

Peconic Bay Medical Center Medical Staff Physician Orientation



Cure sometimes, treat often, comfort always.

~Hippocrates

Dear Colleague,

Welcome to Peconic Bay Medical Center. You are joining a hospital with a 70 year history, beginning as a small hospital funded by farmers and community members who lost a neighbor to a heart attack. With Northwell Health, it has evolved into a Regional Medical Center with a provisional Level III trauma program, a busy cardiac catheterization lab and the first Caregiver Center on Long Island. The commitment to patient care, high quality medicine and the continued development of teaching remains steadfast. We believe physicians and advanced care practitioners are the leaders of the health care team and thank you for assuming this role.

Please take a moment to review the Northwell Clinical Policies including Pain Management, Professional Behavior and The Medical Record at <https://www.northwell.edu/support-and-resources/healthcare-professional-resources/physician-orientation-materials>.

As Medical Director, I am available 24/7 to address any medical issues and encourage you to contact me at any time. I can be reached via Practice Unite or at 631-332-8789.

I look forward to meeting and working with you.

Warmly,

Jean M. Cacciabaudo MD FACC

Medical Director



MISSION:

Peconic Bay Medical Center is committed to improving the health of our communities by providing quality, comprehensive and compassionate care



VISION:

To be the healthcare provider of choice for our communities

ORIENTATION GUIDE:

This comprehensive medical staff orientation includes some key information for you to review prior to practicing at Peconic Bay Medical Center.



PECONIC
BAY
MEDICAL
CENTER



PB Medical Center



Skilled Nursing Facility



Home Health Service



Physical Therapy/Rehab

STRATEGIC INITIATIVES:

- Grow Surgical Volume
 - GME Program
- Enhance Nursing Staff
- Improve Clinical Outcomes
 - Patient Flow
- Palliative Care Program

Affiliated With



SERVICES:

- Acute Care
- Pediatric
- Surgery
- Skilled Nursing Rehab Facility
- Peconic Bay Home Health
- Social Services
- Case Management
- Radiology / MRI / CT /
Interventional Radiology
- Laboratory
- Pediatrics
- Oncology
- Intensive Care Unit
- Therapies
- Outpatient Therapies
- Pharmacy
- Nutritional Services
- Maternity
- Cancer Service Program
- Cardiac Cath Lab



ACCREDITED PROGRAMS

- Joint Commission Accredited Medical Center
- Joint Commission Accredited Home Health
- Joint Commission Accredited Palliative Care
- Bariatric Center of Excellence
- N.Y.S. Designated Stroke Center
- Disease Specific Certification for Joint Replacement Hip and Knee

American College Radiology Accreditation

- MRI
- CT
- Mammography
- General nuclear medicine
- Ultrasound; OB , general and pelvic

HOSPITALIST PROGRAM

This program provides care for patients during their hospitalized stay and transfers care back to the patient's primary care physician upon patient's discharge. The program consists of physician assistants and nurse practitioners under the direction of the VP, Medical Affairs. The program is available 7 days/week hours of 9am through 9pm.

INTENSIVIST PROGRAM:

The ICU is managed by an Intensivist Group. This group will be responsible for the patients care during their ICU stay. Decisions regarding the care of the patient will be made in collaboration with the Primary Care Physician. When the patient is transferred out of the ICU they will go onto the service of their primary attending.

