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Progress Notes

If you noticed a little extra stress or tension from some corners of ECU Physicians during the period of July 11-22, that may have been due to the move of our colleagues in Family Medicine from the old Family Medicine Center and the Geriatric Clinic into the new Family Medicine Center and Monk Geriatric Center. This outstanding new facility provides more than 115,000 square feet of clinical, teaching and research space, housing the entire Department of Family Medicine. While Dr. Ken Steinweg is enormously proud of the new building, he is also extremely appreciative of the professionalism, commitment, and energy shown by the faculty, staff and learners during this exhaustive move. Although they are already using all the resources of the building, an official open house is likely to happen in September.

Another project that is definitely on the move is the conversion of five clinical departments from Centricity to HealthSpan. UHS has engaged consultants from Ingenix to work full-time here with Mary Thompson's team in HIS/S and many of you in our clinics to build the templates, screens, and related items for Family Medicine, Obstetrics & Gynecology, Pediatrics, Psychiatry, and Surgery. This process is expected to take until July 2013. In the meantime, many of you know the pain and inconvenience of living in two different EMRs at the same time: having to look in one or the other system for lab results, or x-ray reports, or notes from consultants. We all recognize the issues this creates and are looking for every possible way to fill these gaps as efficiently as possible.

On what may seem like a more mundane note, but also extremely important, the ECU Physicians Board of Directors has recently approved updates to several policies that guide the work in our clinics on a daily basis. The complete list of our policies can be found at: <http://www.ecu.edu/cs-dhs/grouppractice/policies.cfm>

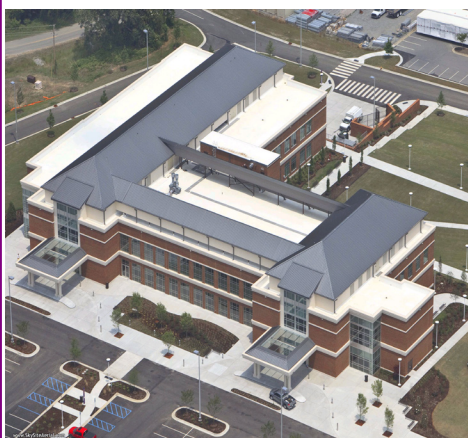
The most recently updated items include:

- Problem, Allergies, and Medication Lists Maintenance >> requires clinical staff to update these lists on every visit to ECU Physicians clinics
- Electronic Signatures >>> removes instructions specific to Centricity; and adds clarification about learners using our EMRs
- Internal Referrals >> new policy outlining the importance of referring within ECUPhysicians
- Infection Control >>> provides more detail in the handling of patients with infectious conditions and the responsibility of the Nurse Manager of the clinic site
- Reporting of Communicable Diseases >> combines policies dealing with Patients Reporting with a Communicable Disease and Reporting Suspected Health Care Associated Infections; and underscores the need for each clinic to have assessment and treatment protocols for these patients
- Tuberculosis & Respiratory Illness Screening >> emphasizes the importance of the ECU Infection Control Manual as a guide for the assessment and care of these patients

I strongly suggest you take a few minutes to go to the website and review these policies. If you have any questions, please feel free to contact me or Ms. Martha Dartt, RN, FNP, Director of Nursing.

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

New State-of-the-Art Family Medicine Center



The new state-of-the-art Family Medicine Center located at 101 Heart Drive is one of the finest family medicine centers in the country with approximately 115,000 square feet containing sixty exam rooms, pharmacy, laboratory, imaging and procedure areas, eight conference and class rooms, offices for fifty faculty, thirty residents, and medical students on rotation. While representing a significant increase in the amount of space available for programs, the clustering of exam rooms, resident offices, and classroom space will preserve and enhance the ability to develop meaningful relationships with colleagues, students and patients alike.

There is a separate portion of this facility, the Frances J. and Robert T. Monk Geriatric Center. Through the generous donation of a local family, the Geriatric Center will offer consultation and chronic care to the oldest in our society. Combined with the family medicine center, this new facility is a testament to the commitment of our mission at the Brody School of Medicine.

Family Medicine Center clinics can be reached at the following phone numbers: Bethel Family Medicine Center - (252) 825-0355, Family Medicine Center Clinic - (252) 744-4611, Firetower Medical Office - (252) 744-1122 and Geriatric Clinic - (252) 744-2045.

Little Girl Survives Shark Attack with Help of ECU Surgeons

Smiling, making faces and snuggling with a stuffed dolphin, 6-year-old Lucy Mangum looked to be having fun early Tuesday morning. That must have been a great relief for her parents, who just a week earlier watched what had to be a terrifying scene unfold on a North Carolina beach as a shark tore at their daughter's foot as she floated in the shallow surf, and they reassured her she wouldn't die there on the sand. "It's been quite a week, but we're glad she's going home today and the rehab's starting soon," said Craig Mangum, as he, his wife, Jordan, and Lucy spoke with local and national television reporters about their experience and the care they received from Dr. Richard Zeri, an East Carolina University surgeon, and the staff at Pitt County Memorial Hospital.

