

One

Physician & ACP System Resources



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AHEC – Charlotte Area Health Education Center

Carolinas HealthCare System (CHS), **Charlotte AHEC Continuing Medical Education (CME)** coordinates and accredits a variety of learning opportunities including regularly scheduled series (RSS), single course symposia/ onetime activities, enduring materials and performance improvement (PI) initiatives. Carolinas HealthCare System/ Charlotte AHEC is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide Continuing Medical Education (CME) for physicians. All approved courses are accredited for *AMA PRA Category 1 Credit™*.

- Charlotte AHEC Catalog: <https://www.charlotteahec.org/index.cfm>
- Upcoming CME activities (Physicians and ACPs):
https://www.charlotteahec.org/continuing_education/continuing_medical_education/
- Online modules (Registration for most are free and access to watch is 24/7):
https://www.charlotteahec.org/continuing_education/continuing_medical_education/modules.cfm
- Please contact Margo Ross at Margaret.Ross@carolinashealthcare.org for a full listing of the Grand Rounds, Tumor Boards, Case Conferences, Morbidity & Mortality Series we accredit
- Pairing of CME credit with MOC Part IV Quality Projects.
https://www.charlotteahec.org/continuing_education/continuing_medical_education/moc_part_iv.cfm



Easily obtain continuing education credits for completing your MOC Part IV Project.

For more information, please contact Christie Carpenter, AHEC CME Director:

Christie.Carpenter@carolinashealthcare.org or 704-512-7542

MD/DO: 20 AMA PRA Category 1 Credits™ NP, PAs: 15 AMA PRA Category 1 Credits™

RNs and other healthcare professionals: 1.5 Continuing Education Units (CEUs), representing 15

Contact Hours

Physicians \$249; Non-Physicians \$149

- **AAPA Credit for Physicians Assistants**

Charlotte AHEC has been authorized by the American Academy of Physician Assistants (AAPA) to designate AAPA Category 1 credits for activities designed primarily for its own learners and other learners who provide care to veterans.

The **Canopy Education site** contains Canopy/PowerChart education in the form of Web Based Tutorials (WBT), Job Aids, videos, etc. The educational materials linked on this site:

- Offer step-by-step instructions for PowerChart functions
- Provide information on PowerChart updates or new functionality
- Present quick tips on completing PowerChart tasks

Canopy Education site: <https://peopleconnect.carolinas.org/Tools/Clinical-Tools/Canopy-Information/Education>

Contact your manager or supervisor for help in determining which education applies to your job role and also to locate additional education and processes specific to your facility or unit, which are not included on this site.

Acute Education

- [Required Training for all Providers](#)
- [Provider Education](#)

Ambulatory Education

- [Required Training for all Providers](#)
- [Provider Education](#)

Emergency Department

- [Provider Education](#)

Ancillary Staff

- [Ancillary Education](#)

General Provider Education

- [Open Notes](#)
- [Provider Specialty Workflows](#)
- [Provider Quick How-To Videos](#)
- [Dragon Tips](#)
- [Request Canopy Coaching Session](#)

[Need a Custom Education Solution?](#)

Note: In order to best view videos at Carolinas HealthCare System, make sure you are not logged in to Citrix or WebApps. Those systems make the audio and video choppy. It's best to just go directly to your browser and to the page.

Canopy for Mobile

Canopy Touch is a suite of solutions that allows providers to use mobile devices to access records when treating patients anywhere, at anytime. Quickly complete patient visits using the smart, intuitive design optimized for providers with tailored work-flows, powerful integrated voice recognition and more.

Getting Started:

To gain access to the Canopy Touch applications, identity verification and device provisioning will need to be performed. After any or all of the applications have been downloaded, please contact the CHS Support Center by calling 704-446-6161. Once they obtain the necessary information, an access code with a 7 day expiration will be provided within 3 business days. The access code provided will work for all Canopy Touch applications on a single device. If you replace a device or have multiple devices, you will need to obtain separate access codes for each of them.

Application Downloads



[Canopy Touch](#)

Canopy Touch integrates all physician workflow that were previously broken out into separate icons or applications for your mobile device.

[Download Canopy Touch](#)

[Opening Canopy Touch Job Aid](#)

[Schedule Overview Job Aid](#) (Formerly Canopy Touch Ambulatory)

[List Overview Job Aid](#) (Formerly Canopy Touch Inpatient)



[Instanote](#)

Canopy Instanote is now available for all CHS providers. This easy to use application allows physicians to dictate a note that will automatically be transcribed into text and allows the physician to sign the note.

[Download Canopy Touch Instanote](#)

[View Job Aid](#)



[Message Center](#)

Message Center Mobile allows providers to view messages, reminders, consults and cosign orders and results. Message Center all integrates Dragon voice recognition for fast, secure dictation.

