

CENTRAL CALIFORNIA PEDIATRICS

SPECIALTY INFORMATION FOR PHYSICIANS WHO TREAT CHILDREN AND EXPECTANT MOTHERS
WINTER 2008

Measuring Service Impact

~ One Child at a Time

The closure of the rheumatology department at one northern California pediatric hospital may be causing concern amongst physicians in Stanislaus, San Joaquin and Sacramento Counties. While any service closure can be detrimental, you shouldn't panic till you take stock of all your referral options, and we have very good news.

Children's Hospital Central California serves more children in Modesto and the surrounding environs than any other pediatric hospital, and our Pediatric Rheumatology Practice is able to provide greater access to care for your patients. Dr. Edsel Arce-Hernandez joined Medical Director Dr. Dowain Wright last year. Dr. Wright, who is also Chair of the Department of Medicine at Children's, has practiced pediatric rheumatology and immunology for nearly 20 years. Dr. Arce-Hernandez dedicated eight years of his career to the research of Childhood Lupus, and both doctors are published in several peer-reviewed journals.

Caring for children with rheumatic and inflammatory diseases, this team is skilled in diagnosis, treatment, and long term monitoring of therapeutic effectiveness and coordination of care.

Rheumatology Patient
Miles Gentry

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The Practice treats 3,000 outpatient visitors and 350 inpatients each year and has one of the largest populations with periodic fever syndromes in the country. They offer a multidisciplinary approach to patient care and collaborate closely with the Nephrology, Orthopaedic Surgery, and Physical and Occupational Therapy practices at Children's.

There is no greater example of the Practice's impact on Stanislaus County than the story of one young man from Modesto who became Dr. Wright's patient.

"It all started with what looked like a flea bite on his ankle," said Miles Gentry's mother, Lisa. "We took him to the emergency department at Memorial Medical Center in Modesto. The medical staff thought it was an infection and gave us antibiotics."

But Miles wasn't getting better. He developed a 102 degree fever that wouldn't break.

"He'd play all day and was normal, but as soon as night came, his ankle would hurt and swell so bad he couldn't even walk," says Lisa. "We went back to Memorial, they knew something was wrong."



Dr. Dowain Wright



Dr. Edsel Arce-Hernandez

The Memorial team was correct - Miles tested positive for Lupus. They quickly referred him to Children's and Dr. Wright.

"The morning of his appointment, he woke up and looked like a blowfish. His face was so swollen," says his mother. "He couldn't even walk."

Miles' condition was so severe that he gained nearly half of his body weight in one week.

"He went from 68 pounds to 98 pounds, his kidneys weren't working," says his father Danny, who was in Seattle at the time and rushed back to Miles' bedside. "It was the most difficult moment of our lives."

The bloated youngster had Class IV Glomerulonephritis, one of the most severe types of kidney disease that affect children with Lupus - fatal if not treated. Miles was given medications to help his kidneys, remove excess fluids, and an astonishing 12 liters were drained.

"I was a nervous wreck," Lisa recalls.

After being hospitalized for three weeks under the watchful eye of Dr. Wright, Miles turned the tide on his condition.

"I call him my 'poster child'," Dr. Wright says. "I can't believe what a turnaround he made." Miles is now a frequent follow-up visitor at Children's Rheumatology Practice.

Like all regional medical centers, Children's Hospital relies heavily on outcome data to relay quality to our referring physicians. But sometimes, as with Miles, it's best to present the ultimate outcome data, the kind that can walk up to you and say hello. ■

Medication Errors - A New Era of Prevention

Hospitals across the nation, including the premiere East and West coast medical centers, all struggle with patient injury and death caused by preventable medication errors. In a 2006 study, the Institute of Medicine determined that 400,000 drug-related injuries occur every year in hospitals, and another study indicated that medication errors account for one out of 131 outpatient deaths and one out of 854 inpatient deaths.

Large insurance companies reward hospitals who take steps to cut down on errors, and successful hospital accreditation has become largely based on patient safety. In a world full of miraculous medical advances, the most prestigious healthcare providers in the world are struggling with the simple task of not hurting, or even causing the death of, their own patients.

Even in pediatric facilities, 2.5% of all medication errors lead to patient harm. Hospitals cannot exist in a state of denial, and at Children's we recognize that – like it or not – the potential to seriously harm our patients is real.

