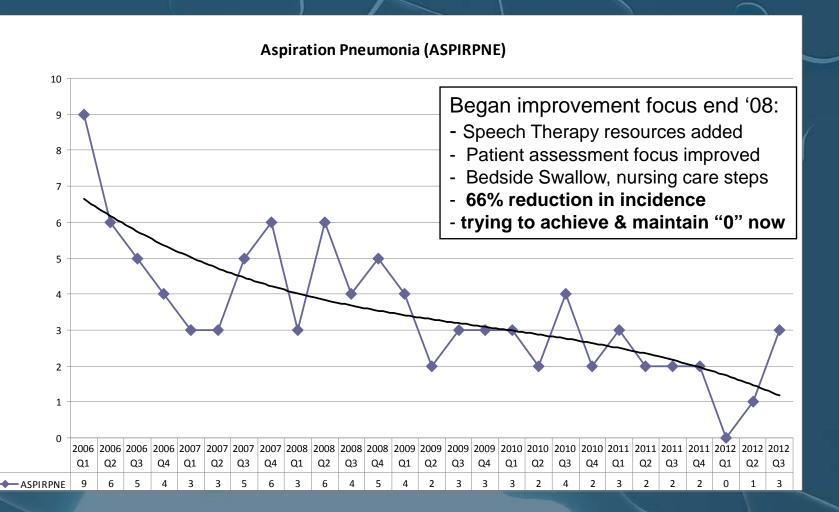


Post -Op Sepsis

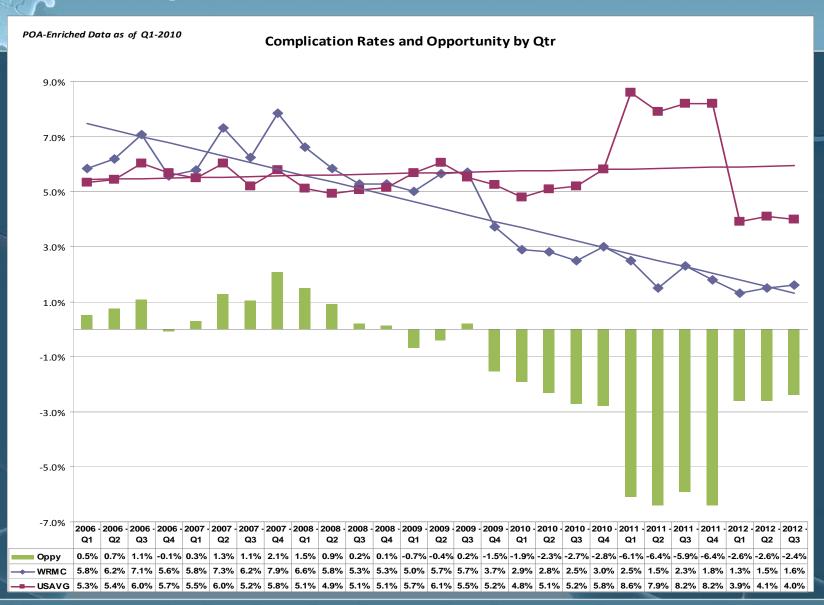




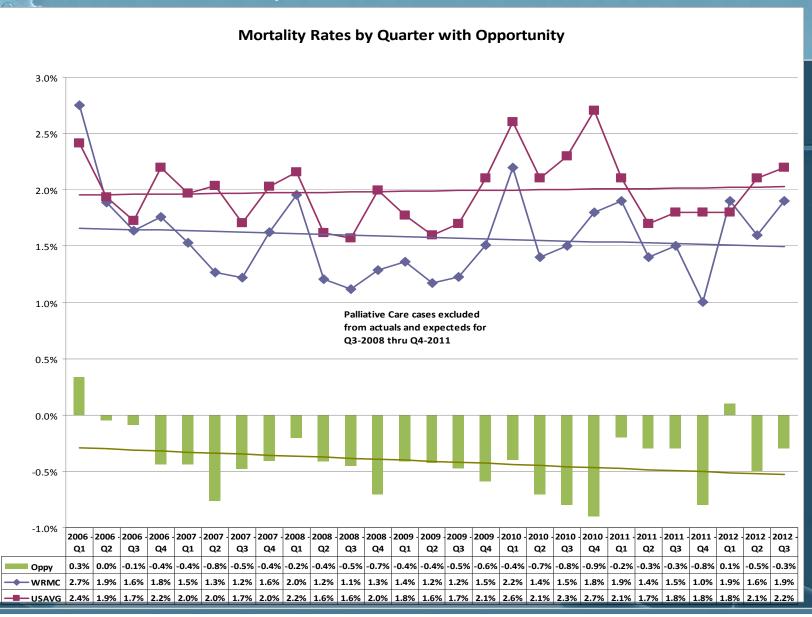
Aspiration Pneumonia



Complication Rates Over Time



Mortality Rates Over Time



INFORMATION SERVICES

Becky Magee
Vice President/Chief Information Officer



what do we want to accomplish?

- EMR Journey
- Technology Vision
- Updates on the Horizon



defining the electronic medical record



Clinical Decision Support

Computerized Provider Order Entry (CPOE)

Order / Results Management

Clinical Ancillaries

- Laboratory
- Pharmacy
- Radiology
- Therapies

Clinical Documentation

- Patient Assessment
- Vitals / Monitoring
- Care Plan
- Nursing Notes
- MAR
- Physician Documentation





Journey to the EMR **Benefits:** CPOE Nov 2008 - April 2014 **Phys Doc** - Patient Safety **June 2007** -Quality Improvement Physician Inbox/e-Sig **Medical Records Mgmt Hospital Efficiency EMR for Hospital** -Physician Viewing: Data and Results **Aug 2006** -Clinical Documentation, Orders, Flow-sheet -Meds Admin documentation **Patient Satisfaction** -Critical Care, Pharmacy, Radiology -Scheduling **Clinician Satisfaction May 2005** -Surgery documentation -Lab-Micro and General



Washington Regional Medical Center

Wired for Wireless - Guest Access

The Technology of Clinical Champions













Mobile technology for the WRMC "on-the-go" caregivers!

WashingtonRegiona



Washington Regional Medical Center

Patient Safety

Closed Loop Medication Process







Improve Care – Patient Safety

Dispensing

Med

Station



Medication Order Entry

Performed by WRMC Pharmacists





\bigcirc

commitment

Washington Regional Medical Center

2013 HIMSS EMR Adoption Model			% of US Hospitals	WRMS Status	
	Stage 7	Medical record fully electronic; HCO able to contribute	2.1%	Enabled	
	Stage 6	Physician documentation (structured templates, full CDSS (variance & compliance), full PACs	9.1%	✓	
	Stage 5	Closed loop medication administration	16.3%	√	
	Stage 4	CPOE, CDSS (clinical protocols)	14.1%	\checkmark	
	Stage 3	Clinical documentation (flow sheets), CDSS (error checking), PACs available outside Radiology	36.3%	√	
	Stage 2	Clinical Data Repository, Controlled Medical Vocabulary, Clinical Decision Support, may have Document Imaging	10.1%	\checkmark	
	Stage 1	Ancillaries – Lab, Rad, Pharmacy – All Installed	4.2%	√	
	Stage 0	All Three Ancillaries Not Installed	7.8%	1	

WRMC EMR Score: 6.07



Patient Portal

- Convenient
- Informational
- Educational

WRMS Strategic Web-Presence

Personal Health Record

- Personal EHR
- Family EHR

Consumer Portal

- Branding
- Events
- Informational

Provider Portal

- Orders / Results
- EHR Integration

Social Media Presence

- "Friendly"
- Informational
- Real-Time Event Feed

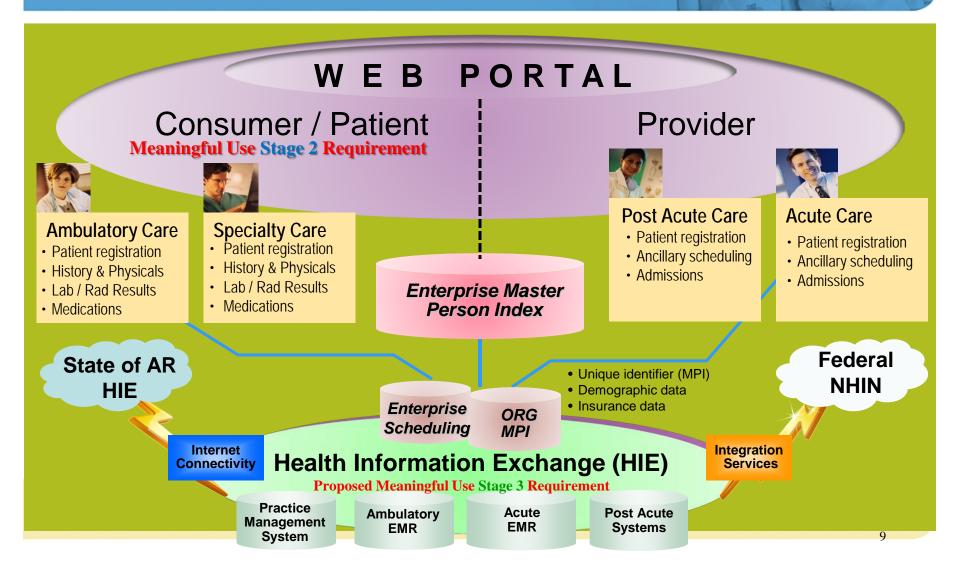


Mobile Presence

- Location Interactive
- Experience Centered
- Informational
- Educational
- Messaging to WRMS

nRegional

vision for the future – community integration



Washington Regional Medical Center

ARRA – Health Information Technology for Economic & Clinical Health (HiTECH)

Core Set - All

- CPOE
- Drug-drug, drug-allergy checks
- Transmit electronic Rx (EP)
- Record demographics
- Problem list
- Medication list
- Medication allergy list
- Vital signs
- Smoking status
- Decision support rule
- Quality measures
- Copy of health information
- Discharge instructions (H)
- Clinical summary office visit (EP)
- Exchange key clinical information
- Protect electronic health info

Menu Set – select 5

- Drug-formulary checks
- Advance directives (H)
- Incorporate clinical lab results
- Generate lists of patients
- Send reminders (EP)
- Timely electronic access (EP)
- Patient-specific education
- Medication reconciliation
- Transitions of care summary
- Immunization registries
- Reportable lab results (H)
- Syndromic surveillance

Note:

- Must choose at least one from Population & Public Health measure for Stage 1
- ALL menu obj. will be considered core measures for Stage 2



I/T opportunities



- Anesthesia Record Automation done
- Community Health Information Exchange done
- Data Archiving Expansion In progress
- Document Imaging w/ eSIG done
- ePrescribing done
- Enterprise Fax Solution In progress
- Integrated/Structured Clinical Documentation (Acute & Ambulatory) - done



- Meaningful Use Stage II Implement Functionality done
- National Health Institute Quality Management (NHIQM) done
- Patient Portal / Personal Health Record done



CORPORATE COMPLIANCE

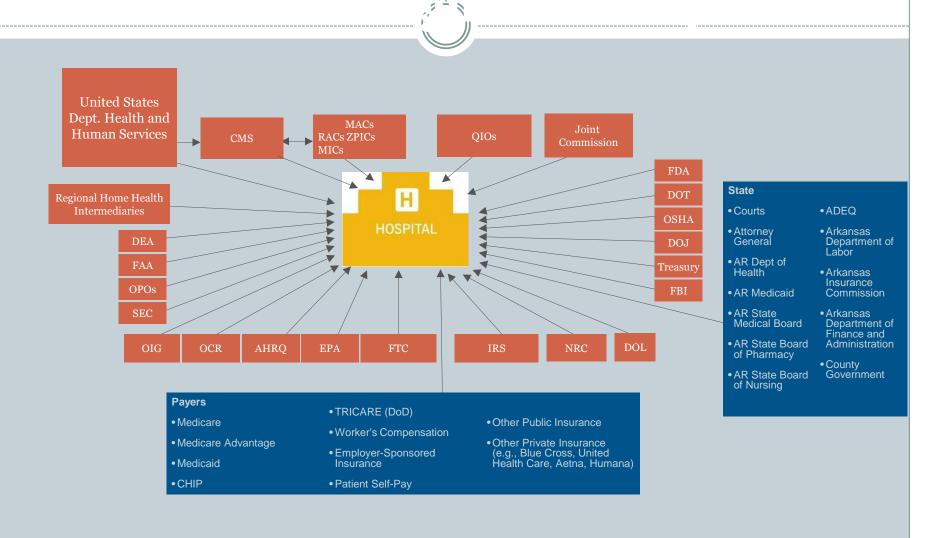
Team

- Andy Cozart ,Associate Counsel
- Janie McKinney, Compliance Coordinator and IRB Coordinator
- Donna Bloyed ,Risk Manager (2.5 days a week)
- Tom Olmstead, General Counsel
- David Ratcliff, M.D., Chief Medical Officer,
 Patient Safety Officer

Climate Change in Healthcare



"We did put aside money for a rainy day, but we were thinking less torrential downpour and more scattered showers with a chance of some sunshine."



Source: Adapted from Washington State Hospital Association. (2001). *How Regulations Are Overwhelming Washington Hospitals*. Access at http://www.wsha.org/files/62/RegReform.pdf, and American Hospital Association and PricewaterhouseCoopers. (2001). *Patients or Paperwork? The Regulatory Burden Facing America's Hospitals*. Access at http://www.aha.org/aha/content/2001/pdf/FinalPaperworkReport.pdf.



Why Compliance?

- Prevent
- Detect
- Deter non-compliant actions through Collaboration, Education and Communication
- See it, Say it...Correct it!

Fraud and Abuse Laws

False Claims Act

Anti-Kickback Statute

Physician Self-Referral Statute

Exclusion Statute

Civil MonetaryPenalties Law





Fraud includes obtaining a benefit through intentional misrepresentation or concealment of material facts

Waste includes incurring unnecessary costs as a result of deficient management, practices, or controls

Abuse includes excessively or improperly using government resources





Physician Self-Referral Statute

Limits physician referrals when you have a financial relationship with the entity



Anti-Kickback Statute



Prohibits asking for or receiving anything of value in exchange for referrals of Federal health care program business

Anti-Kickback Statute

Prohibited kickbacks include:

- Cash for referrals
- Free rent for medical offices
- Excessive compensation for medical directorships



Kickbacks can lead to:



- Overutilization
- Increased costs
- Corruption of medical decision-making
- Patient steering
- Unfair competition





Incentives to report fraud





Medical directors should exercise substantive responsibility



Waiving copayments routinely

Waiving copayments on a case by case basis for financially needy

Providing free or discounted services to uninsured patients





Vendor Policy

The Big Cs and other Biggies Culture of Safety

- Clear, Concise and Cogent Documentation
- Communication: team, SBAR, T-Rex, Chain of Command Responsibility and Accountability

Listen to patients and families

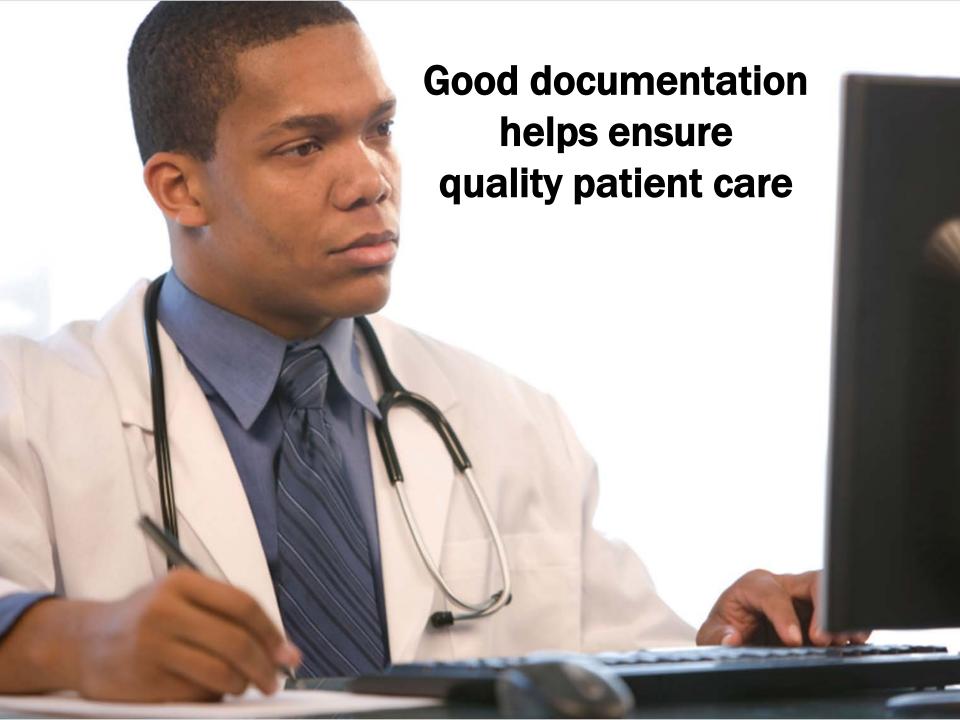
Assess means assess

Common Sense prevails

Health Care is Different

• In some industries, in some everyday corporate life, it is acceptable to reward those who refer business to you.

