Message From Rhonda – Excellence

Dear Colleagues,

It has been a busy six months in 2015 both in our office and in the organization. As you know, UW Health will formally begin its journey as a legally and clinically integrated organization as of July 1. We will also celebrate the opening of The American Center in August where several of our colleagues will begin caring for patients including APPs from: Ortho, Cardiology, Infectious Disease and Hospitalists. In our office, we have continued to partner with our local academic programs, placing 43 APP students for the fall semester with your help and dedication as preceptors. We have also launched an inpatient APP collaborative to improve the role, communication and outcomes measurement of our APPs at UWHC, AFCH and The American Center (TAC). Lastly, the APP council marketing subcommittee continues to work with Marketing to improve our presence on UW Health.org for our community, patients and families, potential APP recruits and students.

As we continue to explore, enhance and educate on the value APPs brings to UW Health, I would like all of you to mark your calendars for August 5, 2015 from 12-1 PM for a special presentation. I have invited Dr. April Kapu, DNP, Associate Director of Surgical APPs at Vanderbilt Medical Center to offer a live webinar related to measuring and optimizing APP quality outcomes in the inpatient setting. Dr. Kapu will provide us her experiences with using the EMR to build and track APP-specific metrics, improving the overall quality/safety of patients, and the impact on cost savings to the health system and patients. While I encourage those of you located centrally to attend at HSLC to network with one another, the webinar can be seen via Webcast from your office.

Lastly, it was nice to see so many of you at the Patient Experience Awards Event at Monona Terrace last evening. Several of our colleagues were recognized for exceeding the ambulatory organizational goals in patient experience scores—see recipients later in the newsletter.

I hope you are able to take some time off with family and friends this summer! Our next newsletter will appear in the fall and include Annual APP Appreciation Event announcements and call for Excellence Award nominations.

All the best,
Rhonda Hoyer

In Gratitude … From Our Patients’ Perspective

Carey Walters, PA – Orthopedics
“Carrie is a very caring physician assistant. She was so helpful and understanding of my medical condition. I have seen other physicians for my issue, but Carrie took it to the next step.”

Mary Jo Bauman, NP – OB/GYN
“Mary Jo Bauman is amazing. She took time with me. I felt empowered as a patient. Mary Jo is thorough and great at her job!”

Welcome!

Betsy Lark, PA
Emergency Dept.

Brittany Austin, PA
Urgent Care

Renee Bobb, NP
Cardiology

Ashley Orme-Rogers, PA
Transplant

Leah Roscoe, NP
Diabetes, Endocrinology

Erin Werner, PA
Emergency Dept.

Michele Gruenenfelder, PA
Cardiovascular Medicine

Barbara Koschak, NP
Spine Medicine

Cynthia Manzke, NP
Allergy, Asthma and Immunology

Renee Bobb, NP
Cardiovascular Medicine

Deanna Nakada, PA
Gastro/Hepatology
APP Council – Marketing: External APP Website and Excellence Awards

- The APP External Website workgroup continues to make progress. On "Find A Doctor," you may have noticed they are updating professional pictures and have added definitions for APPs to help patients understand our roles and collaboration on the team. You will also notice increased presence on the Careers page for APPs looking for positions.

- We are approaching National CNM, NP and PA Appreciation Weeks in October and November. This is a time to celebrate all of the talent, skills, service, and accomplishments we bring to our patients and organization. This fall, the APP Council will present 3 awards for Excellence in Clinical Practice, Teaching, and Leadership at the Annual APP Recognition Event to be held October 19, 2015 at Monona Terrace. Please consider nominating a colleague for these new awards.


DEADLINE FOR NOMINATION MATERIALS: Sept 2, 2015

Professional Performance Evaluation

It’s that time of year for UWMF employees to complete the APP Professional Performance Evaluation tool. Please remember to complete the tool by the specified deadline per guidance below.

| Suggested Timeline to Complete APP Professional Performance Evaluation |
|---------------------------------|--------------------|
| June                            | Tool distributed   |
| August 1                        | Employee completes tool and forwards to MD |
| September 1                     | MD completes tool  |
| September 11                    | Meeting between APP and MD |
| September 20                    | Merit effective    |
| October 1                       | Final evaluation deadline |

If you have questions about the tool or process, please feel free to contact: Rhonda Hoyer, Amanda Hoffman or Carrie Cichy-Krantz.

