

FOCUS

Route to:

The Quarterly Newsletter for Physician Office Staff

Volume 5, Number 4
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Changes in Management Responsibilities

In order to continue to move along the path toward becoming a more process driven organization, a number of changes were made to management positions. While not all of the changes described below directly move the organization to a process orientation, all of the changes support that move.

Vice President for Facilities and Construction - **Carol Bury**, who had been working in an interim capacity in this role for several months, has assumed the role on a permanent basis. Carol brings over 25 years of service to LVHVN and a wealth of experience and enthusiasm. Carol has also assumed responsibility for all property management, including the MOBs.

Jim Rotherham has worked diligently with Carol Bury and a host of others to redesign the "revenue cycle process." The revenue cycle process includes patient registration through bill collection. The redesigned process was initiated in August and should prove to be an important first step along the way to creating a comprehensive "Patient Access" process which was outlined during the past three years of functional planning. Jim has assumed responsibility for the portions of the Admitting function that relate directly to patient registration and scheduling. Jim will serve as the leader of our developing "Patient Access" process, as well as continuing with his other duties in the Finance Department.

Jim Burke has assumed the additional responsibility for Food and Clinical Nutrition services. Jim also has responsibility for the Plant Operation and Maintenance functions, General Services, Safety and Security, among others. The conglomeration of these services will create the opportunity for Lehigh Valley Hospital to improve on our patients' environment. Patient Environment was another of the functional plan process goals. By creating an umbrella of services that impact on the patients' physical environment, we should be able to better coordinate services and improve the processes associated with maintaining a safe, clean, and attractive patient environment.

Mary Kinneman has assumed responsibility for Pre-Admission Testing, Pastoral Care, and Bed Control. Added to Mary's responsibilities, which include among others, Nursing Services, Physical Therapy, Respiratory Therapy, and Speech and Hearing, we have created a package of services which covers most of the gamut of patient care. Mary will be even more central now in the role of process leader for Patient Care Services -- another of the functional plan goals.

John Hart will add to his other Vice Presidential responsibilities, Medical Records and the liaison role to Radiology. John's key role with the Medical Staff and his considerable service to Lehigh Valley Hospital over the years make him well suited for this role.

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Stu Paxton has assumed responsibility for the Patient Consumable process, which includes among other responsibilities, Pharmacy, Purchasing, Warehousing and Distribution, Mail/Messenger/Courier/Patient Transport Services, and SPD. By focusing responsibility in this fashion, we will be able to advance along the goal towards dramatically improving all aspects of procuring and distributing supplies and services and moving patients.

In addition to the advancement along the path towards improving service to our patients, the above changes also enable us to eliminate one Vice President role, and thus maintain our commitment to keep senior management in the lead on workforce expense reduction.

PHAMIS LastWord 3.11 Upgrade

The Lehigh Valley Hospital Information Services (I/S) Department is in the process of upgrading the PHAMIS LastWord patient care system. The upgrade is necessary to maintain the level of technology and support of the LastWord system. For instance, the new version will fully utilize Windows standards, making it easier to use. Also, when the core upgrade is complete, I/S will begin implementing new



applications within LastWord such as Patient Assessments, Care Plans, Charting, and Protocols as well as a Physician Access Module. A new Emergency Department module will be implemented when the upgrade is activated. The upgrade is scheduled to be activated on January 17, 1997.

The upgrade will not affect e-mail, library applications, or any other application accessed via the LVH Network.

To run the upgraded version of PHAMIS LastWord, your computer will have to be a 486 machine or a Pentium. It works best with 16 MB RAM, but will work with 8 MB.

If you want access from a Macintosh computer, please refer to the following requirements:

- Power PC
- 16 MB RAM
- DOS compatibility card with Microsoft Windows 3.11 (NOT Windows '95) installed

OR

- SoftWindows installed on the MAC not using the DOS compatibility card
- Preferred modems are Teleport Platinum 28.9 Data/Fax by Global Village and US Robotics Sportster for the MAC 28.8 Data/Fax

The monitor resolution will be changed by I/S to 1024x768 for the PHAMIS upgrade to work. In most cases, this should have no negative effect on any other applications you run on your computer. Other applications on your PC MAY be affected visually and may need to be addressed with the vendor. I/S will assist with resolving any problems.

In order for the upgrade to work on your computer, new software must be installed on it. I/S will be scheduling appointments with physician offices this fall for this installation.

For recommendations on purchasing new or additional PCs or for information regarding connection to the LVH Network, call Pat Skrovanek in Physician Relations at (610) 402-9859.