It began July 20 about 5:30 p.m. at Ocracoke Island. The Mangums and their four children were on the beach. Lucy and her younger sister were practicing riding boogie boards in the surf. That's when Jordan Mangum heard Lucy scream. She ran to her daughter and saw a shark about 4 feet long biting the little girl's leg and foot. The shark let go and swam away as quickly as it bit. Mangum lifted her little girl from the water and clutched the muscle and tendons that were dangling from her leg. "I knew I was seeing part of her leg I shouldn't see," Mangum said.

By that time, her husband, an emergency physician, was by her side. They got Lucy onto the beach and kept pressure on her wound to stanch the bleeding. A bystander called 911, and Ocracoke EMS crews were on the scene in minutes. They administered first aid and drove Lucy to the island helipad, where an EastCare helicopter arrived in 35 minutes. EastCare nurses loaded Lucy onto the aircraft for the flight back to PCMH and its level I trauma center. "She told the crew, 'You know, this is the first time I've been bitten by a shark,'" Jordan Mangum said.



Dr. Richard Zeri

A little while later in Greenville, a trauma team of ECU surgeons and PCMH nurses pored over Lucy and prepared to rush her to the operating room. Meanwhile, Lucy's parents faced a tense four-hour trip via ferry and car to get from the remote island to their daughter's side. Dr. Richard Zeri, chief of plastic and reconstructive surgery at ECU talked by phone with the Mangums to reassure them. "He and I had a great conversation on the phone," Craig Mangum said. He told his wife, "This is our guy. This is the guy who's going to fix Lucy up."

In the O.R., Zeri found severe muscle and tendon damage along with a severed artery that he stitched back together. He made another discovery: The shark's bite stopped just shy of causing irreversible damage that could have led to an amputation below the knee. "The injury avoided one of the main nerves in her foot, so she was very lucky in that respect," Zeri said. Zeri later performed a second surgery to clean the wound, further assess it and stitch it up for good. He expects Lucy to be walking in a few weeks. ECU trauma surgeons also participated in Lucy's care. "She's ready to go home today," he said. "She's happy about that. I expect her to recover fully. Incredible little girl, very composed, very brave. This entire week I haven't seen a single tear that she's shed."

Craig Mangum works at WakeMed in Raleigh and occasionally at the Outer Banks Hospital in Nags Head. His family frequents Ocracoke Island, where the isolated stretches and shallow surf make the beach a favorite of his family, and he plans to keep taking them there despite last week's attack. "I've never heard of a shark attack on the Outer Banks," he said. "I've been working here probably three-four years." But the family will likely avoid the water in the early morning and evening hours, said to be the time sharks feed. And memories of that day and Lucy's words as her parents held her leg together aren't likely to fade. "She was amazing," Jordan Mangum said. "She asked, 'Am I going to die?' and I said absolutely not. 'She said, 'Dad can we say a prayer?' So we said a prayer on the beach. Her faith and optimism were just amazing."

Shark attacks are rare in North Carolina. From 1935-2010, 41 attacks were reported. Three of them were fatal, the most recent on occurring in 2001, according to the International Shark Attack File at the Florida Museum of Natural History. Witnesses described the one that bit Lucy as a blacktip shark, a widespread breed known to migrate to North Carolina in the summer.

On Monday night, the family was talking about the attack. Previously, Lucy had said she hated sharks now. But she had a change of heart. She told her parents she forgave the shark. "He really didn't mean to do it," she said Tuesday morning. "He thought I was a fish."

As the family looked forward to heading home to Durham and rehabilitating Lucy's leg, Jordan Mangum reflected on the past several days and anticipated the coming weeks. "It's a good ending," she said. "She's going to be running, dancing, twirling like she did before. We're so thrilled with the care she's received here, and she's excited about moving around in the wheelchair."



Lucy Mangum smiles for the cameras as she, her parents and Dr. Richard Zeri, third from left, talk about the shark attack in Ocracoke, which injured Lucy's leg. (Photos by Cliff Hollis)

ECU Physicians Begins Volunteer Program



Taylor Millar

In 2008, Taylor Millar had heart surgery. He was treated so well by cardiothoracic surgeon Dr. Ted Koutlas and the rest of the physicians at the East Carolina Heart Institute at East Carolina University, he wanted to return the favor. "I just felt like someone had to do something for them," he said. "I wanted to give back to the medical profession." He's getting that chance through the new volunteer program of ECU Physicians, the group medical practice of the Brody School of Medicine at ECU.

Millar, a retired Greenville businessman, has been volunteering since the program began June 6. Millar works in the heart institute along with 13 other volunteers. Martha Dartt, director of nursing services for ECU Physicians, serves as the volunteer coordinator. Sydney Cunningham, the wife of Dr. Paul Cunningham, dean and the senior associate vice chancellor for medical affairs at the Brody School of Medicine, played a role in getting the program started. "I really thought it was something that was really worthwhile," Sydney Cunningham said. She volunteers

at Pitt County Memorial Hospital with the Service League of Greenville and the PCMH volunteer organization and wanted to bring the same service to ECU. "Patients are often alone and have limited mobility," she said, "and can easily get lost in the ever-growing and changing medical center." Ms. Cunningham knew that volunteers could help patients navigate the buildings as well as provide other services. Volunteers, she said, "really want to be there, and they really want to help."

