

TRANSITION TIMES

UCSF STANFORD HEALTHCARE

Transition Times for April 17, 1998

Transition Times is a biweekly publication of UCSF Stanford HealthCare. The goal is to provide quick, timely updates on current activities, decisions and plans for the employees and physicians working at UCSF Stanford Health Care facilities.

CALS Survey Week Ends Successfully for Stanford Hospital and Clinics

Many hours of preparation by Stanford Hospital and Clinics staff have apparently paid off with the achievement of a high accreditation score during last week's Consolidated Accreditation and Licensing Survey (CALs). Although final results of the survey won't be available for several weeks, the five-day survey ended on Friday afternoon with an overwhelming sense of success, according to chief operating officer Malinda Mitchell.

"The efforts of everyone paid off for the survey, but more importantly, the work done will pay off in terms of enhanced services," said Mitchell. "The true accomplishment is the progress that has occurred in physician involvement, morale, patient satisfaction - simply the overall quality of patient care."

The 11-member survey team composed of representatives from the JCAHO, the state Department of Health Services, and the California Medical Association, gave several specific recommendations for improvement as well as a list of areas they felt represented extraordinary examples of excellence. Among the areas acknowledged were the Health Library, Biomedical Ethics Seminar programs, Nursing Admission Assessments and Community Case Management for high risk seniors. Issues that the surveyors cited for improvement included more thorough documentation of preanesthesia assessments and histories for patients undergoing conscious sedation, and the need for uniformity in administration of medications. "The issues that were raised are readily fixable," said Mitchell.

In contrast to previous surveys, this year's survey emphasized evaluation of the quality of direct patient care much more than reviewing policy and procedure manuals, said Rebecca Partridge, director of accreditation and regulatory affairs for UCSF Stanford, and coordinator of the survey activities.

Stanford Hospital and Clinics was the first UCSF Stanford site to receive a CALs survey. Lucile Packard Children's Hospital, UCSF Medical Center and UCSF/Mount Zion Medical Center will all be surveyed in the coming months.

Physicians Help Set Spending Priorities for UCSF Stanford

The 11 physicians on the Capital Budget, Facilities and Space Planning Committee of the Leadership Group are busy sorting through requests for capital spending. The 2,900 requests amount to \$225 million - the committee has approximately \$75 million to allocate. According to Terry Long, head of financial planning and decision support, although the numbers are large, the ratio is typical. "At both UCSF and Stanford, capital requests have usually run about three times the available funding."

Capital is an expenditure greater than \$500 with a useful life exceeding two years. It can be renovation, equipment, or a project such as upgrading the accounting system that will result in an asset. The committee is charged with evaluating requests greater than \$100,000. Of the 2,900 total requests, 320 meet that requirement. An allocation pool will be set aside for smaller budget requests, and a process established for accessing those funds.

Some of its money was already committed before the committee started meeting. Pre-merger obligations to UCSF and Stanford for capital funding must be honored, as must any spending required for safety or code reasons. According to Committee Chair and Chair of the UCSF Department of Pediatrics Larry Shapiro, after these requirements are taken care of, priority is then given to capital spending requests that will substantially improve patient care, increase volume, reduce costs or foster integration between the campuses.

Evaluation & Management Guidelines Training

The UCSF Stanford Health Care Corporate Compliance Program is currently conducting training sessions mandatory for physicians and allied health practitioners with active billing numbers who use E&M Codes. Providers who have not used E&M Codes and have practices that do not perform E&M services, are not required to attend this training.

The purpose of the training is to ensure that high standards of ethical business policies are maintained and that there is conformance to federal and state laws and private payor program requirements. All providers must complete this training in order to continue to bill for services. Providers who do not attend an E&M training session will not be allowed to bill Medicare and Medi-Cal for professional services. Managers and billing staff are also encouraged to attend. Providers who attended the mandatory E&M training sessions this winter at Lucile Packard Children's Hospital are not required to attend. If you have questions, please contact JoAnn Williams, manager of compliance audit and training at (415) 353-4907, fax (415) 353-4248 or by e-mail (joannw@ushc.org.).