[Download Canopy Touch Message Center](#)

[View Job Aid](#)

Canopy Support: provides immediate support as well as help with workflow, customization or tips and tricks.

Center for Physician Leadership & Development

The mission of **The Center for Physician Leadership and Development (CPL&D)** is to strategically identify, develop, and prepare physician leaders for new and expanding roles in Carolinas HealthCare System through the provision of multiple, varied, innovative offerings and resources.

Resources/Offerings include:

| Core Leadership Skills | Formal Leadership Program |
|--|--|
| <ul style="list-style-type: none">• Meeting Management• Management by (Personality) Strengths• On Purpose• Giving & Receiving Feedback• Conflict Resolution• Making Sense of Change• Emotional Intelligence (EQ-i)• DISC Communication Styles• Leadership Lab• Special Requests | <ul style="list-style-type: none">• CHS Physician Mentorship Program• Physician Leadership Institute• Co-Leadership Institute• Site Medical Director Orientation• Medical Staff Leadership Development Program |
| Flexible Offerings and Services | About Us |
| <ul style="list-style-type: none">• Care of Self• Care of Team• Care of System• Personal Leadership Coaching• Personal Wellness Coaching• Personal Career Coaching | <ul style="list-style-type: none">• Mission & Purpose• The Team |

Additional Resources

| | |
|---|---|
| Dr. Ray on Physician Leadership (video) | Advisory Board Company |
| Communication Guidebook for CHS Leaders | SG2 |
| Software Tutorials (MyHub) | TEDx Program |
| Center for Faculty Excellence (CFE) | American College of HealthCare Executives |
| Co-Leadership SharePoint Site | American Association for Physician Leadership |
| CPL SharePoint Site | International Leadership Association |
| Tribal Leadership - 21 Day Leadership Challenge | 99 Percent |
| | Stanford D School |

For more information about the Center for Physician Leadership & Development, email us at CPL@carolinashealthcare.org

CHS Medical Group Division

The **Carolinas HealthCare System Medical Group Division (CHSMGD)** is an integrated network that is home to more than several thousand physicians, ACPs and teammates who care for patients in over 400 care locations in North and South Carolina.

- [CHS Medical Group Division](#) - home page on PhysicianConnect - contains information and resources relative to the Medical Group Division
- [CHS Medical Group Division Charter](#)
- [CHSMGD Strategic Cascade](#)
- [Physician & ACP Leadership Structure Microsite](#) - houses information on Medical Group Division leadership structure including committee charters, organization charts, and delegation of authority documents
- [CHSMGD Quarterly Leadership Meeting](#) - a website housing information shared at the Quarterly Leadership meeting making it easier for you to cascade the information to local teams
- [Communication Guidebook for Leaders](#) - offers resources, templates, and other tips to successfully share news that the senior leadership team will periodically distribute
- [Physician Compensation Microsite](#) - contains resources and information about the physician compensation plan at Carolinas Healthcare System
- [Fast Facts](#) - a summary of important CHS Medical Group Division updates, based on topics leaders discuss in their weekly management team meeting.
- [Awards & Recognitions](#) - List of weekly recognitions

The following are available via the [Corporate Compliance and Coding Support eLink website](#)

- **The Link Newsletter:** A bi-monthly newsletter that contains articles on coding and documentation topics for clinicians and their staff.
<https://carolinashealthcare.sharepoint.com/sites/eLink/Archived%20Newsletters/Forms/AllItems.aspx>
- **Coding Scenarios for Providers:** Various inpatient and outpatient coding scenarios with detailed answers to help improve code selection for clinicians.
- **Coding for New Providers videos:** Portions of the Coding and Documentation class presented to new providers during orientation have been recorded for your reference.
- **Job Aids and Tools:** Coding and documentation instructions for specific services.
- **Specialty Toolkits:** Information relevant to specific specialties has been assembled into Toolkits. You will find specialty-specific EM examples, job aids, and newsletter articles.
- **Billing and Documentation Manual:** Provides instructions on the documentation criteria supporting an Evaluation and Management (E/M) code level. Our Billing and Documentation Manual also provides helpful tips on how to properly assign an E/M service
 - **Billing and Documentation Manual:**
<https://carolinashealthcare.sharepoint.com/sites/eLink/Billing%20%20Documentation%20Manual/Forms/AllItems.aspx>
 - **E/M Code Selection and Documentation Guidelines**
<https://carolinashealthcare.sharepoint.com/sites/eLink/Billing%20%20Documentation%20Manual/Evaluation%20and%20Management%20Code%20Selection.pdf>
 - **Categories of E/M services – Overview of New versus Established patients, Consultation services**
<https://carolinashealthcare.sharepoint.com/sites/eLink/Billing%20%20Documentation%20Manual/Tab%202%20-%20Other%20EM%20Service%20Requirements.pdf>
 - **Calculating your Medical Decision Making**
<https://carolinashealthcare.sharepoint.com/sites/eLink/Billing%20%20Documentation%20Manual/Decision%20Making%20Template.pdf>