Inpatient APP Collaborative

The Inpatient Advanced Practice Provider Collaborative exists as a subgroup of the APP Council. The collaborative serves as a centralized inpatient APP practice group within UWHC, AFCH and The American Center, working together with other multidisciplinary staff to improve communication with APPs, care processes and quality metrics/outcomes associated with inpatient clinical practice. If you have recommendations for consideration of this collaborative, please contact the chairs or collaborative members.

Chairs: Shea Lues, NP and Robert Hoffman, MD

Members:
- Kelly Laishes, NP – Trauma Surg
- Rebecca Mogensen, NP – Hospitalists
- Lindsey Morris, NP – Transplant
- Erin Billmeyer, NP – TLC/Pulmonary
- Chris Goodavish, PA – CT Surgery
- Kim Williams, NP – Gen Surg
- Andrea Strayer, NP – Neurosurgery
- Teresa Lincicum, NP – Cardiology Consults
- Lynne Sears, NP – Peds ICU
- Laura Koehler, NP / Kirstin Monroe, NP – Peds Surg
- Chessa Fischer, NP – Heme/Onc
APP Supervisors Join the APP Leadership Team

There are several APP supervisors who have joined the Office of Advanced Practice Leadership Team. In partnership with the APP Office and their department administration and physician leaders, these leaders work to improve the role and relationships of APPs in their Depts.

Marylou Hagen, PA – Surgery
Casey Ray, NP – Hospitalists
Sarah Redemann, NP – Family Medicine
Nancy Ninman, NP – Neurology
Megan Barry, PA – Endocrinology
Robyn Knudtson-Manske, NP – General Internal Medicine
Rana Leer-Haup, PA – Ortho/Rehab/Spine

Efforts of these leaders have included:
- Active involvement in APP recruitment and identification of top candidates
- Improved role definition and utilization
- Working with clinic managers, physicians and operations staff to improve access to services and marketing APP role to patients
- Identifying opportunities for enhancing job satisfaction and engagement in professional activities

APP New Employee Orientation

APP New Employee Orientation kicked off in February with twenty-one participants attending through June. We had several members who started in the last year return for “re-orientation” after review of the agenda. The feedback has been very positive with attendees feeling the information provided has been helpful and pertinent to APPs in general.

Here are some of the responses we have received:
- Informative and helpful for new APP hire. Everyone was extremely friendly and knowledgeable.
- Excellent info on Coding, Risk Mgmt, Pt Resources, CCKM, Coordinated Care! Phenomenal!
- Rhonda prepared an exceptional overview of things/services/information that APPs will use daily. This orientation is the very best I have ever been to in 7 years as a PA. Thank you!
- CCKM - Lee [Vermuelen] was a wealth of information. It was very helpful to be shown how to access the clinical guidelines.
- This was more groomed for a provider – thank you.

Program materials can be found on the U-Connect APP Administrative Page under APP Orientation. If you review the content and would find “re-orientation” beneficial, please contact your administrator and Kim Loun to enroll in orientation sessions.

Durable Medical Equipment
Physician Co-Signature Requirements Removed

UW Home Health has informed us that the physician co-signature for face to face visit is no longer enforced for ordering of durable medical equipment. This removes a barrier to practice, and care efficiency while improving care for patients receiving DME from our UW Health physicians and APPs. With questions or concerns, please contact the DME provider for your patient/order.

Free Lunch? Not for UW Health providers!

The Interactions with Industry Committee is working with the Office of APPs to educate APPs on the Interactions with Industry Policy and will begin conflict of interest disclosures in the near future.

We want to learn more about what questions you may have to prepare a FAQ and educate APPs on this policy.

If you have questions for the FAQ, please email Rhonda Hoyer or Rana Leer Haupt (APP Rep, Interactions with Industry Committee)
**Quality and Financial Impact:**

Outcomes of Adding Advanced Practice Providers to Inpatient Care Teams

*Presented by Special Invitee: Dr. April Kapu, MSN, RN, ACNP-BC, FAANP*
Associate Director of Advanced Practice – Surgical Line, Vanderbilt Medical Center

**Wednesday, August 5, 2015**

12 PM to 1 PM

HSLC 1345

April Kapu is the Director for Advanced Practice, Center for Nursing Excellence for Vanderbilt University Medical Center, Associate Professor for Vanderbilt University School of Nursing, Assistant in Critical Care, Department of Anesthesiology and Co-Director for the DNP Critical Care Fellowship Program. April has published and presented nationally with specific areas of interest that include “Adding Nurse Practitioners to Rapid Response Teams”, “Developing ICU NP Models of Care”, “Recruitment, Onboarding and Retention of ACNPs”, “Professional Practice Evaluation” and “Quality and Economic Impact of Adding NPs to Inpatient Care Teams”. She is a member of Sigma Theta-Tau, Iota Chapter and was recently awarded VUMC “Transformational Nurse Leader of the Year”.