UCSF Campus Sessions

- Thursday, April 23, Herbst Auditorium, Mount Zion, 5 to 6:30 pm
- Friday, April 24, Millberry Union Conference Ctr., 12 to 1:30 pm
- Monday, April 27, Herbst Auditorium, Mount Zion, 5:30 to 7 pm
- Monday, May 11, Millberry Union Conference Ctr., 5:30 to 7 pm
- Wednesday, May 13, Herbst Auditorium, Mount Zion, 7 to 8:30 am
- Monday, May 18, Millberry Union Conference Ctr., 12 to 1:30 pm
- Monday, May 18, Millberry Union Conference Ctr., 5:30 to 7 pm
- Friday, May 29, Millberry Union Conference Ctr., 7 to 8:30 am

Stanford Campus Sessions

- Monday, April 20, Alway Bldg. Room M106, 5:30 to 7 pm
- Wednesday, April 22, Alway Bldg. Room M106, 12 to 1:30 pm
- Wednesday, April 29, Sherman Fairchild Auditorium, 12:30 to 2 pm
- Thursday, April 30, Sherman Fairchild Auditorium, 5 to 6:30 pm
- Monday, May 4, Alway Bldg. Room M106, 5:30 to 7 pm
- Friday, May 8, Alway Bldg. Room M106, 7 to 8:30 am
- Friday, May 15, Alway Bldg. Room M106, 7 to 8:30 am
- Tuesday, May 19, Alway Bldg. Room M106, 3 to 4:30 pm
- Wednesday, May 20, Alway Bldg. Room M106, 12 to 1:30 pm
- Wednesday, May 27, Alway Bldg. Room M106, 5:30 to 7 pm

Consumer Choice Model Proves Successful

Bay Area consumers are increasingly seeking more choice in selecting their health care providers. This trend has been a significant advantage to Brown & Toland Medical Group - the open access independent practice association (IPA) that was formed just over a year ago by bringing together physicians from UCSF and California Pacific Medical Groups to provide full-risk HMO care to San Franciscans.

People who enroll with Brown & Toland for their HMO care can select a primary care physician from the community or the university and get specialty care from the physicians affiliated with either UCSF or California Pacific Medical Center.

UCSF Stanford Health Care is currently talking to Brown & Toland about linking Stanford physicians with Peninsula community physicians in a similar network.

According to Patricia Perry, head of strategic development for UCSF Stanford, there are a number of potential strategic advantages to making Brown & Toland available to Stanford physicians. The greatest advantage, according to Perry, is that

the Brown & Toland affiliation would help position UCSF Stanford to respond proactively and regionally to the powerful consumer demand for greater choice. "Patients want choice that includes not only familiar primary care, but also access to the best specialists and facilities in the area, should the need arise.

Including UCSF and Stanford faculty in one managed care network has the added benefit of being less confusing to consumers and less expensive to market as a result."

At the same time, Perry stresses, it's important to understand the limitations of any Brown & Toland affiliation. The IPA is structured to accept only full-risk HMO plans or point-of-service plans with a significant risk component. The UCSF Stanford Medical Group continues to be responsible for contracts for HMO referrals, PPO agreements, Medi-Cal and other government contracting.

Information about Transition Times and the Communications HotLine

- Back copies of Transition Times? Call the hot line number listed below.
- UCSF Stanford Health Care Communications Department Hot Line: 415-514-4545
- E-mail: communications@ushc.org. SHS employees on the ALL-IN-ONE e-mail system, use: communications@ushc.org@pmdf@ren.

Electronic Subscription to Transition Times: Contact listserv@listserv.ucsf.edu to receive Transition Times every week by email. In the body of your e-mail include the instruction: **SUBSCRIBEUSHCTIME** and your first and last name. This option is available for UCSF staff, and SHS and LPCH staff as well as those in either school of medicine who may be interested in these issues.

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