- **E/M Coding Matrices:** These matrices can be utilized to select your level of E/M service. Each of these matrices have been created to differentiate the E/M code categories (i.e., Outpatient, Inpatient, Consultation services, etc.) as well as help the provider identify the number of components needed to support an appropriate E/M code selection.
 - Selecting your Outpatient/Office Care Matrix
<https://carolinashealthcare.sharepoint.com/sites/eLink/Billing%20%20Documentation%20Manual/Matrix%20-%20Office%20Outpt.pdf>
 - Selecting your Inpatient/Subsequent Hospital Care Matrix
<https://carolinashealthcare.sharepoint.com/sites/eLink/Billing%20%20Documentation%20Manual/Matrix%20-%20Inpt.pdf>
 - Selecting your Outpatient Consult Matrix
<https://carolinashealthcare.sharepoint.com/sites/eLink/Billing%20%20Documentation%20Manual/Matrix%20-%20Consults%20Outpt.pdf>
- **Code Distribution Index (CDI) and Provider E/M Profile Dashboards Summary:** These tools will help a provider identify his/her code distribution when compared to other “like” providers. This data is updated monthly to reflect the “Current” period (most recent 12 months) and “Prior” period (same 12 months for the prior year) for comparison purposes.
 - Report Summary Details:
<https://carolinashealthcare.sharepoint.com/sites/eLink/Billing%20%20Documentation%20Manual/CDI%20and%20Provider%20Profile%20Reports%20Summary%202014.pdf>
 - Accessing the Code Distribution Index (CDI) and Provider E/M Profile Dashboards:
<https://carolinashealthcare.sharepoint.com/sites/eLink/Billing%20%20Documentation%20Manual/CDI%20and%20Provider%20Profile%20Access%20Instructions%202014.pdf>

Corporate Compliance

The **Corporate Compliance Program** was established to support Carolinas HealthCare System's long term commitment to fair and ethical business practices. The Compliance program is structured around the CHS Code of Conduct -- A System of Integrity, to prevent fraud, waste, and abuse within the System and provide a clear understanding of what is expected of every employee in the work environment

This site is designed to provide you with the resources you need on Federal and State laws and regulations. It also provides you with the materials you need to follow when faced with questions of ethics or good business practices <https://carolinashealthcare.sharepoint.com/sites/CCD/default.aspx>

Resources included:

1. Code of Business Conduct, A System of Integrity



As a Carolinas HealthCare System teammate, it is important for you to understand the importance of fostering a compliant and ethical environment within our System. Failure to do so puts our organization at risk for fines, sanctions and potential loss of accreditation or ability to operate and provide care to our patients. To assure this System, the "Code of Business Conduct, unlocking the power of a System of Integrity" guidance has been prepared. The Code of Business Conduct serves as a Compliance "guidebook", outlining the organization's commitment to compliance, our core compliance values and expectations for teammates, as well as practical advice and guidelines about how to meet those expectations. System teammates receive training on A System of Integrity upon orientation, during annual compliance training and through compliance awareness activities.

The Carolinas HealthCare System's Code of Business Conduct, [A System of Integrity \(PDF\)](#) defines the personal and professional behaviors that all employees and vendors should follow, and serves as a quick reference for many of our compliance policies.

2. Corporate Compliance Policies

Carolinas Healthcare System Compliance policies provide high level guidance on critical compliance concepts. Policies are reviewed every three years, or as needed, for consistency with current laws and regulations. Compliance is also addressed more specifically as an element of other System policies, where applicable.

Link to Policies in CHS Compliance Policies: <http://peopleconnect.carolinas.org/corporate-compliance-policies>

3. Reporting and Management of Conflicts of Interest – Provider Responsibilities

Corporate Compliance

A **conflict of interest** occurs when an individual, including his or her immediate family, or an institution enters into any type of relationship that interferes with or compromises, or gives the appearance of compromising, the professional judgment or obligations of the individual or institution, including safety or quality of care, treatment and services. A conflict of interest also may arise if there is a conflict of commitment such that outside activities interfere with the primary obligation of the individual to his or her employer. A relationship or activity with the potential for creating a conflict of interest must be fully disclosed, evaluated and, if necessary, managed, reduced or eliminated. CHS Policy COR 40.17 Conflicts of Interest provides guidelines for reviewing and managing potential or actual conflicts of interest ([for policy click here](#)). Carolinas HealthCare System's Corporate Compliance Department offers several mechanisms for disclosing actual or potential Conflicts of Interest in order to promote transparency in relationships between healthcare professionals and industry.

