

Spring 2023

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# Progress Notes

METHODIST HEALTH SYSTEM MEDICAL STAFF NEWS



## Progress requires us all to RISE to the challenge together



**Martin L. Koonsman,**  
MD, FACS, CPE  
Chief Medical Officer

Progress is achieved in a variety of ways across our health system.

In the past few months, we've broken ground on a brand new hospital in the Collin County boomtown of Celina, opened clinics in northeast Tarrant County, and transformed entire units in our Dallas hospitals.

Our care teams have also added new capabilities, earned unique accreditations, and pioneered treatment that will improve patient outcomes for years to come.

Another way Methodist is showing progress is through RISE, our journey to become a High Reliability Organization and achieve "zero preventable harm."

We required all employees to join us on this journey, but we need the support of our providers, too. Your engagement in pursuing High Reliability will have a profound impact on long-term hospital culture and how we sustain improvements requires your physician support.



For this reason we have prepared an online training module, taught by Dr. **Michael Finch**, MD, Chief Medical Officer of Methodist Charlton and Chair of the Quality Review Committee of the Board.

A link to the training video can be found on Methodist's **Physician Portal**. To access the video, titled **RISE Universal Skills Training for Providers**, please click the button below and enter the password **MD-RISE**. You must scan the QR code at the conclusion of the video to receive 1 CME credit for the training.

**RISE VIDEO**

## ACHIEVING THE RIGHT BALANCE

### Culture of Blame

- Errors are punished
- Offenders are removed from system
- Only errors that can't be covered up are reported
- Errors continue because system cannot learn from mistakes



### Blame Free Culture

- Errors are forgiven
- Offenders remain in system
- Error reporting is high
- Errors continue because there is no accountability for performance

### Fair or Just Culture

- No punishment** for unintended error or mistakes driven by system problems; **Fair consequence** for intended decisions to act against the rule
- Error reporting is high
- Errors decrease because system can learn from mistakes



## How adopting a Fair & Just Culture and Verge Event Reporting will help us RISE

As Methodist continues to work toward being a shining example of a High Reliability Organization (HRO) through our strategic initiative named RISE, introducing a Fair & Just Culture is one of our next steps.

A Just Culture is one where a strong, blame-free regime of accountability for safe practice exists, as noted in the book **Zero Harm**.

This summer, Methodist will be introducing a decision guide used by many HROs to facilitate reviews of events across our health system and in the medical staff peer review process.

### References

Clapper, Craig, Merlino, James, and Stockmeier, Carole. *Zero Harm: How to Achieve Patient and Workforce Safety in Healthcare*. 2019.

Miller, N., Bhowmik, S., Ezinwa, M., Yang, T., Schrock, S., Bitzel, D., & McGuire, M. J. (2019). The relationship between safety culture and voluntary event reporting in a large regional ambulatory care group. *Journal of Patient Safety*, 15(4), e48-e51.

Burlison, J. D., Quillivan, R. R., Kath, L. M., Zhou, Y., Courtney, S. C., Cheng, G., & Hoffman, J. M. (2020). A multilevel analysis of U.S. hospital patient safety culture relationships with perceptions of voluntary event reporting. *Journal of Patient Safety*, 16(3), 187- 193

In our RISE journey to high reliability, we must make safety our foundation by committing to zero preventable harm, which MHS has declared as our goal. The second key element to making safety our foundation is making harm visible.

We are currently striving to meet this goal by being transparent about safety events. We measure transparency with our safety event reporting rates in our Event Reporting System – Verge.

“Safety culture assessment, feedback loops, engaging frontline staff and physicians, and integrating technology are all components contributing to higher event reporting rates. There is a positive association between voluntary safety event reporting rates and a strong culture of safety.”

All MHS employees and members of the medical staff should report any of the events below by using the Event Reporting icon on the Pulse homepage. All events may be reported anonymously.

1. Patient Safety Event
2. Patient Relations Complaint
3. Non-Patient Event
4. Workplace Violence



## Built for Success





## Methodist Celina

# New hospital gets a warm welcome at groundbreaking

Methodist Health System broke ground last month on a five-story, 200,000-square-foot hospital that will rise from the prairie in northern Collin County to serve the growing town of Celina and its surrounding communities.

