This orientation and Annual Training for licensed independent practitioners includes essential information about Suburban Hospital.
Suburban Hospital
Mission, Vision, and Values

Mission
Improving health with skill and compassion

Vision
As a member of Johns Hopkins Medicine, Suburban will foster the development of an integrated and innovative system of care that provides state of the art clinical care supported by a strong base of medical research and education.

Values
Compassion, Integrity, Communication, Teamwork, & Accountability
Our History

Suburban Hospital, founded in December 1943, is a 239-bed acute care facility located in Bethesda, Maryland serving more than 1 million people in Montgomery County and Northwest Washington, DC.

Suburban Hospital maintains a highly engaged, diverse Hospital Staff of 1,600 and a Medical Staff of nearly 1,300.
Services in the region that are now part of Johns Hopkins Medicine (JHM) include:
- Surgical and procedure centers
- Imaging centers
- Physical rehabilitation sites
- Home health care
- Fitness and wellness center
- Johns Hopkins Community Physicians
What Is Unique about Suburban?

Emergency Preparedness Partnership

→ Collaboration with the Clinical Center at the National Institutes of Health, National Library of Medicine and National Naval Medical Center to improve and coordinate responses to disasters.
What Is Unique about Suburban?

National Institutes of Health
- NIH Stroke Center at Suburban Hospital
- MRI Center (NHLBI)
- National Cancer Institute (NCI)

Community Outreach
- MobileMed/NIH Heart Center at Suburban
- Senior Community Health Seminars
- Proyecto Salud Clinic
- MobileMed/NIH Endocrine Clinic at Suburban Hospital
Hospital Services
(Click on “GO” to view additional information)

CANCER CARE
Affiliated with the National Cancer Institute, our comprehensive program serves patients with all diagnoses and offers cutting-edge technology and personalized care.

ORTHOPEDIC CARE
With a focus on clinical excellence and personal comfort, our Orthopedic services include the Joint Replacement Center, inpatient and outpatient rehabilitation therapy, and more.

CARDIAC CARE
Our specialized center of cardiac care, anchored by the NIH Heart Center at Suburban Hospital, provides ready access to advanced interventions, including cardiac surgery.

NEUROSCIENCES
In addition to the NIH Stroke Center, our program offers diagnostic, interventional, and surgical procedures that address a wide range of complex medical issues.

EMERGENCY / TRAUMA
Prompt, expert care is available 24 hours a day. Suburban Hospital is the designated regional Trauma Center for Montgomery County.

OTHER CLINICAL SERVICES
Suburban Hospital offers a wide range of expert medical services. Click here to learn about our other clinical programs.
Suburban Hospital Recognition/Accreditation

- ICU Received Beacon Award for Critical Care Excellence;
- One of only seven hospitals in country to receive Gold Medal of Honor for excellence in organ donation program;
- Emergency Department earned top marks for treating stroke, heart attack, and other emergencies by The Washingtonian’s Top Doctors;
- Suburban Hospital is a designated Cardiac Interventional Center by Maryland Institute of Emergency Services Systems;
Suburban Hospital
Recognition/Accreditation

➢ Three-year accreditation by The Joint Commission;
➢ Designated a Blue Distinction Center for Complex and Rare Cancers and Knee and Hip Replacements by CareFirst Blue Cross Blue Shield; and
Hospital Leadership

Jacqueline Schulz
President, Suburban Hospital

Peter Pushkas, M.D.,
Interim Vice President, Medical Affairs

LeighAnn Sidone
Vice President, Chief Nursing Officer

Marty Basso
Senior VP, Finance and Treasurer
Proposed New Exterior for Suburban Hospital

Suburban Hospital’s 2020 Expansion Project

To read more about Suburban Hospital’s expansion project, go to www.suburbanhospital2020.com
Proposed New Interiors for Suburban Hospital
Medical Staff Leadership

Diane L. Colgan, MD
Chair, Medical Staff

Barton Leonard, MD
Chair-elect, Medical Staff

Medical Staff Leadership List
Medical Staff Office

Nancy J. Miller, MHSA, CPMSM, CHC
Director of Medical Staff Administration, Continuing Medical Education and Graduate Medical Education

The Medical Staff office provides Credentialing, Provider Performance Evaluation, Continuing Medical Education and administrative support to the Medical Leadership and the Organized Medical Staff.

The Medical Staff office is located in the on the first floor of the hospital, directly across from Administration.

