

New Physician & AHP Orientation

Houston Methodist Hospital - Medical Staff Services

2024



President's Welcome



Peter T. Nguyen, M.D.
President, Medical Staff
Houston Methodist
Hospital

—
Associate Chief Medical
Information Officer
Houston Methodist

—
Nephrologist
Houston Kidney
Consultants

Please click on the image below to view a welcome & hospital introduction from the President of the Medical Staff, Dr. Peter T. Nguyen, M.D. :

**HOUSTON METHODIST HOSPITAL
MEDICAL STAFF ORIENTATION 2023 – 2024**



Houston Methodist System Information



Houston Methodist Mission

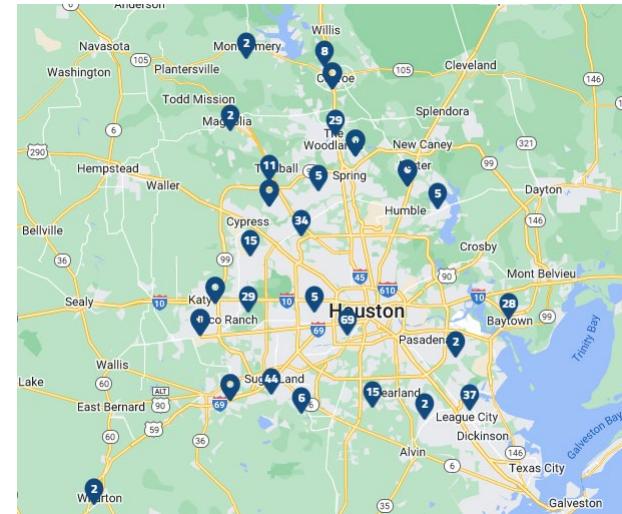
Our mission is to provide high quality, cost- effective health care that delivers the best value to the people we serve in a spiritual environment of caring in association with internationally recognized teaching and research.



Houston Methodist System Locations

Whether you need a routine checkup, emergency services or advanced treatment that only a top specialist can provide, Houston Methodist has locations to serve your needs.

- 8 community hospitals
- 1 Long Term Acute Care Hospital
- 8 Emergency Care centers
- 4 Comprehensive Care Center
- 160 Specialty Physician Groups
- 49 Primary Care Groups



Click the image below for Houston Methodist System and Entity Stats

Research & Technology

Methodist Institute for Technology, Innovation & Education (MITIE)

- Simulators
- Technical Trainers
- Robotics
- Image Guidance

Research Institute

- Heart and Vascular
- Infectious Diseases
- Neurosciences



Global Healthcare Services

In addition to [international patient care](#), Houston Methodist Global Health Care Services has advisory and education divisions that provide consulting services and training and development to health care organizations around the world. We aim to set a global standard of excellence in patient-centered care, education and training, clinical collaboration, and advisory services.

Houston Methodist Global – Caring for patients around the world.



Academic Affiliations

Strong academic partnerships bring great value to our communities, both in measurable results today and in greater opportunities for tomorrow. Together, we are creating health science and medical education programs that push the traditional boundaries to meet our changing health care needs. We are training the next generation of health care leadership, as well as all facets of health care professionals, to bring the latest advancements in health care to patients around the world.

Houston Methodist's primary academic affiliate is the top-ranked Weill Cornell Medicine. Houston Methodist also has affiliations with Texas A&M and the University of Houston.

Click for
More Information



Weill Cornell
Medicine



TEXAS A&M
UNIVERSITY



Houston Methodist Hospital



Executive Leadership



Marc L. Boom, M.D., M.B.A., F.A.C.P., F.A.C.H.E.
President and Chief Executive Officer



Gail Vozzella, MSN, RN, NEA-BC
Sr Vice President & Chief Nursing Officer



Stuart Dobbs, M.D.
Chief Quality Officer



Roberta Schwartz, Ph.D., FACHE
Executive Vice President &
Chief Innovation Officer



Jonathan Rogg, M.D.
Associate Chief Quality Officer

Executive Leadership



Sharon Johnson
VP, Operations
Neurological Institute



Cathy Williamson
VP, Operations
Heart & Vascular Center



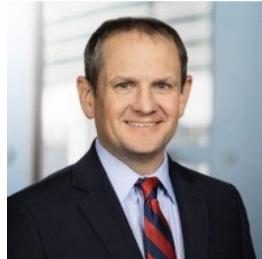
Sarah Goff
VP, Operations
Cancer Center, Orthopedics
& Women's Services