"Methodist is truly at its best when we are engaged with the communities we serve," Chief Executive Officer **Jim Scoggin** said at an April 4 groundbreaking. "We are already feeling the love."

City leaders and other members of the community joined hospital executives to celebrate the \$200 million project — unfazed by a winter storm that postponed the original groundbreaking in January.

"Over the next two years, we'll have nearly 1,000 workers working on this land and experiencing everything this city has to offer," said **Pam Stoyanoff**, MBA, CPA, FACHE, President and Chief Operating Officer, Methodist Health System. Methodist doesn't just build hospitals; we build communities."



Methodist Celina Medical Center will open in 2025 on 46 acres beside the Dallas North Tollway and FM428, three miles from Main Street Celina and 40 miles north of Methodist's flagship campus in Dallas.

"Though our deepest roots are in the city of Dallas' southern sector, we are committed to growth — when it is for the right reasons," Scoggin said. "We look forward to serving Celina for decades to come."

Celina has been named the fastest-growing city in North Texas, and its population has been projected to soar past 150,000 within the next decade.

"We've seen many businesses come to Celina," Mayor Sean Terry said, "and one thing we've always had on our list is a Class A-rated hospital, which we're going to get today."

Watch a video of last month's event below, and view an animated artist's rendering [here](#) showing how the new hospital will look when complete.

**WATCH THE VIDEO**



## Methodist Dallas \$3 million in renovations transform Breast Center

The Linda and Mitch Hart Breast Center at Methodist Dallas Medical Center welcomed members of the community to tour its brand new space with an open house in May.

The \$3 million overhaul, completed last fall, have not only enhanced the care setting, but they've also helped increase capacity and ensure access to advanced screening, diagnostic, and treatment services, benefiting patients and community members.

"This was not a quick coat of paint and new furniture," said Jim Scoggin, Chief Executive Officer, Methodist Health System. "This was literally a transformation which will, in turn, transform many lives."



The proceeds to pay for this capital project were raised as part of the 2021 Robert S. Folsom Leadership Award.

## Methodist Charlton Labor & Delivery has a new home after \$4.1M makeover

Crews have put the finishing touches on a newly renovated Labor & Delivery unit at Methodist Charlton.

The \$4.1 million project began last year, alongside a multimillion-dollar construction of the adjacent Emergency Department, and was completed in early 2023.

"The renovations in the Labor and Delivery department have totally transformed that unit into a beautiful space to welcome new babies," Methodist Charlton President **Fran Laukaitis**, RN, BSN, MHA, FACHE, says.

Delivery rooms were designed to be more therapeutic, with more comfortable labor beds for mothers and neonatal warmers for babies. Two new bathtubs provide hydrotherapy, and some rooms have recliners with built-in vibrating massage.



The upgrades were focused on providing more comfort to expecting mothers, their families, and the new arrivals.

The visitors lounge was also upgraded with new bench seating, complete with ports to charge personal electronics, and improved refreshments and vending machine options.



Methodist Southlake

## Two new clinics debut in Southlake, North Richland Hills

Two new clinics opened this year in northeast Tarrant County: Methodist Family Health Center - Southlake opened in January, followed by the debut of Methodist Cardiovascular Consultants - North Richland Hills in March.

Community members got a chance to tour both facilities at grand openings also attended by Methodist Health System CEO **Jim Scoggin**, Chief Operating Officer and President **Pam Stoyanoff**, MBA, CPA, FACHE, and Methodist Southlake President **Benson Chacko**, FACHE.

At the ribbon-cutting for the Southlake clinic, event goers got the chance to meet the physicians on the medical staff at Methodist Southlake: **Lisa Maehara**, MD, and **Mariah Burnell**, DO.



For the March opening of North Richland Hills clinic, which offers interventional cardiology services, prospective patients also got the opportunity to meet physicians on the hospital's medical staff, **Matt Fay**, MD, and **Anas Alomar**, MD.