“When you talk about harming children, you really have to step back and evaluate any and everything,” said Chief Operations Officer Todd Suntrapak. “We do all we can to make our environment safe because we don't want any medication

errors. None. As hard as it is, that's what the real goal has to be. There's no such thing as an acceptable range of error if it's your child.”

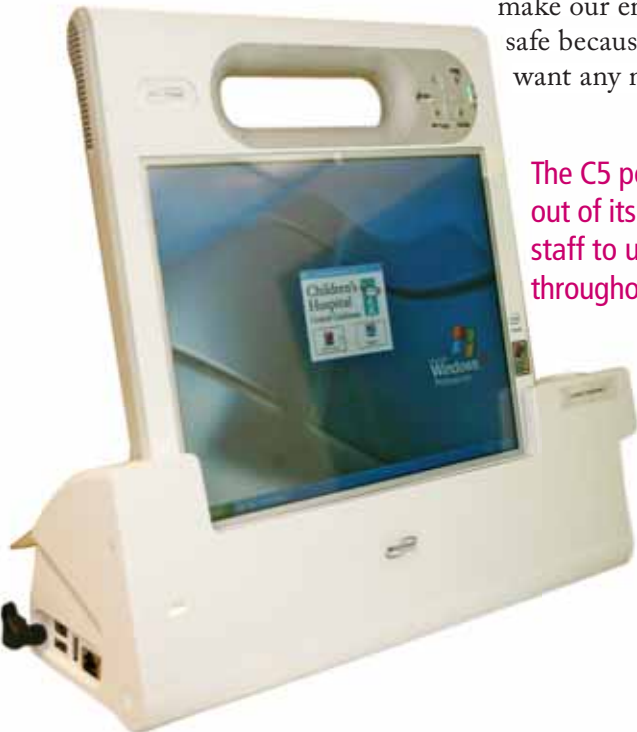
With that in mind, an evaluation of medication administration at Children's led to a simple conclusion. We needed to remove the opportunity for human error wherever possible and establish a unified system that protects patients in every unit, from the emergency department to the outpatient practices. We sought a solution that is standard, simple, and works the same in every department. We found it with Bedside Medication Verification (BMV).

Children's launched BMV in August. Nurses, respiratory care practitioners (RCPs) and doctors are now equipped with a state-of-the-art system for medication administration and documentation. Featuring a wireless computer tablet called the C5, providers access clinical information in real-time. Nurses and RCPs use the integrated barcode scanner to scan all medications and patient identification prior to administering drugs. Each dose is automatically logged into the patient's electronic medical record and can be viewed immediately by everyone else using the system to care for that patient. The cutting-edge system is now in play 99.5% of the time that nurses administer drugs at Children's.

The Hospital has a strong history of using technology to mitigate human error, including a barcode-based pharmacy robot that began work at Children's in 2004. BMV is a large step forward, even with that history in mind. The tech factor in the initiative is very high and the Hospital is very early in its adoption. Children's was able to acquire the C5 system before its official release, and to date we have more of the units in operation than any hospital in California. The human factor is also impressive. The immediate capture of all medications and the fact that the system is in use everywhere from the Emergency Department to the outpatient practices is having an impact on the care-giving culture at the Hospital.

“Information about administration of medication is now available in real-time, house-wide,” said Vice President and Chief Nursing Officer Beverly Hayden-Pugh.

The C5 pops right out of its base for staff to use throughout the unit.



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PhysFocus

Samuel Lehman, MD was appointed in May 2007 as Medical Director of Patient Safety and Chair of the Patient Safety Committee at Children's. He leads the Hospital's patient safety efforts aimed at the elimination of preventable harm, through projects that help to reduce specific types of errors (including medication reconciliation and patient identification systems) and the prevention of hospital acquired infections. He is the catalyst in the development of the Children's "Culture of Safety", an organizational focus on delivering safe care.

Board certified in Critical Care Medicine by the American Board of Pediatrics, Dr. Lehman has been with Children's since 2003. A pediatric critical care physician in the Pediatric Intensive Care Unit, he provides complex care to some of the sickest children in the Hospital. He is also Director of Pediatric Resident Rotation in Critical Care.