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Education for the PHAMIS LastWord Upgrade

Two computer-based training (CBT) products will be used to conduct some of the training. The "Basic Skills" CBT is currently available. This tutorial has been developed to run on high-resolution monitors. This means your monitor needs to be set to 1024x768, large fonts, 256 colors. If your current PC is a 486 or Pentium machine, this CBT can be installed on it, making it easier for your entire staff to experience LastWord's new look and feel. The "Basic Skills" CBT has been installed in the Doctors' Lounge at Cedar Crest & I-78. If interested in having the "Basic Skills" CBT accessible in your office, please contact I/S at (610) 402-8303 to arrange for the installation. A second CBT, entitled "Inquiry Only," will be available by mid-October. This CBT will cover how to activate a patient and methods to view clinical and financial information.

Hands-on demonstrations of the PHAMIS LastWord upgrade for physicians, residents, Allied Health Professionals, and medical students will be given in November and December, 1996 and January, 1997. The specific dates for these demonstrations will be published in a future issue of *Medical Staff Progress Notes* as well as in e-mail and on the bulletin boards in the Doctors' Lounge.

LastWord upgrade classes will be held in November and December, 1996 and January, 1997 for representatives from each office currently using PHAMIS LastWord. These representatives will be responsible for training other staff personnel in the physician office. Regular PHAMIS LastWord classes for the new upgrade will begin in January, 1997 and continue on a monthly basis for those physicians and physician offices just starting to access the PHAMIS LastWord patient care system.

PHAMIS LastWord 3.11 Upgrade Classes for Physician Office Staff

- Wednesday, November 13 - 10:30 a.m. to 12:30 p.m., and 2 to 4 p.m.
- Thursday, November 14 - 8 to 10 a.m.
- Monday, November 18 - 3 to 5 p.m.
- Tuesday, November 19 - 11 a.m. to 1 p.m., and 3 to 5 p.m.
- Thursday, November 21 - 3 to 5 p.m.
- Monday, November 25 - 9 to 11 a.m., noon to 2 p.m., and 2 to 4 p.m.
- Tuesday, November 26 - 8 to 10 a.m., 10:30 a.m. to 12:30 p.m., and 2 to 4 p.m.
- Wednesday, December 4 - 2 to 4 p.m.
- Monday, December 9 - 2 to 4 p.m.

Registration is required for all of the above sessions which will be held in Room 401 of the John and Dorothy Morgan Cancer Center. To register, please call 402-1404.

Pre-admission Testing has relocated back to the main floor of the hospital to its original location. Hours of operation are 7 a.m. to 4 p.m., Monday, Tuesday, Wednesday, and Friday; and 7 a.m. to 7 p.m. on Thursday. The telephone number remains the same -- 402-8877.

New Infection Control Isolation Guideline

by Deb Fry, Infection Control Department

On September 1, Lehigh Valley Hospital adopted the Center for Disease Control's new revised isolation guideline. The revised guideline consists of two tiers of precautions. The first tier is termed "Standard Precautions" and pertains to all patients entering the hospital regardless of their infection status. The second tier, "Transmission-Based Precautions," is applied in addition to Standard Precautions for a select number of patients known or suspected to be infected or colonized with a transmissible pathogen.

Standard Precautions

- Replaces Universal Precautions
- Applies to ALL patients
- Includes:
 - blood
 - all body fluids, secretions, and excretions EXCEPT sweat, regardless of whether or not they contain visible blood.
 - nonintact skin
 - mucous membranes

Transmission-Based Precautions

- Replaces current Category Specific isolation precautions
 - For SELECTED patients with suspected or confirmed diseases with defined routes of transmission
 - For SELECTED patients with microorganisms deemed epidemiologically significant
 - Precaution determined by route of transmission
- Airborne** - Examples: Measles, Chicken Pox, Tuberculosis
- Droplet** - Examples: *Haemophilus influenzae* type B, *Neisseria meningitidis*, Pertussis, Influenza
- Contact** - Examples: *Clostridium difficile*, Enteric pathogens, MRSA, RSV, Scabies, Herpes Zoster
- Resistant Enterococci** - Vancomycin and/or Ampicillin resistant *Enterococcus spp.*

A new Bulletin Board has been created in e-mail. The "Isolation Precautions" bulletin

board provides an alphabetical listing of infections and the appropriate isolation precautions required. Three new policies will be placed in the Infection Control manual which address the new guideline.

The rising display of multi-drug resistance in microorganisms requires aggressive action in reducing the spread of infection in the hospital. In addition to observing Standard Precautions, the prompt initiation of isolation precautions based on clinical signs or syndromes prior to a definitive diagnosis will contribute significantly to the reduction of nosocomial infections.

For more information or if you have any questions regarding the new isolation guideline, please call Deb Fry in Infection Control at 402-0680.

Who's New . . .

