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Progress Notes

Rollout of HealthSpan EMR

As is no surprise to anyone, we continue to work on the complete conversion of our clinical I.T. system to HealthSpan. Currently, Firetower Medical Office and the Department of Internal Medicine are using the HealthSpan EMR, while everyone is using HealthSpan for patient registration, scheduling, and billing work. The Department of Cardiovascular Sciences is working toward going live on the EMR on November 30, 2010. The question then becomes what happens after that?

There are five other departments that need to go live on the EMR: Family Medicine, Obstetrics & Gynecology, Pediatrics, Psychiatric Medicine, and Surgery. The Cancer Center will be handled separately due to the new corporation we are forming with PCMH to provide ambulatory cancer services.

Bringing these five departments up on the EMR is more complicated than it may appear. Each of those departments runs several different types of clinics, sometimes dozens of types of clinics. Each clinic has to be "built" in the EMR separately based on their providers, scheduling and other idiosyncrasies. Each specialty may need somewhat different basic documentation templates built, or borrowed from the national Epic library of templates; as you can guess the items documented for a prenatal visit vary quite a bit from the documentation of a well child check.

So these complexities bring us to two major challenges that lie ahead: resources and customization. As you know, ECU Physicians tends to operate with careful attention to personnel costs; that means we maintain control of our costs pretty well, but it also means we do not have a lot of flexibility in assigning staff to major projects (like building the EMR) when they arise. The same is true for UHS in their I.T. department. Our team members are working very hard and doing all they possibly can, but we can only stretch them so far before they break. I mention this so you can understand why we cannot do all this building of the EMR really quickly and finish the rollout in a few short months.

Customization, or actually standardization, is the other key challenge. Many members of our clinical staff want HealthSpan to look and feel just like Centricity. Many folks want it to conform very closely to the special needs of their clinic and how they work. While that customization can be done, it takes longer to do that using a standardized approach, it costs more money to do it that way, and it consumes more resources (staff time). And it is important to recognize that Epic comes out with an update to their products at least once a year. Every time that happens, UHS has to take the update and adapt HealthSpan to it. The more that ECU Physicians has customized the EMR to our particular needs, the longer it takes to adapt to the update, the more money that costs, and the more resources it consumes. Which can be really unfortunate since nearly every update has some really neat improvements in it.

Firetower and Internal Medicine can probably speak longer and with more passion about both of these challenges: resources and customization. They are living with them every day. For the other five departments, please be aware that these challenges will be part of the process for rolling out the EMR to you. We ask for your understanding, your patience, and your participation in making this as successful and smooth a process as possible. Thanks!

*Nicholas Benson, MD, MBA
Medical Director, ECU Physicians
Vice Dean*

Patients First Initiative Update

Patients First is an initiative launched by the ECU Physicians Board to improve patient access to our clinics, improve our facilities and the way we operate the clinics at ECU Physicians. In addition, we want to ensure ECU Physicians remains committed to the highest quality of care and superior customer service.

Beginning October 4, 2010 and ending Friday, December 3, 2010, all ECU Physicians clinics are asking each and every patient to complete a patient satisfaction survey. Last year's survey was a success and we look forward to another successful survey period. Please encourage our patients to complete survey and don't forget to complete one yourself during your visit.

*Contributed by Cynthia Webb
BSOM, Training Specialist*

Golden Living Center Donates to Brody School of Medicine



From left, Dr. Tae Joon Lee, medical director at Golden Living Center; Maria Knupp, ECU family nurse practitioner; Dr. Kenneth Steinweg, chair of family medicine; Hal Garland, executive director of Golden Living Center; and Dr. Paul Cunningham, dean of the Brody School of Medicine, pose in front of Golden Living Center in Greenville. The center gave \$112,079 to ECU to support teaching programs at the center. Photo by Cliff Hollis

Golden Living Center has donated \$112,079 to the Department of Family Medicine at the Brody School of Medicine at East Carolina University to support the department's nursing home teaching project.

The department provides primary medical care for the residents of the local Golden Living facility on MacGregor Downs Road.

Hal Garland, executive director of the local Golden Living Center, presented the check Aug. 9 to Dr. Kenneth Steinweg, chair of the Department of Family Medicine; Dr. Paul Cunningham, dean of the Brody School of Medicine; Dr. Tae Joon Lee, medical director at Golden Living Center; and Maria Knupp, a family nurse practitioner in the family medicine department's geriatric division.

The money will be used to support the instruction of family medicine residents and fellows in geriatrics and to help pay for salaries and teaching materials for the program.

Golden Living Center's new 72,000-square-foot facility houses 152 residents.

*Contributed by Doug Boyd
ECU Health Sciences New Services*

Horns Honored By Alma Mater



Dr. Phyllis N. Horns

Dr. Phyllis N. Horns, vice chancellor for health sciences at East Carolina University, was one of 60 alumni the University of Alabama-Birmingham School of Nursing recently honored as a visionary leader at the school's 60th anniversary celebration.

Horns was recognized Oct. 22 in Birmingham. She received her doctorate in nursing in 1980 from UAB and was a faculty member there from 1979 to 1988. She also has a bachelor's degree in nursing from ECU and a master's of public health degree from the University of North Carolina at Chapel Hill.