An expert in critical care medicine, Dr. Lehman has participated in and conducted several research studies. He has given presentations at critical care conferences on topics including traumatic brain injury and has been published in *Genetics*. Dr. Lehman is also a member of the Society of Critical Care Medicine. He received the American Academy of Pediatrics Award for Advocacy for Children in December 1996.

A graduate from the University of Kansas School of Medicine, Dr. Lehman completed his internship and residency in the Department of Pediatrics at the University of California, San Diego, where he served as Chief Resident. He is fellowship trained in pediatric critical care by Children's Hospital in San Diego, California. ■

Otolaryngology Services Expanded

Dr. Michael Dunham, administrative director of the Otolaryngology Division, joined Children's Hospital Central California in 2006 with over 25 years of experience as a pediatric otolaryngologist. With Dr. Dunham's arrival, ENT services grew to include a full-time outpatient practice as well as comprehensive inpatient and emergency services. This, of course, brought an increase in patient volume. That increase prompted Children's to seek out an additional pediatric otolaryngologist, Dr. Jairo Torres.



Dr. Michael Dunham treats children at the Hospital's main campus as well as the Modesto Center.

Dr. Torres comes to Children's with 20 years of experience and sub-specializes in the care of children with complex ear disease. He has initiated the bone anchored hearing aid (BAHA) program for children with congenital ear deformities that result in hearing loss.

This is an important addition to the team's capabilities. Dr. Torres' arrival also expands access to care for conditions already seen in the Otolaryngology Practice. The team treats children with disorders of the head and neck, including common conditions such as recurrent ear infections, childhood hearing loss, tonsil and adenoid disorders and sinus infections. Advanced specialty care is available for complex congenital conditions and tumors affecting the head and neck region. The specialists at Children's also care for difficult airway obstruction cases in children with noisy breathing and sleep related breathing problems.

Both specialists, as well as ENT nurse practitioner Carol Cramer, CPNP, treat patients at the Modesto Pediatric Subspecialty Center. They are in Modesto on the second and fourth Tuesday of every month.

The division works closely with Children's Audiology and Speech Language Pathology Departments. These teams provide services for behavioral hearing testing, otoacoustic emissions testing, auditory brainstem evoked testing, hearing aid evaluations, and management of hearing loss.

Our physicians partner with referring physicians to achieve optimal outcomes for the most complex conditions. ■

Rehabilitation Center

Impressive medical and surgical feats can seem commonplace at Children's Hospital. You may have heard about amazing medical treatments and procedures helping to save the lives of children in the Emergency Department, the NICU, PICU, and the Cancer Center. Our pediatric subspecialists care for some of the most acutely ill children in the region, and often in the entire nation.

There is another center, sometimes known as our "hidden gem," that routinely delivers life-changing experiences. The CARF-accredited Children's Hospital Rehabilitation Center is a dedicated multidisciplinary unit that is responsible for some of the most transforming life events for the patients at this hospital.

Children's has the only independent Pediatric Rehabilitation Center in California accredited by CARF, the Commission on Accreditation of Rehabilitation Facilities. The expert team offers comprehensive inpatient and outpatient care featuring physical, occupational, and speech/language therapy services.

Facilities include pools and gyms in both the inpatient and outpatient settings. A board certified physiatrist is on hand with available consultation from Children's board certified neurologists and neurosurgeons. Counseling is provided by clinical psychologists, neuro-psychologists, and social workers.

Children's also offers an experienced Rehab Engineering team to design, build and modify assistive devices to meet a child's needs. This may range from a specially designed or sized wheelchair to device control and communication interfaces.

Children's rehab physicians, nurses, and therapists can be the center of hope and stability for a family undergoing the intense events of a medical trauma. Patients and families can feel exhausted at the end of an extended ICU stay, but they may also be nervous about the idea of going home. The rehab team works together to provide medical care, information, physical exercise, family training, and necessary equipment to prepare patients for discharge home and return to school.

Led by Medical Director Jennifer Crocker, MD, the rehabilitation team has set some important goals for 2009. Dr. Crocker is working hard to increase awareness of the capabilities of the Rehabilitation Center and the variety of patients that can be helped. She feels that greater exposure to the regional medical community will translate into greater access to care for the Valley's kids, and her approach is already working. Dr. Crocker joined Children's Hospital in March, 2008, and inpatient rehabilitation admissions have increased steadily over the past six months. ■

MEDICATION ERRORS CONTINUED FROM PAGE 3 >>

"That's huge. It means our staff knows immediately, at the child's bedside, what medications have been administered, when and how."

