

# Doctor's Digest

JUNE 2011



A MONTHLY NEWSLETTER FOR ST. LOUIS CHILDREN'S HOSPITAL ATTENDING AND REFERRING MEDICAL STAFFS

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## Clinical Focus | Complex Craniofacial Surgery Normalizes Appearance of Patient With Crouzon Syndrome

Matthew Roche, 22, was born with Crouzon syndrome, a rare genetic disorder that is characterized by an abnormal fusion of the growth plates of the skull. This disorder also prevents the maxilla, cheekbones and eye sockets from growing as much as the rest of the face.

"Because Matthew's cheekbones did not grow properly, his eyes had the appearance of being bulgy or 'bug-eyed.' In addition, the failure of his upper jaw to grow caused severe malocclusion," explains Albert Woo, MD, chief of pediatric plastic surgery and director of the Cleft Palate and Craniofacial Institute at St. Louis Children's Hospital. "Our goal was to normalize his appearance so that he would feel more comfortable among his peers and in society at large."

Dr. Woo's surgical plan was to pull Matthew's whole face forward by rebuilding much of his face and skull. The procedure was technically complex by itself, but additional factors made it even more challenging.

"Matthew had undergone previous procedures by other surgeons, the most recent of which was 10 years ago," says Dr. Woo. "Not only did he have a lot of scar tissue, but he also had multiple metal plates inside his face. Over the years, those plates had imbedded themselves into his bone."

Matthew underwent a procedure referred to as a LeFort III advancement. In it, Matthew's upper facial bones are completely separated from the rest of his craniofacial skeleton.

These bones are then moved forward to improve projection to the eyes and improve dental occlusion. In Matthew's case, he was advanced approximately 15mm. The intervening gaps in the bone where the advancement was performed were filled in with bone grafts harvested from the outer layer of the skull.



"The surgery allowed us to pull Matthew's face forward a little more than half an inch. Now his teeth are in proper alignment and the bottom of his eyes are resting in the proper position above his cheekbones," says Dr. Woo. "This is one of the most complicated surgeries we as plastic surgeons can perform for an individual, and Matthew came through with flying colors."

According to Laura Roche, Matthew's mother, his life had been on hold before his surgery at St. Louis Children's Hospital. "I'm just amazed knowing how much Matthew has been through and seeing how much confidence he has gained," she says.

*continued on next page*



## Share Your Ideas

Should you have ideas or suggestions you would like brought before the Children's Medical Executive Committee (CMEC), contact one of your CMEC private physician representatives:

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## Let Us Hear From You

If you have comments or suggestions regarding *Doctor's Digest*, or if you would like to share information about your activities as a physician, contact:

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## Doctor's Digest

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# SLCH News | U.S. News Names St. Louis Children's Among Best Children's Hospitals in America

## Children's is the only hospital in eight-state region to rank in all 10 categories

St. Louis Children's Hospital-Washington University has again been named among the nation's elite pediatric hospitals on the Honor Roll of *U.S. News & World Report's* 2011 listing of America's Best Children's Hospitals.

St. Louis Children's Hospital is one of only 11 pediatric hospitals that made the Honor Roll by ranking in all 10 specialties evaluated. It is the only hospital in Missouri and the surrounding eight-state region to receive Honor Roll status.

Hospitals are ranked in cancer, diabetes and endocrine disorders, digestive disorders, heart and heart surgery, kidney disorders, neonatal care, neurology and neurosurgery, orthopedics, respiratory disorders, and urology. The specialty survey is the most extensive pediatric hospital report prepared by a U.S. publication.

"We have the privilege of caring for patients and their families from across our community, the nation and the globe every day," says hospital President Lee Fetter. "The *U.S. News* Honor Roll is an important validation that our staff and physician partners at Washington University School of Medicine are consistently delivering our mission: to do what's right for kids by providing safe care, effective care and exceptional service."

This is the ninth consecutive year St. Louis Children's Hospital has been honored by *U.S. News*, published online at [usnews.com/childrenshospitals](http://usnews.com/childrenshospitals) and featured in the Best Hospitals print guide published by *U.S. News*, available on newsstands August 30.