1. **Annual Disclosure:** Corporate Compliance electronically communicates the Conflict of Interest Questionnaire to all providers annually. Participation in the disclosure process is mandatory. Any changes to relationships or disclosure information should be updated if they occur after the annual questionnaire is submitted. The Conflict of Interest reporting tool is available [here](#).
2. **Consulting Agreement Review Process** – Teammates who wish to provide consulting services to industry (pharmaceutical, biologic, and device manufacturers) are permitted to do so on their own time under CHS policy COR 40.17. Per policy, any proposal for consulting activity must be submitted to the teammate's administrator (VP/Division Chair or above) for approval and then submitted to Corporate Compliance for review and approval. To initiate a review of a proposed consulting relationship, utilize the CHS Consulting Agreement Review eform located [here](#).
3. **Gifts and Gratuities** – Occasionally, vendors and suppliers may offer to provide meals, education, or other gifts that must be reviewed in advance to determine appropriateness. CHS policy COR 40.17 and Corporate Compliance can help support decision-making when a proposal is made to help minimize any appearance of a conflict.

4. Reporting Compliance Concerns

Carolinas Healthcare System is committed to maintaining a culture that promotes the prevention, detection and resolution of instances of conduct that do not conform to laws, regulations, policies and procedures, or to our Code of Conduct. Several mechanisms for the reporting of potential compliance issues are available:

- **Chain of Command:** The "Chain of Command" is highly recommended because it encourages talking with a supervisor about compliance concerns first. Supervisors can provide the information necessary for teammates to determine if a compliance issue truly exists. Teammates not comfortable talking to their supervisor should speak with that person's supervisor.
- **Facility Compliance Officer (FCO) or Compliance Department:** Teammates uncomfortable with reporting potential compliance issues through their "Chain of Command" are encouraged to contact their FCO.
- **Compliance HelpLine:** Teammates may report potential issues by calling the anonymous Compliance HelpLine. The CHS HelpLine is run by an independent contractor and is available seven days a week, 24 hours a day. HelpLine calls are forwarded to Corporate Compliance within 24 hours, and high-priority calls are forwarded immediately. The HelpLine is available at 1-888-540-7247.

Diversity & Inclusion

At Carolinas HealthCare System, we believe honoring each person's diversity is an important part of being One Team. The **Diversity and Inclusion Department** offers a variety of tools and resource groups that are available to Physicians & ACPs as well as all teammates.

Diversity and Inclusion website:

<https://peopleconnect.carolinas.org/Departments/Diversity-and-Inclusion>

A few helpful links:

[PeopleLink](#) – Find learning opportunities at Carolinas HealthCare System by going to Home > Learning and searching for diversity, inclusion, language or other key words in the “Find Learning” field.

[Charlotte AHEC](#) – Visit Continuing Education > Diversity for a variety of courses.

[CultureVision](#) – On-the-spot access to information to help teammates provide culturally competent care. This comprehensive tool features information on over 60 ethnic, religious and other diverse groups on topics such as communication, diet and nutrition, treatment protocols, and ethno-pharmacological issues.

[Language Translation Services](#) – The Language Services team helps bridge communication gaps between patients and providers, and reduces barriers to access quality healthcare.

[Spiritual Care & Education](#) - Spiritual Care is a key part of Patient Experience at Carolinas HealthCare System. The Spiritual Care and Education department practices and promotes a holistic approach to care, with an emphasis on the emotional and spiritual aspects of healing.

[Health Literacy](#) – Tools and educational materials to help improve patient communication and understanding

[Courageous Conversations Facilitator Guide](#) - This document is intended to be used as a framework to discuss real-time community events and broader issues of race, bias and power in Charlotte-Mecklenburg. It is a leader's tool for intact and convened groups who want to facilitate courageous conversations about race, bias, violence, power and other volatile issues confronting our teammates, our city and nation; and impacting their ability to perform at their highest levels.

Employee Assistance Program (EAP)

The mission of our **Employee Assistance Program (EAP)** is to help employees and family members confront and overcome problems in the workplace. We believe that healthy, satisfied employees are the foundation of a productive, thriving organization.

EAP Website:

<http://www.chs-eap.org/>

Manager Resources:

<http://www.chs-eap.org/body.cfm?id=12>

Manager Resources:

- [Supervisory Manual \(PDF\)](#)
- [Wellness and Education Seminars \(PDF\)](#)
- [Tips for Planning a Confrontation \(PDF\)](#)
- [Warning Signs \(PDF\)](#)

To learn more about how the Employee Assistance Program can help your business, call us today at **704-355-5021** or toll-free at **800-384-1097** or email EmployeeAssistance@CarolinasHealthCare.org.

For the 24-hour Behavioral Health Call Center, call **704-444-2400** or **800-418-2065**

Human Resources

Health Plan:

Your Health and Retirement at CHS Website: <http://healthandretirement.carolinashealthcare.org/>

Your Health and Retirement at CHS website offers tools and resources to help you plan, partner and participate for a healthy physical and financial future.