PECONIC
BAY
MEDICAL
CENTER



PB Medical Center



Skilled Nursing Facility



Home Health Service



Physical Therapy/Rehab

ORGANIZED MEDICAL STAFF



Jean Cacciabaudo, MD
Medical Director



Agostino Cervone, MD
Chairman of Medical Board



Luigi Buono, MD
President, Medical Staff



Kenneth Mayer, MD
VP, Medical Staff
Director, Hospital Medicine



Sandeep Gandhi, MD
Secretary, Medical Staff



Prateek Dalal, MD
Treasurer, Medical Staff

ORGANIZED MEDICAL STAFF



Alexandre Andrianov, MD
Chair, Medicine



Lincoln Cox, MD
Chair, Emergency
Medicine



Kris Sauer, MD
Chair, Anesthesia



Kamal Singh, MD
Chair, Pediatrics



Scott Berlin, MD
Chair, Obstetrics/GYN

ORGANIZED MEDICAL STAFF



Stanley Katz, MD
Chair, Cardiology



Steven Ouzounian, MD
Chair, Surgery



Peter Sultan, MD
Chair, Orthopedic Surgery



Kaishik Manthani, DO
Chair, Family Medicine



Bradley Gluck, MD
Chair, Radiology



Ranjana Mathur, MD
Chair, Pathology

Purpose and Responsibilities

2.2.1 Standards of Care. Establishing objective standards of care and conduct to be followed by all Practitioners and Allied Health Practitioners granted privileges at the Hospital. Those standards shall:

be consistent with prevailing standards of medical and other licensed healthcare practitioner standards of practice and conduct; and afford patients their rights as patients in accordance with the provisions of applicable Federal, State and local laws, rules and regulations.

2.2.2 Practitioner Rights. Affording Practitioners and AHPs their rights in accordance with the provisions of applicable Federal, State and local laws, rules and regulations.

2.2.3 Quality/Patient Care. Accounting for the quality and appropriateness of patient care rendered by all Practitioners and Allied Health Professionals authorized to practice in the Hospital through the following measures:

A credentials program, including mechanisms for appointment and reappointment and granting of clinical privileges in accordance with the Hospital's privilege review procedures;

A continuing education program, fashioned at least in part on the needs demonstrated through the patient care audit and other performance improvement programs;

A utilization review program to allocate inpatient and outpatient medical and health services based upon patient specific determinations of individual medical needs;

An organizational structure that allows continuous monitoring of patient care practices;

Review and evaluate of the quality of patient care through a valid and reliable patient care audit processes;

Criteria and procedures established by Department Chiefs, to determine the need, and describe the process for obtaining consultations for the treatment and diagnosis of a patient condition by a specialist Practitioner including, but not limited to, requests by nurses, trainees or other healthcare Practitioners in an emergency; and

Participation in the medical malpractice prevention program and quality assurance and/or performance improvement program as they are specifically set forth and described in the Hospital Rules and Regulations and the Corporate Bylaws.

2.2.4 Appointments/Reappointments. Recommending to the Board action with respect to appointments, reappointments, Medical Staff category, departmental (and service) assignments and clinical privileges.

2.2.5 Monitoring Performance. Establishing mechanisms to monitor the ongoing performance in delivering patient care of Practitioners granted privileges at the Hospital, including monitoring of Practitioner compliance with the Medical Staff Bylaws and pertinent Hospital policies and procedures.

2.2.6 Privileging. Reviewing and, when appropriate, recommending to the Board of Directors, the limitation or suspension of the privileges of Practitioners and AHPs who do not practice in compliance within the scope of their privileges, the Medical Staff Bylaws and standards of performance, policies and procedures, and assure that corrective measures are developed and put into place, when necessary.

2.2.7 Compliance. Developing, administering and seeking compliance with these Medical Staff Bylaws and Regulations and other patient care related Hospital policies.

2.2.8 Goals. Assisting in identifying community health needs and in setting appropriate institutional goals and implementing programs to meet those needs.

2.2.9 Other. Exercising the authority granted by these Medical Staff Bylaws as necessary to adequately fulfill the foregoing responsibilities.

SENIOR ADMINISTRATION



Andrew Mitchell, FACHE
President & C.E.O.



Amy Loeb, EdD, RN
Deputy CEO & CNO



Michael F. O'Donnell, CPA
Chief Financial Officer



Arthur F. Crowe, JR. BS
Chief Operating Officer

SENIOR ADMINISTRATION



Lauren Leace
AVP, Human Resources



Monica Rauls
VP, Labor Relations



Sharon Tietze
VP, Medical Staff Development



Denise Misiewicz, RN
VP, Quality



Samantha Vigliotta
VP, Foundation & External Affairs



Anna Law, RN
VP, Post Acute

OFFICE OF MEDICAL AFFAIRS

Provides administrative support to the Medical Staff organization and acts as a liaison between you and administration.