## About the 2011 Rankings

*U.S. News* invited 177 pediatric centers to complete the 95-page survey, which included across-the-board questions about nurse-to-patient ratio and infection-reduction measures, as well as more specialty-specific data, like kidney biopsy complications, or clinical successes in treating certain cancers.


Whether a hospital was ranked, and if so how high, depended on its showing in three areas: reputation among pediatric specialists (25%), clinical outcomes such as cancer survival (35%), and care-related indicators of quality such as the number of patients, nurse staffing, and availability of specialized programs (40%).

The data was reviewed by a group of more than 115 medical directors, department chairs, infection specialists and other experts, overseen by RTI, an international research and consulting firm that also oversees the *U.S. News* Best Hospitals list. 



## Complex Craniofacial Surgery *continued from page one*

Matthew's newfound confidence is one of the best rewards for Dr. Woo as a craniofacial surgeon. "It is gratifying to improve someone's appearance and function so dramatically with one procedure that it changes that person's perception of self as well as the way other people perceive that person. Patients like Matthew are the reason that I love my job," says Dr. Woo.

For a link to a video of Matthew's story, visit [StLouisChildrens.org/DD](http://StLouisChildrens.org/DD). To contact Dr. Woo or for a patient referral, call Children's Direct at 800.678.HELP (4357). 

## IT Update | SLCH Health Information Technology Works to Support Superior Patient Experience

Integral to St. Louis Children's Hospital's goal of providing a superior patient experience are the systems developed by its health information technology (IT) group. Headed by Feliciano Yu, Jr., MD, SLCH chief medical information officer and medical director of the Washington University Pediatric Computing Facility, the information systems team has one goal: to support the work of the hospital's medical professionals so they may deliver the best possible care to patients.

"We are in the business of ensuring that the people caring for our patients have the right tools and information so they can make better decisions about patient care while at the same time making their workflow more efficient," says Dr. Yu.

It is also essential that the information gathered through these health IT tools can be re-used to help SLCH physicians, nurses and other medical professionals advance care through the conduct of practice-based learning and improvement. "At Children's Hospital, we work in an academic environment where research is basic to everything we do," says Dr. Yu. "It is incumbent upon us to develop systems that help us determine the manner in which we are delivering care, how well we are doing with that delivery, and how we can improve upon our performance. We really want to serve as a catalyst for research and for increasing our partnership with Washington University in that regard."

The most significant example to date of health IT's system implementation is the KiDDOS (**K**omputerized **I**nter-**D**isciplinary **D**ocumentation and **O**rdering for **S**afety) project, the hospital's computerized physician order entry (CPOE) system for the inpatient setting. Today, 100 percent of the inpatient orders are entered into the CPOE system—successfully implemented with more than 2,200 providers entering about 130,000 orders a month.

"We have basically eliminated medical errors related to illegibility with


the KiDDOS project," says Dr. Yu. "The use of CPOE has resulted in significant safety and efficiency advances in many other ways as well."

Among those are:

- A 128 percent improvement in patient weight documentation. Since pediatric patients' medications are mostly calculated by weight, this is essential information to have recorded.
- A 61 percent decrease in duplicate orders of common blood tests. In addition to decreasing the cost of hospitalizations, unnecessary needle sticks for patients are also eliminated.
- A 46 percent improvement in the timeliness of medication administration of frequently ordered drugs,
- A 66 percent decrease in the number of adverse drug events.

"KiDDOS has more than 600 order sets built into the system that standardize the ordering of medical interventions we provide to patients for specific conditions. These have built-in reminders so physicians don't forget to order a medication or a certain intervention," says Dr. Yu. "This is a significant improvement over the pocket checklists physicians previously carried, most of which were different from each other."

SLCH's information systems team is composed of people with a broad range of experience, from computer programmers and engineers and data base administrators to nurses, pharmacists and physicians with experience in health IT. When implementing and developing new IT systems, the team works with domain experts or end users throughout the hospital to ensure the systems developed work as planned.

"This is key to our current and future success at Children's Hospital. We don't build a 'widget' on our own that then gets deployed and doesn't fit the end user's needs. Our process is to engage clinical domain experts at the earliest opportunity to ensure we develop a system that is useful to them," says Dr. Yu. 