CHS remains dedicated to you and your family's physical and financial well-being. Use the resources found 'In This Section' to help **Plan**, **Partner**, and **Participate** in Your Health and Retirement at CHS.

Information included on this site:

- Summaries of the CHS LiveWELL Health Plan and Additional Benefits
- HSA Slide Rule
- Teammate Orientation Materials on Benefits
- New eLearning: Maximizing Your Health Plan and Funding Your HSA
- HSA FAQs
- Benefits Eligibility Guide
- HSA Overview
- Preventive Care Guide
- Castlight Cost Estimator
- Benefits Enrollment Instructions for New Teammates
- Benefits Enrollment Guide
- Preventive Drug List and Cost Guide
- One-on-One Rx
- Diabetes Care Management
- SmartStarts
- Benefitfocus Support Center

Retirement: <http://healthandretirement.carolinashealthcare.org/retirement>

Every day, you commit yourself to caring for the health of our patients and their families — and through that commitment you strengthen the communities we serve. We want you to feel the same pride for your own financial well-being as you have for the quality care you deliver and the support you provide to others.

Our partnership with [Empower Retirement Plan Services](#) has been designed to make retirement planning more convenient for you by streamlining your retirement plan benefits, with a dedicated phone number, website and committed retirement team at your service.

Information included on this site:

- Link to Empower Retirement
- 401(k) Fact Sheet
- Retirement Plan Summary
- HSA Slide Rule
- Link to Bank of America
- HSA FAQs
- HSA Overview

Visit carolinashealthcare.org/retirement to manage your CHS Retirement accounts 24/7.

Human Resources

CHS LiveWELL: <http://livewell.carolinashealthcare.org/>

The “WELL” in our name stands for Work, Eat, Learn, and Live, and we are here to help you make positive choices for a happier, healthier life on your own terms. LiveWELL is all about providing you and your loved ones with information, tools and support that will empower you to achieve your health and life goals. Whether you are looking to lose a few pounds, run your first 5K or marathon, improve your diet, quit smoking, or earn money toward your Health Savings Account (HSA).

Visit our website to learn more about:

- CHS LiveWELL Programs and Resources
- CHS LiveWELL Incentive - earn up to \$750 or \$1,050 to fund your HSA
- Financial Health Classes and Webinars
- Healthy Weight Resources
- Partnership with On-Site Care for biometric labs and results review
- Dietitian referral program
- Engagement programs such as intramurals, special events, walks, and Fitness in the Park

Your resources for specific benefits questions.

2017 Health Savings Accounts

Bank of America
866-731-4206

CHS LiveWELL

704-355-8136

For log-in assistance with your Total Health Portal:
855-581-9910

CHS Benefits Administration

Your Health and Retirement
704-631-0263

CHS Onsite Care

704-512-3971

CHS Virtual Visit

855-438-0010

Community Eye Care

communityeyecare.net
888-254-4290

Delta Dental

deltadentalnc.com/chs
800-662-8856

Disability Benefits – The Hartford

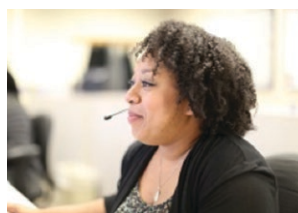
800-523-2233, policy #696954

Employee Assistance Program (EAP)

www.chs-eap.org/
704-355-5021

EMPOWER Retirement

carolinashealthcare.org/retirement
866-CHS-0970 (866-247-0970)



Executive Total Rewards and Physician Benefits

704-631-0120

MedCost (for medical claims questions)

Medcost.com
800-795-1023

Prescription Drug Benefits

CarolinaCARE
carolinacarerx.org
866-697-6800

CHS Cost Estimator Tool

Castlight Guide at 866-960-1471

For help in understanding how Medicare and your healthcare costs fit into your retirement goals:

N.C. Seniors' Health Insurance Information Program

855-408-1212

When seeking Healthcare outside your primary area:

American Healthcare Alliance

1-800-870-6252

Maternity Navigator

704-631-0301

Teammate Injury Helpline

704-355-7233(SAFE)

Attorneys and paralegals in the Office of General Counsel provide legal support to Carolinas HealthCare System on a variety of matters, including guidance on legal issues arising in connection with CHS's care of patients, assistance with significant contractual arrangements with CHS's business partners, and representation of CHS in lawsuits and investigations. The Office of General Counsel works closely with numerous CHS departments to facilitate legal compliance in CHS's day-to-day operations and provide legal counsel on CHS initiatives.

The CHS Office of General Counsel unveiled a new intranet site called, Legal Lighthouse, offering an array of self-help and informational legal resources in one spot

Legal Lighthouse website: <https://peopleconnect.carolinas.org/Departments/Legal-Lighthouse>

Information included on this site:

Contracts

- Introduction to Contracts
- Contracts Requiring OGC Review
- Submitting Contract Requests to OGC
- Necessary Approvals
- And More...