Methodist Charlton

## Clinic to treat lymphedema, pelvic pain

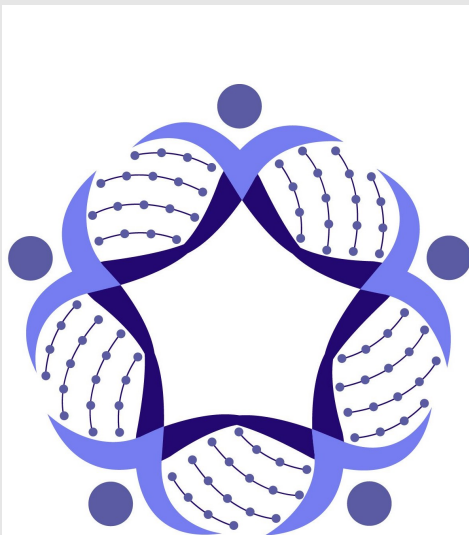
Methodist Charlton is opening an outpatient clinic in May to meet the increasing demand to help patients suffering from lymphedema as a result of complications from surgery, radiation, and other trauma to the lymphatic system.

The new clinic will also help treat men and women experiencing multiple symptoms related to pelvic pain, incontinence, constipation, sexual dysfunction, pregnancy complications, and bowel and bladder injuries have likewise been growing in number.

"Methodist Charlton is now offering this service line to meet the needs of this patient population. Our very own physical therapist **Emily Sanders** has an abundance of experience, skills, and certifications to provide skilled interventions for conditions related to lymphedema, pelvic health, and pain management," said Director of Physical Medicine **Marifel Malacara**, PT, DPT, MBA, LSSYB.



## Equipped to Care



NATIONAL PANCREAS FOUNDATION  
CENTERS OF EXCELLENCE

Methodist Dallas

## Hospital earns unique status as Center of Excellence for pancreatitis, cancer

The National Pancreas Foundation recognized Methodist Dallas Medical as an approved Center of Excellence, the only hospital in Dallas-Fort Worth to be distinguished for its treatment of both pancreatitis and pancreatic cancer.

"Accreditation from the National Pancreas Foundation is an important symbol of the team's commitment to high-quality, multidisciplinary pancreas care," said **Alejandro Mejia**, MD, Executive Director of Organ Transplantation at Methodist Dallas.

The newest distinction highlights how Methodist Dallas treats the "whole patient" with a focus on achieving the best possible outcome.

"We look forward to continuing to develop our Pancreas Center of Excellence and providing this superior level of care to patients in North Texas and beyond," said **Paul Tarnasky**, MD, Executive Medical Director of the Methodist Digestive Institute.



Methodist Richardson

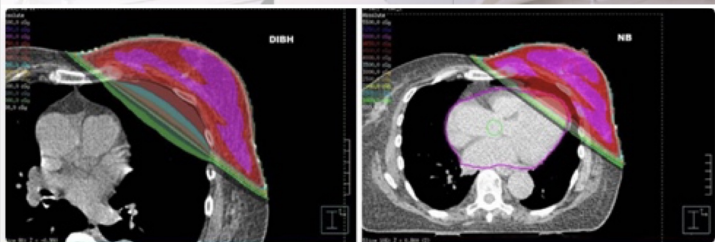
## New technique irradiates cancer while sparing heart

The Cancer Center at Methodist Richardson is using a radiation therapy technique to treat left-sided breast cancers, sparing the heart and pericardium from unintended radiation.

This technique utilizes Surface Guided Radiation Therapy (SGRT) with the Optical Surface Monitor System (OSMS). Infrared cameras and stereo vision technology are also deployed to model the patient's external anatomy in deep inspiration breath holds (DIBH).

The system is able to monitor movement of the patient in six degrees of motion by utilizing the Cartesian coordinate system (X,Y, and Z), as well as Cardan Angles (yaw, pitch, and roll). A position difference formula measures the patient's position in real time to ensure they are in the desired position prior to the delivery of radiation.

These techniques ensure that the radiation is precisely delivered to its intended target while also protecting the heart, which leads to better treatment outcomes.





Methodist Dallas

## In a first for system, surgeon places GammaTile in tumor

A neurosurgeon on the medical staff at Methodist Dallas became the first in the health system to offer an advanced brain tumor treatment. In March, **Bartley Mitchell**, MD, placed a GammaTile directly onto a patient's aggressive brain tumor.