Jane Derby, Practice Administrator
Lehigh Valley Nephrology Associates
701 Ostrum Street, Suite 304
Bethlehem, PA 18015-1155
(610) 865-5888 * FAX: (610) 865-1697

Nancy Edmiston, Practice Manager
OB-GYN Care, Inc.
682 N. Brookside Road, Suite B
Wescosville, PA 18106-9708
(610) 398-1177 * FAX: (610) 395-5419

Barbara Kresge, Office Manager
Northampton Medical Associates, Inc.
2014 Laubach Avenue
Northampton, PA 18067-1357
(610) 262-1519 * FAX: (610) 262-7125

Kathy Miletics, Office Manager
Lehigh Eye Specialists, PC
1251 S. Cedar Crest Blvd., Suite 307
Allentown, PA 18103-6205
(610) 820-6320 * FAX: (610) 820-8376

Paula Thompson, Office Manager
Shah & Giangulio
450 Pershing Blvd.
Whitehall, PA 18052-6497
(610) 435-6966 * FAX: (610) 435-9085

Electronic Federal Tax Payments Coming Soon

As a result of the 1993 North American Free Trade Agreement Implementation Act (NAFTA), all businesses making deposits of more than \$50,000 in employment taxes for calendar year 1995 will be required to make all Federal Tax Deposit (FTD) payments electronically.

The Internal Revenue Code requires you to use the Electronic Federal Tax Payment System (EFTPS) to make your tax deposits electronically. These taxes include those reported on Form 940, Form 941, and Form 943. In addition, you are also required to deposit taxes electronically for Form 720, Form 945, Form 990-C, Form 990-PF, Form 990-T, Form 1042, Form 1120, and Form CT-1.

In late June or early July, you should have received a notice describing a requirement to begin making your Federal Tax Deposits electronically in January, 1997. However, recently enacted legislation now gives you until July 1, 1997, to learn about the advantages of the Electronic Federal Tax Payment System (EFTPS), enroll and begin using the system.

Although you have until July 1, 1997 to begin using EFTPS, you are encouraged to begin taking advantage of the considerable conveniences offered by EFTPS as soon as you are able. With EFTPS, you can make your Federal tax payments from the convenience of your office or home, with the push of a button on a phone or a personal computer. That means no more trips to your financial institution, no more filling out paper FTD coupons, and no more writing out checks to make your payments.

To use EFTPS, you must first enroll. For more information, please call the EFTPS Customer Service number at 1-800-555-4477.

What is the Federal Minimum Wage?

Effective October 1, 1996, the minimum wage was increased from \$4.25 per hour to \$4.75 per hour. Effective September 1, 1997, the minimum wage will increase from \$4.75 per hour to \$5.15 per hour.

Upcoming Seminars and Educational Programs

Managing Managed Care: Balancing the Process will be held on Wednesday, November 13, at the Radisson Hotel Philadelphia Airport, 500 Stevens Drive, Philadelphia, Pa. The Third Annual Tri-State MGMA Conference will focus on health care issues to assist professionals in an ever-changing environment which challenges their leadership. Fine-tuning the skills necessary to meet these challenges, as well as learning new skills, continue to be critical in adapting to today's health care market. This conference will address negotiating managed care risk contracts and understanding our options while meeting the demands of today's market. Nationally known presenter, Philip L. Beard, will help program attendees "balance the process of risk contract negotiation." For more information, please call (303) 397-7888.

Personnel Law Update 1996, a two-day conference for Pennsylvania employers, will be held November 21-22, at the Hotel Atop the Bellevue, 1415 Chancellor Court, Philadelphia, Pa. Some of the topics to be discussed include Recent Developments in Pennsylvania and Federal Law, The Employer's Right to Employee "Private"

Information, New Court Decisions Answer Your FMLA Questions, Overcoming Your Fear of Firing, Why Losing an Unemployment Compensation Claim Could Cost You Millions, Liability for Sexual Harassment Outside the Workplace, Legal Issues in Managing Your Unworking Work Force, and more. For more information, call (510) 934-8333.

Upcoming PAHCOM Meetings

Upcoming meetings of the Professional Association of Healthcare Office Managers (PAHCOM), Lehigh Valley Chapter, include:

Tuesday, November 19

Morning Meeting - Spice of Life Restaurant
"Flex Spending Plan"
Speaker to be announced

Tuesday, December 17

Holiday Dinner
Installation of Officers

For more information, please contact Rosanne Kocher, President, at 966-4646.

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FOCUS is published quarterly for the office staffs of physicians on the Medical Staff of Lehigh Valley Hospital. Articles for the next issue should be submitted by January 17, 1997, to Janet M. Seifert, Medical Staff Services, Lehigh Valley Hospital, Cedar Crest & I-78, P.O. Box 689, Allentown, PA 18105-1556. For more information, please call Janet at 402-8590.