Patient Care

- Consent to Treatment
- Minors
- Advance Directives
- Interacting with Law Enforcement
- And More...

Privacy & Records

- HIPAA/Patient Privacy
- Responding to Subpoenas
- Non-Subpoena Requests
- Records Retention
- And More...

Real Estate & Facility Information

- How to Request a Lease
- Stark and Anti-Kickback in Real Estate
- Hospital-Based-Facilities
- And More...

Additional Resources

- Marketing
- Tax
- Intellectual Property
- CME Compliance

Marketing

Corporate Communications, Marketing & Outreach (CCM&O) is a team of five departments structured to support Carolinas HealthCare System in the creation, delivery and management of effective communications, marketing and outreach projects aimed at preserving and enhancing the organization's strategic mission and values.

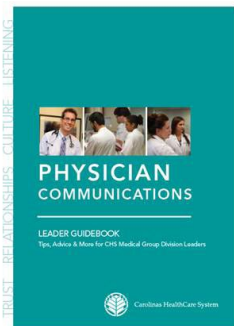
- Corporate Communications
- Marketing and Physician Liaison Services
- Enterprise Relations
- Advertising & Brand Management
- External Relations and Corporate Events
- Corporate Sponsorships & Partnerships

CCM&O Website: <https://peopleconnect.carolinas.org/Departments/Corporate-Communications-Marketing-and-Outreach>

Given the rapid change in our industry, you are likely inundated with information from a variety of stakeholders, making it difficult to determine which messages are critical. To help you discern when, what and how to share information with your teams, we have designed this Physician Communications – Leader Guidebook. This guide offers resources, templates and other tips so you can successfully share news that our senior leadership team will periodically distribute. A clear call to action will be included if sharing this information with your front-line teams is required.

To access the Physician Communications – Leader Guidebook follow the link below:

<http://peopleconnect.carolinas.org/physicianconnect>



Reception:

704-631-0930

Mailing Address:

3600 Arco Corporate Drive
Suite 400
Charlotte, NC 28273

USPS Mailing Address:

PO Box 32861 Charlotte,
NC 28232

Medical Staff Services

Medical Staff Services strives to provide credentialing services to the medical staff and allied health professionals in a professional and timely manner.

Medical Staff Services PhysicianConnect website: <https://physicianconnect.carolinas.org/Staff-Resources/Medical-Staff-Services>

Information included on this site:

- Application for Re-Appointment
- Residency/Fellowship training verification
- Certificate of insurance verification

Medical Staff Service external website: <http://www.carolinashealthcare.org/for-providers/medical-staff-services>

This site can be accessed by both internal and external providers

Services provided:

- Concierge Credentialing: one-to-one service for providers who are either in the initial Credentialing or reappointment phase

Tools:

- Credentialing Status Portal: providers in the Initial Credentialing phase can check their process in real-time

Patient Experience

At Carolinas HealthCare System, **Patient Experience** is built upon the belief that all teammates – in both clinical and non-clinical environments – contribute to a patient’s healthcare experience. The experience of patients and their families is a crucial component of the healing process. All teammates should provide One Experience that puts the experience of the patient at the center of everything we do. Providing patient centered care keeps our patients safe, promotes their healing, and includes, informs and inspires them. This should be the experience for Every Person, Every Encounter, Every Time. The One Experience Model of behavior will support patients’ enduring relationships with Carolinas HealthCare System as a reliable, trusted System of care.

One Experience Model



For more information, please view resources below:

Patient Experience (PhysicianConnect) website: [Click here](#)

Patient Experience (all teammates) website: [Click here](#)

Corporate Patient Experience Educational Offerings: [Click here](#)

Corporate PX Tools and Resources: [Click here](#)

Curo Conversations is the Carolinas HealthCare System Provider to Patient Communication Model, a framework for effective communication in all healthcare settings. If you are interested in signing up for CURO Conversations contact Melinda Boling at Melinda.boling@carolinashealthcare.org

Policies

Please follow the link below to view **CHS policies** on PeopleConnect. While all policies should be reviewed, please take a moment to address Acceptable Use and Corporate Compliance/HIPAA with your new provider.