The device delays tumor regrowth while protecting healthy brain tissue. The postage stamp-sized GammaTile works by emitting radiation in the area where the tumor is most likely to recur. Once the radiation has been delivered, the GammaTile naturally dissolves.

The device is meant to extend a patient's life while also improving their quality of living. It is an alternative to traditional chemotherapy and radiation treatments.

"In order to maintain our high level of care, it's important to learn and execute the latest treatment avenues like GammaTile," Dr. Mitchell said.

Methodist Dallas is now one of five hospitals in North Texas able to claim it has a GammaTile Distinguished Brain Tumor Specialist.

Methodist Richardson

## GI team now offering advanced procedure

Methodist Richardson has begun performing advanced GI procedures, including endoscopic retrograde cholangiopancreatography (ERCP) for patients with malignant distal biliary obstruction.

In up to 20% of patients, ERCP may not be possible or unsuccessful as a secondary measure to failed cannulation of the bile duct or duodenal obstruction. Historically, percutaneous transhepatic biliary drainage (PTBD) has been the alternate to ERCP. However, PTBD is associated with an increased risk of death, infection, dehydration, electrolyte imbalance and catheter displacements.

Recently, endoscopic ultrasound-guided choledochoduodenostomy (EUS-CD) has emerged as a new technique to enable endobiliary drainage in failed ERCP. However, PTBD is associated with increased risk of death, infection, dehydration, electrolyte imbalance and catheter displacements. Performing EUS-CD is technically challenging and reserved mainly to dilate the bile duct to accommodate a 10mm lumen apposing metal stent (LAMS). Over the past year, smaller LAMS have become available (6mm and 8mm) allowing EUS-CD in smaller bile ducts (<15mm).

**Abdul El Chafic**, MD, FASGE, FACG, gastroenterologist on the medical staff at Methodist Richardson, performed one of the first cases of EUS-CD in the U.S. using a 6mm LAMS in a 10mm obstructed bile duct, secondary to pancreatic cancer. The case was technically and clinically successful without the need for re-intervention at the three-month follow-up.



Methodist Charlton

## New non-surgical procedure reduces arthritic knee pain

Methodist Charlton is now performing geniculate artery embolization (GAE), a new procedure used to reduce pain and disability resulting from pain and stiffness caused by knee osteoarthritis.

"There are several exciting minimally invasive treatments that I can offer patients who suffer from knee and shoulder pain," said **Brian Giles**, MD, interventional radiologist on the medical staff at Methodist Charlton. "These can be performed on an outpatient day surgery basis with just a needle puncture. The recovery time is just a couple of days."

GAE blocks blood flow around the the parts of the knee that are inflamed. The procedure holds promise for patients who suffer from debilitating knee pain but are unable or unwilling to undergo a full knee replacement.



# Singing our Praises



Methodist Health System had an outstanding showing at the DFW Hospital Council's 2023 Employee of the Year Awards Luncheon.

The Methodist family took home six wins, more than any other health system in the region. They are:

- Hospital System Award Winner: **Angela Vincent Michael**, MHS-HFM, LSSGB, CPHQ
- Physician of the Year: **Danny Holland**, DO, orthopedic surgeon on the medical staff at Methodist Dallas.
- Volunteer of the Year: **Sharon Callahan** (MRMC)
- Employee of the Year Special Recognition Award Winner: **Michelle Garrett**, PCT (MLMC)
- Rex McRae Scholarship Winner: **Nikki Uribe** (MMMC)
- Employee of the Year Special Recognition Award Winner: **Julie Green**, PBT (MMMC)

Also nominated was Methodist police Sgt. **Robert Rangel**, who received a standing ovation for his heroic actions during the October 22 tragedy at Methodist Dallas.



"I could close my eyes and pick worthy nominees for this honor at every one of our hospitals. But narrowing that list down to the very best of the best is the hard part."

**Jim Scoggin**, Chief Executive Officer, Methodist Health System

"Every day, these nominees make a difference for the patients they care for, the colleagues they empower, and the health system they exemplify."

Senior Vice President **Cheryl Flynn**, SPHR, Chief Human Resources Officer



Methodist Mansfield

## Kidney doctor earns Medal of Excellence

**Samir Nangia**, MD, FASN, CPE, nephrologist on the medical staff at Methodist Mansfield, was honored with the National Medal of Excellence by the American Association of Kidney Patients.