All information is integrated into the medical record and works seamlessly with other Hospital systems. The transition has been a tactical success for Children's and a monumental step forward for patient safety, locally and nationally. The entire national medical community is working hard to eliminate hospital-based medication errors, and Children's Hospital Central California is proud to have jumped ahead of the pack.

"We're getting closer," Mr. Suntrapak said. "Every innovation brings us closer to that elusive perfect record. We're ahead of the curve, and we intend to stay that way." ■



Our New Team Members



Medical Director, Infectious Disease: David Pugatch, MD

David Pugatch, MD, has brought his eighteen years of experience to Children's, assuming the role of Medical Director of Infectious Disease. Dr. Pugatch joined the Hospital in November from Brown University/Hasbro Children's Hospital, where he served as the Director for the Pediatric Infectious Diseases Fellowship Program. He is widely published and serves in an editorial capacity for several medical journals. He is an author of the chapter on Immunizations for the upcoming sixth edition of the Feigin and Cherry Textbook of Pediatric Infectious Diseases.

Dr. Pugatch received the American Academy of Pediatrics Special Achievement Award for Distinguished Service in recognition of international health work and was given the Award of Recognition by the Kingdom of Cambodia's Ministry of Health for efforts that include his work with the William J. Clinton Foundation HIV/AIDS Initiative. Dr. Pugatch has received national and international appointments including the NIH/NIAID Special Emphasis Panel for Comprehensive International Program of Research on AIDS and the NIH, HRSA and NPHRC Working Group on Antiretroviral Therapy and Medical Management of HIV Infected Children.

Dr. Pugatch completed a fellowship in Immunovirology at the University of Massachusetts and earned his medical degree from McGill University in Montreal. ■



Magnet Re-designation Successful

Children's Hospital Central California has once again been awarded Magnet recognition by The American Nurses Credentialing Center (ANCC). Magnet designation is the highest nursing benchmark in the world, and only 5% of all health care organizations in the United States have achieved it. Children's originally received designation in 2004, the first pediatric hospital in the Western United States to do so. This latest recognition follows a months-long evaluation process. All hospitals who have achieved Magnet status must pass this review every four years.

Children's brought Magnet designation to the pediatric environment in California through a strong collaborative staff effort. We learned that it's not just about nursing, it's about a culture of quality care. There have been a handful of Southern California hospitals who have followed in our footsteps, but we remain the only Children's hospital north of Los Angeles to take the steps necessary to achieve Magnet status. ■

Free Literature Services for Referring Physicians

The Nathalie Wolfe Pediatric Sciences Library at Children's Hospital offers quick help for those seeking medical literature. Our online book and journal catalog is available on the Children's website (ChildrensCentralCal.org). Just click the "Services" link on the main page. After the jump, scroll down to "Medical Offices and Physician Services" where you will find the link to the Medical Library. Choose the book and journal link to search our collection. If a book or journal is available electronically, there will be a link in the record.

We can help with article retrieval, literature searching, and interlibrary loans for journal articles and books. Search requests are completed within 24 hours and most journal articles are retrieved and delivered to you within 8 hours. If you need information for patient care, call us at 559-353-6178. We are staffed Monday-Friday, 7 a.m. to 6 p.m. and are always happy to provide whatever is available to help in patient care. ■

Direct link:

www.childrenscentralcal.org/services/medicaloffice/medlibrary

First Private Neonatal Patient Rooms in California

Children's Hospital Central California has become the first hospital in the state to offer private rooms in their Neonatal Intensive Care Unit (NICU). Children's has the only Regional Level III NICU in Central California, and the 104-bed unit now includes 21 private and semi-private rooms. The larger units continue to offer great care while the individual rooms are used for care-appropriate patients and families, allowing parents to remain at their baby's bedside throughout their stay.

