In the summer of 2012, Swedish/Edmonds launched a comprehensive, nonsurgical weight loss program based at Swedish Edmonds Specialty Clinic. Since then, the program has helped dozens of patients with diabetes, hypertension or other illnesses caused by or made worse by obesity or being overweight shed pounds and keep the weight off.

A year later, Swedish/Edmonds joined with surgeons at Northwest Weight Loss Surgery to perform bariatric procedures at the hospital. The revitalization of the bariatrics program at Swedish/Edmonds continues to grow and the hospital is in the process of qualifying as a Center of Excellence (COE).

Bariatric procedures performed at Swedish/Edmonds are typically done laparoscopically or robotically and include:

- Roux-en-Y gastric bypass
- Adjustable gastric band (LapBand®)
- Vertical sleeve gastrectomy

Physicians with patients who are morbidly obese (weighing at least 100 pounds over their ideal body weight and having a BMI of at least 40) may refer patients to the surgical weight loss services program at Swedish/Edmonds by calling 425-285-7028. For a referral to the nonsurgical weight loss program, please call 425-673-DIET (3438).

Information about both the surgical and nonsurgical weight loss programs is also available on the web at www.swedish.org/edmondsweightloss.
Congratulations…

These physicians were mentioned by name in the October Press Ganey Patient Satisfaction Surveys and complimented for their great work.

Benjamin Jones, M.D.
Emergency Services

James Mercer, M.D.
Emergency Services

Kyung Min, M.D.
Hospitalist

Bruce Erhart, M.D.
Sound Women’s Care

Jeffrey Bray, M.D.
Sound Women’s Care

Michelle Sinnett, M.D.
Surgical Associates of Edmonds

Catherine Zeh, M.D.
Birth & Family Clinic

Jinfeng Jeff Guo, M.D.
Puget Sound Gastroenterology

Ralph Althouse, M.D.
Swedish Heart & Vascular

David Island, PA-C
Emergency Services

Josh Yi, M.D.
Hospitalist

Ryan David, M.D.
Emergency Services

Eileen Johnston, M.D.
Swedish Cancer Institute Medical Oncology

Kevin Keating PA-C
Emergency Services

Timothy Roddy, M.D.
Urology Northwest PS

Gregg Miller, M.D.
Emergency Services

Kimberly Dickey, D.O.
Sound Women’s Care

What are Patients Saying?

Below are a few positive comments from recent Press Ganey Satisfaction Surveys and discharge calls at Swedish/Edmonds. Congratulations to physicians and hospital staff mentioned.

Childbirth Center
“Dr. Bruce Erhart you are the best!”

“The physicians were incredible and everyone that sees my C-section scar comments on what an outstanding job Dr. Rogers did.”

“Dr. Dickey has a wonderful bedside manner. It was a delight to have her deliver my son.”

Emergency Services
“Patient said that she received excellent care and was pleased with her ER visit. She felt that Dr. Hammell took extra time with her and she really liked him! All staff, including Jim Ingalls and Matt Miller, was very friendly.”

“Patient said Kevin Keating was a delight!”

“Patient stated the entire ED staff took excellent care of her: Terry West, Lori, Kayla, Dr. Mercer and Dr. Chow.”

8W
“CNA Rose and R.N. Stephanie were wonderfully cheerful, attentive and caring.”

Progressive Care
“Dr. Chung was fantastic!”

“Dr. Sullivan spoke to me in English, not “doctor.” I really appreciate that.”

“A special thank you to Mike on the 2nd floor. He took very good care of me. Also, thank you Laurie.”

5W
“A very special thank you to Joe on 5th floor. He literally saved my life!”

Outpatient
“Winnie was with me for the duration of my tests. She exceeded my hopes and expectations considerably. She helped make the entire experience stress free with her knowledge, concern for me, and her great personality.”

“As unpleasant as infusion is, Sara was attentive to my needs. She answered my questions thoroughly and competently.”
Community support for the hospital expansion project at Swedish/Edmonds continues to grow. The Hazel Miller Foundation has made a generous gift of $25,000 in support of the hospital’s new Emergency Department (ED). The Hazel Miller Foundation is a private, nonprofit organization dedicated to supporting programs and projects that serve the citizens of Edmonds and South Snohomish County.

Meanwhile, construction of the new parking garage, which is also part of the hospital expansion project, got underway Dec. 30 with the demolition of asphalt, and removal of landscaping and curbs. The new garage will offer free parking and will house more than 350 vehicles when complete. Construction of the garage is the first phase of the hospital expansion project which includes a new ED, a dedicated behavioral health unit, an urgent care center, and more.

While construction of the new parking garage is ongoing, sections of parking lots J, KE and KW on the Swedish/Edmonds campus will remain closed. Overflow parking for staff is located near the hospital at Edmonds Woodway High School. If you are a medical staff member who is having difficulty finding a parking space in your designated area or at Edmonds Woodway High School, please contact Swedish/Edmonds security at 425-640-5555.

Thank you for your patience and cooperation during the parking garage phase of the expansion project construction.

When construction is complete, the new parking structure at Swedish/Edmonds will offer free parking and house more than 350 vehicles.

