

OnCall

Lourdes Health System

1600 Haddon Avenue
Camden, NJ 08103

PRSR STD
US Postage
PAID
Permit #28
Bellmawr, NJ
08031

OnCall

Writer/Editor: Josh Bernstein

Contributing Writer: Donna L. Waters

On Call is intended to provide physicians with news and information that will assist them in their daily practice.

Please direct any comments or suggestions to our Writer/Editor at bernsteinj@lourdesnet.org



Dr. Reichman Named VP of Medical Affairs at Lourdes Burlington

Joseph H. Reichman, MD, FACS, has been named vice president of medical affairs at Lourdes Medical Center of Burlington County.

In his new position, Dr. Reichman is responsible for the development and implementation of medical staff strategic planning and oversight, and the organization, planning and direction of clinical diagnostic, medical education, research, and performance improvement and case management functions.

Most recently, Dr. Reichman served as vice president medical affairs/surgical services for Kennedy Memorial Hospitals. Previously, he was vice president of medical affairs for Virtua Health.

Lourdes Burlington, Deborah Form Partnership

Lourdes Medical Center of Burlington County and Deborah Heart and Lung Center will jointly develop a satellite emergency department on Deborah's campus in Pemberton Township. Lourdes will operate the 10,000-square-foot ED and utilize existing ancillary Deborah services. Pending state approvals, the facility could open by January 2010.

In addition, Lourdes will open primary and specialty care offices on the Deborah campus and in nearby communities.

More information about this partnership will be provided in the coming months.

CME Event

Lourdes Health System's second annual New Frontiers in Sports Medicine symposium will be held May 8, 2009. For more information about this CME opportunity, visit www.lourdesnet.org/physicians.



OnCall

Winter 2009

What's Inside

- 2 Get Ready for RAC: Documenting Debridement
- 3 Tagged: System Makes Equipment Easier to Find
- 3 Center for Advanced Healing and Hyperbaric Medicine Opens
- 4 Dr. Reichman Named VP of Medical Affairs
- 4 Lourdes Burlington, Deborah Form Partnership

A Newsletter for the Medical Staffs of Our Lady of Lourdes Medical Center and Lourdes Medical Center of Burlington County

LIFE at Lourdes Pioneers Model for All-Inclusive Service for the Elderly



In April, the Lourdes Health System will launch a new service designed to meet the chronic care needs of the frail elderly and their families.

LIFE (Living Independently for Elders) at Lourdes will be modeled on a national initiative called PACE: The Program for All-Inclusive Care for the Elderly. Lourdes and St. Francis Medical Center in Trenton, a fellow Catholic Health East New Jersey member, have developed the first programs in the state. Both are scheduled to open in spring 2009.

“The goal is to maintain function and independence for the frail elderly in their own homes and in the

community, avoid or delay nursing home placement and reduce avoidable hospitalization,” said **Paul Bryman, DO, FACOI, AGSF, CMD, LIFE at Lourdes medical director.**

More than 1.8 million Americans live in nursing homes, according to Census figures. The average cost of nursing home care is \$67,000 a year, rising to more than \$100,000 in urban areas.

Comprehensive Services

The PACE model was established in San Francisco in the early 1970s. A national PACE demonstrated project was initiated in 1986 and Congress authorized permanent status for those programs in 1997.

Funded by Medicare and Medicaid, LIFE provides comprehensive services, including: adult day care; medical care; home health and personal care; medications and prescriptive devices like hearing aides and eyeglasses; social services; access to all necessary medical specialties; hospital and nursing home care when necessary; respite care; and transportation. There is no additional cost to the client, making the service more economical than long-term nursing home care.

The focal point of the program, the adult day care, will be located in the Kevon II office campus, at McClellan Avenue and Route 70, in Pennsauken. At the center, clients attend daily recreational activities, as well as appointments with program physicians, nurses and social workers and receive physical, occupational and recreational therapy. Breakfast and lunch (as well as dinner if needed) will be prepared by chefs at Our Lady of Lourdes Medical Center.