 Asking for or receiving any remuneration in exchange for your referrals of Federal health care program business is a crime under the Anti-Kickback Statute



INFECTION PREVENTION & CONTROL

Buddy Newton, MD

Medical Director of Antimicrobial Stewardship

WRMC New Provider Orientation

Infection Prevention and Control – Dr. Buddy Newton, MD

1. CVL Technique & Policy

- a. Subclavian CVLs preferred for non-tunneled catheters. IJ should be reserved for HD catheter placement (if possible). Femoral CVLs should only be placed in emergency and should be removed as soon as appropriate IV access has been obtained.
- b. Hand hygiene before and after insertion.
- c. Maximum barrier precautions (sterile gown & gloves, mask, cap, sterile head-to-toe drape) should be used.
- d. Chlorhexidine skin prep prior to insertion.
- e. Leave 2 cm of catheter exposed for placement of the Biopatch.
- f. Daily review of CVL necessity with <u>prompt removal</u> of unnecessary lines.

2. Influenza – Still waiting on final stats from 2013-14 flu season.

- a. Vaccination is **MANDATORY!** Last year's vaccine was 60-80% effective with 70-90% protection against influenza-related hospitalizations. About 5-10% of patients develop a systemic reaction with mild "flulike symptoms" but this is NOT THE FLU.
- b. 2012-13 seasonal flu season has shown 80% Influenza A and 20% Influenza B. Overall, this year's vaccine is well-matched to 90% of circulating strains.
- c. Expect influenza in vaccinated and unvaccinated patients! Remember that the vaccine is only up to 80% effective. Place ALL patients with "flu-like symptoms" in Droplet Precautions until a nasal swab is negative or a definitive diagnosis is made to explain the symptoms.
- d. Oseltamivir (Tamiflu) is the drug of choice for treatment. There are no neuraminidase inhibitor resistant strains currently circulating.

3. Washington Regional Antibiotic Stewardship Program (WRASP)

- a. This program provides unsolicited review of all inpatients who have any cultures obtained. Patients on selected antibiotics are also reviewed. Recommendations are given via e-mail and placement of a note in the paper chart. This note is <u>not</u> part of the permanent medical record. These recommendations should be taken as advice. This is not to be confused with a formal ID consultation.
- b. Advantages include a decrease in the total length of therapy without adversely affecting patient care. We are hoping to see a reduction in C diff cases and slow the emergence of MDR GNR infection.
- c. Procalcitonin is a helpful marker that provides prognostic data as well as helping to guide the duration and necessity of antibiotic therapy. This test is performed "in house" with a turnaround time of about 90 minutes.

4. Sepsis Program

a. A "Sepsis PowerPlan" is available to help guide effective and rapid treatment of sepsis from door-to-clinical stability. This incorporates automated, computer-generated "Sepsis Alerts" to identify septic patients which allows initiation of evidence-based "Early Goal-Directed Therapy". Use of this Powerplan is strongly encouraged.

ADMISSIONS & SCHEDULING

Eunice Wood Director

ADMISSIONS & SCHEDULING

Scheduling

Scheduling your patients can be done by contacting Central Scheduling or Surgery Scheduling. Scheduling requests a physician order to be faxed to them so it can be indexed into our electronic order system thus reducing patient waits due to lost or misplaced physician orders. Prior to scheduling we will ask for insurance information. We also require pre-cert numbers when applicable (CT, MRI, NM).

A call center in Scheduling is in place to track call volumes. An initial announcement transfers your call and the next announcement will either connect you to a nurse or will inform you of the estimated wait time. If you call is estimated to be greater than 1 minute, physicians are encouraged to press 5 to expedite your call to the front if the line.

Central Scheduling

Call Central Scheduling to schedule the following:

- CT, MRI, Nuc Med, US, XR, Echo, EEG, EKG, Lab or Sleep Studies
- Infusion Center Services at Appleby Landing Hydration, Blood Transfusion, Antibiotics, Iron, IVIG, Remicade
- Services at West Springdale campus, which is a new campus located in Harber Meadows. Services include Mammography, Bone Density, Lab, and routine XR

Walker Heart Scheduling

Call WH Scheduling to schedule Cath Lab and Interventional Radiology services.

- Your cardiology consults will schedule the cases
- I/R Clinic with Dr. Jong Park, Dr. M. Moss, Dr. J. Sanders and Dr. Wetsell.
- Evaluation of patients will be on Thursdays. Procedures, if indicated from the eval, will be scheduled the following week.
- Service is expanding with Dr. Park's credentials as an interventionalist. Services currently include: PC Nephrostomy placement, PC Biliary placement, Central lines, PICC line placement, AFRO, Carotid Arteriograms, Fistulagrams, and Declot of dialvsis access.
- Dr. Sanders & Moss: Discograms, ESI, Facet Injection of Thoracic and Lumbar
- Dr. Moss: Vertebroplasty and Kyphoplasty Thoracic and Lumbar

Surgery Scheduling

Call Surgery Scheduling to schedule Surgery, Pre Admission testing, or Endoscopy

Admissions

If a patient has been scheduled, our pre-registration staff will call the patient and obtain updated demographic information for their upcoming visit. They will inform the patient of any out of pocket insurance expenses that will be associated with their visit and set up a payment plan with the patient. WRMC offers a discount program for uninsured patients. A 55% discount is given to patients who pay in full within 30 days or 45% for patients that need a 4-payment plan option. In the event that a patient cannot afford medical services, WRMC has an assistance program in place for those that qualify.

Admissions areas in the hospital are decentralized, making it easier for patients to register in the location where they will receive their test or treatment. Our multi points of service include: Main Admissions, ER, Walker Heart, PASS (Pre-Surgical Screening), Outpatient CT, and Surgery.

We also have Admitting departments located off campus. Our off campus outpatient sites include: Wound Care, Infusion Center, Diabetes Education, Sleep Lab, and West Springdale.

Upon Admission patients must present with a photo ID issued by a local, state or federal government agency. In the event that they do not have a photo ID, they must present two forms of non-photo ID, one which has been issued by a state or federal agency. They will be asked to present this information upon each admission/visit to the hospital before services are rendered. Patients should also present with their insurance cards each visit.







Hours & Contact Numbers

Scheduling			
Central	Mon - Fri	Ph 463-5555	
Scheduling	0800 - 1730	Fax 463-5559	
Walker Heart	Mon - Fri	Ph 463-1128	
	0800 - 1630	Fax 463-5559	
Surgery	Mon - Fri	Ph 463-1117	
	0800 - 1630	Fax 463-1118	
Admissions			
Main	Mon - Fri	Ph 463-1086	
Admissions	0700 - 1900		
ER	24/7	Ph 463-1044	
West Springdale	Mon-Fri	Ph 463-5660	
Wound Care	Mon-Fri	Ph 463-4346	
Walker Heart	Mon - Fri	Ph 463-1244	
Walker Fleart	Wion - Fii	111 400-1244	
PASS	Mon - Fri	Ph 463-5930	
	0500 - 1630		
OP CT	Mon - Fri	Ph 463-2600	
	0730 - 1500		
Surgery	Mon - Fri	Ph 463-1038	
	0400 - 1700		
Pre-Registration			
Surgery	Mon - Fri	463-5081 or	
	0800-1830	463-5080	
Imaging	Mon - Fri	463-5082 or	
	0800 - 1730	463-5085	
Cardiology	Mon - Fri	463-1254 or	
- Ca. diology	0800 - 1630	463-5052	

ADMISSIONS & SCHEDULING



Bed Control

Contact Bed Control for hospital admission, including direct admits. They must receive an order for admission. Make sure to include the patient status on all orders. The choices are Inpatient, Observation, or Outpatient in a Bed. Once orders are received they will assist with bed arrangements.

Phone: 463-7111 Fax: 463-7112

CPOE Orders for Direct Admits

Call Bed Control 463-7111 to make bed arrangements for direct admits. State that you will be entering orders via CPOE. Ask Bed Control to create a CPOE encounter.

We will need the following:

- Patient Name (accurate spelling of patient's name)
- Date of Birth
- SSN
- Gender
- Phone #

Bed Control will create the CPOE encounter *or* give the information to the Admitting staff to create an encounter.

Please allow 15 minutes for encounter to be added.

The patient will still need to check in with Admitting to provide ID, insurance cards, and sign admission papers upon arrival.

CPOE Orders for Scheduled Services

When a physician/office calls to schedule an appointment and they wish to enter CPOE orders, they must provide the following information:

- ♦ Patient Name, Date of Birth, and SSN
- ♦ Insurance ID
- ♦ Pre-Cert information if required by payer this must be given at the time scheduling or appointment may not be scheduled
- ♦ Exam name
- ♦ Diagnosis ensures medical necessity is met

Scheduling will create the encounter and enter all the above data to obtain a slot on the schedule. The diagnosis given by the physician will be entered by Scheduling at the time of encounter creation, which will be retained on the CPOE order. The order type will be entered as Phone w/ read back, which will cause the order to flow to the physician's list in CERNER for signature.

Routine Scheduling Encounter

- Physician will call Central Scheduling and request that an encounter be created.
- Provide the required scheduling information listed above.
- Scheduling will create the encounter and schedule the appointment in CERNER.
- Physician will log into CERNER after the scheduled appointment has been created and will electronically sign the order.
- Physicians will not enter the order again because it will already be entered by Scheduling during the phone call.

Emergent Imaging Add on cases today (during Scheduling hours)

- Physician will call Central Scheduling and request that an encounter be created.
- Provide the required scheduling information listed above.
- Scheduling will inform physician if pre-cert is required. Office staff must obtain pre-cert or patient sign a waiver for full responsibility before exam can be performed
- Scheduling will create the encounter and obtain a work in slot in CERNER.
- Physician will log into CERNER after the scheduled appointment has been created and will electronically sign the order.
- Physicians will not enter the order again because it will already be entered by Scheduling during the phone call.

Surgery Cases (Routine and Add On)

- Physician will call Surgery Scheduling and request that an encounter be created.
- Once the encounter has been added the physician should log into CPOE to enter the orders on the scheduled FIN.

,

NOTE

CPOE will not be utilized for emergent imaging add on cases after Scheduling is closed

Physician will call the ancillary department to schedule a work in appointment. Written orders will be sent with the patient for the visit

HEALTH INFORMATION SERVICES

Kayla Arnott HIS Director

Health Information Services

Facility WRMC

Department Health Information Services

Business Phone 463-1076

Fax 463-1239

Address: 3215 N. North Hills Blvd. Fayetteville, AR 72703

Hours of Operation: • Release of Information: 8:00 a.m. - 4:00 p.m., M-F

• HIS weekday hours: 7:00 a.m. - 12:00 a.m. (midnight), M-F

• HIS weekend hours: 7:00 a.m. - 3:30 p.m., Sat & Sun

Services Provided: HIS is responsible for:

 Maintaining the medical record received from the units. The department abides by Medical Staff Bylaws and JCAHO requirements, ensuring the records are completed by physicians. Completion includes signatures and required dictated reports.

- Transcribing reports dictated by the physicians.
- Coding of charts which starts the process for billing and reimbursement of hospital provided services.
- Release of information. Any requests for copies of medical records for continuing care, insurance payment, attorney request etc. are processed in our department by a contract service, ChartOne. All request for records required a signed HIPAA compliant authorization. A copy of an authorization can be obtained in HIS.
- HIS also supports the medical units by providing copies of records or printed
 portions of records for patient admissions. HealthMedx is available on all
 floors to view and print any documentation needed immediately from
 transcribed reports to radiology reports.

Additional Information: All HIS staff are willing to assist or direct you to the correct person within our

department.

Washington Regional Medical Center Dictation Number

479-463-2500 or Ext. 2500

1	2	3
Pause	Dictate	Rewind
4	5	6
Fast Fwd	Go To End	End Report Begin a
Tastiwu	do 10 Liiu	New Report
7	8	9
Listen	Disconnect	Go To Beginning
*	0	
Main	Speak Job	#
Menu	Info	

Connect:

To dictate within the hospital dial ext. 2500 To dictate from outside the hospital dial (479) 463-2500

- 1. When prompted, Enter your 4-digit User ID use a leading zero if only 3-digits. Example: 0123
- 2. Enter the 2 digit Work Type

01 - Pre-surgical History & Physical11 - EKG02 - History & Physical12 - Letters03 - Consultation13 - ER Notes

04 – Cardiology Progress Note51 – Procedure Note05 – Operative Note64 – Phys. Progress Note07 – Critical Care Note91 – Sleep Progress Note08 – Discharge Summary93 – Nocturnal Poly Sleep

09 - Sleep Study HP

3. Enter the 10 digit Account Number

Record:

Begin dictating after the tone

- 1. To PAUSE: Press 1
- 2. To RESUME: Press
- 3. When you are finished with the report and ready to dictate another: Press (6) to end the first report.
- 4. The system will speak JOB NUMBER to write on the chart.
- 5. Enter next 2-digit Work Type
- 6. Enter next 10-digit Account Number
- 7. Repeat for each report
- 8. When finished with session, Press {8} then {1}
- 9. The system will speak JOB NUMBER to write on chart
- 10. Then hang up phone

Advanced Functions

Additional Dictation Commands

#6 = Record INSERT in middle

#7 = Record Impression/Diagnosis

#9 = Priority STAT Toggle

Additional Mode Commands

* = Return to Main Menu

To INSERT Dictation in Middle

- 1. Press 3 to Rewind and Play, then
- 2. Press 1 to Pause at insert Point
- 3. Press #6 (pound key then 6)
- 4. Dictate your Insert in middle
- 5. Press 1 to Pause when Finished
- 6. Press 5 to Jump to End of the file
- 7. Press 2 to Dictate/Record normally

Review Line Instructions

- 1. To dictate within the hospital dial ext. 2500 / outside of hospital dial (479) 463-2500
- 2. When prompted, Enter your 4-digit (Example: 0123 if only 3 digit code use 0)
- 3. At Work Type prompt press *2
- 4. Enter your 4-digit user ID again
- 5. Select SEARCH CHOICE:
 - a. Job Number
 - b. Physician ID #
 - c. 10 digit account #
 - d. Work Type
- 6. Enter the data requested by voice prompts. The most recent file matching your search will play, to SKIP IT or to hear the next matching job, press {6} or when job is finished, press {6}. When there are not further matched to your search, "Dictation not found" will play. Either hang up to finish, enter the next criteria, or press *6 to exit to main review menu.

History & Physical Examinations

Chief Complaint (in patient own words) Details of present illness **Social History Family History** Review of systems **Report of Physical Examination** Conclusion or Impression

Operative Report

Preoperative Diagnosis Postoperative Diagnosis Procedure Name of Surgeons and Assistants **Findings** Specimens Removed

Discharge Summary

Course of Action

Reason for hospitalization Significant findings Medical and/or surgical Treatment

Patient Condition on discharge

Principal Diagnosis (the condition after study that necessitated the admission)

All diagnoses that were treated

^{*} Please dictate using the following formats

IMAGING SERVICES

Amy Jetton Director





Radiologists



Eric D. Sale, M.D.

Medical Director

Specialty:

Musculoskeletal / Body /
Cardiac MRI

Residency:

UAMS (Little Rock, AR)

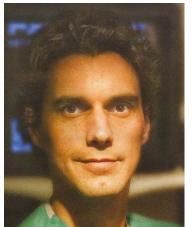
Fellowship:

UAMS (Little Rock, AR)



Specialty:
Body Imaging and Non-Vascular Interventional Rad
Residency:
UAMS (Little Rock, AR)
Fellowship:
Massachusetts General
Harvard
(Boston, MA)

Ralph C. Panek, M.D.



Mark E. Moss, M.D.

Specialty:
Neuroradiology
Residency:
UAMS (Little Rock, AR)
Fellowship:
UAMS (Little Rock, AR)



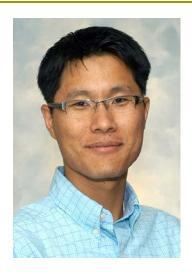
Jarrett Sanders, M.D.

Specialty:
Musculoskeletal Radiology
Residency:
UAMS (Little Rock, AR)
Fellowship:
Washington University
School of Medicine
(St. Louis, MO)

Radiologists



Barry K. Wetsell, M.D.
Specialty:
Body Imaging
Residency:
Methodist Le Bonheur
Healthcare (Memphis, TN)
Fellowship:
Baylor College of Medicine
(Houston, TX)



Jong Park, M.D.

