Emergency Department Staff and ApolloMD Partner for Positive Results

In my previous article in the April 22 edition of Chiefs’ Chatter, I shared that the Board of Directors of CaroMont Health and Doug Luckett asked nurses and physicians of the Emergency Department Advisory Council to research and recommend an Emergency Medicine provider group that best met the needs of our patients. After extensive and thoughtful consideration, the Council recommended partnering with ApolloMD to provide physician staffing for the ED, beginning July 1, 2014.

Tremendous time and energy went into preparation by our ED nurses and physician leadership, as well as ApolloMD’s leaders and CaroMont’s administration to ensure the smoothest and safest transition possible. As a result of the work and careful planning, the transition has been well organized and successful. In fact, with some of the new processes that have been established, percent excellent has increased by 31% and the average wait time in the ED has been reduced by nearly 20%!

Thank you for your professionalism and support during this period. I look forward to seeing more positive outcomes from the great work being done in our ED.

Help Name Our Epic Project

As you have read in previous editions of Chiefs’ Chatter, CaroMont Health has selected Epic as our new Electronic Medical Record vendor and plan to begin using the new system in the hospital next summer.

In preparation for this launch, we want your help to decide on a creative name to make it our own! Using our mission and values, come up with a name that really shows our patients what CaroMont is all about.

To help get you started, here are some examples from other systems across the country:

- Inova - EpicCare
- Cedars Sinai - CS-Link
- UCLA - CareConnect
- Moses Cone - Cone HealthLink
- UCSF - Advancing Patient-Centered Excellence or APeX

Submit your best name idea for our Epic project for a chance to win a great prize! The contest is open to all CaroMont Health employees until 5:00 p.m. on Wednesday, July 23. Click here to submit your idea.
Exciting Updates at Courtland Terrace

Courtland Terrace, CaroMont Health’s Skilled Nursing and Rehabilitation Center, has recently undergone some exciting updates. Since 2011, Courtland Terrace has been focused on the promotion and growth of patient admissions for short-term rehabilitation. Patients use our facility after surgery or illness for our rehabilitation services, with the goal to return home or to an assisted living setting.

The most recent change at Courtland Terrace includes the addition of a 4,000 square foot rehabilitation gym that opened in October 2013. Courtland Terrace Rehabilitation offers Occupational, Physical, and Speech Therapy services, with space for therapists to individualize treatment programs based on that patient’s prior level of function and future need.

The Therapy department also continues to develop programming, offering Fall Prevention, Dementia Staging and a Fiberoptic Endoscopic Evaluation (FEEs) for swallow testing. The department is working on a formalized stroke rehabilitation program and an orthopaedic pain management program in conjunction with the nursing department and rounding orthopaedic surgeon, Dr. Ian Archibald.

Additionally, Courtland Terrace welcomed their new Director of Nursing, Nancy Alexander, in early June. Nancy brings a wealth of clinical and administrative knowledge to Courtland Terrace. Prior to her current position, Nancy served as the Senior Director of Emergency Services at Novant Health Presbyterian Medical Center in Charlotte. She joined Presbyterian after her service in the Army as an Army Reservist at Fort Bliss, Texas, providing care to soldiers injured by improvised explosive devices.

At Courtland Terrace, Nancy is focusing on processes and procedures for excellence in nursing care for both short-term rehabilitation and long-term care residents, and often uses the phrase, “If it’s best for the patient, it will be done.” By sharing our vision of patient-centered care, Nancy is a great fit and working hard to promote a collaborative interdisciplinary approach for resident care.