**Accreditation Statement**

The University of Wisconsin School of Medicine and Public Health is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

**Credit Designation Statement:**

The University of Wisconsin School of Medicine and Public Health designates this live activity for a maximum of 1.0 AMA PRA Category 1 Credit(s)™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

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**Featured APP Authors**

**Lori A. Seaborne, MPAS, PAC**
*Sexual Health Education in U.S. Physician Assistant Programs.* The Journal of Sexual Medicine, April 2015

**Ann Byrne, RN, MS, APNP**

**Rhonda Hoyer, RN, MS, ANP-C**
*Is It Okay if Your Doctor’s Visit Doesn’t Include a Doctor?* Men’s Health Magazine, Jan 2015

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**GRAND ROUNDS CLINICAL COORDINATOR**

A big thank you to *Erika Fehrenbach-Prell, NP in CT Surgery* for her commitment to starting and growing our successful Grand Rounds for APPs. With other commitments, Erika would like to hand off the torch to another clinical coordinator. The goal is to offer Grand Rounds monthly in the next year.

If you have an interest in planning CME coursework and a talent for clinical networking and growing learning programs, please contact *Rhonda Hoyer* for details and consideration.
Clinical News, Quality and Updates

Methotrexate QI Project
Joni Dean, NP – Pediatric Rheumatology

The medication methotrexate is a chemotherapy drug used in small doses to treat juvenile arthritis. The Pediatric Rheumatology Clinic needed a better system to track the required three month lab monitoring. An Excel spreadsheet was created by Jonie for patients taking methotrexate but there was no system in place for complete capture of all patients with current monitoring of lab results.

Some of our patients complete their labs outside of the UW Health system so we standardized the fax to allow all external results to arrive in one place which made it easier to track outside labs. A pediatric shared drive was created to allow all team members access to the list of patients taking methotrexate including their last recorded lab values. Updates to the monitoring list could be completed by anyone on the team.

Our initial capture rate of patients taking methotrexate was 43% which improved to 100% with six month interval checks of 86% and 88%. The project is ongoing in our clinic with a goal of 100% capture.

Department of Surgery Leads Optimization Work

Marylou Hagen, APP Supervisor for Surgery, is leading a QI project with Dr. Kent, Chair of Surgery, Mary Marshall, Dept Administrator and Pratik Prajapati, Director of Surgery, to study and optimize APP roles in the Dept of Surgery. Time studies are being conducted in each Division to supplement data captured in the organizational APP Survey 2013. This project is hoped to lead to improved utilization, clinic access improved satisfaction and added value. Thanks to the Dept of Surgery for their efforts and commitment to this important improvement work.

Inpatient Collaborative Works to Improve Communication and Inpatient Metrics for APPs

Under the leadership of Shea Luens, NP, Orthopedics, and Dr. Rob Hoffman, Hospitalist services, the Inpatient APP Collaborative has been working on the following improvements for inpatient APPs:

1. Communication tree and email distribution list
2. Providing feedback on the Care Team Visit Initiative [previous known as IMOC]
3. Identifying and tracking inpatient metrics – success with discharge date, time and D/C orders by APPs
4. Improving and enhancing care coordination and transition of patients UW Health PCP patients to UW Health Skilled Nursing Facility NPs

Stay Involved, Stay Connected

APP Recognition Event

October 19th, 2015, 6:30~8:30p
Monona Terrace Convention Center

Save the date for our Advanced Practice Provider Recognition Event. Excellence Awards nomination materials will be sent out shortly and presented at the event. Please submit nominations for your colleagues in Clinical, Leadership and Teaching Excellence in September.

Formal invitation to arrive in September.

Congratulations!