Specialty:
Interventional
Radiology
Residency:
UAMS (Little Rock,
AR)
Fellowship:
Yale University
(New Haven, CT)

Joey Gansz, RT, RPA

Radiology Practitioner Assistant

Diagnostic Imaging

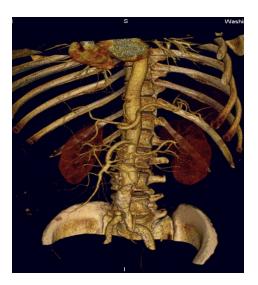
- 6 Radiography and /or Fluoroscopy Units
 - (4 Digital)
- □ 4 C-Arms
- 4 Portables
 - (3 Digital)





Computerized Tomography - CT

- Emergency Department320-slice Scanner(Table wt 660 lbs)
- Inpatient128-slice Scanner
- Outpatient64-slice Scanner





Magnetic Resonance Imaging—MRI

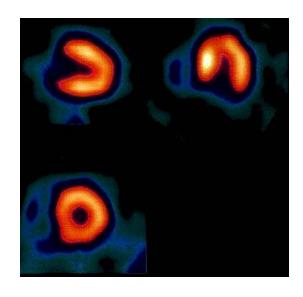
- MRI Scanner
 - HDx 23 1.5 Tesla

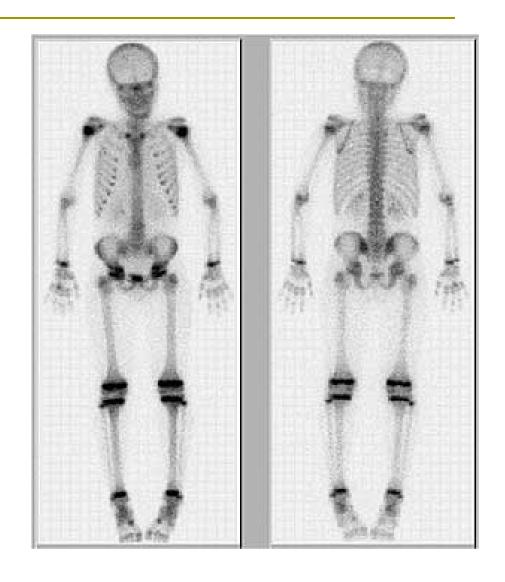




Nuclear Medicine

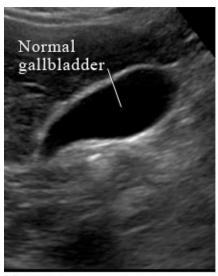
- 3 Nuclear MedicineGamma Cameras
 - Dedicated Cardiac camera
 - Cardiac Stress Testing Monday-Friday





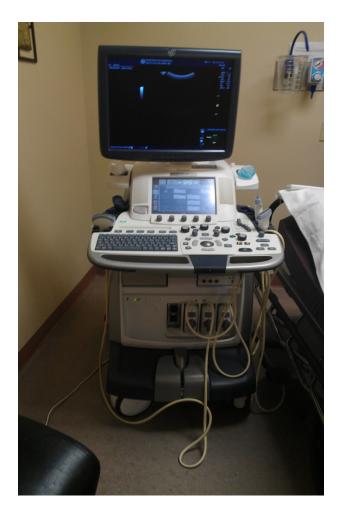
Ultrasound

- □ 5 Portable Units
- □ 3 Procedure Rooms



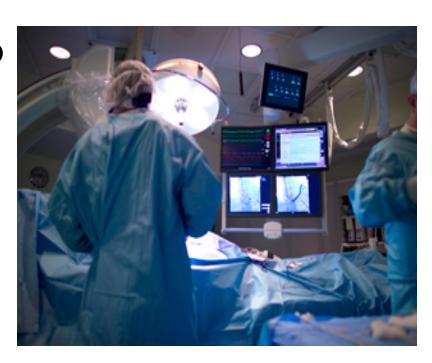
Gallstone

Figure 1 Figure 2



Interventional Radiology

- Interventional Radiology Suite
- Interventional Procedures Performed
 - Angiography: Balloon angioplasty/stent
 - Drain insertions
 - Embolization (Chemo, Y90 Radioactive, Uterine Fibroid, etc)
 - Thrombolysis
 - Biopsy
 - Line insertions (PICC, Central, etc)
 - IVC filters
 - Vertebroplasty/Kyphoplasty
 - Nephrostomy placement
 - Dialysis access
 - TIPS
 - Biliary interventions
 - Thoracentesis, Paracentesis
 - Drainages, Aspirations, Injections



Radiation Safety

□ Radiation Safety Officer- Alison Wilson, CNMT

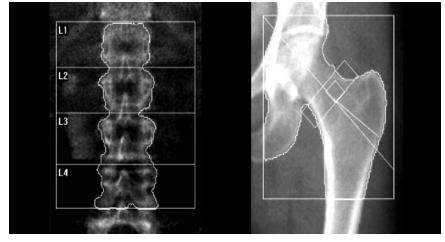
ALARA

Benefits outweigh the risks





- Ultrasound
- Digital Radiography
- Bone Densitometry







Imaging Administration

- Amy Jetton, Director of Imaging and Cardiovascular Services
- Joanna Taylor, Imaging Administrative Manager
- Jason Tice and Doug Chambers, RIS/PACS Coordinators
- Tonia McKinnie, Diagnostic Imaging Coordinator

LABORATORY

Kathy Miller Director 3215 N. NORTH HILLS BLVD. / FAYETTEVILLE, ARKANSAS 72703

479-713-1000

www.wregional.com

Laboratory Services

WRMC laboratory is accredited by the College of American Pathologists. Laboratory personnel for contact:
Anthony Hui, M.D., Laboratory Medical Director 463-1126
Kathryn Miller, BSMT (ASCP), Administrative Director 463-5059
Karen Jarlos, BSMT (ASCP), Assistant Director 463-577
Paula Dodd, BSMT (ASCP), Core Lab Supervisor 463-5250
Lorraine Kellar, BSMT (ASCP), Blood Bank Supervisor 463-5257
To be determined, BSMT (ASCP), Microbiology/Serology Supervisor 463-1157
Cathy Johnson, Office Manager, 463-5259 or 463-5226

Outreach Services

The laboratory has partnered with Quest Diagnostics. WRMS clinic computer systems are interfaced with Quest so orders flow to Quest and laboratory results flow back to the clinic information systems. WRMC laboratory performs non-esoteric testing for Quest, including Stat orders and microbiology cultures.

- Quest has a Patient Service Center for specimen collection at the following local locations:
- □ 3271 N. Wimberly Dr. Suite 2 in Fayetteville.
- □ 1200 SE 28th Street in Bentonville.
- □ The Har-Ber clinic at 813 Founders Park Dr. in Springdale.

There must be an order in a WRMS clinic system, the Quest computer system or an order provided to the patient for laboratory testing to be performed.

Outpatient specimen collection is also performed in the admissions area at Washington Regional. An order must be submitted to the WRMC Scheduling office, the Admissions office or provided to the patient for laboratory testing to be performed.

Washington Regional Laboratory does provide collection services for special testing: These collections should be scheduled with the laboratory office at 463-5226.

- Paternity testing
- □ Semen analysis (fertility and post vasectomy). Form and instructions available through laboratory office.
- □ We collect and send out specimens to other laboratories for transplant follow-up testing.

Therapeutic phlebotomy – should be scheduled through WRMC Scheduling, as it requires a bed and a nurse.



Laboratory Testing Services

The WRMC laboratory has a large in-house menu and strives to add additional assays to meet the needs of the providers. An example of uncommon tests on the menu includes:

Hematology/Coagulation

- ☐ Thromboelasograph (TEG, TEG platelet mapping and Rapid TEG)
- □ Verify Now (p2y12 and aspirin assays)
- □ Anti Xa heparin assay

Serology

Procalcitonin

Chemistry

□ Beta hydroxybutyrate

Microbiology

□ Rapid microbial identification via MALDI (mass spectrometry) provides organism identification 24 hrs faster than conventional identification methods.

Transfusion Medicine

- □ Antibody identification
- □ DNA antigen typing is sent to the Community Blood Center of the Ozarks for patients with multiple and challenging antibody profiles to provide blood products specific for the patient. This is determined by the blood bank staff.

UAMS LIBRARY

Elva Conditt Director



Medical Library

The **UAMS Northwest Medical Library** is open to anyone seeking health information or researching biomedical information. We support a family medicine residency program; all health care professionals in our 11 county area; students in medicine, pharmacy, nursing, and health professions; and members of the public, by directing them to appropriate consumer health information.

The Medical Library is located at 1125 N. College Avenue on the first floor of the UAMS Northwest Building. The Library is open and staffed **Monday through Friday** from **8:00 a.m.** to **5:00 p.m**. Some of the services provided by the library staff is: performing **medical literature searches**, initiating and filling **interlibrary loan requests** when required, providing training in use of the available electronic databases, and assisting patrons needing **consumer health information**.

Although there are **many free online resources** available to patrons, some electronic resources are available only to students and paid staff or on site, due to licensing restrictions.

Contacts:

Elva Conditt, Director Library Services 479-521-7615 x1

Laura Williams, Assistant Librarian 479-521-7615 x2

CASE MANAGEMENT

Karen McIntosh Director

UNIT BASED PROGRAM

- Monday through Friday: Every two units have a Social Worker (SW) and Case Manager (CM) team. The SW is primarily responsible for discharge planning while the CM reviews the documentation for issues such as completeness of record, core measures, medical necessity, admission order signature, and documentation improvement opportunities.
- The ED also has both a SW and a CM to assist with placement of ED patients.
- Weekend coverage consists of one Case
 Manager/Social Worker team. They are mainly
 available to assist with discharge needs and to verify
 regulatory documentation requirements are met
 prior to discharge. In addition, an ED Social Worker is
 available to assist but is primarily focused upon
 arranging for ED psychiatric patient placement.

HOW TO ASK FOR A CONSULT

- The RN assesses on admission for discharge needs.
- Many PowerPlans have pre-checked Case Management (CM) or Social Worker (SW) Consults.
- When placing a CM or SW consultation order, it is helpful if you add specific comments. For example: "Anticipate need for acute rehabilitation post-discharge."
- Anyone can request a CM/SW consult.
- A consult can be obtained by:
 - Asking for the CM or SW.
 - Calling 1194
 - Placing an order in the EMR

ADMISSION CASE MANAGERS

• Admission Case Managers are also available 7 days a week during business hours (0800-1830) to assist in the process of ensuring that patients are admitted to the correct status. Admission Case Managers can be reached at Ext. 7183 for any questions or concerns.



OVERVIEW OF GOVERNMENT AUDITS

HOW TO DEFEND AGAINST CMS CONTRACTOR DENIALS: RAC, MAC, ZPIC & CERT



Government Agencies Issue Denials on behalf of CMS





Documentation is the "Silver Bullet" to Prevent Denials

THE 5 Ws FOR DOCUMENTATION/AUDITING

What are we treating?

- Diagnosis
- Procedure (if relevant)

Where is treatment needed?

- Inpatient
- Outpatient
 - Observation
 - Surgery

Why is treatment needed?

- · Why is this diagnosis acutely requiring attention
- Relationship to chronicity
- · References to requiring testing, drugs, or other interventions
- References in variation from baseline to current state
- Potential for adverse outcome

HOW are we treating it?

- · What are we actively doing requiring our level of care
- Implications if not performed

When do you think they'll get better?

- Expectation for stay
- Plan for discharge









Inpatient Orders and The Two-Midnight Rule

- Surgical procedures, diagnostic tests, and other treatments are generally **appropriate** for **inpatient** hospital payment under Medicare Part A when: The physician expects the patient to require a stay that crosses at least 2 midnights.
- Admit the INpatient to the hospital based on the expectation of at least a 2 midnight stay
- Time spent in the **ED** or in **observation** while receiving treatment counts toward the 2 midnight benchmark.
- Time spent waiting for tests, such as an Echocardiogram or Stress Test, <u>DOES NOT COUNT</u> toward the two midnight benchmark.

Observation Orders and The Two-Midnight Rule

- Patients admitted for surgical procedures, diagnostic tests, and other treatments are generally <u>inappropriate</u> for inpatient hospital payment under Medicare Part A when: The physician expects to keep the patient in the hospital for only a limited period of time that does not cross 2 midnights
- Admit the **OUTpatient** to the hospital based on that expectation
- When your patient is still requiring hospital care <u>AND</u> the second midnight is approaching, consider changing the order to inpatient. <u>DOCUMENT</u> why the patient continues to require hospital care. Feel free to <u>CONTACT</u> the admission case managers with any questions.



Exceptions to the 2-Midnight Rule

- Unforeseen circumstance may result in a shorter hospital stay than was originally expected:
- Death
- Transfer
- Departure against medical advice (AMA)
- Unforeseen recovery
- Election of hospice care
- Such claims may be considered appropriate for hospital inpatient payment
- The physician's expectation and any unforeseen interruptions in care must be documented in the medical record . For example : Mrs. X responded quicker than anticipated to rehydration and antibiotics and can be medically managed in the outpatient setting.



SCENARIOS

- Scenario #1: Initial Presentation to ED
- 68 year-old man presents to the ED with several day history of urinary symptoms, vague intermittent abdominal discomfort, "gassy" and "feverish" feeling over the past several days, and intermittent chills and nausea without vomiting. Patient on oral medications for constipation, hypertension, cholesterol, and diabetes. Patient complains that he is not feeling like himself no appetite, tired, "maybe a touch of the flu". No other complaints.

• <u>10/1/2013</u>

- 10:00 pm Patient is triaged.
- 10:10 pm Urine sample and glucometer reading obtained and patient sent to the waiting room.
- 11:00 pm MD assesses patient, orders therapeutic/additional diagnostic modalities.
- 12:00 am Patient with new complaint of chest pain additional therapeutic/diagnostic modalities ordered.
- 10/2/2013
- 12:15 am MD re-evaluates and determines a need for medically necessary hospital level of care/services for this patient to beyond midnight #2.
- 12:35 am Formal order/admission provided.
- 10/3/2013
- 7:35 am: Patient is discharged home.
- Hospital may bill this claim for inpatient Part A payment. Claim will demonstrate 1
 midnight of outpatient services and 1 midnight of inpatient services. This claim may be
 selected for medical review, but will deemed appropriate for inpatient Part A payment so
 long as the documentation and other requirements are met.



SCENARIOS

- Scenario #2: Treatment in the ICU
- 73 year-old male with an accidental environmental toxic exposure presents to the ED. 12/1/2013
 - 9:00 am Patient arrives by ambulance to the ED. Patient is awake and alert.
 - 9:03 am Poison control/POISONINDEX consulted, which advises that patient requires telemetry monitoring; plan to intubate if necessary. Small hospital facility, telemetry monitoring is only available in the intensive care unit.
 - 9:07 am Therapeutic and diagnostic modalities have all been ordered and initiated. Patient airway intact.
 - 10:00 am MD requests transfer to ICU for telemetry monitoring. Unclear to the physician if
 this patient will need medically necessary hospital level care/services for 2 or more midnights.
 Determination will be dependent on clinical presentation and results of diagnostic and
 therapeutic modalities.
 - 12/2/2013
 - <u>10:30am Medical concerns/ sequelae resolving; airway remained intact absent mechanical intervention.</u>
 - 12:00pm Physician writes orders to discharge home.
 - Hospital should bill for outpatient services. Location of care in the hospital does not dictate
 patient status. The patient's expected length of stay was unclear upon presentation and the
 physician appropriately kept the patient as an outpatient because an expectation of care
 passing 2 midnights never developed. No other circumstance was applicable.

\bigcirc

QUESTIONS

- Contact the Admission Case Managers or the Clinical Integrity department if you have questions regarding admission status or documentation practices.
- Elizabeth Carver: (479) 601-4415
- Deb Turner: (479) 463-7183
- Patty Daniello (weekends): (479) 463-7183
- Andrea Wentz: (479) 463-1456
- Laura Ferrier: (479) 463-6586
- Amber Simpson: (479) 463-7886
- Karen McIntosh: (479) 463-5176

MEDICAL STAFF SERVICES

Jackie Mory Director

Medical Staff Services

Business Phone: (479) 463-1568

Fax: (479) 463-5345

Email: medstaff@wregional.com

Hours: 7:30 am - 4:30 pm

Medical Staff Employees

Jackie Mory CPMSM, CPCS - Director Ext. 1704

Christy Becker CPCS - Credentialing Specialist Ext. 1075

Carman Higgins – Credentialing Specialist Ext. 1568



Bill Bradley has nearly 30 years of healthcare and hospital management experience, including 25 years as a hospital CEO. He holds a Masters of Science degree in Management and a Bachelor's degree in Industrial Engineering. He also attended the in-residence executive development program at Duke University.

His life's work has been dedicated to strengthening community hospitals. Bill and his wife Stephannie have been married for over 35 years, and have 3 grown children living in Northwest Arkansas, as well as 9 grandchildren. He enjoys an occasional bird hunting trip and almost any sport, and is an avid Razorback fan.



David Ratcliff served as an Assistant Professor of Medicine at Vanderbilt University from 1989-1991. He relocated to Northwest Arkansas in 1991, joining the Fayetteville Diagnostic Clinic practice where he specialized in Internal Medicine until December 2003. He earned a Bachelor of Arts degree at Hendrix College, and his medical degree from Vanderbilt University. Upon completion of a medical residency at the University of Colorado, he served as Chief Resident at the University of Colorado.

As Chief of Medical Affairs, David is acutely aware of the fact that his position can frequently be demanding, requiring both medical skills and administrative abilities. As Chief, he has important roles in clinical quality, patient safety, and medical staff governance; however, his position has an at least equally important role functioning as a liaison between the clinical community and hospital administration. David has three sons and one daughter: Jonathan, Jason, Adam and Kathryn. He enjoys many outdoor activities including golf, fishing, camping, and watching and participating in his children's sport activities. When he's not at work or a sporting event, yard work and home improvement activities are not only a necessity, but also an enjoyment for David.



Becky Magee is a healthcare provider, information management professional with over 20 years of experience. She has been in healthcare her entire career having served roles with hospitals, consulting firms, and technology vendors. She received her MBA from the University of Utah where clinical informatics was a new concept in the early 80's. She joined Washington Regional in April 2001 to lead the information technology strategy for the new North Hills

campus, and to move our health system towards the Electronic Medical Record. Prior to joining us she was a VP, Partner with First Consulting Group; Senior Manager with Coopers & Lybrand; and Executive Director with Baxter Healthcare Solutions. She is sought as a national speaker and is a profound believer that healthcare has yet to achieve IT value for full automation of our complex industry. She is very enthusiastic about all the improvements automation and technology can bring to our staff...to make their jobs a little less stressful...and to deliver the highest quality care to our patients. She cherishes her family --- husband David and her sons Rob and Erik. She enjoys spending time with community health activities and hobbies of mountain biking, scuba diving, skiing and a good book next to a cozy fire.