Continued on page 3



Help Make Lourdes Safer

Patient safety is more important than ever. Patients are increasingly searching for hospitals with positive outcomes data, and the Centers for Medicare and Medicaid Services is denying reimbursement for healthcare-acquired conditions. Here are a few tips to improve patient safety at Lourdes:

Reduce Healthcare-Acquired Infections

Beginning Jan. 1, hospitals are required to report cases of central line-associated bloodstream, coronary artery bypass graft and abdominal hysterectomy infections. For instance, a new protocol has been developed to prevent catheter-associated bloodstream infections. See the department of infection control/epidemiology for more information.

Prevent Slips and Falls

Health care presents a unique set of slip, trip and fall hazards that increase exposure to patients, staff and visitors. Be mindful to:

- Cover food and beverage containers while walking through hallways;
- Place wet umbrellas in available plastic sleeves;

Continued on page 2

Get Ready for RAC:

Documenting Debridement

The Centers for Medicare and Medicaid Services (CMS) will initiate its Recovery Audit Contractor (RAC) program in New Jersey in August 2009. The goal of the recovery audit program is to identify improper payments—overpayments or underpayments—made on claims for services provided to Medicare beneficiaries.

RACs will be reviewing medical records of hospitals and physician practices to justify whether the payment was appropriate. If the RAC determines the physician documentation is insufficient, it will request a refund back to Medicare.

RACs and Debridement

In a RAC demonstration project, CMS focused on excisional debridement procedures. Documentation of debridement procedures can be found in several places in the medical record, including operative reports, postoperative notes, and/or subsequent progress notes. Documentation is the crucial element in justifying the coding and payment in this area. Clear, concise documentation by the physician is essential so the Health Information Management (HIM) coders can correctly identify all diagnoses and procedures which impact patient care.

The following are the four essential elements that the RACs will be expecting to see when reviewing debridement procedures.

- **Type of Debridement:** Was the debridement excisional or nonexcisional? In order to code for an excisional debridement, the documentation must describe the cutting away of tissue and the extent/depth of the debridement, including whether the cutting of tissue was outside or beyond the wound margin. For nonexcisional debridement, the RACs are looking for documentation such as brushing, irrigation, scrubbing or washing of the wound.
- **Detailed Description of Procedure:** From a RAC perspective, documentation of the use of a scalpel to scrap away tissue, or of scissors used to remove loose fragments, without the detail noted above will not support the coding of an excisional debridement. The fact that the patient had the debridement performed in the operating room also will not justify the excisional debridement procedure code, without the specific detail to back it up.
- **Instrument Used:** The RACs will be looking for documentation of the type of instrument used for the procedure. Was it a blade, scalpel, pair of scissors, cautery or some other surgical instrument? Various instruments also could be used for nonexcisional debridement, such as wet-to-dry dressings, tweezers or enzyme/chemical ointments, so the RACs will be looking for detail.
- **Patient Status:** Documentation also should include how well the patient tolerated the procedure and the plan for follow-up or continued care.

Even if the excisional debridement is performed at the bedside, physician documentation should include the above information for proper coding.

Help Us Help You

Complete, detailed operative and postoperative reports by the physician at the point of care can eliminate time-consuming queries from HIM coders and case management clinical documentation specialists. Your support will help ensure Lourdes and its physicians receive proper CMS reimbursement.

For questions regarding RAC or documentation issues, contact case management clinical documentation specialists at 609-835-4357 (Lourdes Burlington) or 856-757-3160 (Lourdes Camden).

Make Lourdes Safer

Continued from page 1

- Walk on beveled rubber floor mats near entrances and where water may accumulate;
- Take care when traversing the side of the unit being cleaned and polished;
- Handle patients safely.

Lourdes hospitals employ mechanical lifts, both portable and overhead, as well as roll boards, that allow for the safe lifting and transferring of patients.

“We have a very complete program, including ergonomic and patient handling training for our associates,” said **Ashraf Khan, MD, MPH, MBA**, corporate director of employee, occupational health and infection prevention & control. “We have seen significant reductions in injuries where we have the lifts.”

If you require assistance transferring a patient, nurses have been trained in use of the devices.