"Getting an award from a patient-centered organization is truly humbling and an honor," Dr. Nangia says. "It has been an honor working with AAKP leaders to advance patient care, enhance patient quality of life, and encourage patient engagement."



Methodist Mansfield

## Cardiologist named Physician of the Year

The clinical advancement and recognition council at Methodist Mansfield recognized **Alan Taylor**, MD, cardiologist on the hospital's medical staff, as the 2023 Provider of the Year.

Dr. Taylor was chosen for his dedication to excellence when taking care of patients, families, nurses, and staff. He goes above and beyond every day to improve the health of the community by partnering with staff and volunteering his time for sports echocardiograms, STEMI training, cardiac education, and more.

## Medical Milestones

Methodist Dallas

### West Texas rancher finishes new prostate cancer therapy

The nuclear radiology team at Methodist Dallas completed the first prostate cancer therapy intended to extend life expectancy. Every six weeks since August 2022, prostate cancer patient Don Deaton has been coming to Methodist Dallas for treatment. The 73-year-old West Texas rancher had his sixth and final round of Pluvicto administered in March.

The drug — delivered by intravenous infusion — is a treatment specifically tailored to patients with progressive, metastatic prostate cancer, or PSMA+ mCRPC, whose options beyond chemotherapy are limited. According to Novartis, the manufacturer, the drug seeks out prostate cancer cells, damaging them and inhibiting their ability to replicate.

[READ MORE ABOUT DON](#)



"This Comprehensive CoE designation is a great accomplishment for Methodist Dallas that reflects the leadership across the organization and the hard work of the nuclear therapy team," said **Alexandru Bageac**, MD, department chair of radiology at Methodist Dallas.

Don was the first patient to get the drug in North Texas and just the third statewide. Weeks after his first treatment, Don said his pain subsided, which allowed him to get back to his happy place: his ranch.

"Finishing six rounds of this treatment is a big accomplishment for Don, his family, and the Methodist Dallas team," Dr. Bageac said. "We are happy to provide Don with pain relief and possibly more time with his loved ones."

Recently, the Society of Nuclear Medicine and Molecular Imaging recognized the hospital as a Comprehensive Radiopharmaceutical Therapy Center of Excellence, a designation that signifies reliable access to high-quality radiopharmaceutical therapy delivered by multidisciplinary teams. Methodist Dallas is one of two sites in Dallas-Fort Worth to earn this achievement.



Methodist Southlake

## Cath lab performs its 100th procedure

The cardiac team at Methodist Southlake is still celebrating after completing the cath lab's 100th procedure.

**Matt Fay**, MD, cardiologist on the hospital's medical staff, performed the procedure at the end of February. The patient, a 56-year-old Tarrant County woman, is doing well. She and her family were excited to learn she helped the hospital reach such a significant milestone.

"I was excited, too," Dr. Fay says. "This is a big deal for Methodist Southlake and for the outstanding cardiac team here. As we continue to grow to serve this area, we are already looking forward to No. 200!"

## Community and Education

Methodist Midlothian

### Team members give students hands-on instruction



High school health science students came to Methodist Midlothian to experience hands-on medical training and discuss future career pathways with hospital leaders, nurses, and physicians.

Students learned skills such as suturing, endotracheal intubation, intraosseous IV infusion, ultrasound IV, and assessing EKG/heart rhythms.

"It's an honor for Methodist Midlothian and physicians on the medical staff to have the opportunity to invest in the next generation of healthcare leaders," says **Ivan Cruz Jr.**, MD, general surgeon on the hospital's medical staff. "These high-caliber students were extremely engaged in the unique experience, and it was a pleasure getting to share about the career opportunities in the medical field."

Methodist Midlothian

### Methodist Midlothian provides sports physicals for local athletes





Methodist Midlothian offered sports physicals and heart screenings to Midlothian ISD student athletes in April. Working with the school district, the hospital completed 300 sports physicals and 60 echocardiograms.

Over 30 volunteers, including physicians, nurses, firefighters, coaches, athletic trainers and other healthcare professionals, dedicated their time and energy to keep students safe this school year.