Prior to joining Washington Regional, **Dan Eckels** was an auditor for KPMG Peat Marwick, a leading international accounting firm. He joined Washington Regional in 1989 as Accounting Director and was named Controller in 1998. In 2000 he was appointed to his current position. Dan graduated from Southwest Missouri State University in 1985 with a Bachelor's Degree in Accounting. He passed the CPA exam in 1986, and earned a Master's degree in Health Science from the University of Arkansas in 1998.

As CFO, Dan is acutely aware of the fact that maintaining the continued availability of a wide-range of medical services requires a firm financial foundation. He points out that Washington Regional Medical Center must not only survive financially, it must thrive as well. The finance function carries this immense responsibility to not only the organization, but also to the community. The finance function must operate with absolute integrity in reporting, billing, and allocation of resources. Dan and his wife Nancy, have three children: Clark, Samantha, and Zachary. Dan enjoys fishing, snow skiing, hiking, and a good book. He also enjoys history, geography and is active with his local church.



Mark Bever has over 30 years experience in the healthcare industry. A native of Northwest Arkansas, he has experience in various aspects of healthcare that includes clinical, financial and senior administrative positions in both non-profit and for-profit settings.

He holds a Master's degree in Health Services Administration as well as undergraduate majors in business, nursing and music. Mark and his wife, Tami have been married 20 plus years and have a daughter, Anna Catherine. He enjoys hunting and fishing, and is a dedicated runner.



Steve Percival's background includes a total of 24 years in human resources; 19 years in health care and 5 in manufacturing. He holds a Bachelor's of Science in Business as well as a Masters of Business Administration.

Steve defines his role as Vice President by ensuring that support and assistance is provided to all members of the Washington Regional Medical System staff. A key focus for him is helping managers gain the confidence to be the best managers they can be. He strongly supports and encourages the staffs of HR, Education, and Employee Health to provide the best customer service possible, to live up to the HR mission to "find, hire, and retain the best," and to give every employee on staff reasons to stay with the Washington Regional system.

Steve and his wife Karen have three sons. Steve devotes much of his spare time serving as President of the Fayetteville School Board, working with Junior Achievement, playing golf poorly, and being a weekend warrior around the house.



Tim Hudson served since 2007 as director of development at the University of Arkansas for Medical Sciences-Northwest. Before that, he was executive vice president at Ozark Guidance Center. A graduate of the University of Arkansas, Hudson was founding president of the Northwest Arkansas Chapter of the Association of Fundraising Professionals and was named Northwest Arkansas Outstanding Fundraising Executive in 2009.

Active in several community organizations, Hudson has served the Fayetteville Board of Education since 2004 and is currently its president.



Beverly Winney served since 2008 as assistant chief nursing officer at Washington Regional, working alongside Claudia Williams, who retired May 2014 after eight years of service as chief nursing officer.

Winney earned a bachelor's degree in nursing from the University of Memphis and a master's degree in nursing from the University of Southern Mississippi. She brings extensive experience to the position, having served a total of 13 years as chief nursing officer at Northwest Medical Center-Bentonville and Helena Regional Medical Center in Helena-West Helena



Tom Olmstead joined Washington Regional on June 27, 2005 as Senior Vice President and General Counsel. He graduated Phi Beta Kappa from the University of Kansas in 1991. He earned his J.D. degree from the University of Arkansas School of Law in 1995, where he was an Associate Editor of the Arkansas Law Review. Tom was in private practice with the Fayetteville, Arkansas law firm of Burke & Olmstead from 1995 to 2005. He has served Washington Regional as general counsel since 2001. He is admitted to practice before all federal and state courts in the State of Arkansas, the United States Court of appeals for the Eighth Circuit, and is a member of the American Bar Association, the Arkansas Bar Association, and the American Health Lawyers Association.

Tom and his wife, Nicole, have two daughters, Darcy and Avery. Tom enjoys spending time with his family, American history, fishing, travel and Razorback sports.



A native of Fayetteville, **Larry Shackelford** has more than 20 years experience in healthcare management. Larry came to Washington Regional from Medical Associates of Northwest Arkansas (MANA), where he served as chief executive officer for 12 years. He was instrumental in the formation of MANA in 1998 and in overseeing the growth of the organization from 35 physicians to more than 75 providers in 17 clinical specialties in 15 locations.

He earned a BS/BA degree in accounting from the University of Arkansas in 1986 and is a certified public accountant. He became a Board Certified Medical Practice Executive in 1994 and a Fellow of the American College of Medical Practice Executives in 1996.

Larry's responsibilities include driving Washington Regional's growth strategy, leading key projects, physician relations and recruitment, and overseeing areas external to the hospital including ambulatory surgery center, dialysis center and managed care contracting.

An effective community leader, Larry's volunteer and board activities include Susan G. Komen for the Cure-Ozark Affiliate, Arkansas Community Foundation, United Way, Fayetteville Chamber of Commerce and Medical Group Management Association. He enjoys hunting, fly fishing and fly tying, and is an ardent supporter of the Arkansas Razorbacks.

PATIENT SAFETY

The central mission of an acute care hospital such as Washington Regional Medical Center (WRMC) is to provide quality care to its patients. The WRMC Board of Directors has the ultimate responsibility for ensuring that the institution provides quality care in a safe environment. For example, Medicare & Medicaid Conditions of Participation (COPs) specify that the Medical Staff is accountable to the hospital's governing board for the quality of care provided to patients. Although the Board of Directors may appropriately utilize the expertise of the Medical Staff and other professionals to address professional competency and quality issues, these professionals must work actively with the Board of Directors to advance WRMC's quality agenda, to identify systemic deficiencies and to make appropriate recommendations for action. Regular review with management of the quality of care provided to patients and evaluations of the adequacy of these policies in light of evolving standards, clinical practices and claims experience or trends are consistent with the Board's responsibility to provide appropriate oversight of the quality of care rendered within WRMC.

- Safe practice with high risk medications
- Prevention of Healthcare Associated Complications
 - o Retention of foreign body
 - o Air embolism
 - Blood transfusion incompatibility
 - Hospital acquired pressure ulcers
 - Falls with injuries
 - o Poor glycemic control
 - o Catheter associated urinary tract infection
 - Vascular device associated infections
 - Ventilator associated pneumonia
 - Surgical site infections
 - Hospital acquired venous Thromboembolism
 - latrogenic pneumothorax
- Appropriate hand hygiene
- Prevention of wrong site surgery
- Provision of a safe environment of care

Ultimately, the responsibility for providing quality, safe care to our patients rests with each of us who work within WRMC. Each of us can fulfill this responsibility by maintaining a heightened sense of awareness to deviations from safe practices. When a concern is noted, it should be communicated to a Unit Director, member of the Executive Team, or to the Patient Safety Officer. The Patient Safety Officer at WRMC is the Chief Medical Officer. The Patient Safety Officer can be reached by anytime, day or night, by paging the Hospital Operator.

SAFETY AND SECURITY

For emergencies, dial 1234 on any house phone or 463-1000 and speak with a PBX operator. Emergency assistance is available from our in-house security department and you may contact them directly at 463-1170

PATIENT ABUSE, NEGLECT

All professional staff that provides patient care is required by The Joint Commission (TJC) standards to have annual training on Abuse and Neglect, defined as physical, sexual and/or emotional maltreatment. Child abuse and neglect is defined as any recent act or failure to act resulting in imminent risk of serious harm, death, serious physical or emotional harm, sexual abuse or exploitation of child by a parent or caretaker. Geriatric patients and children (persons under 18 years of age) may be victims of neglect. Neglect is defined as a failure of those who are legally responsible for the care and maintenance of the child or incompetent, incapacitated, or endangered adult to provide medical, surgical or any other care necessary for the person's well being. Sexual abuse may occur at any age and is not gender specific.

Possible indications of abuse/neglect may include:

- Patient states that abuse/neglect occurred
- Repeated and/or unexplained traumatic injuries
- Explanation of injuries is vague or patient refuses to explain
- Patient exhibits fear, withdrawal or unnatural compliance in presence of caregiver
- Suspicious injuries, "doctor hopping", etc.
- Unusual delay in obtaining treatment for injuries

If abuse and/or neglect is suspected, you should:

- Report this immediately to Case Management ext 1194 or 463-1194
- Notify the House Supervisor ext. 1234, to take pictures, if applicable
- Document findings, observations and statements made by the family / caregiver(s)

MEDICAL BIOETHICS

The principles of Medical Bioethics can be traced to antiquity with such writing as the Hippocratic Oath and Formula Comitis
Archiatrorum. WRMC's Medical Ethics Committee applies such principles as Patient Autonomy, Beneficence, Non-Malfeasance, and Justice to the practice of healthcare and does so with a multidisciplinary membership. The Committee is comprised of five members of the Medical Staff, three Nursing Staff members, one Chaplain, the Social Services Director, Home Health & Hospice Director, and non-medical community members. The Committee's charge, as defined by the Medical Staff Bylaws, is to:

- a) provide a forum for individuals within the institution to express concerns and seek guidance concerning ethical issues that arise pertaining to direct patient care;
- b) define educational programs in ethics of health care
- assist WRMC in the review of policies and guidelines regarding ethics which arise in the care of patients, and recommend development of new policies and guidelines as necessary.
- d) Provide consultation and advice to healthcare providers, patients and family members when there is uncertainty or disagreement concerning medical ethical issues:
- e) Analyze the overall experience of patients, family members, and WRMC staff, and make recommendations as to how to address their needs in their area of medical ethical decision-making.

The Committee can be convened by contacting the Chief Medical Officer who will assist in presenting the question and coordinating the meeting.

SMOKING POLICY

Smoking is not allowed on any WRMS property. Arkansas law prohibits the smoking of tobacco in and on the grounds of all medical facilities.

CHEMICAL SPILLS

Dial 1234 for assistance with any chemical spill.

UTILITY DISRUPTIONS

Should you encounter a utility emergency please dial ext. 1234 for the operator or 463-1000, or you may call the Maintenance Department directory at 463-1052.

EMERGENCY OPERATION PLAN FOR LIPS

In the event of an Internal or External Disaster (Code Yellow) , a "page" is sent by the PBX operator to all Medical Staff Staff Members, Allied Health Practitioners, and Licensed Independent Practitioners (LIPs). All LIPs and Allied Health Professionals will be assigned tasks during the Code Yellow through the Chief Medical Officer.

EMERGENCY CODES

All codes are to be reported by dialing ext 1234

Cardiac Conference - Cardiac or Respiratory Emergency

Code Purple - Combative or Disruptive person

Code Green - Kidnapped or Missing Patient.

Code Gray - Tornado threatening the facility

Code Yellow - Internal or External Disaster causing an influx of injured to the hospital

Code Black - Bomb Threat or Bomb Discovery (DO NOT TOUCH)

Code Red - Fire Emergency. <u>RACE</u> procedures followed. <u>Rescue</u> patient to safety, pull fire <u>A</u>larm or dial ext. 1234, <u>C</u>ontain fire, by closing all doors, <u>E</u>xtinguish or <u>E</u>vacuate.

Code White - Chemical/Biological Incident

Code Pink - Missing Infant or Child

Code Silver - Individual appears to be actively shooting or engaged in killing persons in hospital or on the grounds. Move to the nearest location with a locked door and remain until all clear.

PROFESSIONAL CONDUCT POLICIES

The Organized Medical Staff (OMS) of WRMC has developed and approved policies addressing Sexual Harassment, Disruptive Behavior, and Impaired Practitioners. Although the incidence of these types of behavior is extremely low, it is critical that you are aware that a formal process is in place to provide you an avenue to report any such concerns to the Chief Medical Officer.

INFECTION PREVENTION & CONTROL

Influenza Vaccination

Influenza vaccination is the number one way to prevent becoming a victim and/or spreading influenza to your patients, employees and family.

 It is a requirement that WRMC reports vaccination compliance information to the National Healthcare Safety Network at the CDC.

You are required to provide the following to WRMC's Employee Health Services department: Ext. 1593

- Documentation of annual vaccination
- If you decline, please complete the Declination Form provided by the Employee Health Service department.

Hand Hygiene – The most effective way of preventing the spread of infectious organisms.

Wash your hands:

- When entering and leaving the patient's environment (In and Out)
- Before and after patient contact
- Before donning and after removal of gloves
- With soap and water (15 seconds) after examining a patient who is positive for Clostridium difficile toxin

Prevent the spread of MDROs when following WRMC protocols:

- Contact Isolation for patients with known or reported history of MDROs (MRS, VRE) or other significant organisms such as Clostridium difficile
- Avoid taking chart into the patient's room

Prevent Central Line-Associate Bloodstream Infections using strategies such as:

- Remove any unnecessary catheters
- Educate patients about infection prevention
- Use maximum barrier protection in compliance with the WRMC central line bundle when inserting central lines

Prevent catheter-associated urinary tract infections using strategies such as:

- Appropriate indications for urinary catheter
- Remove catheter when no longer necessary

RISK MANAGEMENT

The Legal, Compliance, and Risk Management Departments are available to assist you with medical-legal, regulatory compliance, and other risk or legal concerns, including potential medical negligence concerns. The Risk Manager, Donna Bloyed, can be reached at ext. 1596 (463-1596). The Corporate Compliance Officer, Eileen Kradel, can be reached at 463-7640. The General Counsel, Tom Olmstead, can be reached at 463-5018. The Chief Medical Officer, David Ratcliff, MD, can be reached at 463-6004. The Accreditation Coordinator, Jim Bass, can be reached at 463-3377.

<u>HIPAA</u> (Health Insurance Portability and Accountability Act If you have a concern regarding a breach of protected health information, or patient confidentiality, contact Eileen Kradel, CCO/Privacy Officer at 463-7640.

The HIPAA Privacy Rule provides federal protection to safeguard patients' personal health information held by covered entities (physicians, clinics and health plans to name just a few) and gives patients an array of rights with respect to that information. The Privacy Rule regulates when and under what circumstances a covered entity can use and/or disclose PHI for patient care, covered entity healthcare operations, payment, to law enforcement, for research, and other important purposes.

The Security Rule specifies a series of administrative, physical and technical safeguards to assure confidentiality, integrity and availability of patients' electronic protected health information. Key points to remember:

- Protected Health Information (PHI) may be shared by and between covered entities who share a relationship with a patient for the purpose of coordinating the treatment of an individual as well as for payment purposes and healthcare operations.
- PHI is limited to the minimum necessary to carry out your responsibilities.
- Passwords are never shared.

- If a patient is awake and aware, always consult with the patient regarding with whom their health information can be shared.
- You only have a right to view patient information on patients by virtue of your practice or consultation.
- A U.S. Attorney in Arkansas has criminally prosecuted physicians and nurses for violating a patient's right to privacy.
- Social media sites are not secure or private and patient information should never be posted on any such sites.

CULTURAL DIVERSITY

In compliance with federal and Arkansas law, including the provisions of Title VII of the Civil Rights Act of 1964, the Arkansas Civil Rights Act of 1993, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA) of 1990, the ADA Amendments Act of 2008, the Uniformed Services Employment and Reemployment Rights Act, as amended, and the Genetic Information Nondiscrimination Act of 2008, it is the policy of Washington Regional Medical Center and its affiliated entities ("Washington Regional") to maintain a work environment free from discrimination based on race, sex, religion, color, national or ethnic origin, age, disability, military service, or genetic information.

WRMC employees are afforded the right to disclose to their supervisor any cultural or religious conflicts as they pertain to his/her job duties. Examples of patient care activities an employee may elect not to participate in are:

- Abortion, including after-rape treatment
- Sterilization procedures
- Withholding or withdrawing of life-sustaining treatment, including nutrition and hydration
- Following a physician's orders of plan of care when the employee believes that the best interests of the patient are at risk

An employee may not refuse to participate in the care or treatment of a patient based solely on the patient's behavior or diagnosis, e.g., HIV/AIDS, other sexually transmitted diseases, tuberculosis or other contagious disease.

PATIENT RIGHTS & RESPONSIBILITIES

The hospital, its employees and medical staff must comply with the Medicare Conditions of Participation (MCOP) which establish as framework for the delivery of patient care. One section of the MCOP is entitled "Patient Rights and Responsibilities" under

Approved August 19, 2013; Revised November 2014

which are many important elements for the delivery of patient care. The rights range from the simple, "the right to know the name of your physician", to the complex, "the right to be free from restraint." Listed below are three important MCOPs:

- Informed Consent
 WRMC has a policy which you can find located on the
 intranet that defines the consent process and the use
 of the consent form. Consent is a process or discussion
 between the physician and patient regarding the risks
 and benefits of procedures or treatments as well as
 the risk of no treatment or procedure. An Informed
 Consent form is then signed by the patient which
 acknowledges that the physician/patient conversation
 took place and the patient chooses to move forward
- Advance Directives
 Patients have a right to formulate an advance directive
 which includes a healthcare proxy or durable
 healthcare power of attorney to make decisions
 regarding health care for them if the patient is
 incapacitated. Advance Directive forms can be found
 on the WRMC intranet site.

with the procedure or treatment.