- Located in the Medical Center, on the 2nd floor across from the Conference Rooms
- Hours of operation (8am – 4:30 pm)
- Contact 548-6440

PECONIC
BAY
MEDICAL
CENTER



PB Medical Center



Skilled Nursing Facility



Home Health Service



Physical Therapy/Rehab

COMMUNICATIONS:

- Email is the primary method of communication, please make medical staff has your current email address on file
- We recommend you check your emails on a weekly basis
- Committees/Department Meetings
- Physician Bulletin Board (outside the Medical Staff office)
- Practice Unite is a secure app to facilitate communication among the medical staff

GETTING STARTED:

- **ID Badge**

Please stop by the Medical Staff Office to get your ID card. Your ID badge must be worn at all times while at the Medical Center.

- **Medical Staff Meeting Schedule**

If you are interested in collaborating in one of the committees, please notify your Chair or the Medical Staff Office.)



PECONIC
BAY
MEDICAL
CENTER



PB Medical Center



Skilled Nursing Facility



Home Health Service



Physical Therapy/Rehab

INFORMATION TECHNOLOGY

- Online Medication Records / Laboratory/Radiology/Dictated Reports/Remote Monitoring
Off-Site Access
- **PAC System**
- **Soarian**
- **MAK (Medication Administration) System**
- **Fluency Direct**
- **Docmanage (Dictation Transcription)** Dictation Numbers will be obtained through the Medical Staff Office.
- Access to above will be facilitated through the Medical Staff Office.



PECONIC
BAY
MEDICAL
CENTER



PB Medical Center



Skilled Nursing Facility



Home Health Service



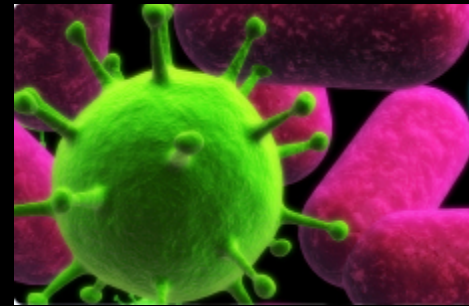
Physical Therapy/Rehab

INFECTION CONTROL:

Patty Mupo, RN

Infection Control Coordinator

631-548-6883



1

PECONIC
BAY
MEDICAL
CENTER



PB Medical Center



Skilled Nursing Facility



Home Health Service



Physical Therapy/Rehab

QUALITY MANAGEMENT

- Oversees the performance improvement program with an emphasis on implementation of evidence based clinical care, measurement of outcomes, patient safety goals and facilitation of clinical performance.
- Located on the 3rd Floor across from GME Academic Center. The phone to contact the team is 631-548-6121.
- A Quality Management RN is assigned to every Medical Staff Committee and attends all medical staff committee meetings.
- The RN works with Department Chief's of each medical staff committee to design and implement clinical improvement activities on an ongoing basis. They also facilitate the peer review process.

PECONIC
BAY
MEDICAL
CENTER



PB Medical Center



Skilled Nursing Facility



Home Health Service



Physical Therapy/Rehab

QUALITY MANAGEMENT

- We have developed plans for outcomes measures providing methods measuring and comparing quality of health care to standards of excellence. The department focuses on measuring outcomes defined by the “system initiatives” and national clinical focuses (Joint Commission core measures, National Quality Forum clinical and patient safety measures, Centers for Medical and Medicaid Services measures.
- It is essential that we are able to demonstrate through data that our patients are receiving the right services, at the right time and the right setting. Through continual measurement of outcomes, we have the ability to monitor whether we are attaining our desired results, including:
 - Clinical and/or technical quality
 - Efficient use of resources
 - Risk and Liability
 - Customer Satisfaction
- Peconic Bay Medical Center organized Medical Staff involvement in improving clinical quality is fundamental in achieving success and recognition as an institutional leader in demonstrated quality of care.