## SLCH News | Kid Care Application Now Available on Android Market

Last year, St. Louis Children's Hospital launched Kid Care, the first iPhone app dedicated to addressing pediatric symptoms.

Since its launch, more than 16,000 people have downloaded the app. Now, the tool is even more widely available. Android users can download the app for free on the Android Market or by linking from the St. Louis Children's Hospital web site, StLouisChildrens.org.


Kid Care guidelines help parents make decisions on what level of medical care, if any, a child requires, and how to treat that child at home if it's safe to do so. The app covers 88 pediatric topics, searchable from an alphabetical list or by body area.

"We're pleased that this important tool is now available to even more parents," says Suzi Wells, BSN, RN, manager of the St. Louis Children's Hospital Answer Line, and content consultant for the Kid Care app. "Health problems come up at all times, and in all places. The mobile application helps parents make informed decisions about

care for minor injuries and illnesses they can manage independently."

There is no substitute for professional medical advice, diagnosis or treatment. The St. Louis Children's Hospital Answer Line can assist with more challenging symptoms, provide additional personal guidance on whether to call the doctor, and even help parents select a doctor or specialist. That number is 314.454.KIDS (5437) or 800.678.KIDS.

Kid Care is derived from the clinical protocols used by St. Louis Children's Hospital as well as pediatricians and nurses in 10,000 practices and 400 nurse advice call centers in the United States and Canada. The protocols have been tested for 15 years on more than 150 million symptom calls.

Cards detailing how to access the app are available for your patients. Contact Children's Direct at 800.678.4357 to request copies. 





## SLCH News | Telemedicine Pilot Program Aims for Improved Access to Pediatric Care Throughout BJC

Pediatric patients needing psychiatric evaluation in the Farmington, Mo., area now have access to a Washington University child psychiatrist without having to travel to St. Louis Children's Hospital (SLCH). A new telemedicine suite located in the Medical Office Building at Farmington's Parkland Health Center brings the expertise of Dehra Glueck, MD, directly to the patient via video conferencing.

"Nationally there is a shortage of child psychiatry services available, and this is especially true in outlying communities," says Dr. Glueck. "This telepsychiatry pilot program allows patients and families to receive evaluations without traveling to St. Louis, which means a significant savings in time and expense for them."

The telepsychiatry service is based on an enhanced consultation model already in place at Washington University where child psychiatrists work closely with local primary care providers who can refer their patients with mental health needs for consultation. Dr. Glueck evaluates patients via telemedicine and discusses treatment options with patients and families and then, together with the families' primary care providers, develops a treatment plan. The plan may include up to three additional visits to the telemedicine clinic to initiate treatment. If ongoing care with a child psychiatrist is required, options for follow-up with other qualified providers within the local community are discussed at the conclusion of the consultation.

"Patients usually get accustomed to the telemedicine technology within the first few minutes of the first visit, especially when it becomes clear to the children that I can see exactly what they are doing in real time," says Dr. Glueck. "We use extremely high-resolution video and audio equipment at both sites including equipment in the Parkland Health Center suite donated by the Parkland Health Center Foundation. This kind of high-quality equipment helps me connect with the patients. Patients experience all the wonderful human emotions that are present in face-to-face interactions, and are able to feel compassion and understanding in an interaction."

The telepsychiatry pilot program at Parkland began in April and consists of weekly half-day clinics. Plans call for expanding the pilot to Boone Hospital Center, Columbia, Mo., in coming months.

### Testing the telemedicine waters


Child psychiatry is just one area in which St. Louis Children's Hospital, Washington University School of Medicine (WUSM) and BJC HealthCare are partnering to investigate the feasibility of using

telemedicine to expand the hospital's outreach. A telemedicine steering committee chaired by Feliciano Yu, Jr., MD, SLCH chief medical information officer and medical director, Washington University Pediatric Computing Facility, is exploring telemedicine opportunities in three areas: traditional office visits, emergent clinical settings and family communication.

"For traditional office visits, we will expand the pilot beyond psychiatry to include testing how gastroenterology and cardiology may use the technology," says Dr. Yu. "For instance, the care of GI patients often involves pre-visit interviews and follow-up visits. We feel these are areas that can be made more convenient for families through telemedicine. For cardiology, we are looking into advanced equipment that records and transmits heart sounds, thus allowing our cardiologists to 'listen from a distance' while still providing quality patient care."

