



Physician News Brief

NEWS ABOUT COVENANT HEALTHCARE FROM
The Office of Physician Relations & Regional Outreach
FEBRUARY 8, 2016

Quiet Movement...Please Help our Patients Rest

As a response to the patient feedback received through HCAHPS, Covenant HealthCare has launched a Quiet Movement. The HCAHPS question reads "How often was the area around your room quiet at night?" As an organization we are in the bottom decile, being one of the loudest hospitals in the country. Our voices and beeping equipment are two of the main culprits and we are working to minimize those.

In order to provide an environment conducive to rest, units have varying quiet times, but all observe between 2-5pm. This does not mean physicians cannot round, but we ask that phones are on vibrate and try to keep a quiet environment. Quiet matters. All the time. Especially when it comes to the healing of our patients.

For questions or concerns, please contact Patient Experience Administrator, Christin Tenbusch at 989.583.7491 or ctenbusch@chs-mi.com.

New Product Acquisition & Evaluation Process

The Clinical Quality Product Value Analysis (CQPVA) Program started January 26, 2016. This new program is designed to reorganize the product acquisition and evaluation process. It has been developed with Physician participation to create a standardized process that will ensure each product brings value to our patients and the organization. Each product will be evaluated based on clinical efficiency, effect on quality outcomes, and appropriate economic control. This new vendor policy has been communicated to our vendor partners as well.

For questions about this process, please call the CQPVA Administrator, Toni Young MSN, RN at 989.583.4277 or ayoung@chs-mi.com.

Clostridium Difficile Reminder

We are seeing an increased number of C. Diff patients in the community and here at Covenant HealthCare. Here are a few reminders about contact isolation for known or suspected patients with C. Diff:

1. Don gloves upon entering a room for any reason.
2. Don gowns when in direct contact with an infected patient or their environment.

We appreciate your commitment to keep our patients safe. For questions, please contact Infection Prevention Specialist, Yvonne Shaw, RN at 989.583.4466 or yshaw@chs-mi.com.

Fluency Direct Update

The Fluency Direct microphones are located throughout the organization, please be cognizant that they are there for the use of the entire medical staff. Please be careful when using them and leave them at the work station in which they were intended so that the next user may also utilize.

For questions, please contact Elaine Mayer at 989.583.2711 or emayer@chs-mi.com.



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