PECONIC
BAY
MEDICAL
CENTER



PB Medical Center



Skilled Nursing Facility



Home Health Service



Physical Therapy/Rehab

2019 Hospital National Patient Safety Goals

The purpose of the National Patient Safety Goals is to improve patient safety. The goals focus on problems in health care safety and how to solve them.

Identify patients correctly

NPSG.01.01.01

Use at least two ways to identify patients. For example, use the patient's name *and* date of birth. This is done to make sure that each patient gets the correct medicine and treatment.

NPSG.01.03.01

Make sure that the correct patient gets the correct blood when they get a blood transfusion.

Improve staff communication

NPSG.02.03.01

Get important test results to the right staff person on time.

Use medicines safely

NPSG.03.04.01

Before a procedure, label medicines that are not labeled. For example, medicines in syringes, cups and basins. Do this in the area where medicines and supplies are set up.

NPSG.03.05.01

Take extra care with patients who take medicines to thin their blood.

NPSG.03.06.01

Record and pass along correct information about a patient's medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Make sure the patient knows which medicines to take when they are at home. Tell the patient it is important to bring their up-to-date list of medicines every time they visit a doctor.

Use alarms safely

NPSG.06.01.01

Make improvements to ensure that alarms on medical equipment are heard and responded to on time.

Prevent infection

NPSG.07.01.01	Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.
NPSG.07.03.01	Use proven guidelines to prevent infections that are difficult to treat.
NPSG.07.04.01	Use proven guidelines to prevent infection of the blood from central lines.
NPSG.07.05.01	Use proven guidelines to prevent infection after surgery.
NPSG.07.06.01	Use proven guidelines to prevent infections of the urinary tract that are caused by catheters.

Identify patient safety risks

NPSG.15.01.01	Find out which patients are at risk for suicide.
---------------	--

Prevent mistakes in surgery

UP.01.01.01	Make sure that the correct surgery is done on the correct patient and at the correct place on the patient's body.
UP.01.02.01	Mark the correct place on the patient's body where the surgery is to be done.
UP.01.03.01	Pause before the surgery to make sure that a mistake is not being made.



The Joint Commission
Accreditation
Hospital

This is an easy-to-read document. It has been created for the public. The exact language of the goals can be found at www.jointcommission.org.

PATIENT SAFETY CONCERNS:

When you have concerns about patient safety or quality of care you should:

- Use your chain of command:
 - First always notify and discuss your concern with the Department Director and/or House Supervisor.
 - You can also report your concerns to your Administrator and/or the VP, Medical Affairs.
- In addition, you can also contact:
 - Quality Management (631-548-6121)
 - Risk Management (631-548-6068)
 - Corporate Compliance Hotline (631-548-6073)
- It is the policy of PBMC that no employee or physician will be disciplined for reporting in good faith any concern about patient safety or quality of care.

PECONIC
BAY
MEDICAL
CENTER



PB Medical Center



Skilled Nursing Facility



Home Health Service



Physical Therapy/Rehab

PATIENT SAFETY CONCERNS:

Any employee, physician, or other individual who provide care, treatment, or services and who has concerns about the safety or quality of care provided in the organization may report these concerns to The Joint Commission at:

E-Mail:

complaint@jointcommission.org

Phone:

(800) 994-6610

Fax:

Office of Quality Monitoring
(630) 792-5636

Mail:

Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181



PATIENT SAFETY CONCERNS

When you have a concern about patient safety or quality of care you should...

Use your chain of command:

- First, always notify and discuss your concerns with your department chair.
- You can also report your concerns to the Medical Director

In addition, you can always contact

- Quality Management 631-548-6121
- Risk Management 631-548-6068
- Compliance Hotline

It is the policy of PBMC that no employee or physician will be disciplined for reporting in good faith any concerns about patient safety or quality of care.