Jennifer Jarrett, PA in General Internal Medicine
on being appointed to the Council on Physician Assistants through the Wisconsin Department of Safety and Professional Services.

Announcing the APP Feedback Form

Your opinion is very important. I value and appreciate receiving your compliment, suggestion or complaint and will use it to evaluate changes and make improvements. The information you provide is confidentially submitted and will be reviewed by me.

A link to the form can be found under the Focus section on the U-Connect APP home page or by clicking here.

Rhonda
Congratulations! Shining STAR and Patient Experience Awards

Kathleen Hoffland, NP - UWMF 2015 Shining STAR Recipient
Posted on June 30, 2015 in UWMF Shining Star Award

At one time or another we’ve all worked alongside someone who catches your attention with the extra special way they do their job and interact with others. These distinctive qualities are the very reason the prestigious Shining STAR award was created—to recognize those very employees and physicians who exemplify the six UW Health Values: Innovation, Integrity, Compassion, Accountability, Respect and Excellence

Kathleen Hoffland, NP
For the last 13 years, Kathy has been an outstanding clinician serving geriatrics patients and their families at the UW Health East Clinic where she provides geriatric primary care. She is able to convey empathy and support to patients and families while often needing to candidly discuss difficult health situations with patients. At the same time, she is continuously looking for innovative ways to help her patients and educate them over a variety of health topics. Although Kathy will be retiring this year, the impact she’s had to patients and her colleagues will not soon be forgotten.

Everyone who was nominated for a Shining STAR, but not selected, is still recognized with a recognition gift through UW Health’s Thanks for Caring Program. Your continued service is appreciated and recognized by the patients and employees of UW Health.

Congratulations also go out to Jane Seliger, NP and Kathy Van Veldhuisen, NP on your nomination for the Shining Star.

UW Health Patient Experience Awards 2015 – APP Champions

The following APPs were recognized at the Patient Experience Event on June 30th at Monona Terrace for performing in the top 20% of APPs on the 3 provider items for the Ambulatory Patient Experience Surveys:

<table>
<thead>
<tr>
<th>Medicine – Primary Care</th>
<th>Midwifery</th>
<th>Medicine – Specialty Care</th>
<th>OB/GYN</th>
<th>Urgent Care</th>
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<tbody>
<tr>
<td>Heidi Hughes, PA</td>
<td>Carol Carr, CNM</td>
<td>Internal Medicine</td>
<td>Terri Michel, NP</td>
<td>Martine Batson, NP</td>
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<td>Melissa Kaminsky, CNM</td>
<td>Infectious Disease</td>
<td>Megan Peterson, NP</td>
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<td>Kathleen Hoffland, NP</td>
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<td>Rose Staden, NP</td>
<td>GYN/Oncology</td>
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<td>Heidi Smedal, AuD</td>
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<td>Otolaryngology</td>
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APP Calendar of Events

<table>
<thead>
<tr>
<th>July</th>
<th>August</th>
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<tr>
<td><strong>UW Health Annual Compliance Training due</strong></td>
<td><strong>CBT</strong></td>
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<td><strong>August</strong></td>
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<tr>
<td>5</td>
<td>Dr. April Kapu, Quality and Financial Impact: Outcomes of Adding</td>
</tr>
<tr>
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<td>Advanced Practice Providers to Inpatient Care Teams**</td>
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<td>12 ~ 1 PM, HSLC 1345</td>
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<tr>
<td><strong>September</strong></td>
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<tr>
<td>1</td>
<td><strong>Reminder: Complete UWMF Prof Performance Evaluation</strong></td>
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<tr>
<td>15</td>
<td><strong>APP Grand Rounds</strong></td>
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<tr>
<td>7 ~ 8 AM, HSLC 1345</td>
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<tr>
<td><strong>October</strong></td>
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<tr>
<td>6-12</td>
<td><strong>National Physician Assistant Week</strong></td>
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<tr>
<td>19</td>
<td><strong>UW Health Annual APP Recognition Event</strong></td>
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<tr>
<td>6:30 ~ 8:30 PM, Monona Terrace</td>
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</table>

APP Council Members

<table>
<thead>
<tr>
<th>Rhonda Hoyer, NP</th>
<th>Chair, Internal Medicine, Director of Advanced Practice</th>
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<tbody>
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<tr>
<td>Rebecca Wieczorek</td>
<td>Director, Heart, Vascular and Thoracic Care</td>
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