"Methodist Health System continues to provide quality access to care for many of our young student athletes, and the event serves as a great service to our community," said **Jeff McDaniel, MD**, sports medicine specialist on the medical staff at Methodist Midlothian. "We appreciate all the physicians and medical volunteers for helping out."



**Paul Lansdowne, MD**  
Executive Medical  
Director  
Physician Service  
Excellence

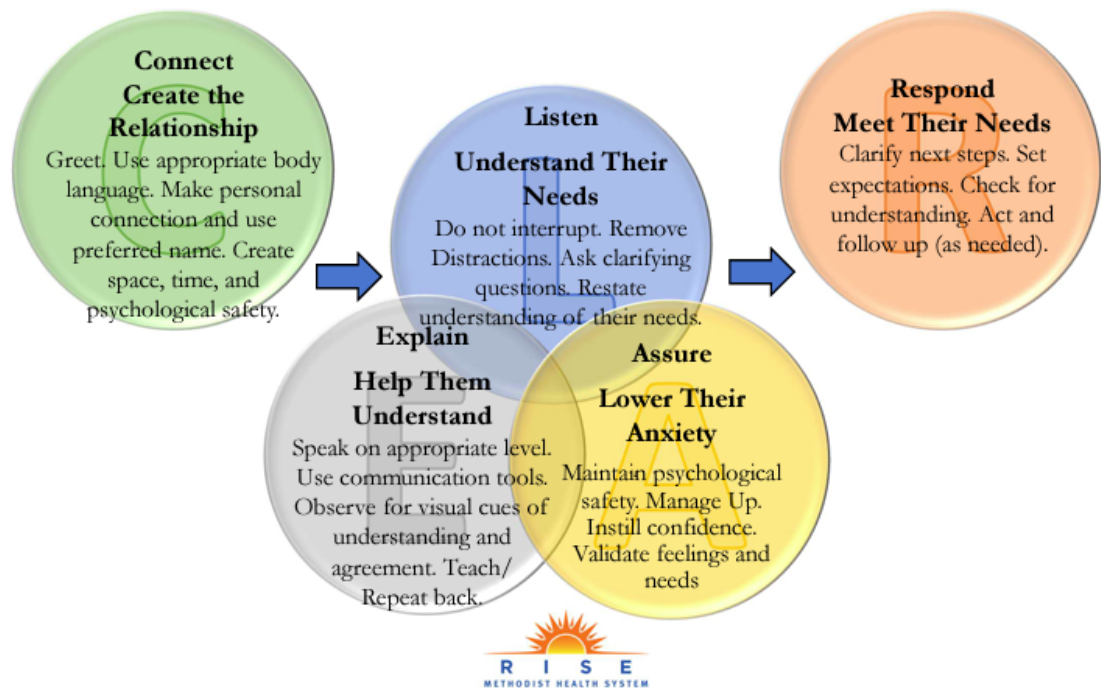
## Bedside Manners

# Good communication means we must be CLEAR

Being a High Reliability Organization is about performing consistently over time. At Methodist, as in any complex system, the tenets of RISE — Reliability, Innovation, Safety, and Excellence — can help us communicate better and perform at our best.

The more open we are to two-way communication, the less we risk being misunderstood or making a mistake. The acronym CLEAR is one of the Universal Relationship Skills of the RISE model. It stands for:

### Universal Relationship Skill - CLEAR



Being curious, approachable and open to genuine questions might make us feel vulnerable, but it also creates psychological safety in the face of an authority gradient. This is true whether the relationship in question is between nurse and physician or doctor/patient.

CLEAR is a masterclass of communication; it can be applied to just about any relationship. As physicians, we strive for excellence in all aspects of care. Avoiding miscommunication can improve safety and reduce medical errors. Good communication skills, when consistently applied, can improve the patient experience, reduce psychological and emotional harm, and nurture the doctor-patient relationship. Consider it not only when a nurse or colleague presents a question, but also the next time you knock on a patient's door while making rounds.

## Epic Strides

## SmartLink automatically ties to Malnutrition Assessment

The Health Informatics and CDI teams recently piloted with providers a way to automatically load Malnutrition Assessment documentation into a provider's progress note.