CORPORATE COMPLIANCE

- HIPPA
- EMTALA
- Conflict of Interest
- Federal False Claims Act
- Non-Retaliation Whistleblower Policy
- Disruptive Conduct



PECONIC
BAY
MEDICAL
CENTER



PB Medical Center



Skilled Nursing Facility



Home Health Service



Physical Therapy/Rehab

BIOETHICAL ISSUES

- Whenever a clinical situation arises that presents a bioethical dilemma for a patient, his/her significant other(s) or any member of the health care team involved in the case, that cannot be resolved with a care conference, the Ethics Committee is available to address the issue
- It is the responsibility of the physician and the nursing staff to advise the patient and his/her significant other(s) of their rights to access the Committee
- The Ethics Committee may be accessed through the Social Work Department or the House Supervisor (after hours).

PECONIC
BAY
MEDICAL
CENTER



PB Medical Center



Skilled Nursing Facility



Home Health Service



Physical Therapy/Rehab

SERVICE EXCELLENCE

What are the physician benefits for contributing to a positive Patient Experience?

- Reduced call backs from staff, patients and families.
- Reduced liability
- Improved community reputation
- Increased referrals
- Personal satisfaction at the end of the day!

What are the Physician Questions on the HCAHPS Survey?

- During this hospital stay, how often did doctors treat you with courtesy and respect?
- During this hospital stay, how often did doctors listen carefully to you?
- During this hospital stay, how often did doctors explain things in a way you could understand?

Patients are provided with the following response options:

Never, Sometimes, Usually, Always

CONFLICT OF INTEREST:

A conflict of interest is defined as a situation in which someone in a position of trust, has competing professional or personnel interests that can make it difficult for this person to perform his or her job or to act in an impartial manner.

All physicians are required to disclose conflicts as described in the hospitals policy and procedures and complete a conflict of interest statement.

PECONIC
BAY
MEDICAL
CENTER



PB Medical Center



Skilled Nursing Facility



Home Health Service



Physical Therapy/Rehab

HEALTH INFORMATION MANAGEMENT

(a.k.a. Medical Records)

Office Phone: (631) 548-6360 or (631) 548-6361

Office Fax: (631) 548-6369

Hours of Operation: Monday through Friday, 8am - 5pm

Located at the Downtown Campus of PBMC

After Hour Access: Contact the Nursing Supervisor or Security Officer

DOCUMENTATION & LEGIBILITY

Clear, concise, legible and timely documentation is an integral part of providing high quality care to the patients we serve.

- Write clearly and legibly in all entries in the medical record. If your handwriting is difficult to interpret, print all entries. The ambulatory setting still uses paper medical documentation.
- Your signature, credential and identification number must be easily read by others. If your legal signature is not easily recognizable, print your name, or use a printed name stamp under your signature. You must also write your # clearly.
- Be sure to **time and date** all entries. Particularly physician's orders and progress notes.
- Correct errors properly. Errors should have a single line drawn through and the word error should be written with the date and initials of the author. Never 'write over' an entry to change it or obliterate it with 'cross outs' or use 'white out'.
- All pages in the medical record must be properly identified with the appropriate patient identification on both sides of all pages.
- Surgeons need to remember to write a brief operative note immediate after the procedure and dictate the operative report immediately as well.
- Discharge notes and summaries must be completed at the time of discharge.
- Addendums: should be documented as close as possible to the previous entry/event referring to. Entry must be dated and signed.

PECONIC
BAY
MEDICAL
CENTER



PB Medical Center



Skilled Nursing Facility



Home Health Service



Physical Therapy/Rehab

MINIMUM STANDARDS FOR MEDICATION ORDER

- Orders must meet a minimum standard in order to be processed. Orders that do not meet this minimum will not be processed by Pharmacy until the order is clarified with the practitioner.

All medication orders on paper records must contain the following components to meet the **required minimum standard**:

- Legible handwriting, consider printing
- Patient name, medical record number, unit (patient location)
- Date and Time (military time)
- A legible signature of the Authorized Prescriber and printed name or ID #
- Drug Name (written out completely)
- Dosage
- Route
- Frequency or Rate (include parameters for prn) and Indication
- Weight in those orders where necessary (anti-microbial form, pediatric patients)

VERBAL ORDERS ARE DISCOURAGED

PECONIC
BAY
MEDICAL
CENTER



PB Medical Center



Skilled Nursing Facility



Home Health Service



Physical Therapy/Rehab

INFORMED CONSENT:

- Write out planned procedure in layman's terminology
- Write out left or right for indication of operative site.
- **DO NOT** use any abbreviations including L or R
- Indicate name of physician doing the procedure.
- Document the risks, benefits and alternatives, likelihood of success and side effects, as well as outcome if not having the procedure.
- All signatures in the record must be dated and timed
- Have patient sign consent
- The nursing staff can witness the signature of the patient
- Leave no blanks!