Grievance Committee
The Grievance Committee is a hospital committee with oversight from the Board of Directors. The Committee meets weekly to review patient and family concerns that were not resolved at the bedside. A written response is provided to the patient within a reasonable time.

PERFORMANCE IMPROVEMENT

All hospitals strive for better patient outcomes by improving the safety and quality of the care, treatment, and services they provide. The best way to achieve better care is by measuring the performance of processes that support care, and then using that data to make improvements. The Organized Medical Staff, as well as the WRMC staff, all participate in Performance Improvement initiatives on an ongoing basis. PI initiatives are developed through data analysis by both the OMS and Hospital Committees. The hospital's goals are to provide excellent, evidence based care and create an environment that supports and offers recognition for excellent care. We strive to be among the top performers on state and national regulatory and safety measures, and have an ultimate goal of 100% on all accountable care measures.

ACCREDITATION

WRMC has full Accreditation with The Joint Commission. The next expected hospital TJC Survey can occur anytime before early October 2014. WRMC also receives periodic unannounced visits from the Arkansas Department of Health as well as from CMS.

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Surveyors look at priority focus areas to determine the level and consistency of care provided in our organization.

Priority Focus Areas (PFAs) are defined as processes, systems or structures in a health care organization that significantly impact the quality and safety of care. They can be used to guide assessment of standards compliance in relation to the patient experience. Specific areas surveyed are:

- Assessment and Care/Services evaluates the execution of a series of patient processes including, as relevant:
 - assessment;
 - planning care, treatment, and/or services;
 - provision of care; ongoing reassessment of care;
 - discharge planning, referral for continuing care, or discontinuation of services.

While some elements of Assessment and Care/Services may occur only once, other aspects may be repeated or revisited as the patient's needs or care delivery priorities change.

- Effective Communication required when providing quality patient care. Effective communication includes:
 - Provider and/or staff-patient communication
 - Patient and family education
 - Staff communication and collaboration
 - Information dissemination
 - Multidisciplinary teamwork
- Effective Staffing entails providing the optimal number of competent personnel with the appropriate skill mix to meet the needs of a health care organization's patients based on that organization's mission, values, and vision. Effective staffing includes defining competencies and expectations for all staff including licensed independent practitioners and medical staff.
- Effective Patient Safety entails proactively identifying the potential and actual risks to safety, identifying the underlying cause(s) of the potential, and making the necessary improvements so risk is reduced. Patient Safety includes:
 - Planning and designing services
 - Directing services
 - Integrating and coordinating services
 - Error reduction and prevention
 - The use of Sentinel Event Alerts
 - The Joint Commission's National Patient Safety Goals
 - · Clinical practice guidelines
 - Active patient involvement in their care

PATIENT IDENTIFICATION/WRIST BAND

The application of color-coded wristbands will be based upon patients' initial and/or ongoing clinical and risk assessment findings, patient-specific decision making, and medical orders. The following, standardized wristband colors are used:

- Blue Used for primary patient identification. There
 are two types of blue armbands. The non-label
 protected type are used for outpatients; the labelprotected type are used for patients going to surgery,
 or to a bed.
- Green Allergy to latex
- Red Allergies, other than latex
- Yellow Risk for Fall
- Pink With Physician order, limited DNR (Do Not Resuscitate), with specific limitations of resuscitative treatment, as indicated
- Purple with Physician order, complete DNR
- Red/White Striped Blood Bank armband

FALL PREVENTION & REDUCTION

An ADULT fall is defined as any unplanned descent to the floor with or without injury to the patient. A PEDIATRIC fall is defined as any unplanned descent to the floor with or without injury to the patient as developmentally appropriate.

To enhance patient safety, nurses will:

- Identify fall risk using Morse Fall Risk Scale in the Patient Admission Assessment and Ongoing Assessment forms. The Morse Fall Risk Score lists factors that predict fall risk potential
- Initiate prevention strategies
- Provide patient family education that includes:
 - Hospital-specific precautions (found in Micromedex and on WRMC Intranet under Fall Education)
 - Home fall reduction strategies (found in WRMC Patient Guide)
- Perform post fall assessment and analysis
- Report and document fall risk at shift change, in Transfer of Care document, and upon Transfer of the patient to another facility
- Document patient and family education
- Document all actions and patient response to actions
- Update Care Plan and Problem List
- Document discharge planning strategies for home fall prevention

WRMC staff receive annual education that includes fall awareness and prevention. Clinical and non-clinical staff assigned in patient care departments or support roles (e.g., housekeeping) will receive annual education about falls precautions to understand their roles in fall prevention.

All patient falls are reviewed for cause. This process will be accomplished through the use of an immediate Post Fall Huddle. The attending physician will be notified of any patient fall.

CARDIAC CONFERENCE

Cardiac Conference is the code for a patient, visitor or staff member having a cardiac or respiratory arrest. When observing the need for a Cardiac Conference, dial ext. 1234 on any house phone or 463-1234 from a cell phone.

- Designated patient care areas of the hospital have blue Cardiac Conference buttons mounted on the walls to alert PBX operators of an event.
- Inform PBX with name of person calling, location of person needing help, type of code to be announced.

RAPID RESPONSE TEAM (T-REX)

T-REX – <u>T</u>eam <u>R</u>esponse to <u>E</u>xtremis

Assists with the care of the unstable patient in a non-critical care unit. The following criteria is utilized for instituting T-REX call:

- HR <40 or >130
- RR <8 or >30
- SBP <90 or >200
- SPO2 <88%
- Acute change in level of consciousness, active chest pain, or nurse judgment of instability.

The T-REX team is summoned by dialing ext. 3333 on a house phone or dialing '0' and clearing stating "T-REX to Room #_____". Any member of the healthcare team, patients, and/or families may summon the T-REX team. The attending or on-call physician will be notified during or immediately following any rapid response encounter.

USE OF RESTRAINTS

WRMC strives for a restraint-free environment that assures an appropriate level of physical, mental and psychological function of the patient. The patient has a right to the least restrictive environment consistent with safe care. Patient's rights and dignity are always maintained. The patient has the right to freedom of movement and normal access to his/her body. Restraints may not be used as a means of coercion, discipline, convenience or retaliation by staff.

Restraints are used in response to assessed patient need. Restraints may be used in response to emergent, dangerous behavior, or as a part of a medically approved plan of care that is authorized by an individual physician order. Restraint use for violent or self destructive behavior is restricted to urgent situations. Comprehensive assessment of the patient and environment, in conjunction with individualized care planning will be used to ensure the patients' well being. Restraints must be ordered by a physician after examination of the patient. Once a restraint is removed, a new order must be obtained from the physician before initiating restraints.

MEDICATION RANGE ORDERS

PRN medication orders must include an indication or reason for administration. PRN orders such as "Morphine 2-5mg IV every 1-4 hours for pain" are not allowed because they have too wide a dose range and no criteria for dosage selection. However, a physician may order a specific drug and/or dose for PRN medications based on the patient's pain scale.

Example:

- Percocet 1 tab, P.O., PRN mild pain (1-3)
- Morphine 2mgm, IV Push, PRN moderate pain (4-6)
- Morphine 4mgm, IV Push, PRN severe pain (7-10)

Note: these are adult pain scale levels

If pain relief measures are assessed to be inadequate, the nurse will contact the physician for further orders.

ILLNESS AND IMPAIRMENT RECOGNITION SPECIFIC TO MEDICAL AND ALLIED HEALTH STAFF MEMBERS

As an integral part of patient safety, all medical staff, allied health staff members and organizational staff are encouraged to come forward should they have concerns about physicians or advanced practice professionals. The Physician Health Committee receives and evaluates concerns about physician health or functioning while assuring maximum confidentiality. If you believe that a practitioner is impaired. report your concern to the Chief Medical Officer at 463-6004.

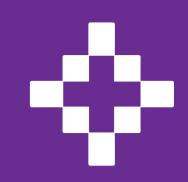
Signs of impairment that may be observed include physical state and behavior in the hospital. Examples are as follows:

- Deterioration in personal hygiene
- Deterioration in clothing and dressing habits
- Unusual patterns of prescribing and/or taking prescription medications
- Frequent visits to physicians and dentists
- Accidents
- Emotional crises
- Making rounds late, or displaying inappropriate, abnormal behavior during rounds
- Decreasing quality of performance, e.g., in staff presentations, writing in charts
- Inappropriate orders or over-prescribing of medications
- Reports of behavioral changes from other personnel

- Involvement in malpractice suits and legal sanctions against hospital
- Unavailability or inappropriate responses to telephone calls
- Hostile, withdrawn, unreasonable behavior to staff and patients
- Complaints by patients to staff about doctor's or practitioner's behavior

Approved August 19, 2013; Revised November 2014

No matter where you are in Northwest Arkansas, we're here for you.



Facilities

Washington Regional Medical Center

3215 N. North Hills Blvd. Fayetteville, AR 72703 479.463.1000

Cancer Support Home

2706 E. Central Ave. Bentonville, AR 72712 479.271.2257

1101 N. Woolsey Ave. Fayetteville, AR 72703 479.521.8024

Center for Sleep Disorders

3017 N. Bob Younkin Dr. Fayetteville, AR 72703 479.463.2777

Dialysis Centers of Northwest Arkansas

801 S.E. Plaza Ave. Bentonville, AR 72712 479.273.7340

107 E. Monte Painter Dr. Fayetteville, AR 72703 479.463.7000

2125 E. Main Siloam Springs, AR 72761 479.524.5214

HealthSouth Rehabilitation Hospital

153 E. Monte Painter Dr. Fayetteville, AR 72703 479.444.2233

North Hills Surgery Center

3271 N. Wimberly Dr. Fayetteville, AR 72703 479.713.6100

Pat Walker Center for Seniors

12 E. Appleby Road Fayetteville, AR 72703

- + Senior Health Clinic: 479.463.4444
- + Memory Clinic: 479.463.4444
- + Parkinson's Disease Clinic: 479.463.4444
- + Center for Exercise: 479.463.3488

Springdale Center for Health

813 Founders Park Dr. Springdale, AR 72762

- + Har-Ber Family Clinic: 479.463.2333
- + Har-Ber Internal Medicine: 479.463.3090
- + HerHealth: 479.463.5500
- + Imaging: 479.463.4888
- + Outpatient Laboratory: 479.463.6308
- + Outpatient Therapy Services: 479.463.5296
- + Ozark Urology: 479.463.1700
- + Renal Specialists of Northwest Arkansas: 479.463.2440
- + Sleep Medicine Clinic: 479.463.3090
- + Walker Heart Institute Cardiovascular Clinic: 479.463.5464

Washington Regional Center for Exercise

12 E. Appleby Road Fayetteville, AR 72703 479.463.3488

Willard Walker Hospice Home

325 E. Longview St. Fayetteville, AR 72703 479.463.2273

Clinics

Advantage Primary Care

507 W. Monroe Ave. Suite A Lowell, AR 72745 Phone: 479.463.8150 Non-Medicare, Blue Cross and Blue Shield members only.

Crossroads Medical Clinic

1420 Hwy. 62/65 North Harrison, AR 72601 870.741.3600

East Springdale Family Clinic

1607 S. Old Missouri Road Springdale, AR 72764 479.463.4887

Endocrinology

82 W. Sunbridge Dr. Fayetteville, AR 72703 479.463.7400

Eureka Springs Family Clinic

146 Passion Play Road Eureka Springs, AR 72632 479.253.9746

Farmington Family Clinic

199 E. Main St. Farmington, AR 72730 479.267.1001

Fayetteville Family Clinic

3053 N. College Ave. Fayetteville, AR 72703 479.463.2000

Har-Ber Family Clinic

813 Founders Park Dr. Springdale, AR 72762 479.463.2333

Har-Ber Internal Medicine

813 Founders Park Dr. Springdale, AR 72762 479.463.3090

Harrison Family Practice Clinic

715 W. Sherman Ave. Harrison, AR 72601 870.741.8247

HerHealth

- + OB/GYN
- + Gynecologic Oncology

3215 N. North Hills Blvd. Fayetteville, AR 72703 479.463.5500

813 Founders Park Dr. Springdale, AR 72762 479.463.5500

Internal Medicine Associates

- + Internal Medicine
- + Rheumatology

688 E. Millsap Road Fayetteville, AR 72703 479.463.3070

Northwest Arkansas Neuroscience Institute

- + Neurosurgery
- + Neurology
- + Pain Management

3336 N. Futrall Dr. Fayetteville, AR 72703 479.463.3000

Ozark Urology

3211 N. North Hills Blvd. Fayetteville, AR 72703 479.463.1700

813 Founders Park Dr. Springdale, AR 72762 479.463.1700

Renal Specialists of Northwest Arkansas

813 Founders Park Dr. Springdale, AR 72762 479.463.2440

New location at: 801 S.E. Plaza Ave., Suite 3 Bentonville, AR 72712 479.463.2440

Senior Health Clinic

12 E. Appleby Road Fayetteville, AR 72703 479.463.4444

Shiloh Clinic

513 N. Shiloh St. Springdale, AR 72764 479.419.9902

Sleep Medicine Clinic

813 Founders Park Drive, Suite 205 Springdale, AR 72762 479.463.3090

Urgent Care

3017 N. Bob Younkin Drive, Suite 102 Fayetteville, AR 72703 479.463.8888

Walker Heart Institute Cardiovascular Clinic

3211 N. North Hills Blvd. Fayetteville, AR 72703 479.571.4338

813 Founders Park Dr. Springdale, AR 72762 479.463.5464

Walker Heart Institute Harrison Cardiology Clinic

702 N. Spring St. Harrison, AR 72601 870.365.0761

Wound Care Clinic

3017 N. Bob Younkin Dr. Fayetteville, AR 72703 479.463.HEAL (4325)









For more information, go to wregional.com





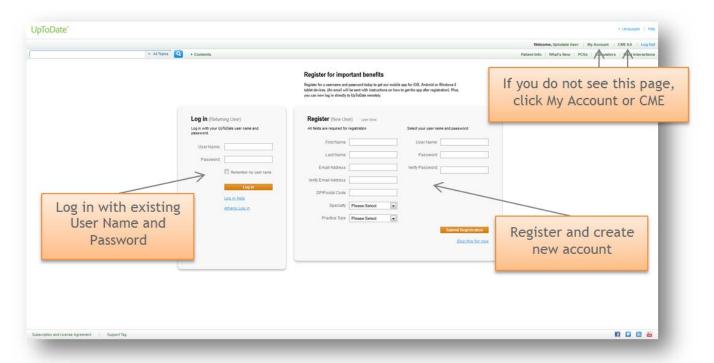


Tip Sheet for Accessing UpToDate® in Cerner

- 1. Log in to Cerner
- 2. Click on UpToDate:



The first time you access UpToDate through Cerner, you will be brought to the Registration page:



- 3. To register, complete all fields on the right side of the registration page and then click Submit Registration.
- 4. If you already have an UpToDate User Name and Password, log in on the left side of the registration page.
- 5. Upon completion of the registration process, you will receive a confirmation email from UpToDate with instructions on downloading the Mobile App.

You are now registered and able to download the Mobile App and earn CME credits!





Mobile Access

Once registered, you can install the Mobile App on up to two devices by following the instructions below:

- 1. On your smartphone or tablet, search for "UpToDate" in your app store and install the free app.
- 2. Open the UpToDate Mobile App upon completion of download.
- 3. Log in with your UpToDate User Name and Password. You only need to do this once the app remembers your User Name and Password.



Access UpToDate Anywhere

- In addition to the Mobile App, you can access UpToDate from any computer with internet access.
- Simply go to <u>www.uptodate.com</u> and click the "Log In" button located in the top right corner of the UpToDate home page, and enter your User Name and Password.

Maintaining Access

- In order to maintain uninterrupted access to UpToDate Anywhere, you must re-verify your affiliation with your organization once every 30 days.
- Re-verification can be done using the following methods:



- → 1. Access UpToDate via Cerner at least once every 30 days. Confirm that you have either logged in with your existing UpToDate UN/PW or completed your initial one-time registration by clicking on UpToDate from within the EHR access point provided and locating your name in the upper right corner of the UpToDate Search screen. This will automatically re-verify your affiliation and you will not receive any re-verification messaging. This method requires no UpToDate log in.
 - Log in to UpToDate by going to <u>www.uptodate.com</u> from a computer or device connected to your organization's network. This method requires you to log in to UpToDate with your UpToDate User Name and Password.

Please Note: In-application & email messaging will inform you of the need to verify affiliation if you have not done so by day 25. You will receive a second alert at day 30. If you fail to re-verify by day 30, you will lose mobile and remote access. To regain access, please complete the re-verification process outlined in steps 1 or 2.

Important Information for New Practitioners

<u>Health Care Coverage – ACTIVE CATEGORY</u> physicians are eligible to enroll in the Washington Regional group health, dental, and vision coverage. If you are a member of the ACTIVE medical staff and are interested, please contact the Employee Benefits Coordinator at 479-463-1856.