When SmartLink "@MALA@" is embedded into a note template or SmartPhrase, the provider's note will include RD's "malnutrition assessment." For optimal documentation, please also include in A&P section, if applicable.

### Treatment & Disposition

**Risk of complications from additional testing or treatment:** {Risk of morbidity:33626}

**Test ordered:** {GI COMMON LAB TESTS:20510}

**Tests considered but not ordered:** {GI COMMON LAB TESTS:20510}

**Decision rules/scores evaluated:** {Decision rules/scores evaluated:33625}

**Code status and discussions:** I confirmed that the patient's Advance Care Plan is present, code status is documented, or surrogate decision maker is listed in the patient's medical record. Code Status: : Prior

**Social Determinants of Health that impact treatment or disposition:** {AMB social work Financial Concerns:28811}

**Malnutrition Assessment:** Does patient meet criteria for malnutrition?: Yes (4/21/2023 2:28 PM)

Energy Intake: Does not meet this criteria (4/21/2023 2:28 PM)

Weight Loss: 10% in 6 months (4/21/2023 2:28 PM)

Muscle Wasting: Mild (4/21/2023 2:28 PM)

Location of Muscle Wasting: Clavicle; Temples (4/21/2023 2:28 PM)

Subcutaneous Fat Loss: Mild (4/21/2023 2:28 PM)

Location Subcutaneous Fat Loss: Upper arms; Lumbar region (4/21/2023 2:28 PM)

Fluid Accumulation: Unable to assess (4/21/2023 2:28 PM)

Malnutrition Classification: Non-severe (moderate), Chronic (4/21/2023 2:28 PM)

## Epic Trainers are here, whenever there's a question — or suggestion

The Epic Training team is always available to answer your questions and provide guidance on how to use Epic more efficiently. We have a trainer posted at each campus to help with anything you may want to know about Epic, including taking your suggestions about how to improve clinical workflows in Epic for all physicians.

**MDMC:** 214-933-3742 (3-EPIC)  
or [EpicMDMC@mhd.com](mailto:EpicMDMC@mhd.com)

**MMMC:** 682-242-3742 (2-EPIC)  
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**MRMC:** 469-204-3742 (4-EPIC)  
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**MLMC:** 469-846-3742 (6-EPIC)  
or [EpicMLMC@mhd.com](mailto:EpicMLMC@mhd.com)

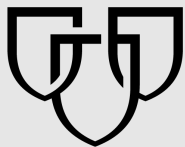
**MCMC:** 214-947-3742 (7-EPIC)  
or [EpicMCMC@mhd.com](mailto:EpicMCMC@mhd.com)

**MSMC:** 682-335-3742  
or [EpicMSMC@mhd.com](mailto:EpicMSMC@mhd.com)

# Mayo Corner



# MAYO CLINIC CARE NETWORK



## Member

The Mayo Clinic Care Network is a unique collaboration that grants physicians on the medical staff at Methodist Health System special access to Mayo Clinic knowledge, expertise, and resources. Patients experience the confidence and convenience of being able to access world-leading medical expertise through their trusted local physician, close to home.

The Mayo Clinic Care Network Education Team continues to develop programming for 2023. Watch the [Care Network Exclusive Educational Opportunities](#) page for the most current listing of opportunities to virtually connect with colleagues throughout the network. Here's a look at upcoming webinars:

- **10-11 a.m. May 16** | [Reducing Lab Ordering Inefficiencies to Improve Outcomes](#)
- **1-3 p.m. Wednesdays, May 17-June 29** | [You're the Leader. Now What? Virtual Sprint for Middle-Level Managers](#)
- **10:30-noon June 15** | [Leadership Bolus](#)

Mayo Clinic also hosts a variety of educational conferences and events throughout the year:

- **July 19-20** | [Nurse Leader Fly-In Meeting](#) | Grand Hyatt DFW, D/FW Airport | Open to members of the Chief Nursing Officers and Nursing Professional Development Affinity Groups
- **September 18-20** | [Mayo Clinic Platform Conference](#) | Scottsdale, Arizona

If you have any questions, contact [MCCNBrandAdmin@mayo.edu](mailto:MCCNBrandAdmin@mayo.edu) or email [Angela Vincent Michael](#), System Director of Performance Improvement.