PECONIC
BAY
MEDICAL
CENTER



PB Medical Center



Skilled Nursing Facility



Home Health Service



Physical Therapy/Rehab

TRANSCRIPTION:

Incorrect report types can hold up turnaround times STAT request turnaround time is approximately 2 hours during business hours. Please notify the transcription office to insure it is completed in a timely manner.

TRANSCRIPTION:

Transcribed reports through the dictation system (DOCQ Route). Will automatically fax a copy of the reports that were transcribed to your office. (Please stop by the Transcription office to request faxed reports).

HIM strongly encourages you to take advantage of this valuable service. All transcribed documents are also available through the physician portal for you to view at your convenience.

HISTORY AND PHYSICALS:

(For complete requirements see Medical Staff Rules and Regulations)

- To be completed (written or dictated) within the first 24 hours of admission and prior to any non-emergent operative procedure.
- If a patient is to go to the Operating Room and a history and physical has been dictated and is not available on the chart a written history and physical must be present on the chart except in an emergency situation.

PECONIC
BAY
MEDICAL
CENTER



PB Medical Center



Skilled Nursing Facility



Home Health Service



Physical Therapy/Rehab

OPERATIVE REPORTS:

(For complete requirements see Medical Staff Rules and Regulations)

- A complete Operative report must be dictated or written within 24- hours after surgery.
- A brief post operative report must be completed immediately post-procedure and available in the record.

PECONIC
BAY
MEDICAL
CENTER



PB Medical Center



Skilled Nursing Facility



Home Health Service



Physical Therapy/Rehab

DISCHARGE SUMMARY:

- Is to be dictated (except those less than 24-hour stay).

TRANSFER SUMMARY:

- Dictated for all transfers to another facility
- Used as discharge instructions for the receiving facility.
- For transcription or down-time, a handwritten transfer summary form is to be used. (located at nursing station)

PECONIC
BAY
MEDICAL
CENTER



PB Medical Center



Skilled Nursing Facility



Home Health Service



Physical Therapy/Rehab

BIRTH CERTIFICATES:

Birth certificates are generated through SPDS (State Perinatal Data System). The birth certificates will be in Maternity for you to sign.

DEATH CERTIFICATES:

Must be completed online.

- New York State Department of Health has mandated that death certificates be completed electronically. Written certificates should no longer be used at PBMC.
- A web based tutorial is available at http://www.health.ny.gov/vital_records/edrs
- To access EDRS, log into Health Commerce System (HCS) at https://commerce.health.state.ny.us/public/hcs_login.html

FETAL DEATHS:

If fetus is 20 weeks or greater, a fetal death certificate must be completed. Both sides must be filled out, including number of weeks. If the baby has an APGAR, takes a breath, etc. a regular death certificate, as well as a birth certificate must be completed.

PECONIC
BAY
MEDICAL
CENTER



PB Medical Center



Skilled Nursing Facility



Home Health Service



Physical Therapy/Rehab

USEFUL RESOURCES:

Joint Commission

www.jointcommission.org

NYS DOH

www.healthstate.ny.gov

Agency for Health care research Quality (AHRQ)

www.ahrq.org

Center of Disease Control

www.cdc.gov

Nassau Suffolk Health Council

www.nshc.org

American board of Medical Specialties

www.abms.org

American Medical Association

www.ama.org

American Osteopathic Association

www.aoa.org

HIPPA

www.hippra.org

American College of Emergency Physicians

www.acep.org

PECONIC
BAY
MEDICAL
CENTER



PB Medical Center



Skilled Nursing Facility



Home Health Service



Physical Therapy/Rehab