WELCOME

TO

Medical Center, Navicent Health
Navicent Health

Everything about us is all about you.
OBJECTIVES

• Introduction to Navicent Health
• Describe responsibilities for medical staff members and other credentialed providers at The Medical Center, Navicent Health
• Interpret responsibilities in context of physician competencies
• Integrate physician role within system of quality patient care at The Medical Center, Navicent Health
Navicent Health Values

Core Values

• Acts with **INTEGRITY** in all relationships
• Demonstrates **CARING** for others
• Acts with **RESPECT** towards others

Contributing Values

• Demonstrates **LEARNING** in one’s work environment
• Demonstrates **PASSION** as to one’s work and to the organization
• Engages in effective **TEAMWORK** to accomplish tasks and meet performance goals
Navicent Fundamental Beliefs

• We Live Our Values
• People Are the Foundation of Our Success
• We Exist to Serve Our Community
• A Culture of Continuous Improvement is Imperative for Success
• Results Matter
• We Value A Culture of Lifetime Learning
Navicent Health Imperatives

- Strategy
- Operations
- PEOPLE
Medical Center, Navicent Health

- **President/CEO**: Ninfa M. Saunders, DHA, FACHE
- City within a city with over 5,000 employees.
- 2nd largest healthcare facility in the state with 637 beds.
- Only teaching facility in Central Georgia.
- Level 1 Trauma Center.
- Level 3 Neonatal Intensive Care Unit (treat most acutely ill infants).
- Magnet Status facility.
- **Community focused - all patients/all payer.**
Navicent Health Clinical Services

**Acute Care:**
Medical Center, Navicent Health
Medical Center of Peach County, Navicent Health
Children’s Hospital, Navicent Health

**Post Acute:**
Rehabilitation Hospital, Navicent Health
Pine Pointe Hospice, Navicent Health
Home Health, Navicent Health
Carlyle Place, Navicent Health
Navicent Health

Clinical Services Continued

**Ambulatory:**

- Ambulatory Surgery Center (ASC)
- Urgent Care Centers
- Family Health Center
- Children’s Health Center
- EMS
- Health Services (Navicent Physician Providers)
Support Services Available

- ICU Multidisciplinary Teams and Medical Director Consultations
- Transitions and Palliative Care Teams
- Pastoral Care
- SWAT (Searching Ways to Achieve Throughput) Team
- ETHICS Committee
- Interpretive Services

*What is best for the patient and family?*
OUR ACCREDITATION PARTNER

• Medical Center, Navicent Health has selected Det Norske Veritas (DNV) as our accreditation partner

• DNV requires two sets of standards for National Integrated Accreditation for Healthcare Organizations (NIAHO) Accreditation:

1. The basic standards required to participate in Medicare and Medicaid programs, known as Conditions of Participation (CoPs) issued by CMS;
2. Internationally recognized quality standards of ISO 9001, which is an international quality management system proven to increase operational efficiency and enhance financial effectiveness
Why Implement ISO 9001?

- **ISO is the International Organization for Standardization (IOS)**
- It is one of two standards needed for DNV accreditation
- It elevates Navicent’s standards to a higher quality of patient care
- Aligns with Navicent’s mission, values and strategic objectives
Customers and the Value Triple Aim

Value

Clinical Excellence (Quality/Safety)

Service Excellence

Cost Excellence

Navicent Health
Everything about us, is all about you.
VALUE MANAGEMENT SYSTEM

• Define, develop and align services to advance Navicent’s System of Care (Care Continuum)
• Develop smart growth and partnerships
• Deliver outstanding service to every customer every time
• Achieve highest clinical quality and safety by delivering the right care, at the right time, at the right place, at the right cost
• Reduce expenses, grow revenue and manage resources
• Attract, develop and retain valued employees
• Attract, engage and retain high quality physicians

NavicentHealth
Everything about us, is all about you.
Navicent Health FY 2016 Value Index

- ED Outpt Satisfaction = 25%
- Service Excellence = 25%
- Clinical Excellence = 50%
- Cost Excellence = 25%

VALUE

- Mortality **
- MSPB **
- Infection Prevention ***
- Readmits **
- Harm Index **
- Sepsis *
- HCAHPS **
- Average Length of Stay
- Cost/Adjusted Discharge

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WHAT IT MEANS TO BE A MEDICAL STAFF MEMBER AT MEDICAL CENTER, NAVICENT HEALTH