The newborn intensive care unit (NICU) will be the first emergent clinical setting to pilot telemedicine for uses such as consulting with physicians at outlying BJC locations. Depending on the pilot results, potential exists for using telemedicine in other ICU settings as well as the emergency unit and transport services.

Potential for family communication exists within all these areas, from patient and family education and answering questions regarding care to consulting with parents as their child is transported to Children's.

"Once the pilot program ends next year, we will have a better idea of how to scale our telemedicine efforts in regard to pediatric subspecialties and outreach to other locations," says Dr. Yu. "We are aiming at developing a program that is not only effective but also sustainable." 

### SLCH/WUSM/BJC Telemedicine Steering Committee

- **Feliciano Yu, Jr., MD**, committee chairman; SLCH chief medical information officer and medical director, Washington University Pediatric Computing Facility
- **Jennifer Albertina**, executive director, Business Affairs and Strategic Planning, WUSM Pediatrics Department Administration
- **Michael Caputo**, assistant dean/Chief Information Officer, WUSM Medical Computing Services
- **Dehra Glueck, MD**, Washington University child psychiatrist
- **Chero Goswami, Director**, Information Systems, Academic Hospitals and WUSM Integration
- **Ellyn Rosenblum**, Manager, Planning & Business Development, SLCH
- **Jerry Vuchak**, Vice President, Information Services, BJC Information Systems

## New Physicians at SLCH



### **Kevin T. Barton, MD**

**Instructor in Pediatrics, WUSM**

**Specialty:** Hospital Medicine

**Education/Training:**

- Pediatric residency, St. Louis Children's Hospital
- Medical degree, Tulane University School of Medicine, New Orleans



### **Kevin W. Baszis, MD**

**Instructor in Pediatrics, WUSM**

**Specialty:** Pediatric Rheumatology

**Education/Training:**

- Pediatric rheumatology fellowship, St. Louis Children's Hospital
- Pediatric residency, St. Louis Children's Hospital
- Medical degree, University of Missouri – Kansas City School of Medicine



### **T. Keefe Davis, MD**

**Instructor in Pediatrics, WUSM**

**Specialty:** Pediatric Nephrology

**Education/Training:**

- Pediatric nephrology fellowship, St. Louis Children's Hospital
- Pediatric residency, Albany Medical Center, Albany, NY
- Medical degree, St. George's University School of Medicine, Grenada



### **Amanda R. Emke, MD**

**Instructor in Pediatrics, WUSM**

**Specialty:** Pediatric Critical Care Medicine/  
Hospital Medicine

**Education/Training:**

- Pediatric critical care fellowship, St. Louis Children's Hospital
- Pediatric residency, St. Louis Children's Hospital
- Medical degree, University of Missouri School of Medicine, Columbia



### **Katherine McMullin Jones, MD**

**Instructor in Pediatrics, WUSM**

**Specialty:** Hospital Medicine

**Education/Training:**

- Pediatric residency, St. Louis Children's Hospital
- Medical degree, Washington University School of Medicine



### **Cynthia M. Ortinau, MD**

**Instructor in Pediatrics, WUSM**

**Specialty:** Newborn Medicine

**Education/Training:**

- Newborn medicine fellowship, St. Louis Children's Hospital
- Pediatric residency, St. Louis Children's Hospital
- Medical degree, University of Missouri – Kansas City School of Medicine



### **Seth J. Perlman, MD**

**Instructor in Neurology, WUSM**

**Specialty:** Pediatric Neurology

**Education/Training:**

- Child neurology fellowship, St. Louis Children's Hospital
- Adult neurology residency, Barnes-Jewish Hospital, St. Louis
- Pediatric residency, St. Louis Children's Hospital
- Medical degree, Rush University Medical College, Chicago

## Chief Resident Award



her willingness to take responsibility for their well-being.

Each month, St. Louis Children's Hospital's chief residents honor a resident who shows exceptional dedication to his or her patients, colleagues or profession. In June, the SLCH Chief Resident Award was presented to **Laura Seske, MD**, first-year pediatric resident, in recognition of her exceptional personal commitment to her patients and

## Save the Date | Fall CPU September 16-17

Mark your calendars for the Fall Clinical Pediatric Update (CPU) on September 16 - 17, 2011. Topics include sports physicals, functional GI disorders, low dose radiation, interpreting liver transaminase, positive youth development and psychology techniques for the primary care office.