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**Clinical Documentation Integrity Program (CDIP) Report: November**

<table>
<thead>
<tr>
<th>Total Reviews:</th>
<th>375</th>
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<tbody>
<tr>
<td>Total Clarifications:</td>
<td>49</td>
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<tr>
<td>Response Rate:</td>
<td>98%</td>
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<tr>
<td>Physician Agree Rate:</td>
<td>72%</td>
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</table>

**November’s Top 5 Clarifications:**

1. Congestive heart failure
2. Acute blood loss anemia
3. Malnutrition
4. Pressure ulcer
5. Catheter associated urinary tract infection

**Total Case Mix Index for Medicare and Managed Medicare:** 1.6228

Thank you to the medical and surgical staff for taking the time to respond to these queries. Please contact Melanie Westerinen, Documentation Integrity Liaison, at 425-640-4378 with any questions.
Birth & Family Clinic Welcomes New Physician

Genevieve Hann, M.D., has joined the team of providers at Birth & Family Clinic.

Dr. Hann graduated from Mayo Medical School in Rochester, Minnesota and completed her residency at Swedish First Hill Family Medicine in Seattle. As a board-certified family medicine physician, she has varied clinical interests including obstetrics, pediatrics, women’s health, geriatrics and travel medicine.

“I enjoy getting to know my patients and believe that the patient-physician relationship and good communication are keys to improving health and wellness,” says Dr. Hann. “I have true compassion for my patients and try to use humor to heal.”

Dr. Hann moved to the Pacific Northwest from the Midwest and outside of caring for patients, she enjoys hiking, cooking, reading fiction and spending time with family and friends.

To schedule an appointment with Dr. Hann, call Birth & Family Clinic at 425-640-4950.

At Your Service: The Physician Assistance Program

The Swedish Physician Assistance Program is a confidential, outside resource available to medical staff members and their families at no cost to support members in addressing:

- Family or marital concerns
- Emotional or behavior issues
- Substance abuse
- Compulsive behaviors
- Work-life balance issues or other problems

The program is always confidential and available 24 hours a day, seven days a week at 800-777-1323. Benefits also include free legal services, childcare and eldercare referrals, identity theft/fraud services and debt management assistance.

Check out the online tools and resources at www.fchn.com. Once at the website, click “Employee Assistance Program” and then “PAP.” At the “Work/Life Resources” tab enter the username: “swedish” and the password: “employee” for immediate access. The username and password provide access for all medical staff members, whether or not employed by Swedish.

Swedish CME Events

Below are a few of the upcoming Swedish CME activities. Please visit Swedish.org/CME for locations, times and the most up-to-date information about upcoming CME activities.

10th Annual Pediatric Specialty Updates for the Primary-Care Physician
Friday, Jan. 31

Transradial Approach: A Case-based and Hands-on Training Course
Friday and Saturday, Feb. 28 and March 1

Diagnosis and Treatment of Pelvic Floor Disorders for Primary-Care Physicians
Friday, March 7

Medical Ethics Conference Series for Health-Care Providers
4th Wednesdays at Swedish/Edmonds
Create Your Swedish Web Profile

All active Swedish/Edmonds physicians are eligible to create a physician web profile at www.swedish.org. Follow the steps below to create your profile today and attract new patients.

Go to www.swedish.org/CMSDesk and enter your user name and temporary password:

- User name: Same as your username on the Swedish network, e.g., Tom G. Smith would be SmitTg1
- Password: Lastname (case sensitive)

Physicians are asked to maintain their own office information on profiles such as office hours, address/phone changes, etc. It’s recommended that you change your default password (last name) to your ‘strong’ password used on the Swedish network, so your Swedish logins are consistent and easier to remember.

If You Need Help
Please visit www.swedish.org/physician.

Critical Values for Hemoglobin, Hematocrit Lowering

Effective Saturday, Feb. 1, the critical values for hemoglobin and hematocrit for ages 1 month to adult will be lowered to 7.0 g/dL and 21 percent respectively. This change better reflects new literature-based guidelines accepted throughout the Swedish system. These guidelines indicate that blood transfusions are not recommended in patients with hemoglobins or hematocrits above those levels unless they have severe comorbidities such as cardiac disease.

The changes in critical values have been reviewed by several hospital committees and accepted by the Medical Executive Committee. If you have questions, please contact Alan Boudousquie, M.D., medical director of Laboratory Services at Swedish/Edmonds, at 425-640-4125.

An important new initiative is under way that will help Swedish realize its vision of easing patient access across the health system. An in-house call center currently is being built and is scheduled for a mid-2014 launch. This call center will manage the 1-800-SWEDISH Referral Line with the goal of providing concierge-level service to patients who call Swedish seeking a provider. The call center will focus on building intimate knowledge of Swedish providers, services, and geography, thereby improving each caller’s experience.

All active providers received an email last month with information and instructions about how to opt-in to be included in the 1-800-SWEDISH rotation of providers, similar to the way in which they are currently included in the 1-800-SWEDISH referral line today. It is hoped that this will increase efficiencies by ensuring the roster includes only those providers who wish to be included. If a provider chooses not to participate in the 1-800-SWEDISH program, patients still can find him/her online at Swedish.org: “Find a Physician.”

If you have questions about 1-800-SWEDISH, please contact Karen Srour, Patient Access Program Manager at karen.srour@swedish.org or 206-628-2563.
## WELCOME New Swedish/Edmonds Medical Staff

<table>
<thead>
<tr>
<th>Name</th>
<th>Group</th>
<th>Specialty</th>
</tr>
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<tbody>
<tr>
<td>Sharmila Ahmed M.D.</td>
<td>PacMed Clinics</td>
<td>Oncology</td>
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To Admit a Patient to Swedish/Edmonds, Call 425-640-4444

For Medical Staff information on the web, visit: www.swedish.org/EdmondsMedicalStaff