<http://peopleconnect.carolinas.org/policies>

Several of the CHS Medical Group Policies are currently in development. As these policies are updated they will be housed here PeopleConnect > Policies > CHS Medical Group. Please make sure your new provider reviews all these policies.

| Organization |
|--|
| Volunteer Medical Services |
| Medical Emergency Care |
| Care of the Patient Having a Precipitous Delivery |
| Suicide Precautions |
| Patient Identification |
| Voluntary Admission and Involuntary Commitment |
| Follow-Up on Labs, Diagnostic/Screening Tests and Procedures |
| Inspection of Protective Lead Shielding |
| Refusal for Consent of Pediatric Immunizations |
| Medication Reconciliation |
| Depart Summary - Discharge Instructions |
| Standing Order Format and Procedure |
| Security |
| Utilization of Outside Medications |
| Management of Controlled Substances |
| After Hours Care |
| Prescription Medication and DME Refills |
| Orientation of Clinical Staff |
| Physicians, Substitute/Locum Tenens: Billing For |
| Continuity Provider |
| Duplicate Unit Numbers |
| Managed Care Panel Status Changes |
| Medicare - Limited Coverage Guidelines |
| Policy Review and Approval Process |
| Closing Practice Locations Temporarily due to Severe Weather or Disaster |
| Scope of Care/Service |
| No show and patients arriving late |
| Patient Assessment |
| Referral Policy |
| Use of therapeutic Heating Device- Electrical Heating Pad |
| HealthCheck Registration & Charge Entry |
| Triage - Patients in the Practice |
| TSI |
| Termination of the Patient - Physician Relationship |
| STAR and IDX Computer Downtime Procedures- Archive |
| Specimen Collection and Handling |
| Fee Schedule, CPT Codes, and ICDA Codes - Review & Approval |
| Disposal of Expired Medications and Vaccines |

Patient outcomes are a product of the experience and the care a patient receives, and Carolinas HealthCare System strives to achieve top tier performance in the areas of patient safety, clinical outcomes, clinical efficiency and service excellence.

The adoption and use of evidence-based processes and techniques allow the System to provide high-quality outcomes and a culture of safety, while managing cost and maximizing efficiencies.

By engaging our providers and driving integration of resources, staff at our care locations System-wide elevate their performance through measurable improvements and achievements in care delivery. Quality performance is achieved through collaborative efforts and the spread of best practices in acute care settings, private practices, continuing care facilities and other care environments.

Carolinas HealthCare System is always working to enhance the overall health and well-being of our communities through high-quality patient care, better outcomes and an overall better experience for our patients. In 2012, we put initiatives into place to reduce healthcare costs for our patients, decrease the number of readmissions to our hospitals and, most importantly, save lives.

Quality Division website: <https://peopleconnect.carolinas.org/Departments/Quality-Division>

Quality SharePoint:

https://carolinashealthcare.sharepoint.com/sites/QualityImprovement/QICRD/_layouts/15/start.aspx#/SitePages/Home.aspx

Included in the document library:

Antibiotic Stewardship

- 2016 Competing diagnoses for URI and Bronchitis measures
- Antibiotic Adult Patient Education in English and Spanish
- Antibiotic Pediatric Patient Education in English and Spanish

Diabetes

- Eye Exam Education – Spanish
- Retinal Eye Exam form

High Risk Medications

- Patient Fact Sheets
- High Risk Medication Alternatives
- HRME FAQs
- Shared decision making tool
- Top ways to improve your scores
- Prescribing alerts for more commonly prescribed medications

Tobacco and Healthy Weight

- Stop Smoking Handout
- Weight Management Hand out

HPV Vaccination

- Patient handout "Getting the HPV Vaccine" (for 11 and 12 year olds)

Metrics Definitions and Aids

- CHSMG Quality Metrics Reference Sheets (Diabetes, Preventive, Pediatrics)
- Definitions document
- Health maintenance playbook
- Pediatric definitions document
- Competing diagnoses for URI metric

Pneumococcal vaccine information

- List of immunocompromised states
- Pneumococcal decision tree
- Vaccine guidelines

Fecal Immunochemical Testing (FIT) kit

- FIT FAQ
- FIT vs Guaiac Cost Comparison
- Hemocult ICT Patient Checklist (Beckman Coulter) (For Patients)
- Hemocult ICT Patient Instructions (Beckman Coulter)
- NC ICT In Service Overview PowerPoint
- FIT kit Job Aid

Preventive Metric

- CHS Pap smear patient education
- FIT FAQs

Reporting

- Continuity doctor field utilization instructions and FAQs
- Huddle report training guide
- Performance report training guide
- Population management report training guide
- Quality dashboard training guide
- Pre-visit planning standard work

Respiratory

- Spirometry Billing Job Aid

UTI

- Appropriate treatment UTI FAQ

Misc.:

- **Communication updates for HRME/reporting/Health Maintenance/Meaningful Use** – These items are emailed out to both the physician and operations leaders as appropriate. They are also mentioned again in the monthly Performance Report shared with physician leaders and practice managers.
- **Performance Improvement Coordinator** – on the quality SharePoint site they can choose the link "Click to view your practice's Performance Improvement Coordinator" in the middle of the main page.
- **Maintenance of Certification projects and employees** – Simply type in Maintenance of Certification in the search bar, or when they are on the Quality site they can choose the "Maintenance of Certification" option on the top menu bar.
- **Health Maintenance itself** – this is in Cerner (Canopy)

Recruitment

Our team is committed to recruiting and retaining quality physicians (including Department Chairs and Directors) and advanced practitioners for our entire network of hospitals, practices and clinics. As one of the nation's largest in-house provider recruitment departments, we average over 40 site visits per month and receive over 2,000 applicants per year.