- You accept membership of a self-governing body that has a primary goal of good patient care, success of the medical staff, and success of Medical Center, Navicent Health
- The Board of Trustees at Navicent has delegated clinical quality to the Medical Staff
- The Medical Staff develops a structure to govern itself through Bylaws, Policies, Rules and Regulations
- You must follow the Medical Staff Governance at Medical Center, Navicent Health
Medical Staff Basic Responsibilities

- To provide appropriate continuous care and supervision to all hospitalized patients for whom the individual has responsibility
- To abide by all bylaws, policies, and rules & regulations of the Medical Center
- To accept committee assignments and other medical staff responsibilities including peer review and performance improvement activities as requested
- To refrain from illegal fee splitting or other illegal inducements relating to patient referral
- To promptly notify the CMO or Chief of Staff of any change in participation in Medicare
Medical Staff Basic Responsibilities

- To abide by recognized ethical principles
- To participate in monitoring and evaluation activities of clinical departments
- To complete medical records in a timely manner as required by the bylaws and rules & regulations of the medical staff
- To work cooperatively and professionally with all members of the healthcare team
- To abide by the terms of the Medical Center’s privacy practice

Refer to Medical Staff Bylaws, Article 1.C.2 & 13.B for additional responsibilities and requirements
Medical Staff Call Coverage

Each medical staff member shall be required to provide call coverage for the Emergency Dept until one of the following is reached:

1. 20 years of service at Medical Center, or
2. 10 years of service at Medical Center and age 55, or
3. 5 years of service at Medical Center and age 60
WHAT IT MEANS TO BE A CREDENTIALED ADP AT MEDICAL CENTER, NAVICENT HEALTH

• Allied Health Professional (AHP) are individuals other than licensed individual practitioners who provide direct patient care services in the hospital under a defined degree of supervision by a sponsoring physician.

• Advanced Dependent Practitioners (ADP) are credentialed in the medical staff model and are granted clinical privileges as advanced dependent healthcare professionals.

• ADP’s include physician assistants (PA), advanced practice nurses (APRN)

• ADP’s are not eligible for medical staff membership.

• ADP’s are subject to Medical Staff Bylaws, Rules and Regulations and policies of the hospital.
Duty to Report Adverse Actions

• Each member of the staff shall notify the MEC in writing within 30 days following the member’s receipt of any notification from another hospital, healthcare facility, healthcare institution, or government agency has initiated a process that could result in corrective or disciplinary action or finding.

• Each member of the staff shall notify the MEC in writing within 10 days following the member’s receipt of any corrective action from such institutions.

• A member’s failure to notify the MEC within the time period set forth shall be deemed to constitute the member’s automatic resignation of medical staff membership and privileges.

Refer to: Medical Staff Bylaws, Article 13. B.1
Chief Medical Officer/Chief Clinical Officer: Chris Hendry, MD
Administrative Assistant: Ruth Lockaby
Director, Medical Staff Services: Nancy Prather, RN
Advanced Dependent Practitioner (ADP) Coordinator: Tammy Hulsey, RN
Credentialing Coordinators: Janet Jones, Kristy Dean, Sheila Gordon, Vicki Hopwood, CPCS, CPMSM
MEDICAL STAFF LEADERSHIP

• Chief of Staff: Freddy Gaton, MD
• Chief of Staff Elect: William Robert (Bob) Lane, MD
• Chair, Credentials Committee: Mark Grossnickle, MD
• Chair, Dept. of Surgery: Donald Beringer, MD
• Chair, Dept. of Medicine: Quyen Luu, MD
• Chair, Dept. of Family Medicine: Monique Davis-Smith, MD
• Chair, Dept. of Pediatrics: Brian Cardis, MD
• Chair, Dept. of OB/GYN: Kerry Holliman, MD
• Chair, Dept. of Radiology: Marcus Evans, MD
• Chair, Dept. of Pathology: Oscar Battles, MD
• Chair, Dept. of Emergency Medicine: John Wood, MD
• Chair, Dept. of Psychiatry: Angela Hale, MD
• Chair, Dept. of Anesthesiology: Amanda Brown, MD
Medical Staff Committees

• Medical Executive Committee (MEC)
• Credentials Committee (CC)
• Professional Practice Evaluation Committee (PPEC)
• Critical Care Committee
• Pharmacy and Therapeutics Committee (P&T)
• Utilization Management Committee (UM)
• Oncology Service Committee
• Allied Health Committee (AHP)
• Health Information Technology Committee (HIT)
• Bylaws Committee
Self Assessment I: Introduction

Click here to complete self assessment:

Introduction to Medical Center, Navicent Health