The conference will be held at the Hilton St. Louis Frontenac Hotel in St. Louis, Mo. and will include an evening event at the Magic House St. Louis Children's Museum. More details and registration information will be posted at [StLouisChildrens.org/Med\\_Ed](http://StLouisChildrens.org/Med_Ed) in July.

## Cope Preceptor Profile | Denise Johnson, MD

Denise Johnson, MD, became fascinated with science and the study of life during her 10th grade biology class. Combine that with the role model she found in her own pediatrician growing up, and her road to becoming a physician was paved.

“My brother was acutely ill as a child. Dr. Helen Nash took such good care of him, and those memories stayed with me,” says Dr. Johnson.

Dr. Johnson received her medical degree at Loma Linda University School of Medicine in California and completed her internship and residency at Loma Linda University Medical Center. Influencing her decision to become a pediatrician was an experience she had while working as a resident at the Veterans’ Administration Hospital in Loma Linda.

“There was a patient who was a double amputee and had a tracheostomy. I’d see him struggling to wheel himself around the hospital, and I often wished I had time to push him to his destination,” she says. “Then one evening I saw him reach back, turn off his oxygen tank, light up a cigarette and smoke at his stoma. That brought home to me the fact that most medical problems children develop are not self-induced. I realized that as a pediatrician I would have the ability to not only help children stay healthy, but also influence them to not begin the habits that would cause them problems as adults.”

After completing her medical training, Dr. Johnson returned to her hometown of St. Louis and served as the medical director for a community health center for five years. Her experience in that setting influenced how she has conducted her private practice over the past 19 years.

“I think it’s important that whenever possible children have a private physician, someone trusted by the families. For that reason, when I opened my own practice I decided to accept patients independent of their health insurance,” she says.

Her work as a board member for Healthcare for Kids, when the organization was the first pediatric community urgent care facility available, prompted another decision about her practice. “So many



Denise Johnson, MD


children miss school because they have an illness for which they need medical clearance to return, and their parents can’t take off work to get to them to the pediatrician’s office,” says Dr. Johnson. “As an ongoing part of the practice, we now offer urgent care that is open to the pediatric public Monday through Thursday evenings and on Sunday afternoons.”

Dr. Johnson’s concern for children receiving the care they need extends to helping train qualified pediatricians. She was among the first community pediatricians to volunteer as a COPE preceptor. Her current resident, Laura Hall, MD, is her seventh COPE preceptee.

“Much of a pediatrician’s work involves the science of medicine, but that needs to be coupled with the art of medicine—physicians listening to parents and patients and then being able to translate their medical knowledge into practical terms for the caregivers,” says Dr. Johnson. “It’s also learning the importance of respecting patients independent of their socioeconomic status and working with a diverse patient population.”

For Dr. Johnson, the residents are constant reminders of the “whys” of pediatric private practice. “After a while, you have done things so often they almost become rote,” she says. “Residents sometimes can be like toddlers, always asking ‘why.’ It helps them and me to remember why we do things a certain way.”

She adds, “And I’m always interested in learning about the latest advances. That helps me and my patients.”

Dr. Johnson’s husband, Marlon, is an educator in the University City school district. They have two married, adult children: their son Marlon II is a communications specialist planning a career in the military, and their daughter Veronica is in graduate school studying biology. Dr. Johnson enjoys reading—“Give me a book and a quiet spot and I’m almost in heaven”—and is an active member of her church. The Johnsons try to get to Huntsville, Ala., as often as possible to visit their 16-month-old granddaughter, London. 

## SLCH News | Pediatric Surgery Adds Saturday Clinic Hours

St. Louis Children’s Hospital (SLCH) pediatric surgery patients and their families now have the option of scheduling clinic visits on Saturdays between 9 a.m. and 11 a.m. in Suite 2A on the hospital’s second floor. The added hours are designed to offer convenience and flexibility for busy families who find it difficult to schedule weekday clinic visits.