IS Physician Help Desk: from any hospital phone, dial 2222

<u>House Supervisor</u> (Nursing): from any hospital phone, dial 7777

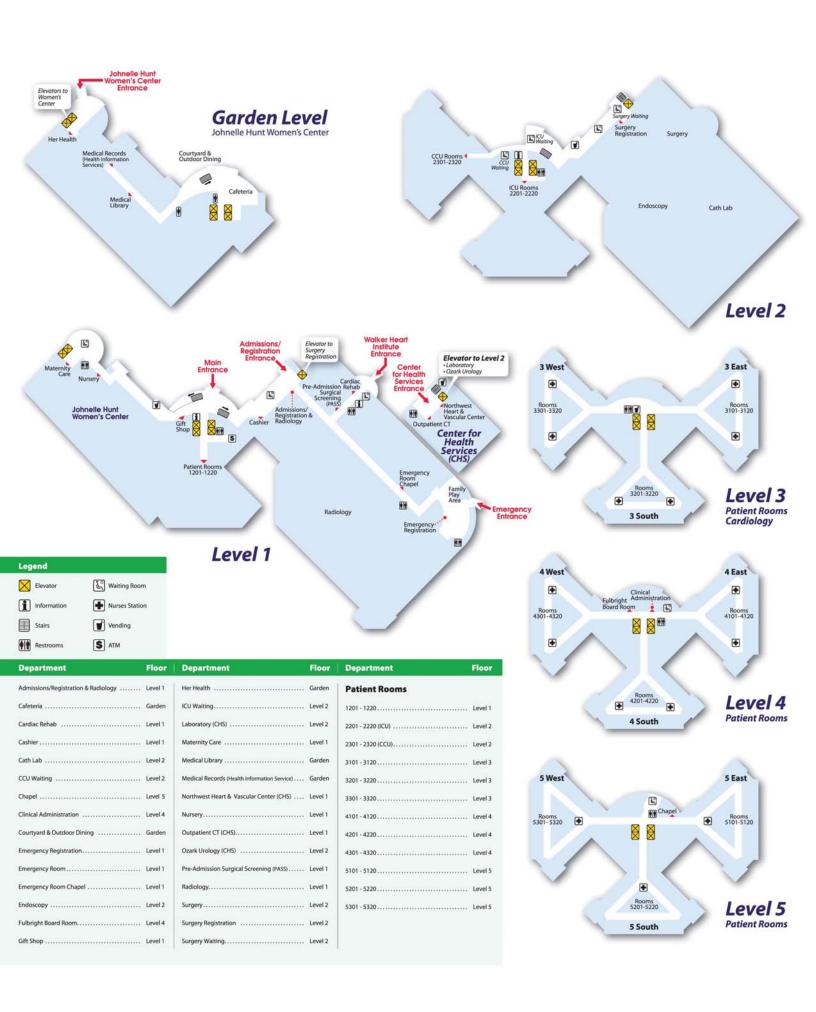
Bed Control: from any hospital phone, dial 6113

Medical Staff Services Department: from any hospital phone, dial 1568

When making calls to the above numbers from Outside the hospital, add 463-xxxx

REMOTE ACCESS TO CERNER

To access the Cerner CPOE system remotely, visit this link for information on installing the VPN client on your laptop, visit www.wregional.com/vpnclient for instructions for Windows or Mac. Questions can be answered by IS at ext. 2222





Welcome to **Washington Regional Medical Center**

Washington Regional is here for you with a comprehensive healthcare network that includes a hospital, a surgery center, long-term care and assisted living facilities, kidney dialysis centers, a rehabilitation hospital, and a network of clinics and outpatient diagnostic services.

Visiting Hours

General Visiting

It is the goal of the hospital to provide a healing environment for patients entrusted in our care. Visiting hours are individualized per unit. However, the need for extended hours may be changed by the patient's caregiver based on patient and family needs. Children under the age of 12 must be accompanied by an adult at all times.

Critical Care Visiting

Visiting hours for the critical care units are designed to promote patient rest and staff delivery of care. Visiting is limited to (2) visitors at a time. Children between the ages of 2 and 12 may visit in ICU/CCU only if accompanied by an adult. Visits with children must be limited to 15 minutes.

Visiting Times

- 5:30 a.m. to 6:00 a.m.
- · 9:00 a.m. to 10:00 a.m.
- · 1:00 p.m. to 2:00 p.m.
- . 5:00 p.m. to 6:00 p.m.
- · 8:30 p.m. to 9:30 p.m.

The ICU/CCU Waiting Area

A special waiting area is provided for the comfort and

not leave children unattended in the waiting area.

convenience of families with loved ones in a critical care unit.

When visiting hours are over we ask that you please wait in

the lounge, located adjacent to the ICU/CCU area. Please do

Closed Times

- 6:30 a.m. to 9:00 a.m.
- . 6:30 p.m. to 8:30 p.m.

equipment in patient rooms, use of cell phones is not allowed

Pastoral Care/Chapel

A medical center chaplain is always available to help you with any spiritual or emotional needs while your loved one is in our care. The chaplain will be happy to notify your faith group or minister if you wish. To reach a chaplain, ask your nurse, volunteer or receptionist or call 463-1267.

Washington Regional's Campus is a smoke-free environment.

Visitor Information & Amenities

Automated Teller Machine (ATM) is located in the Main Lobby/ Atrium on Level One.

Located on Level One, the Washington Regional Medical Center Auxiliary Gift Shop provides an array of gifts and personal items for patients, visitors and staff.

Hours of operation:

Monday - Friday 9:00 a.m. to 4:30 p.m. Saturday 11:00 a.m. to 3:00 p.m. Sunday 1:00 p.m. to 4:30 p.m.

Tyson Commons Dining

Cafeteria-style dining is available in the Tyson Commons, located on the Garden Level of the hospital, below the atrium/ main lobby area. Take the elevator to "G" or walk down the staircase by the front entrance of the hospital. Hours of operation are 6:30 a.m. to 10:00 a.m., 10:30 a.m. to 4:00 p.m. (limited choices after 2:00 p.m.) and 4:30 p.m. to 7:30 p.m.

Coffee & Snack Kiosk

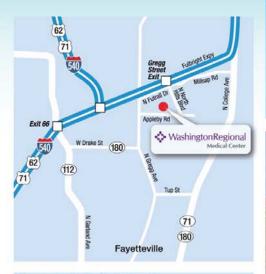
Coffee and a variety of snacks are available at the kiosk. located on Level 2, near the elevators. Seating is available in the adjacent area.

Vending Machines

Vending machines offering a variety of beverages and snacks are available throughout the hospital on all levels.

Phones/Cell Phones

Because of possible interference with sensitive electronic in the patient care areas. Cell phones may be used in the lobby and waiting areas.



Frequently Called Numbers

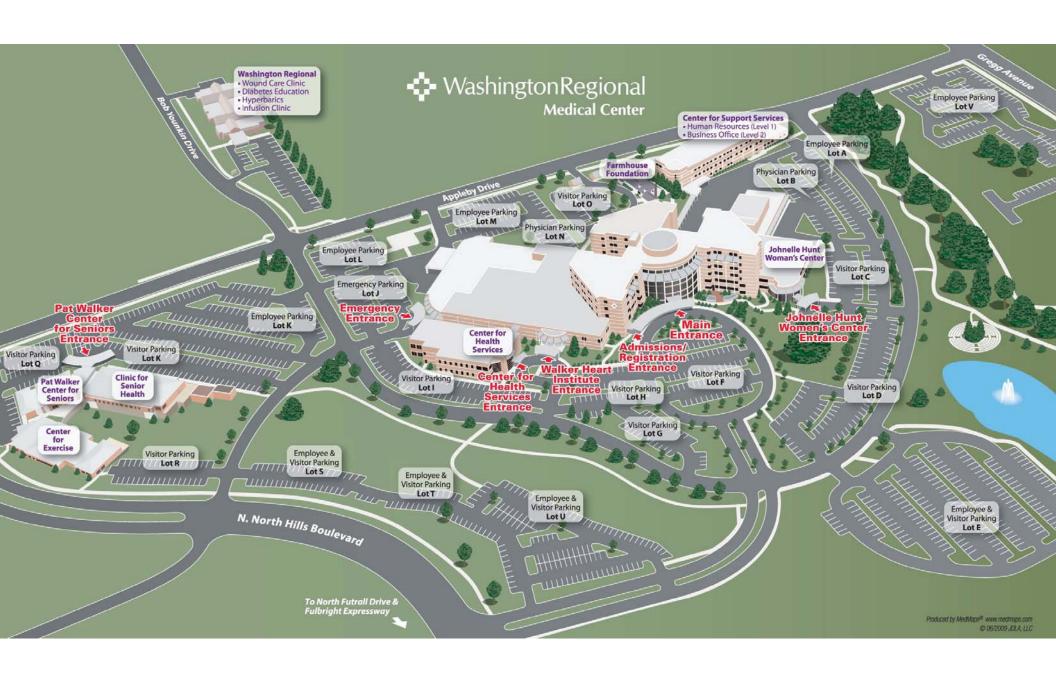
Area Code Main Number	479 463-1000
Patient Rooms may be dialed directly by diali	ng 463 plus room number.
Admissions	463-1086
Billing/Business Office	463-2455
Clinic for Senior Health	463-4444
Center for Exercise	443-9955
Gift Shop	463-1030
Health Information/Medical Records	463-1076
Her Health	463-5500
Home Health	463-1840
Hospice	463-7385
Human Resources	463-1065
Laboratory	463-6308
Ozark Urology	463-1700
Patient Room Information	463-1161
Pastoral Services	463-1267
Physician Referral Service	1-866-631-4830
Security	463-1000
Volunteer Services	463-1085
Washington Regional Foundation	444-9888
Wound Care Clinic	463-4325
55PLUS®	463-1178

Visitor Guide





3215 N. North Hills Boulevard Fayetteville, AR 72703 (479) 463-1000



Telephone and **Resource Directory** 2014

Revised November 13, 2014 RR

Washington Regional **Medical System**

3215 N. North Hills Blvd.

Fayetteville, AR 72703

(479) 463-1000

Mission:

Washington Regional is committed to improving the health of the people in communities we serve through compassionate, high quailty care, prevention and wellness education.

Vision:

To be the leading healthcare system in Northwest Arkansas – the best place to receive care and the best place to give care.

Values:

To treat others – patients and their families, visitors, physicians, and each other – like we would want to be treated.

Dial 1234 for immediate assistance from | EXECUTIVE TEAM the Operators for all emergency and stat calls.

Emergency CODES

Cardiac Conference: Cardiac or Respiratory Emergency. May be called if you come upon someone who seems to be having an emergency, e.g. seizure, bleeding.

Code Purple: Combative or Disruptive person Security and unit staff will respond to protect patient & assess needs.

Code Green: Kidnapped or Missing Patient Give a description of patient to the operator. Security staff will check exits. Unit staff will check unit and adjacent stairwells for patient.

Code Gray: Tornado threatening the facility Move visitors and patients to the safe corridors, away from flying glass. Patients unable to be moved will be sheltered in place with blankets/pillows.

Code Yellow: Internal or External Disaster causing an influx of injured to the hospital. WRMC Incident Command Center goes into operation and hospital departments prepare for emergency.

Incident Command Center in classroom 1 & 2 extensions 7850 and 7948

Code Black: Bomb Threat or Bomb Discovery. Staff will be assigned to search unit, report, but DO NOT TOUCH any unusual objects

Code Red: Fire Emergency. $RACE = \underline{R}$ escue patient to safety, Alarm –pull fire alarm or dial 1234 Contain fire, close all doors Extinguish or Evacuate. If assigned to help extinguish fire, PASS = Pull the pin at top $\underline{\mathbf{A}}$ im hose at base of fire $\underline{\mathbf{S}}$ queeze the handle Sweep hose from side to side.

Code Pink: Infant or Child Missing or Abduction. Any staff member may initiate a "Code Pink" by dialing 1234 giving the PBX Operator a specific description of the missing infant or child and telling PBX to activate a Code Pink announcement and procedure.

Code Silver: An individual appears to be actively shooting or engaged in killing persons in the Hospital or on the Hospital grounds.

Code White: Awareness and prevention to assure contamination from nuclear, biological or chemical emergencies is contained to prevent negative impact on the Hospital facility.

President and Chief Executive Officer Bill Bradlev

Chief of Medical Affairs David Ratcliff, MD

Executive Vice President/Administrator

Sr. Vice President/Chief Financial Officer Dan Eckels

Sr. Vice President General Counsel/Ancillary **Operations** Tom Olmstead

Sr. Vice President Outreach Services Larry Shackelford

Chief Nursing Officer Beverly A. Winney

Vice President/Chief Information Officer **Becky Magee**

Executive Director Washington Regional Foundation **Tim Hudson**

Executive Director Health Partners Leonard Whiteman

Corporate Compliance Officer Eileen Kradel

Vice President Human Resources/Education Steve Percival

ACCOUNTING

Assistant Controller	463-1088
Accountant	463-7872
Accounting Clerk	463-7894
Accounts Payable Coordinator	463-1149
Controller	463-1168
Cost Accountant	463-1120
Data Analyst	463-7895
Financial Analyst	463-1154
Outside Services Accountant	463-7284
Reconciliation Accountant	463-7285
Payroll Clerk	463-1248
Payroll Clerk - Senior	463-1230
Payroll Manager	463-1042
-	

ADMINISTRATION

Administration Receptionist	463-5003
Executive Assistants:	
Admin/COO	463-6004
CEO	463-6003
CFO / CMO / CNO	463-6026
Legal Counsel	463-5018
Fax	
Administrator	463-5004
Outreach Services	463-1394
CEO	463-5007
CFO	463-2825
CIO	463-7999
Clinical Administration	463-5006
CMO	
CNO	463-5001
ADMISSIONS	
Assistant Services Manager	463-1039
Cashier	463-1046
Admissions Application Specialist	463-5084
Director	463-5009
Emergency	463-1044
Express Admissions	463-1100
Financial Counselor 463-505	1 & 463-5054
Inpatient/Outpatient	463-1086
Mobile Pt. Assessments Team	
Patient Account Reps	463-1047

ADVANCE DIRECTIVE (Living Will)

463-5055 and 463-7359

A document which sets forth the patient's wishes regarding their future care should the time come that they no longer are able to express themselves.

Pre-Registration IP/OP463-5081

Pre-Registration L/D463-5082

PreRegistrationOPLab/Rad .463-5080......463-5083

- Federal & State Law Requires
- We ask on admission if an AD exists
- We inform the patient he has a right to execute an AD & provide information
- We abide by an AD, if one exists
- We place a copy on the medical record and notify the physician.

AHEC LIBRARY (UAMS 1125 N.College) 521-7615 AMBULATORY CARE UNIT 463-7800
ARSAGA'S COFFEE SHOP 463-5721
BARIATRIC HEALTH Services463-SLIM (7546)
BED CONTROL
BEVEVOLENCE FUND463-1194 & 463-5054
BIOMEDICAL ENGINEERING463-5915