"Typically, moms are out of their delivery hospital in about 48 hours," said Beverly Hayden-Pugh, Vice President and Chief Nursing Officer. "But a premature baby can be hospitalized for weeks, sometimes months. Our existing unit does a fantastic job of giving parents a real

experience with their babies. The private rooms amplify that positive bonding. Even if a baby is premature, moms and dads get the hands-on, loving experience they will only find at a children's hospital."

The rest of the Hospital has had private rooms since the move to a new facility in 1998. Children's leaders examined data showing that private NICU rooms have proven very beneficial for babies in some of the nation's top hospitals, and made the decision to become the early-adopter of the concept on the West Coast.

Each room has a private bathroom, a sleeping couch for parents and all the equipment needed to care for a premature infant. The rooms, with the ability to sleep-in, offer a level of bonding important to families. This helps to develop and support the parent/child connection by providing an environment where the family can interact like they would at home.

As a Regional NICU, Children's provides not only 24-hour coverage by board certified neonatologists but also consultations from medical and surgical subspecialists. Children's specialty-trained nurses and respiratory care professionals have all made careers out of caring for neonates. That's a feature you'll only find at one of the country's premier pediatric hospitals.

"It's simple," Hayden-Pugh said, "We care for kids and their families exclusively, we understand their special needs. Adding a program like this is a perfect fit and one of the big reasons new moms choose Children's Hospital." ■



Our New Team Members



Complex Primary Care: Garine Lepejian, MD

Garine Lepejian, MD joined the Charlie Mitchell Children's Center in October. Prior to relocating to California, Dr. Lepejian practiced pediatrics in Tennessee. She received her Medical Degree from Jordan University in Amman and trained in Pediatrics at the American University of Beirut, in Lebanon, as well as at the Cleveland Clinic Foundation in Ohio. She has won research awards both in the United States and abroad. The Charlie Mitchell Center is located on the Children's Hospital campus and specializes in complex primary care. ■

Satellite NICU at Mercy Medical Center

Children's has pediatric partnerships with hospitals throughout Merced and Stanislaus counties including Mercy Medical Center. Mercy hosts one of three Level II satellite Neonatal Intensive Care Units (NICUs) Children's has placed in regional hospitals throughout the Valley. The combined units see more than 300 cases and almost 3,000 patient days annually.

The satellite NICUs function as extensions of the Level III NICU at Children's. Mercy's six-bed satellite is staffed with Children's Hospital's trained and certified medical staff, including board certified neonatologists and registered nurses. The unit will grow with Mercy's expansion. ■



CME Calendar

Modesto Pediatric Clinical Symposium

Saturday April 25th, 2009

8:00 a.m. to 1:30 p.m.

Modesto Double Tree Hotel

1150 9th Street

Madera Pediatric Clinical Symposium

Saturday May 30th, 2009

8:00 a.m. to 1:30 p.m.

Children's Hospital Central California

9300 Valley Children's Place

These two half day Saturday programs will focus on advances in pediatric practice including: Pulmonology, Neurology, Infectious Disease and Plastic Surgery. For more details and registration information, contact Irene Mueller or Brooke von Ah at programs@childrenscentralcal.org or 559.353.6621.

« Every Tuesday & Thursday:

Pediatric Consulting & Subspecialty Lectures

12:30 to 1:30 p.m.

December Series: Neonatology

February Series: Cardiology

January Series: Nephrology/Urology

March Series: Rheumatology/Immunology

For a complete list of monthly CME topics visit www.childrenscentralcal.org. Children's Hospital is accredited by the Institute for Medical Quality/California Medical Association (IMQ/CMA) to provide continuing medical education for physicians. For questions about our CME program, contact Norma Barajas, PhD, at 559.353.7230 or email nbarajas@childrenscentralcal.org.

Referring a Patient

For urgent referrals, or to transfer a patient, call our Transfer Center toll free at **866.353.KIDS (5437)**. Or go online to childrenscentralcal.org for a complete list of physician office numbers and information.

Direct link:

www.childrenscentralcal.org/services/medicaloffice/refer

Outreach Centers:

Merced Subspecialty Pediatric Center

209.726.0199

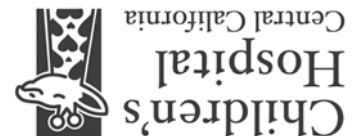
Modesto Subspecialty Pediatric Center

209.572.3880

For a copy of Children's Quick Reference Telephone Guide, call 559.353.6621.

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