One SLCH pediatric surgeon and a nurse or nurse practitioner are available to see patients each Saturday. For children needing post-operative visits for basic procedures such as nonperforated appendicitis, hernia, hydrocele and pyloromyotomy, Saturday appointments are scheduled with the surgeon on duty. Post-op appointments for more complicated surgeries will be aligned with the surgeons who performed the operations. Saturday appointments also will be available for new patients who are not referred to a particular SLCH surgeon or whose preferred surgeon has timely Saturday openings.

To schedule appointments with pediatric surgery at SLCH, call Children’s Direct at 800.678.4357 (HELP). 

## SLCH News | New Interns Join St. Louis Children's Hospital

On July 1, St. Louis Children's Hospital welcomes the following 31 interns to its pediatrics residency program.

NAME	MEDICAL SCHOOL
Megan A. Anderson	Wake Forest University School Of Medicine
Dustin M. Baldrige	Baylor College of Medicine
Cynthia R. Baszis	University of Missouri-Kansas City School of Medicine
Brittany J. Blue	Meharry Medical College
David Z. Bowman	Sackler School of Medicine - New York State American Branch
Colleen C. Brennan	University of Missouri-Kansas City School of Medicine
Alison L. Curfman	Case Western Reserve University School of Medicine
Lindsay E. Davidson	New York Medical College
Ashish N. Doshi	Duke University School of Medicine
Chelsea N. Grigery	University of Missouri-Kansas City School of Medicine
Justyna S. Grothaus	Rush Medical College
Corrine H. Hamvas	Ben-Gurion University of the Negev
Jason A. Helis	Eastern Virginia Medical School
Kim H. Ho	Northwestern University The Feinberg School of Medicine
Jane Alyce Hunt	Washington University in St. Louis School of Medicine
Neelum D. Jeste	University of California San Diego School of Medicine
Young-Min Kim	Washington University in St. Louis School of Medicine
Jamie T. Lai	Baylor College of Medicine
Marjorie V. Launico	De La Salle University College of Medicine Philippines
Chung A. Lee	Washington University in St. Louis School of Medicine
Shannon N. Liang	Georgetown University School of Medicine
Joseph G. Maliakkal	Baylor College of Medicine
Christopher G. Markham	Washington University in St. Louis School of Medicine
Carli L. McGee	Washington University in St. Louis School of Medicine
Stephanie M. Morris	University of Arizona College of Medicine
Justin P. Newstadt	University of Louisville School of Medicine
Kimberly L. Norris	Washington University in St. Louis School of Medicine
Erin M. O' Brien	University of Kansas School of Medicine
Jessica E. Pryor	University of Texas Medical School at Houston
Patrick J. Reich	Saint Louis University School of Medicine
Jason W. K. Rubin	Tufts University School of Medicine
David J. Steflik	Medical College of Georgia School of Medicine
Hongtao Wang	Sun Yat-Sen University of Medical Sciences
Jillian K. Warejko	University of Rochester School of Medicine and Dentistry
Gabriela Purcarin*	University of Medicine and Pharmacy Carol Davila, Bucharest, Romania

\*5th Year Resident



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## SLCH News | SLCH Receives Highest Honor for Patient Satisfaction

Two St. Louis Children's Hospital areas of care were honored with a 2010 Top Performer Award by Professional Research Consultants (PRC), a national health care marketing organization that conducts satisfaction surveys to evaluate hospitals.

The awards, PRC's highest honor, were given to psychology as well as outpatient test and treatment. To earn the award, units must have patient satisfaction scores at the 100th percentile in PRCs' database for the prior calendar year.

In addition, SLCH received 11 5-Star awards for patient satisfaction from PRC for scoring in the 90th percentile or above nationally:

- 7 West
- Ambulatory Procedure Center (APC)
- Emergency Department
- Emergency department venue
- Inpatient venue
- Outpatient surgery
- Outpatient test and treatment venue
- Psychology
- Radiology
- Same Day Surgery
- Therapy Services

"These high marks in patient satisfaction come from the safe care, effective care and exceptional service that our team provides to every patient, every family, every day," says Peggy Gordin, patient care services vice president at Children's Hospital. "Congratulations and thanks to everyone for their commitment to the children and families we serve." 