BUSINESS SERVICES Until Further Notice: 6000		Notify your supervisor, or designee, as	per Financial Operations Manager 463-1706
(customer concerns with calls drop (463-BILL) 463-2455)	regulations. Provides a way to report concerns.	usual department protocol, in addition	to PACS/RIS Coordinators 463-6666 and 463-7773
Billing Manager		calling the Employee Illness Reporting I	ine.
Director	How DO you report a concern: Inform your		63- INFECTION CONTROL 463-7206
5.100.01	supervisor, call the Compliance hotline or 463-7640 or E-	2783 does not replace calling	
CANCER SUPPORT HOME	mail ekradel@wregional.com	department to report an absence.	prevent infection is HANDWASHING
	mail ciradele wegional.com	department to report an absence.	prevent injection is handwashing
BENTONVILLE 479-271-2257	CONFERENCE ROOMS	ENVIRONMENTAL SERVICES	INFORMATION / TECHNOLOGY SERVICES
FAYETTEVILLE 479- 521-8024	OUT ENERGY NOOMS		D' 1 1 0 1 1 1 1 1 1 1
	CSS Conf. Room 463-5959	Manager463-5	7/4
CARDIOVASCULAR SERVICES	Fulbright Board Room463-5012	North Hills Dispatcher463-5	Fax
	Physician's Conf. Room #1 463-5732		Help Desk
Ambulatory Cardiac Unit463-7800	Physician's Conf. Room #2	FAITH IN ACTION 463-7	Help Desk provides assistance for:
Ambulatory Cardiac Unit Manager 463-1129	Discription (2005) December 112		Applications
Cardiac Rehab463-7220		FOUNDATION 463-1	Technology/Hardware
Cath Lab		1 OUNDATION 403-1	> Telecommunictions
Chest Pain Center463-2414	DIABETES EDUCATION	HEALTH INFORMATION SERV 463-10	
Director	Inpatient Diabetes Ed463-7420		' , ,
Echocardiography	Outpatient Diabetes Ed463-4333	Archival Record Support463-1	98 INFUSION CLINIC
Financial Coordinator		Assistant Director	365
		Dictation System463-2	IRB (Institutional Review Board) 463-7868
Manager	DIALYSIS CENTER OF NWA463-7000	Director	94 The (matricular Review Board)
Scheduling 463-1128		ELVIS Support Desk463-3	200
	Acute Dialysis Nurse 463-4320	Physician Support463-1	
CASE MANAGEMENT	D	Release of Information	FO.
	Benton County Dialysis Clinic 479-273-7340	Transcription	[LABORATORT403-3220
Director	Siloom Springs Dialysis Clinic 470 E24 E214	11anscription	A3313ta11t Director
	Siloam Springs Dialysis Clinic479-524-5214		Blood Bank
CENTER FOR EXERCISE and Pool 463-3488	DIVERSIFIED CREDIT See Legal Collections	HEALTHPARTNERS463-25	Ore Lab Supervisor
	DIVERSITIED ONEDIT See Legal Confections		Director
CENTER FOR HEALTH SERVICES463-6308	EEG 463-1569	HELP DESK	
(THIS LINE IS ANSWERED BY THE LAB CLERK AT FRONT DESK)		Help Desk provides assistance for:	Microbiology
(THIS LINE IS ANSWERED BY THE LAB GLERK AT FRUNT DESK)	EKG 463-1110	> Applications	
	LNG403-1110	> Technology/Hardware	Pathologist
CENTRAL SCHEDULING 463-5555	EMERGENCY ROOM 463-1105		Point of Care
CHEST PAIN CENTER 463-2414	Ass't Head Nurses463-1379	The help desk is available by email for your convenience	
	Business/Financial Analyst463-1845		Coordinator
CLINIC BILLING		HOME HEALTH 463-1	InterpreterContact via Vocera "Medical Interpreter"
	Director463-2552	TollFree 1-800-400-2	Or Call the Operator to page the Interpreter on call
CLINIC ADMINISTRATION463-1400	Flex Unit		Use Blue Phone when interpreter is not available
(Location: Pat Walker Ctr. for Seniors, Suite 102)		HOSPICE 463-7	185
	Registration463-1044	Toll Free1-888-611-1	
Director Clinic Operations	Volunteer/Greeter	HOSPICE HOME	
Admin Assistant	Volunteer/Greeter403-1000		
Finance Manager463-2853	Waiting Room463-5956	325 East Longview, Fayetteville, AR	LIFELINE of NWA479-254-0000
	EMPLOYEE EDUCATION		
CLINICAL ADMINISTRATION (Location: 4 TH floor)	EMPLOYEE EDUCATION	HUMAN RESOURCES 463-1	
	Coordinator 463-1347	Benefits 463-1	Pager for ALL Linen calls 713-3615
Central Staffing Supervisor 463-5008	Coordinator 463-1347 Education Specialist 463-1345		Pager for ALL Linen calls713-3615
Central Staffing Supervisor	Coordinator	Benefits	Pager for ALL Linen calls713-3615 Supervisor
Central Staffing Supervisor	Coordinator 463-1347 Education Specialist 463-1345	Benefits 463-1 Compensation 463-1 Coordinator 463-1765 and 463-1	Pager for ALL Linen calls
Central Staffing Supervisor 463-5008 Nursing Support Services 463-5006 Patient Access Director 463-6009 Staffing Secretaries 463-2298 and 463-3379	Coordinator	Benefits 463-1 Compensation 463-1 Coordinator 463-1765 and 463-1 Operations Manager 463-6	Pager for ALL Linen calls 713-3615 Supervisor .463-5799 MAINTENANCE .463-1052
Central Staffing Supervisor	Coordinator	Benefits 463-1 Compensation 463-1 Coordinator 463-1765 and 463-1 Operations Manager 463-6 Outreach Liauson 463-3	Pager for ALL Linen calls .713-3615
Central Staffing Supervisor 463-5008 Nursing Support Services 463-5006 Patient Access Director 463-6009 Staffing Secretaries 463-2298 and 463-3379	Coordinator	Benefits 463-1 Compensation 463-1 Coordinator 463-1765 and 463-1 Operations Manager 463-6 Outreach Liauson 463-3 Physician Recruiter 463-1	Pager for ALL Linen calls 713-3615 Supervisor
Central Staffing Supervisor 463-5008 Nursing Support Services 463-5006 Patient Access Director 463-6009 Staffing Secretaries 463-2298 and 463-3379	Coordinator	Benefits 463-1 Compensation 463-1 Coordinator 463-1765 and 463-1 Operations Manager 463-6 Outreach Liauson 463-3 Physician Recruiter 463-1 Placement Specialist 463-1692 and 463-3	Pager for ALL Linen calls 713-3615 Supervisor .463-5799 MAINTENANCE .463-1052 Director .463-7916 Project Manager .463-7920 37 Supervisor .463-5909
Central Staffing Supervisor 463-5008 Nursing Support Services 463-5006 Patient Access Director 463-6009 Staffing Secretaries 463-2298 and 463-3379 CLINICAL INTEGRITY 463-4350	Coordinator	Benefits 463-1 Compensation 463-1 Coordinator 463-1765 and 463-1 Operations Manager 463-6 Outreach Liauson 463-3 Physician Recruiter 463-1 Placement Specialist 463-1692 and 463-3 Senior Recruiter 463-3	Pager for ALL Linen calls .713-3615
Central Staffing Supervisor 463-5008 Nursing Support Services 463-5006 Patient Access Director 463-6009 Staffing Secretaries 463-2298 and 463-3379 CLINICAL INTEGRITY 463-4350 COMPLIANCE Compliance Coordinator 463-7377	Coordinator	Benefits 463-1 Compensation 463-1 Coordinator 463-1765 and 463-1 Operations Manager 463-6 Outreach Liauson 463-3 Physician Recruiter 463-1 Placement Specialist 463-1692 and 463-3	Pager for ALL Linen calls .713-3615
Central Staffing Supervisor 463-5008 Nursing Support Services 463-5006 Patient Access Director 463-6009 Staffing Secretaries 463-2298 and 463-3379 CLINICAL INTEGRITY .463-4350 COMPLIANCE Compliance Coordinator .463-7377 Compliance Officer .463-7640	Coordinator	Benefits 463-1 Compensation 463-1 Coordinator 463-1765 and 463-1 Operations Manager 463-6 Outreach Liauson 463-3 Physician Recruiter 463-1 Placement Specialist 463-1692 and 463-3 Senior Recruiter 463-3	Pager for ALL Linen calls .713-3615
Central Staffing Supervisor 463-5008 Nursing Support Services 463-5006 Patient Access Director 463-6009 Staffing Secretaries 463-2298 and 463-3379 CLINICAL INTEGRITY 463-4350 COMPLIANCE Compliance Coordinator 463-7377 Compliance Officer 463-7640 Hot Line 463-7641	Coordinator	Benefits 463-1 Compensation 463-1 Coordinator 463-1765 and 463-1 Operations Manager 463-6 Outreach Liauson 463-3 Physician Recruiter 463-1 Placement Specialist 463-1692 and 463-3 Senior Recruiter 463-3	Pager for ALL Linen calls 713-3615 Supervisor
Central Staffing Supervisor 463-5008 Nursing Support Services 463-5006 Patient Access Director 463-6009 Staffing Secretaries 463-2298 and 463-3379 CLINICAL INTEGRITY 463-4350 COMPLIANCE Compliance Coordinator 463-7377 Compliance Officer 463-7640 Hot Line 463-7641 Regulatory Affairs 463-6150	Coordinator	Benefits 463-1 Compensation 463-1 Coordinator 463-1765 and 463-1 Operations Manager 463-6 Outreach Liauson 463-3 Physician Recruiter 463-1 Placement Specialist 463-1692 and 463-3 Senior Recruiter 463-3 Vice President 463-1	Pager for ALL Linen calls 713-3615 Supervisor
Central Staffing Supervisor 463-5008 Nursing Support Services 463-5006 Patient Access Director 463-6009 Staffing Secretaries 463-2298 and 463-3379 CLINICAL INTEGRITY 463-4350 COMPLIANCE Compliance Coordinator 463-7377 Compliance Officer 463-7640 Hot Line 463-7641 Regulatory Affairs 463-6150 Clinical Auditor 463-7380	Coordinator	Benefits	Pager for ALL Linen calls 713-3615 Supervisor
Central Staffing Supervisor 463-5008 Nursing Support Services 463-5006 Patient Access Director 463-6009 Staffing Secretaries 463-2298 and 463-3379 CLINICAL INTEGRITY 463-4350 COMPLIANCE Compliance Coordinator 463-7377 Compliance Officer 463-7640 Hot Line 463-7641 Regulatory Affairs 463-6150 Clinical Auditor 463-7380 What is Corporate Compliance?	Coordinator	Benefits 463-1 Compensation 463-1 Coordinator 463-1765 and 463-1 Operations Manager 463-6 Outreach Liauson 463-3 Physician Recruiter 463-1 Placement Specialist 463-1692 and 463-3 Senior Recruiter 463-3 Vice President 463-1	Pager for ALL Linen calls
Central Staffing Supervisor 463-5008 Nursing Support Services 463-5006 Patient Access Director 463-6009 Staffing Secretaries 463-2298 and 463-3379 CLINICAL INTEGRITY 463-4350 COMPLIANCE Compliance Coordinator 463-7377 Compliance Officer 463-7640 Hot Line 463-7641 Regulatory Affairs 463-6150 Clinical Auditor 463-7380 What is Corporate Compliance? Guidelines that promote Regional's mission & values	Coordinator	Benefits	Pager for ALL Linen calls 713-3615
Central Staffing Supervisor 463-5008 Nursing Support Services 463-5006 Patient Access Director 463-6009 Staffing Secretaries 463-2298 and 463-3379 CLINICAL INTEGRITY 463-4350 COMPLIANCE Compliance Coordinator 463-7377 Compliance Officer 463-7640 Hot Line 463-7641 Regulatory Affairs 463-6150 Clinical Auditor 463-7380 What is Corporate Compliance?	Coordinator	Benefits	Pager for ALL Linen calls 713-3615
Central Staffing Supervisor 463-5008 Nursing Support Services 463-5006 Patient Access Director 463-6009 Staffing Secretaries 463-2298 and 463-3379 CLINICAL INTEGRITY 463-4350 COMPLIANCE Compliance Coordinator 463-7377 Compliance Officer 463-7640 Hot Line 463-7641 Regulatory Affairs 463-6150 Clinical Auditor 463-7380 What is Corporate Compliance? ~ Guidelines that promote Regional's mission & values Ensures that fraud and abuse don't occur in our	Coordinator	Benefits	Pager for ALL Linen calls 713-3615
Central Staffing Supervisor 463-5008 Nursing Support Services 463-5006 Patient Access Director 463-6009 Staffing Secretaries 463-2298 and 463-3379 CLINICAL INTEGRITY 463-4350 COMPLIANCE Compliance Coordinator 463-7377 Compliance Officer 463-7640 Hot Line 463-7641 Regulatory Affairs 463-6150 Clinical Auditor 463-7380 What is Corporate Compliance? Guidelines that promote Regional's mission & values	Coordinator	Benefits	Pager for ALL Linen calls 713-3615

		L 1011		
Receiving		ICU463-2300	Contains personnel policies & procedures including:	Admin. Assistants 463-5569 & 463-5578
Storeroom	463-5921	L&D463-1300	❖ Benefits	Admissions Receptionist463-1038
MADICETING		L&D Triage 463-1399	 Compensation 	Billing/Charges463-5580
MARKETING	4/2 2125	Nursery463-1350	Employment	Business Manager 463-5579
Communications Specialist	403-3125	Operating Room463-1019	Employee relations	CV Asst Director
Director		PACU463-2150	ANCILLARY DEPARTMENT MANUAL	CVOR Desk463-5587
Website/Marketing Specialist	463-2324	Perioperative463-2100	Contains policies & procedures for:	Director Interim, TFN (Sheryl Davis) 463-2299
Health Line & Referral	443-3377	·	Infection Control	Ass. Director
		NUTRITION SERVICES	Laboratory	Distribution Coordinator 463-5583
MEDICAL STAFF SERVICES		Clinical Dietitians 463-4121 and 463-4122	❖ Radiology	Distribution Tech
medstaff@wregional.com		Clinical Nutrition Manager	Respiratory Therapy	Equipment463-2192
Credentialing Specialist	463-1075	Dietitian Office Staff463-4121	NURSING POLICY PROCEDURE MANUAL	Frozen Section Room463-5586
Admin. Asst/DB Analyst		Dietary Office	Contains policy & procedures conerning:	O.R. Value Analyst463-2155
Manager		Director(CateringQuestions) 463-1240	❖ Patient Care	PACU463-2150
Conference Room	463-5077	Patient Service Manager463-1033	ENVIRONMENT OF CARE	Perioperative Ass't. Director463-2094
Fax	463-5345	Outpatient Nondiabetic Counceling 463-4122	Contains policies & procedures concerning:	Pre-Admission Testing (PASS)463-5980
		Patient Food Services Secretary 463- 1262	 Hazardous Materials & Waste 	Scheduling
MEDICAID REPRESENTATIVE	463-7998	Patient Food Services Supervisor 463- 7122	Life Safety	Waiting Room
	100 7770	Production Manager	 Medical Equipment 	Walting Noori
NORTH HILLS SURGERY CENTER.	713-6100	Supervisor Desk	 MSDS MaterialSafety Data Sheets 	Switchboard:
		Supervisor Desk 405-1241	Safety & Security	PBX Operator
NURSING DIRECTORS		OUTREACH SERVICES 463-1395	 Utility 	PBX Manager
3 South, 3 East and PCU	463-3377	405-1373	• Ouncy	
5 South, East and West	463-3353	PASTORAL CARE 463-1267	REPROCESSING/STERILIZATION 463-2191	Hearing Impaired Service:
CCU/ICU	463-2677	for immediate assistance Dial 0	Clinical Coordinator	
Dialysis	463-7017	Tot infinediate assistance Diai o	Supervisor	accessible by voice or TTY Communication.
ER	463-1380	PATIENT EDUCATOR 463-7420	RESEARCH	Interpeter Service:
Women's Services	463-6230		Director	Blue Phones:available throughout facility
Med/Surg	463-3353	PELVIC THERAPY 463-5296	Director 463-7856	SIGN LANGUAGE: (unlisted) call 463-1000
Nursing Support Services	463-6009	PHARMACY463-1102	DEODIDATORY CARE	
Surgical and Seniors			RESPIRATORY CARE	TOTAL JOINT CENTER463-5100
Surgical Services		System Director463-1122	ASINMA CIF. VOICE MAII ONLY 463-3286	Manager463-5067
· ·		DUVEICAL MEDICINE 4/3 1115	REVENUE INTEGRITY 463-5009	
NURSING EDUCATORS		PHYSICAL MEDICINE463-1115		URGENT CARE CENTER463-8888
Cardiology 3-South, 3-East & PCU	463-3355	PHYSICIAN REFERRAL866-631-4830	RISK MANAGEMENT 463-1596	
Emergency Services	463-1567			VOLUNTEER SERVICES463-1085
CCU	463-3382	PUBLIC BENEFITS 463-7919	SAFETY	Gift Shop – North Hills463-1030
ICU	463-3381		Safety Emergency1234	Patient Room Information463-1161
Labor & Delivery		QUALITY MANAGEMENT TEAM	SECURITY:	Surgery Volunteer
Lactation Consultant		Q.M. Analyst463-1871	Security Emergency 1234	55PLUS463-1178
Med/Surg/Peds	463-5620	Q.M. Director463-1826	Security Non-Emergency	
Nursery/NICU	463-6140	Q.M. Office463-7840	Everyone is a member of the Security Team	WALKER HEART INSTITUTE 463-1244
Perioperative	463-5564		Be alert for safety/security situations	
Surgery	463-5584	QUEST DIAGNOSTIC LAB SERVICES	Report any observations or concerns	Scheduling 463-1128
NURSING STATIONS:		443-3689	 Always wear your name tag when on duty 	
1-South – Pediatrics	463-1250		Notify Security for	WORKERS COMPENSATION 463-1593
3-East - Cardiology	463-3100	PERFORMANCE IMPROVEMENT		
3-South - Cardiology	463-3200	~ Improvement Cycle used to improve WRMC processes	 Any security or safety concerns Hazardous spills 	WOUND CARE CENTER463-4325
3-West-CV Progressive		PLAN – We plan a better way to do it	·	HBO463-4334
4-East-Med Surg		❖ DO – We try it out	 Lost and Found Escort Service 	
4-South Med Surg		CHECK – We measure to see how it worked		WOUND OSTOMY (INPATIENT)463-7894
4-West-Med Surg		ACT – We make further changes to improve	Motorist assistance	
5-East Total Joint Center		J	SENIOR HEALTH CLINIC	
5-South Senior Specialty Unit		RESOURCE MANUALS	SNOW or ICE TRANSPORT NFORMATION	
5-West Surgical Unit		ADMINISTRATIVE POLICY MANUAL	For Transport Information	
CCU		Contains administrative policies for:	ARKANSAS ROAD CONDITIONS 800-245-1672	
CCU/ICU Waiting Room463-5242		 Employees 	SOCIAL SERVICES	
Emergency Room		❖ Physicians		
Endoscopy		Visitors	STRESS TESTS 479-463-1244	
GYN		Corporate Compliance		
Holding Room			SURGICAL SERVICES 463-1019	
. 1010mg 1100m	100 2 100		I .	I .

