

the stethoscoop

FOR THE MEDICAL STAFF OF SALT LAKE REGIONAL MEDICAL CENTER

Issue 1. Spring 2011

NEW!

Salt Lake Regional I.D. BADGES Available

Several entrances at Salt Lake Regional are now equipped with ID badge readers. New ID badges have been distributed to those on the medical staff to replace old badges that are unable to facilitate the reader. The new badges are identified with a number series on the backside of the card, printed through the barcode. If you need a new badge, please stop by Human Resources on the ground floor and have your photo taken and new badge issued. ID badges are required for all Medical Staff, Nurse Midwives, APRNs, Nurse Anesthetists, Nurse Practitioners, and Physician Assistants. Please contact Marilyn Jones, Hospital Services Representative, with any questions 801.350.8522 | mmjones@iasishealthcare.com.

Doctor's Day 2011 Celebration

National Doctor's Day 2011 was celebrated in traditional "Reg-style" with good food (made-to-order omelettes), good company, and a good reason to celebrate. We honor our physicians for their continuous commitment to excellence in patient care.



Bill Southwick, CNO, joins Thomas Cuisine in preparing omelettes for physicians at Salt Lake Regional Medical Center.



HCAHPS

| | JAN11 | FEB11 | MAR11 | CHANGE | NAT'L Mean | STATE Mean |
|---|-------|-------|-------|--------|------------|------------|
| Rate hospital 0 - 10 | 51% | 62% | 61% | -1% | 65% | 66% |
| Willingness to recommend this hospital | 61% | 66% | 61% | -5% | 68% | 71% |
| Communication w/ Doctors | 76% | 86% | 80% | -6% | 80% | 81% |
| Doctors treat w/courtesy and respect | 86% | 93% | 88% | 0% | 80% | 81% |
| Doctors listen carefully to you | 76% | 84% | 74% | -10% | 80% | 81% |
| Doctors explain in a way you understand | 67% | 81% | 78% | -3% | 80% | 81% |

THE PATIENT SAID...

"Dr. Stringham and Dr. Howard were amazing. I had to have heart surgery and I'm still here to talk to you. Nurses Teresa and Kevin were really excellent in their nursing skills. In Radiology, Rebecca and Heather were very courteous."

"Dr. Welling was very attentive. My nurse, Denise, was wonderful. All of the staff were very nice."

"Dr. Hayes is just good about everything - talking to you and being sure you are comfortable. He has good bedside manners. He is just excellent."

"Dr. Mintz was informative and talented."

"Dr. Sharma was wonderful."

May Physician PLANNER

| | | | |
|----|------------------|--------|----------|
| 9 | Anesthesia Dept | 7AM | Board Rm |
| 11 | Governing Board | Noon | Board Rm |
| 13 | Credentials Cmte | 7AM | Board Rm |
| 23 | Med Exec Cmte | 5:30PM | Board Rm |