Dartt is working to expand the program and recruit more volunteers for all ECU Physicians practice sites. The program is not a result of budget cuts, said Dartt, and volunteers are not taking the place of employees. Volunteers have one mission. "They help make the patient experience better and allow us to go the extra mile for our patients," she said.

Volunteers perform many tasks at the various ECU Physicians' practice sites. They check patients in at the front desk, escort them to different parts of the building, assist in retrieving wheelchairs and perform other clerical duties. All of these duties, said Millar, are done with a smile. "All the people I work with here are happy. It seems that they were hired because of their personality," said Millar.

Dr. Nicholas Benson, vice dean and medical director of ECU Physicians, is eager to have more of this energy in the workplace and expand the volunteer program. "The compassion and friendliness that the volunteers bring to our clinics will be a great boost to the outstanding patient care from our providers and nurses," he said.

Millar hopes to continue giving back to the East Carolina Heart Institute. "Greenville should be proud to have a medical facility like the one we have here," he said.

For more information about the ECU Physicians volunteer program, contact Dartt at darttm@ecu.edu or 252-744-1841.

University Award Ceremony



University Awards Ceremony

Dr. Gary Levine was one of the six selected for the Board of Governors Distinguished Professor for Teaching Award. The Department of Family Medicine has a great track record in nominees and winners of this prestigious teaching award.

Dr. Jennifer Hodgson was selected for the Centennial Award for Excellence, Ambition in recognition of the development of the first PhD program in Family Medical Therapy.



Word to the Wise

"The body is like a piano, and happiness is like music. It is needful to have the instrument in good order."

Henry Ward Beecher (1813 – 1887)

"Most folks are about as happy as they make up their mind to be."

Abraham Lincoln (1809 - 1865)

Health Information Systems/Services Update

From the Medical Records Department:

ECU Physicians has a policy in place for Form Development but currently there is not a committee to approve forms. The Health Information Systems/Services department is receiving numerous forms that do not have adequate identification. This process causes delays in the scanning and importing of documents into the electronic medical records.

The purpose of the Form Development policy is to provide guidance to ECU Physicians' staff on the appropriate processes for development and approval of all forms, paper and/or electronic, maintained permanently in the patient health record.

Basic Form Guidelines are as follows:

- A. Forms should be printed on 8 ½ x 11 inch paper.
- B. Forms should include ECU Physicians identification, the title of the form and the sponsoring department if applicable.
- C. Forms shall include adequate space allowance for patient identification including full name, medical record number and date of birth.
- D. Forms should be approved by the respective clinic site director prior to referral to Health Information Systems/Services.

For more information, questions and/or concerns please contact Mary Phippen at 744-3763.

From the Quality Assurance Department:

There will be two electronic medical records for a period of time. For your staff to have access to these records, requests have to be submitted to HISS/QA.

The Centricity User Request Form can be found at www.ecu.edu/HISS, completed and sent to HISS via fax at 744-5504. The following areas of the document must be completed: supervisor's signature and department chair's or designee appointed by the department chair signature. The Centricity User Request Form must be submitted to QA at least one week prior to the week of orientation. Submission will enable the employee's Centricity access to be established, so that the user i.d. and password may be distributed during the same time at orientation. Also, the Centricity User Request Form has to be submitted for clinic staff that have gone live on HealthSpan. By doing so, the employee will receive 'view only' access to Centricity.

To request HealthSpan access, the supervisor and/or designee has to submit a One Stop request. The following items should be included within the One Stop request: employee's job title, banner i.d., date of birth, department name and number, supervisor's name and telephone number. The request should be submitted at least one week prior to the week of orientation. The request will be forwarded to UHS for completion. Please allow a 5 to 7 business day turnaround for activation. The employee will be informed of their user i.d. and password via email.

The QA section appreciates your completion of Centricity and One Stop requests. Requests enable HIS/S to maintain required files. If you have any concerns regarding this information, please contact HISS/QA, 744-2065.

From the Training Department:

If you are currently working in a 'non-live' HealthSpan clinic and need to request 'view only' access, please contact Pam Adams or Tracy Carawan at 744-2030, option #2. You will be enrolled in the HealthSpan Prerequisite Training via Blackboard. Training **must** be completed prior to access being granted.

If you have questions regarding Centricity or need a password reset, please call 744-2030, option #2. If you have questions regarding HealthSpan and/or need password resets, please call the ECU Helpdesk at 328-9866. If you have questions, concerns or comments regarding article submission, please contact Tracy Carawan, Staff Development at 744-1793.



Send newsletter submissions to:

Beverly DeWitt

ECU Physicians Administration, Brody 1H-10

Phone: (252) 744-1882

Fax: (252) 744-3447

View on-line @ <http://www.ecu.edu/ecuphysiciansadmin>

ECU Physicians Administration and Credentialing have moved from Brody 1K-20 to 1H-10.