Washington Regional Facilities	Springdale Center for Health	Eureka Springs Family Clinic	Ozark Urology
v asimigton regional racinues	813 Founders Park Dr.	146 Passion Play Road	3211 N. North Hills Blv.
Washington Regional Medical Center	Springdale, AR 72703	Eureka Springs, AR 72732 479-253-9746	Fayetteville, AR. 72703 479-463-1700
3215 N. North Hills Blvd.			
Fayetteville, AR 72703 479-463-1000	+ Har-Ber Family Clinic:479-463-2333	Farmington Family Clinic	Ozark Urology
rayetteville, AK 12/03479-403-1000	+ Har-Ber Internal Medicine:	199 E. Main St.	813 Founders Park Dr.
Cancer Support Home	479-463-3090	Farmington, AR 72730479-463-1001	Springdale, AR 72762 479-463-1700
2406 E. Central Ave.	+ HerHealth:		
Bentonville, AR 72712 479-271-2257	+ Imaging:	Fayetteville Family Clinic	Renal Specialists of Northwest Arkansas
Dentonvine, AR 72/12 477-271-2237	+ Outpatient Therapy Services	3053 N. College Ave	913 Founders Park Dr.
1101 N. Woolsey Ave.	479-463-5296	Fayetteville, AR 72703479-463-2000	Springdale, AR 72762 479-463-2440
Fayetteville, AR 72703 479-521-8024	+ Ozark Urology: 479-463-1700		
1 ayettevine, 111 12103 417 321 0024		Har-ber Family Clinic	Senior Health Clinic
Center for Sleep Disorder	+ Renal Specialist Northwest Arkansas	813 founder Park Dr., Suite 101	12 E. Appleby Road
3017 N. Bob Younkin Drive, Suite 102		Springdale, AR 72762479-463-2333	Fayetteville, AR 72703 479-463-4444
Fayetteville, AR 72703 479-463-2777	+WalkerHeart Institute Cardiovascular Clinic:479-463-5464		
(After hours Tech Rm: 479-463-2781 & 2784)	CHIIIC479-403-3404	Har-Ber Internal Medicine	Shiloh Clinic
	Washington Regional Ctr for Exercise	813 founder Park Dr., Suite 202	513 N. Shiloh Street
Center for Support Services	12 E. Appleby Road	Springdale, AR 72762 479-463-3090	Springdale, AR. 72764 479-419-9902
274 E. Appleby	Fayetteville, AR 72703 479-463-3488		
Fayetteville, Arkansas72703 479-463-1000	,, , ,	Harrison Family Practice Clinic	Sleep Medicine Clinic
	Willard Walker Hospice Home	715 W. Sherman Ave.	3336 N. Futurall Drive
Dialysis Center of Northwest Arkansas	325 E. Longview Street	Harrison, Ar 72601 870-741-8247	Fayetteville, AR 72703 479-463-3000
801 S.E. Plaza Ave., Suite 1	Fayetteville, AR 72703 479-463-2273		
Bentonville, AR 72712 479-273-7340		<u>HerHealth</u>	Urgent Care Clinic
		+ OB/GYN	3017 Bob Younkin Drive, Suite 102
107 E. Monte Painter Dr.		+ Gynecologic Oncology	Fayetteville, AR 72703 479-463-8888
Fayetteville, AR 72703 479-463-7000		3215 N. North Hills Blvd., Suite B	W-ll H II CII
2425 7 35 1 2 1 4		Fayetteville, AR 72703 479-463-5500	Walker Heart Institute Cardiovascular
2125 E. Main, Suite 11	Washington Regional Clinics	912 Farm dans Bords Dr. Greits 201	Clinic 3211 N. North Hills Blvd.
Siloam Springs, AR 72761 479-524-5214	vv asimigton regional emites	813 Founders Park Dr., Suite 201	
	Cuarana da Madiaal Clinia	Springdale, AR 72762 479-463-5466	rayetteville, AR 72/03 479-371-4338
Health South Rehabilitation Hospital 153 E. Monte Painter Dr.	<u>Crossroads Medical Clinic</u> 1420 Hwy. 62/65 North	Internal Medicine Associates	813 Founders Park Drive
	Harrison, AR 72601 870-741-3600	+ Internal Medicine	Springdale, AR 72762 479-463-5464
Fayetteville, AR. 72703 479-444-2233	Hallisoli, AK /2001 8/0-/41-3000	+ Rheumatology	Springuaic, Aix 12102 419-403-3404
North Hills Congour Conton	Diagnosita Clinia (Hidden Springs)	688 E. Millsap Road, Suite 100	Walker Heart Institute Harrison
North Hills Surgery Center 3271 N. Wimberly Dr.	<u>Diagnosite Clinic</u> (<u>Hidden Springs</u>) 300N.W. "A" St.	Fayetteville, AR 72703 479-463-3070	
	Bentonville, AR 72712 479-273-2030	1 ayettevine, 111 12103 417 403 3010	702 N. Spring Street, Suite G
rayetteville, AK 12/03 4/9-/13-0100	Dentonvine, Art 12/12 417-213-2030	Mobile Dental Unit. 479-463-GRIN (4746)	Harrison, AR 72601 870-365-0761
Pat Walker Center for Seniors	East Springdale Family Clinic	7/7-103-GIGHT (4/40)	111111111111111111111111111111111111111
12 E. Appleby Road, Suite 101	1607 S. Old Missouri Road	Northwest Ark. Neuroscience Institute	Wound Care Clinic
Fayetteville, AR 72703 479-463-4444	Springdale, AR 72764479-463-4887	+ Neurosurgery	3017 N. Bob Younkin Drive
+ Senior Health Clinic: 479-463-4444	~ To 1 177 103 4007	+ Neurology	Fayetteville, AR 72703479-463-HEAL
+ Memory Clinic: 479-463-4444	Endocrinology	+ Pain Management	479-463-(4325)
+ Parkinson's Disease Clinic:	82 W. Sunbridge Dr.	3336 N. Futruall Dr.	(12-2)
			Washington Regional Medical Center
	I	1	and the form formation for the

+ **Center for Exercise:**. 479-463-3488

we're here for you for life

Fax Directory

AUEC L'Ibrary	
AHEC Library	
AHEC Family Medical Clinic – Fayetteville AHEC Family Medical Clinic – Springdale	521-8/23
AHEC Family Medical Clinic – Springdale	757-2963
Accounting	
ACU	
Administration – N Hills	
Admissions	463-5057
Ambulatory Cardiac Unit (ACU)	463-1875
Audio Visual	463-7925
Bed Control/Financial Councelors	463-7112
Budget	463-1389
Business Services	463-6115
Cancer Support Home- Bentonville479	-271-7493
Cancer Support Home- Fayetteville	
Cardiac Rehab	463-7225
Case Management	
Cath Lab	
Cath Lab Scheduling	
CCU	
Center for Exercise	
Central Scheduling	
CERNER	
Clinic Administration	
Clinical Administration	
Clinic Billing	403-7187
Compliance Office	
CPRU	
CT	
Diabetic Outpatient Clinic	
Dialysis Center of NWA	
Diversified Credit	
Education	
EEG	
Emergency Registration/Triage	
Emergency Services	463-7248
Employee Health N. Hills	
Endoscopy Suite	463-1118
Environmental Services - N Hills	
Eureka Springs Family Clinic 479	-253-2464
Express Admit	463-1103
Farmington Family Clinic	
Fayetteville Family Clinic	442-4518
Faith in Action	463-7864
Foundation	
Health Information Services	463-1239
Health Partners	
Her Health Fayetteville	
Her Health Springdale	
Home Health	
Hospice	
Hospice Home	
Human Resources	
Imaging Services	
Infection Control	
Infusion Clinic	
Information & Tochnology Consists	403-4344
Information & Technology Services	403-7414
Kids for Health	700-0949
	442 E120
Labor and Delivery	463-5130

Laboratory North Hills	463-5970
Language Program Office	463-4525
Maintenance	463-5442
Marketing	463-7933
Material Management / Purchasing	442-3431
Material Management / Storeroom	463-5923
Medicaid Representative	463-7771
Medical Staff Services	
Multi Media / Audio Visual	463-7925
Neruoscience Inistute NWA	
Non-Urgent Care	463-1103
North Hills Surgery Center Surgery Desk	
Northside Specialty Clinic	
Nutrition Services – North Hills	463-5326
NWA Clinic for Women – Medical Staff	463-5543
NWA Clinic for Women Front Office / Med.Rec.	463-5542
NURSING STATIONS:	
ACU	
1 South Pediatrics	
3 East Cardiology	
3 South Cardiology	
3 West CV Progressive	
4 East Med Surg	463-5430
4 South Med Surg	
4 West Med Surg	
5-East Surgical Progressive Care-please	
5-South Senior Specialty Unit	463-7701
5-West Surgical Unit	463-7684
ICU	
CPRU	
Endoscopy	
CCU Labor and Delivery	
Nursery	
OB/GYN	
Outpatient Diabetes Education Program	162 2222
PACU	
Perioperative	
Nursing Support Services	
Renal Specialist of NWA	163-2065
Pain Center Health South Rehab	1111-2307
Patient Educator	463-7109
Payroll	
PBX	
Pharmacy – Regular Meds	
Pharmacy – Stat Meds	463-5370
Physical Medicine	463-7118
Public Benefit	
Research	
Respiratory Therapy	
Risk Management	463-1996
Security	
Senior Health Clinic	
Shiloh Clinic	
Sleep Lab	
Social Services / Case Manager	463-5014
Springdale Family Clinic at Harbor	463-2357
1.	4/2 5572

Surgery PASS463-2888

Surgery Prep./Holding/Endosocpy	PHARMACY
cargory conseaming minimum new second	<u> </u>
Surgery Inner Core Desk	
Surgical Services/Business Office	Austin Drugs, Gravette
Urgent Care Clinic	Bella Vista Pharmacy
Utilization Review	Bell Pharmacy, Lincoln
Volunteer Services / 55 Plus	City Pharmacy, Springo
Walker Family Heart & Vascular – Registration 463-5821	Coger Drug, Huntsville
Walker Family Heart & Vascular - Scheduling 463-5821	Collier Drug
WR Diagnostic Clinic Bentonville	Dickson St. Faye
WR Endocrinology, 82 W. Sunbridge	Doctors
WRMC Family Clinic, East Springdale 463-4886	Nursing
WR Internal Medicine Assoc., Fayetteville 436-3077	Futrall Dr. Fayett
Workers Compensation	Joyce Blvd Fayet
Wound Care Center 463-2322	Doctors
Wound Ostomy	N Hills Med. Par
•	Doctors (

IP Phone Quick Reference Guide

Conference Call

Connect to the first party Press **MORE** soft key Press CONFRN

Enter the next number

Internal extension or Outside number. (9 + outside # or 9-1+ long #)

Press CONFRN soft key Conference call will be in place

Call Forward

Press the **CFWD** soft key You will hear 2 beeps Enter destination forwarding the line to (press MESSAGE button or dial "1111 to forward to voice mail) You will hear 2 beeps once set.

Turn off Call Forward

Press the **CFWD** soft key You will hear 2 beeps Call forward has been turned off

PHARMACY

5		
3	Austin Drugs, Gravette	479-787-5432
9	Bella Vista Pharmacy	
4	Bell Pharmacy, Lincoln	479-824-3256
5	City Pharmacy, Springdale	479-751-2072
1	Coger Drug, Huntsville	479-738-6725
1	Collier Drug	
0	Dickson St. Fayetteville	479-442-6262
3	Doctors Only	479-442-6261
6	Nursing Home Services	170-112-7311
7	Futrall Dr. Fayetteville	170-113-0200
8	Joyce Blvd Fayetteville	170 ₋ 521 ₋ 7876
2	Doctors Only	170 ₋ 521-7070
9	N Hills Med. Park Fayetteville	
7	Doctors Only	
	Farmington	
	Pea Ridge - 885 N Curtis	
	Rogers/Bentonville Line	
	Prairie Grove	
	Farmington Line	
	Springdale - S. Thompson	
	Doctors Only	4/9-/51-9211
	Johnson Willow Creek	470 501 707/
	Cornerstone Specialty Pharmacy, Zion, Fay	
	Debby's Family Pharmacy	.479-271-6300
	Economy Drug, Berryville	.870-423-2094
	Economy Drug, Huntsville	.479-738-2620
	Fred's Pharmacy, Holiday Island	.479-253-7062
	Harps Pharamcy Bentonbille	
	Bentonbille	479-273-5541
	Fayetteville Colorado Dr	479-251-9130
	North College	479-442-7917
	North Crossover	479-571-1214
	North Garland	
	Weddington	479-251-9130
	SpringdaleButterfield Coach Ro	d.479-927-3379
	Jones Road	479-361-1950
	Sunset	479-751-0882
,,	IGA Southgate, Fayetteville - 15th Street	479-443-4747
	Jepson Pharmacy, Siloam Springs	479-524-4311
	Medical Arts Pharmacy, First Care South	479-443-3411
	Medicap, Fayetteville - 6th St	479-571-4545
	Medicap, Bella Vista	479-876-6200
	Medicine Shop, Fayetteville - N. Garland	479-443-3477
	Medicine Shop, Springdale - 71Business	
	Medicine Shop, Rogers - W. Walnut	479-636-9551
	SAM's Club, Fayetteville	.479-587-1840
	*	
	Walgreen Drug	
	Fayetteville E. Mission Blvd	479-442-2134
	N. Chilat	470 440 4751

N. Shiloh......479-442-4756

S. School..... 479-251-7685

W. Township479-582-0098

W. 6th Street479- 521-5103 Pleasant Grove Rd...479-936-8079

W. Walnut479-246-0196

Springdale S. Thompson479-756-1355

Washington Regional Services

- ❖ Johnell Hunt Women's Center
- Pat Walker Center for Seniors
- Certified Total Joint Center
- Walker Heart Institute
- Level 2 Trauma Center
- Arkansas SAVES stroke care
- Bariatric Surgery
- Cancer Services
- Diabetes Education
- Endovascular Neurosurgery
- * Faith in Action
- ❖ 55plus
- Home Health
- Hospice
- Hospitalist Program
- Imaging Services
- Intensivist Program
- Neonatal Intensive Care
- NICHE-recognized Elder Care Services (Nurses Improving Care for Health System Elders)
- * Robotic-Assisted Surgery
- ❖ Shuttle Service 7:00AM-3:30PM

About Washington Regional

- ❖ 366 licensed beds
- ❖ 2000 system employees
- Consistently named the area's healthcare provider of choice by the nation's largest and most comprehensive independent study measuring hospital performance and consumer preferences
- Accredited by the Joint Commission
- Over 400 physicians on the medical staff
- ❖ Accredited Chest Pain Center
- Joint Commission Top Performer
- Joint Commission Gold Seal of Approval for Total Joint Center
- Recognized by March of Dimes for Mother-baby health initiative
- The region's only hybrid operating suite

HOSPITALS & Medical Services

HOSPITALS & Medical Services
AR Children's Hospital, Little Rock, AR501-364-1100
AR Children's Hospital, Little Rock, AR800-933-4753
Baptist Medical Center, Little Rock, AR501-202-2000
Carroll General, Berryville, AR 870-423-3355
Cox Hospital, Springfield, MO 417-269-6000
Crittenden Memorial, W. Memphis, AR 870-735-1500
Eureka Springs Hosp., Eureka Sprgs, AR 479-253-7400
Gravette Hospital, Gravette, AR479-787-5291
Hastings Hospital, Tallequah, OK 918-458-3100
Health South Rehab, Fayetteville, AR479-444-2200
Heart Clinic, Little Rock , AR501-219-7000
Heart Clinic of Arkansas, Little Rock, AR 501-225-6000
HIV Clinic [Monday-Thursday]479-973-8450
Kansas Heart Hospital, Wichita, Kansas316-630-5000
Meadowview Healthcare/Rehab, Huntsville 479-738-2021
Memorial Hospital, Stilwell, OK918-696-3101
Mercy Hospital, Stilwell, OK 918-696-7775
Mercy Medical Center, Bentonville, AR479-338-8000
Mt. Home Medical Center, Mt. Home, AR .870-425-3125
National Park Med. Ctr., Hot Springs, AR. 501-321-1000
North AR Regional Med. Ctr. Harrison, AR 870-365-2000
NWMC Benton Co., Bentonville, AR479-553-1000
NWMC Washington Co., Springdale, AR479-757-5711 Emergency Room 479-757-1034
Ozark Community Hospital of Gravette479-787-5291
Parkland Hospital, Dallas, TX
Medical Records214-590-6540 Physicians Specialty Hospital479-571-7070
Regency Hospital, Springdale, AR 479-757-2635
Siloam Sprgs Memorial, Siloam Sprgs., AR 479-524-4141

SW Regional Med. Ctr., Little Rock, AR501-455-7100

Sparks Medical Center, Ft. Smith, AR479-441-4000
Springwoods Behavioral Health 479-973-6000
St Edwards Hospital, Ft. Smith, AR 479-484-6000
St. Frances Hospital, Tulsa, OK918-494-2200
St. John's Hospital, Tulsa, OK918-744-2345
St. John's Hospital, Springfield, MO 417-885-2000
St. John's Hospital, St. Louis, MO314-569-6000
St.Joseph Regional Hlth, Hot Springs, AR .501-622-1000
St. Jude, Memphis, TN901-495-3300
St. Mary's (see: Mercy Medical Center)
St. Vincent Hospital, Little Rock, AR501-552-3000
Talequah City Hospital, Talequah, OK918-456-0641
UAMS, Little Rock, AR501-686-7000
Univ. of Oklahoma Med Ctr., OK City, OK405-271-4700
Veterans Health Care System of the Ozarks, Fayetteville, AR479-443-4301
Veteran's Home479-444-7001
VA Medical Center, Little Rock, AR501-257-1000
Vista Health479-521-5731
Washington Regional Medical Center479-463-1000
Westwood Health & Rehab, Springdale, AR .479-756-1600
White River Medical Ctr., Batesville, AR870-793-1400
Willow Creek Women's Hosp., Johnson, AR 479-684-3000
This dispetance is intended for WDMC ampleyees, valuations and

This directory is intended for WRMS employees, volunteers and physicians.

Please notify Rhonda in the Communications Department of any additions, deletions, corrections or suggestions. Your input is greatly appreciated.

Thank you,

Rhonda Reaves, PBX Supervisor

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rreaves@wregional.com