Bariatric Coordinator Named

Janine Ianuzzi, LPN, has joined Our Lady of Lourdes Medical Center as bariatric care program coordinator. Ianuzzi serves as a liaison between the patient, physician and hospital, coordinates the care of bariatric patients while in the hospital, educates patients and follows up with discharged patients.

Ianuzzi reports to **Tinamarie Juengert, RN**, corporate director of Lourdes Bariatrics Programs and Lourdes Medical Center of Burlington County bariatric nurse program coordinator. Both hospitals are accredited as Bariatric Centers of Excellence by the American Society for Metabolic and Bariatric Surgery and the Surgical Review Corporation.

To reach Ianuzzi, call 856-668-8291. To reach Juengert, call 609-835-5794.

Tagged: System Makes Equipment Easier to Find

Nothing leaves a worse last impression than a patient left waiting in a room while a staff member scours the hospital for a wheelchair. However, a pilot program at Our Lady of Lourdes Medical Center should make wheelchairs, stretchers, IV pumps and other biomedical equipment easier to locate.

More than 600 radio frequency identification (RFID) tags have been placed on equipment that can be tracked through the Lourdes intranet. Through the RadarFind application, staff can determine the approximate location of the equipment on each unit and whether it is available for use.

“The system provides the ability to locate equipment so staff can easily access it when they need it,” said **Mark Green**, information systems project manager. “Units no longer will have to be so protective of their wheelchairs, for example. Time will be saved and patient satisfaction increased.”

To locate a tagged asset:

- Go to the Lourdes intranet.
- On Clinical Applications, scroll down to RadarFind.
- Once in RadarFind, choose from quick (list) or map views.

If the project is successful, it will be expanded to Lourdes Medical Center of Burlington County, Green said.

Center for Advanced Healing and Hyperbaric Medicine Opens

Difficult-to-heal wounds can be time-consuming for physicians to treat, costly for payers and in many cases, can result in severe disability for patients. The new Lourdes Center for Advanced Wound Healing and Hyperbaric Medicine employs proven clinical protocols and a disease management approach that promotes faster healing and an improved quality of life.

The outpatient program at Our Lady of Lourdes Medical Center, operated with Diversified Clinical Services, serves as an adjunct to physicians’ practices in delivering short-term, specialized care. An interdisciplinary team of general, vascular and plastic surgeons, infectious disease experts, interventional cardiologists, podiatrists, physical therapists, pharmacists, registered dietitians and nurses offer comprehensive treatment.

Matthew Finnegan, MD, FACS, FACCWS, of OLLMC-Surgical Associates, and **Joseph Donnelly, DPM**, are the center’s medical directors.

Any patient with a wound that has not started to heal in two weeks or is not healed completely in six weeks may be a candidate for treatment at the center. The underlying etiology of these wounds typically is diabetes, venous disease, arterial disease, pressure, collagen vascular disease or radiation exposure.

Referring physicians work with the Lourdes team to develop a treatment plan, and information regarding the patient’s progress, along with updated photos of the wound, will be provided on an ongoing basis. The referring physician maintains the care of the patient’s underlying disease and continues to provide for the individual’s overall care.

The new program complements wound care and hyperbaric services at Lourdes Medical Center of Burlington County.

To learn more about the Lourdes Center for Advanced Wound Healing and Hyperbaric Medicine or to refer a patient, call 856-668-8475.



LIFE at Lourdes

Continued from page 1

“The program delivers medical and supportive services and is able to provide the entire continuum of care to seniors with chronic care needs while maintaining their independence for as long as possible,” Dr. Bryman said.

Eligibility and Outcomes

In order to participate in LIFE at Lourdes, an individual must be:

- age 55 years or older;
- a resident Camden County;
- Medicare/Medicaid eligible;
- state-certified as needing nursing home care;
- able to remain living in the community with the help of LIFE at Lourdes services.

According to the National PACE Association, the typical client is 80, has an average of nearly eight chronic medical conditions and is limited in three activities of daily living. Despite the many co-morbidities, only 7 percent of participants enrolled in PACE-like programs eventually require nursing home placement, Dr. Bryman said, attesting to their effectiveness.

Contact

For more information, contact **Tangela Thompson**, LIFE at Lourdes director of marketing, at 856-675-3675.