Tools: <https://carolinashealthcare.sharepoint.com/sites/paprr/SitePages/Home.aspx>

1. Screening Questionnaire
2. Phone Interview Guide
3. Behavioral Based Interview Questions
4. Legal Questions (What to ask/What not to ask)
5. Interview Itinerary Template
6. Candidate Evaluation

If you have questions related to the Recruitment process or any of the tools listed, please contact Maranda Judd at the contact information listed below.

Contact Name(s): Maranda Judd

Phone: 704-631-1100

Email: Maranda.Judd@carolinashealthcare.org

Onboarding

Comprehensive onboarding is imperative to guaranteeing your professional and personal success. The following resources are here to help your transition into your new position and some of the tools and team you will be working with.

Tools: <https://physicianconnect.carolinas.org/Staff-Resources/Onboarding>

1. Provider Information Form ("kicks off" the onboarding process and is used by IS to build the new physician & ACPs IS set-up)
2. Onboarding Portal (resource for new Physicians & ACPs to find information about the onboarding process)
3. Onboarding Checklist (for both practice manager and medical director)
4. Marketing Form (uploaded to Marketing Portal – used to start marketing campaign for new physician)
5. Onboarding Report (used to provide "check point" for practices that let them know what has been completed for each new physician)
6. PICC Call (monthly call used to provide a check-in with MHR & MSS regarding each new physician & ACP)
7. Online Onboarding Modules (can be completed prior to start date and at the new provider's convenience, covers the "required" orientation material)
8. Medical Director Guide (provides direction for medical directors of required information to cover in the first 30 days with a new physician & ACP)
9. New Provider Orientation (4-hour physician facilitated session to orient new physicians & ACPs to the CHS MGD)
10. Onboarding Surveys (sent at 30 days, 6 months, and 1 year to the new provider and hiring leaders)
11. New Physician Event

If you have questions related to the Onboarding process or any of the tools listed, please contact Kari Dalrymple or Phedra Hunter at the contact information listed below.

Contact Name(s): Kari Dalrymple, Phedra Hunter, Korey Lockett

Phone: 704-631-1100

Email: Kari.Dalrymple@carolinashealthcare.org; Phedra.Hunter@carolinashealthcare.org;
Korey.Lockett@carolinashealthcare.org

Retention

The goal of the Physician & ACP Retention team is to support YOU, our valued Physicians & ACPs by providing services that enhance the balance between your professional and personal life

Tools:

1. Spouse Employment Assistance Program - <https://www.carolinashealthcare.org/newproviderportal/System-Resources/Spouse-Significant-Other-Employment-Assistance-Program>
2. Concierge Program (provides assistance with vendor referrals, appointment setting, information gathering, errands, etc.) <https://www.carolinashealthcare.org/newproviderportal/System-Resources/Physician-and-ACP-Concierge-Services>
3. Ticket Promotions (Charlotte Knights, Panthers, NASCAR, Blumenthal)
4. Our State Magazine Subscription (one year for all new physicians)
5. Doctor's Day Email (sponsored by Provider Engagement & Wellness Committee)
6. Veteran's Day Email (sponsored by Provider Engagement & Wellness Committee)
7. New Physician Focus Groups
8. Exit Interview
9. Retention Reporting (demographics)

If you have questions related to the Physician & ACP Retention or any of the tools listed, please contact Elizabeth Cook or Amanda Cato at the contact information listed below.

Contact Name(s): Elizabeth Kiker; Amanda Cato

Phone: 704-631-1100

Email: Elizabeth.Kiker@carolinashealthcare.org; Amanda.Cato@carolinashealthcare.org



A team of CHS physicians and leaders are diligently working to build a CHS culture that strengthens morale, makes every Physician and ACP feel valued and brings back the joy of medicine. As a first step, the Wellness Committee has gathered a growing and dynamic set of resources that are available now. These resources are here for every you, from new hires to team leaders, from residents, to senior faculty. Included are daily uplifts, a broad array of learning material, leadership tools, peer support, resilience and recovery programs.

We encourage leaders to share these tools and incorporate wellness activities and dialogue in your daily huddles and team meetings. Resources on this page are aimed at helping those in need and fostering an environment where provider wellness and resilience becomes the fabric of our culture – every day

Visit the Resilience Website here:

<https://physicianconnect.carolinas.org/Education/Center-for-Physician-Leadership-and-Development/Resilience>