"Alumni from the UAB School of Nursing have been integral in distinguishing the school in state, national and international circles and in shaping the nursing profession," said Dr. Doreen Harper, dean of the school. "These awards were established to celebrate the school's renowned graduates and their mark on nursing."

Horns joined the ECU nursing faculty in 1988 and was dean of nursing from 1990-2009. From 2006-2008, she served as interim dean of the Brody School of Medicine. From 2001-2002 and 2006-2009, she served as interim vice chancellor for health sciences at ECU. She was appointed to the vice chancellor role permanently in 2009.

"As part of my doctoral work at UAB, I was privileged to study and work in nursing education administration with some very strong faculty and mentors," Horns said. "This has been the single greatest factor in my career in university administration. I am honored and humbled by this visionary leader award."

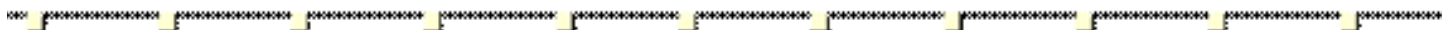
The ECU Division of Health Sciences comprises the Brody School of Medicine, the College of Nursing, the College of Allied Health Sciences, the new School of Dental Medicine, the East Carolina Heart Institute and Laupus Health Sciences Library.

*Contributed by Doug Boyd
ECU Health Sciences New Services*

Word to the Wise

"You've got to say, I think that if I keep working at this and want it badly enough I can have it. It's called perseverance."

- Lee Iacocca



ECU Pharmacy Opens At New Location



ECU Pharmacy at 517 Moye

At noon on Friday, October 8, 2010, Brody Outpatient Pharmacy closed the security windows and said good-bye to the location where they opened in 1999. This was not a sad occasion as the pharmacy had outgrown this space and was moving to a new location and getting a new name.

ECU Pharmacy opened for business at their new location at 517 Moye at 8:30 a.m. on Monday, October 11, 2010. Currently, the building is also occupied by the Surgery clinic on the first floor. Adult and Pediatric Health Care will be moving into the second floor on November 1st. Plastic and Reconstructive Surgery and Dermatology will move onto the third floor on November 8th.

The new space gives the staff lots of room to carry all of the medications needed for patients and employees. We will continue to offer our \$4.00 prescriptions for ECU employees and the \$3.75 medications for indigent patients without any insurance.

We have a large area for over the counter medications and will be able to expand our selections in that area. If you have a medication that you purchase regularly and would like for ECU Pharmacy to stock for you, just call or email us and we'll order it for you.

In addition to walk in patients and our delivery service, the new location offers a drive through window for your convenience when dropping off or picking up prescriptions. If you have a new prescription, you can drop it off at the window and park until we signal you with a pager that your prescription is ready.

The best news about this move into a new facility is that you will be seeing the same friendly faces from before and getting the same friendly and efficient service as before. Come and visit John, Lisa, Brett, and Hannah and see for yourself.

Additional information on Pharmacy Services can be found on our web page at <http://www.ecu.edu/cs-dhs/ecuphysicians/pharmacy.cfm>



Top left, John Paul Dombach, Pharmacist; Lisa O'Neill, Pharmacy Technician; and Brett Erwin, Student Worker.

Below left, an array of over the counter medications.

Below right, ECU Physicians Pharmacy drive thru.



Staff Development and Training Updates

BSOM/ECU Physicians sponsored trainings:

BSOM New Employee Orientation: 11/9 (no BSOM NEO on 11/23 due to Thanksgiving Holiday)
 BLS Healthcare Provider Renewal: 11/5, 11/18, & 11/30
 Heartsaver CPR: 11/12

Human Resources sponsored training:

November:
 I-9 Training: 11/2
 Financial Wellness Institute: 11/3, 11/10, 11/17, & 11/24
 Conflict Resolution: 11/13
 Time Management: 11/5
 Orientation: 11/8 & 11/22

December:
 Orientation: 12/6 & 12/13
 I-9: 12/7
 BLS Healthcare Provider Renewal: 12/9 & 12/30

Carolina Well Program Pumpkin Carving

Carolina Well Program is dedicated to helping cancer patients and their families have the highest quality of life after diagnosis. It is funded through the Lance Armstrong Foundation and the Jimmy V Foundation. The pumpkin carving was held at the Hope Lodge on October 27th at 6:30. Cancer survivors and their families from around town as well as individuals staying at the Hope Lodge participated at the event.



Heart Surgeon Joins ECU Physicians



Dr. Sharon Ben-Or

A cardiothoracic surgeon has joined the Brody School of Medicine at East Carolina University and its group medical practice, ECU Physicians.

Dr. Sharon Ben-Or has joined ECU as an assistant professor of cardiovascular sciences. She has a medical degree from the University of Pennsylvania and completed residency training in cardiothoracic surgery at the University of North Carolina at Chapel Hill and general surgery at Lankenau Hospital in Pennsylvania.

Ben-Or is certified by the American Board of Surgery.

Her clinical interests are minimally invasive thoracic surgery and cardiac critical care. Ben-Or sees patients at the East Carolina Heart Institute at ECU. For appointment information, call 744-3476.



Send newsletter submissions to:

Beverly DeWitt
 ECU Physicians Administration, Brody 1K-20
 Phone: (252) 744-1882
 Fax: (252) 744-3447
 View on-line @ <http://www.ecu.edu/ecuphysiciansadmin>