What’s new?

Cystic Fibrosis Clinic

The University of Utah has historically provided oversight for the Cystic Fibrosis Clinic. As of December 1, 2015, Primary Children’s will provide the oversight of this clinic.

The same great team will continue to provide clinical care for these patients and the Pediatric Scheduling Team will continue to schedule appointments. Clinical note processing and billing practices will now be administered by Primary Children’s Hospital.

Hipaa Reminders

Reporting Hipaa Incidents

Anyone who makes a report to the Privacy Office, as required by HIPAA, will be protected. It is a violation of University of Utah policy and federal law to intimidate, threaten, or harass anyone who exercises their right and responsibilities under HIPAA by filing a complaint or reporting privacy and security issues. It’s the law.

What are some examples of Hipaa Incidents you should report?

Sharing passwords; passwords posted in plain sight; seeing a co-worker look up information—paper or electronic—that is not for work purposes; patient information left lying out exposed; AVFs (AVSs) given to the wrong patients, people wandering around in areas where they don’t belong; co-workers talking about patients to those who don’t have a need to know; etc. (See if you can come up with any other examples not listed.)

What is the procedure for reporting incidents?

You should promptly report the incident on the privacy website at www.privacy.utah.edu > Report a Problem.

Winter Respiratory Illness Season

Winter Respiratory Illness season began December 1st. What does that mean for the clinics?

For all visitors with respiratory symptoms please;

- Instruct patient to wear a mask while here.
- Place a ‘Droplet Precautions’ sign on the exam door.
- Use appropriate Personal Protective Equipment (PPE) in the exam room (staff and providers).

*Staff who received a flu shot exemption must wear a mask while in patient care areas
- Use Hand sanitizer frequently!
  Always sanitize your hands before and after contact with a patient

A patient may remove the mask while in the exam room, but should wear it at all times otherwise. If visitors remove masks in exam rooms, Droplet Precautions must also be used.

EVS to clean exam rooms where Droplet Precautions have been in place before next patient uses room.

Let’s be aware and prepared for Winter Respiratory Illness Season!

Feel free to direct any questions or concerns to:

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Clinic Update Article compliments of Sharon Soutter
HEALTH LEADS SURVEY

The Department of Pediatrics is currently conducting a new patient survey to increase our awareness of social needs in the community. We understand that it is difficult to focus on health-related needs if the basic needs of a family are not being met. We are asking families which community resource, if any, would be helpful to be connected with. We hope that this survey will offer insight to our patient’s situations and provide data that can assist in creating a tool to direct them to where they can get the assistance they need.

Here are our areas of interest listed on the survey:

- Healthy Food
- Stable Living Conditions
- Assistance with utility bills
- Employment or job training
- Health / dental insurance
- Adult Education
- Public Benefits
- Child-related activities or educational support
- Supplies: diapers, clothing, car seats, school
- Legal support
- Transportation services

SOLUTION TEAMS UPDATE

The Scheduling Solution Team & the Clinical Operations Solution Team committee members have been selected. The Solution Teams are tasked with evaluating key operations in need of improvement and collaboratively developing solutions. These teams will hold their first meeting in January.

SCHEDULING SOLUTION TEAM

Co-Chair: Shannon Nichols  
Scheduling & Template Manager

Co-Chair: Ashley Boyington  
Template Lead

Provider Members: Collin Cowley, MD  
Stephen Guthery, MD  
Lynne Kerr, MD

Our Goal:

To coordinate provider schedules to maximize space, increase patient access, and create an optimal clinic flow.

CLINICAL OPERATIONS SOLUTION TEAM

Co-Chair: David Meyers  
Clinical Services Manager

Co-Chair: Heleena O’Shea  
OSS – Front Desk Supervisor

Provider Members: Collin Cowley, MD  
Aimee Hersh, MD  
Allison Oki, MD  
John Pohl, MD  
Matthew Sweney, MD

Our Goal:

To provide exceptional direct patient care at the highest level of efficiency from the time of arrival to the time of discharge. Enhance communication between our clinical teams, patients, and their families to ensure increased patient safety and satisfaction.