→ Telephone – 301-896-3339
→ Fax – 301-897-1378
→ Monday – Friday, 8:00 am – 4:30 pm
ID Badge at Suburban Hospital

ID Badge

→ If you are a new provider and your medical staff privileges have been approved, contact the Medical Staff Services Office to have your picture taken for your ID badge;

→ If you need to replace your badge, please let us know and we will make the appropriate arrangements;

→ Your badge should be visible at all times while you are in the hospital.
Miscellaneous, but Important Information

Physician Parking

- Starting June 2017, physician parking lot is located at the front of Old Georgetown Road and McKinley Street.
- Physician Assistants and Advanced Nurse Practitioners park in the parking garage.

Computer Training

- Please contact Michelle Christ at 301-896-3678 or mchris30@jhmi.edu to arrange training.
Ongoing Performance Evaluation

**FPPE/OPPE***
- All practitioners appointed to the Suburban Hospital Medical Staff have a focused review, which is scheduled once a physician is granted privileges. Subsequent performance reviews occur every six months. Practitioners may review their profiles in the Medical Staff Services Office with prior arrangement.

**Reappointment**
- Practitioners being reappointed with Suburban Hospital are placed in their appropriate cycle based on Birth Month. Administrative reappointments may be necessary in order to have appointments fall into the proper cycle as we harmonize with our sister facilities.

*Focus Performance Practice Evaluation/Ongoing Performance Practice Evaluation*
Physician Resources

Michelle Christ, Suburban Hospital Physician Liaison

- Physician visits
- Hospital tours and orientation
- Peer introductions
- Networking events and activities
- EPIC training liaison for providers

Contact Michelle at 310-896-3678 or mchris30@jhmi.edu
Health Information Management (HIM) Systems

Patricia Smith, Suburban Hospital
Physician Record Specialist

Assists the medical staff in the completion of their medical records according to the Medical Staff Rules and Regulations and The Joint Commission Standards

HIM is located on the first floor.

Telephone – 301-896-3523
Fax – 301-896-7101
Dictation system is accessible by dialing x7300 on any telephone within the hospital or 301-896-7300 from outside. Then dial 600# for Operative Notes and 400# for Consult Notes.

Access your patients’ real-time medical records, test results and imaging reports as well as you’re your patients’ outpatient visits, hospital admissions and discharges:

- Log on to https://my.jh.edu
- Sign-in on the left side of your screen
- EPIC Provider Support (301-896-3767) Monday thru Friday 8:00am-4:30pm
- After hours call the Help Desk (301-896-4357)
Cards with dictating instructions are available in the HIM Medical Records department or from the Physician Liaison.

Dictating instructions are as follows:

→ Enter Physician EPIC Enterprise ID number followed by # key
→ Enter Work Type for the report you are dictating followed by the # key:
  → 600 Operating Report
  → 400 Consultation
  → 500 Critical Care Progress Note
  → NOTE: Discharge Summary is not available for full dictation in EPIC

Enter Contact Serial Number CSN
→ CSN is the unique identifier assigned to each patient and visit in EPIC

Remember to state the CNS, Medical Record Number and the Date of Service
Health Information Management
Suspension of Admitting Privileges

❖ Letters are emailed to your jhmi email address twice monthly, notifying you of incomplete records including the number of days post discharge or treatment.

❖ To complete your deficiencies, access your chart completion folder in your **In Basket**.

❖ The Suspension list is created every two weeks for delinquent records:
  → *Any record that is 30 days or older and not complete is considered delinquent and can only be completed in the medical record department.*
  → The list is posted at noon every other Wednesday and those physicians on the list will temporarily lose their admitting privileges and surgical posting privileges.
  → Once all the records and dictations are completed, you are removed from the list and all privileges are reinstated.
  → You are encouraged to notify HIM by email, of any vacations or long periods of time you are not available to complete your records so that you are not suspended needlessly.
Medical Staff Policies and Procedures

- Medical Staff Bylaws
- Medical Staff Rules and Regulations
- Disruptive Behavior Policy
- Impaired Physician Policy
- Professionalism Policy
- Conflict Management Policy
- Addressing Physician Concerns

*Copies of these and all policies and procedures are available in the Medical Staff Administration Office.*
The Infection Prevention Department supports the patient safety initiatives through:

- Education of licensed independent practitioners regarding standard precautions;
  
  a. Hand Hygiene
  b. Use of Personal Protective Equipment (PPE) Standard and Transmission based precautions
  c. Respiratory Hygiene / Cough Etiquette (cover coughs and sneezes)
  d. Infection Control Practices during invasive procedures

Infection Prevention, Hand Hygiene, Isolation and Antibiotic Stewardship
The Ethics Committee is available in cases involving individuals with life-threatening conditions.

→ Requests can be made by a:
  - Patient/Attorney/Guardian/Family member
  - Physician/Registered Nurse
  - Social Worker

→ Board consists of:
  - Physician*, Registered Nurse*, Social Worker, Hospital Administrator
    (*not involved in case)

→ Board consults (when appropriate)
  - Patient’s Treatment Team
  - Patient/Family
The committee is advisory in nature, unless there is a disagreement on the course of treatment between individuals with equal decision-making responsibility.

“After consideration of the issue causing the disagreement, the Committee shall make a recommendation and the patient’s physician may act in accordance with the recommendation or transfer the patient to another health-care provider. Pending the transfer, the physician shall comply with the instructions of the surrogate, if the failure to comply would likely result in the death of the patient.”

The procedure for convening the committee on an ad hoc basis is handled by Outcomes Management at 301-896-3030.
The Quality & Patient Safety Department supports the improvement of clinical quality and provision of a safe patient care environment

- Help physicians understand regulatory information from The Joint Commission, state of Maryland, and CMS;
- Update physicians on national patient safety practices;
- Support Physician Peer Review and Medical Staff Section Meetings;
- Assist with the investigation of adverse events;
- Assist with survey activities.
Quality & Patient Safety

- **Language Interpreter Policy**
- **Notification of Unintended Outcomes**
- **National Patient Safety Goals** – The Joint Commission
- **The Patient and Family Advisory Council**

If we can be of assistance, please call us or visit our office on the first floor of the hospital, near the physician lounge. Telephone 301-896-3823.
Perioperative Services provide a full continuum of care to the surgical patient from pre-surgical testing & assessment through post-operative care and discharge from the hospital. Perioperative Services cares for a wide range of patient types from the most minor outpatient surgical procedure to the critically ill ICU patient.

- Minor OR Procedures – Endoscopy/ECT/Pain Management
  - 2 procedure rooms, pre- and post-procedure areas
- Pre Surgical Testing
- Preop Holding – Same Day Admission Unit
  - 10 private admitting rooms
- Post Anesthesia Care Unit
- Perfusion
- Physician Assistants and RN First Assistants
- Sterile Processing Department
Perioperative Services

→ 15 Operating Rooms
→ 1 Treatment Room

Cardiovascular
General Surgery
Ophthalmology
Plastic Surgery
Thoracic
Vascular

ENT/Oral Surgery
Gynecological
Neurosurgery
Orthopedics
Pediatrics: 2-12 years
Urology
Trauma
Surgical Scheduling Department
Posting Cases

- Telephone – 301-896-2578
- Fax – 301-897-1378
- Monday – Friday, 8:00 am – 4:30 pm

When calling to post a case, remember:
→ Have patient demographics available
→ Have procedure and diagnosis available
→ Know special tools/equipment requested
→ Know patient’s special requirements (e.g., latex allergy, patient weighing over 300 lbs, or any unusual request)
→ Requesting PA to assist? ➔ Have CPT codes available
→ Posting MDIPA/Optimum Choice insurance cases? ➔ Have CPT codes available
→ Posting pediatric patients ages 1-17? ➔ Have weight available

You may be directed to leave a voice message. Always leave a message and your call will be returned promptly. Hanging up and calling back repeatedly will delay your return call.
Infection Control and Prevention

❖ For clearance of any patient on isolation – consult with the infection control staff.

❖ Infection Prevention: MDRO, CLABSI and SSI

❖ Antibiotic Stewardship for LIPs

❖ Hand Hygiene
Safety & Security

- Use of Restraints – What Physicians Need to Know
- Safety & Security Resource List
- Safety/Security Staff Responsibilities
- Emergency Preparedness Codes
- Physician Role in Hospital Emergency Plan
Thank You

We look forward to working with you to realize our mission of making a difference in people’s lives by improving health through skill and compassion.

Please click to the next slide for your Certificate of Participation.

After signing your certificate, Email it to Medical Staff Administration or print it and fax it to 301-897-1378.
Certificate of Participation

Certifies That

__________________________________
Successfully Completed
Physician Orientation/Education
Bethesda, Maryland

Date______________________

__________________________________
Diane L. Colgan, MD
Chair, Medical Staff