Teal Riley
VP, Operations
Medicine & Lung Center



Tony DeDominico
VP, Operations
Digestive Center & Surgery



Jeff Carr
VP, Operations
Radiology, Pathology &
Pharmacy



Susan Zylicz
VP, Operations
Transplant Center



Scott Ulrich
VP, Finance & Operations

Quality Management

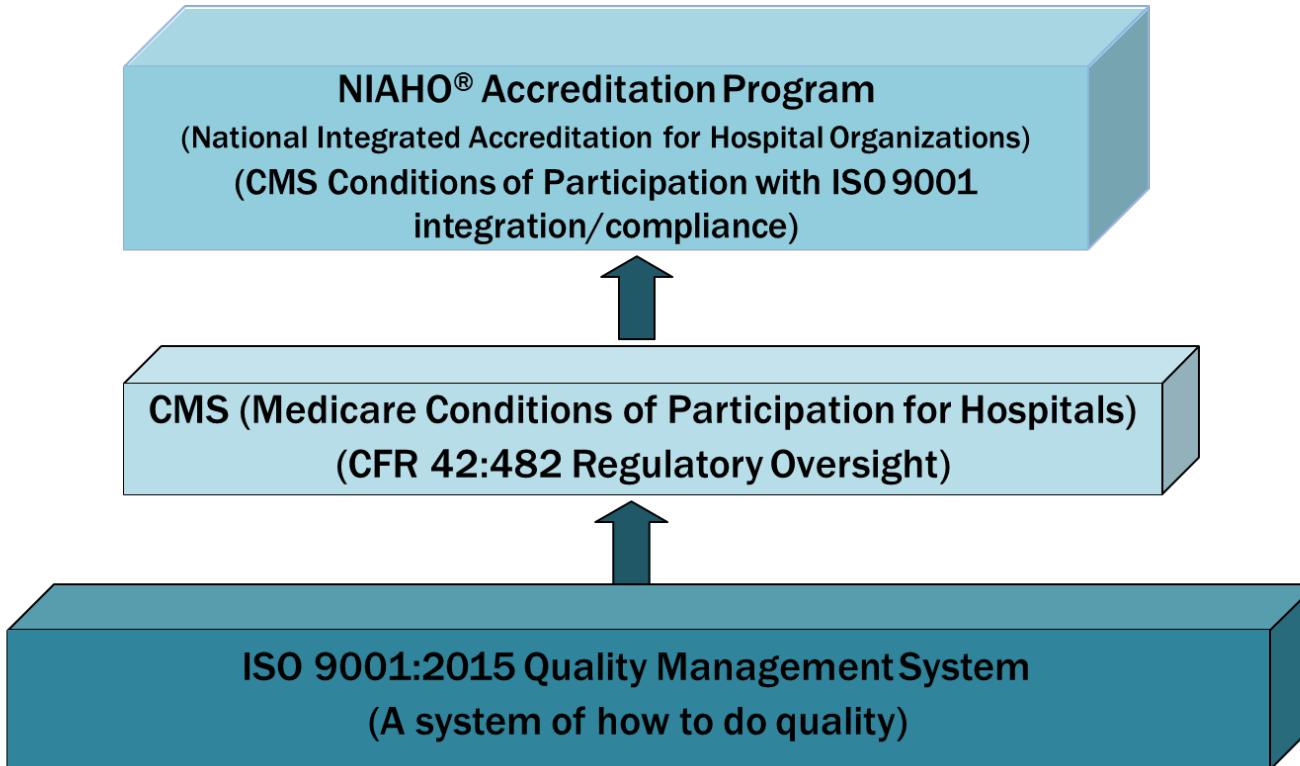
- The HMH Quality and Patient Safety Plan is the driver to the way the hospital operates and is the Quality Management Plan for the organization.
- The QMS follows the ISO standard with these main objectives
 - Top management defines the goals/objectives of the organization incorporating risk-based thinking and provides resources, supports continual improvement and bases decisions on information from management review.
 - Risk based thinking and risk assessment drives quality.

Healthcare Regulations

In healthcare there are numerous regulatory, accreditation and certification bodies overseeing the hospital.

- They determine conformity or compliance with the regulations
- Regulatory surveys – unannounced, frequency varies
- Accreditation surveys – unannounced (accrediting to the regulations)
 - DNV GL is an accreditation organization that has “deemed status” from CMS to survey compliance with the Conditions of Participation.
 - The International Organization for Standardization (ISO) specifies requirements for a Quality Management System (QMS). HMH uses this standard to demonstrate the ability to consistently provide products and services that meet customer and regulatory requirements.
- The CMS Conditions of Participation are supported in the DNV GL Accreditation Standards which include both CMS CoP and the ISO 9001:2015 Quality Management System. Together they make up the National Integrated Accreditation for Hospital Organizations (NIAHO).

NIAHO® - ISO 9001 Infrastructure



NIAHO and ISO Resources

ACCREDITATION – SYSTEM

[Standards/ Requirements](#)

[Education](#)

[Resources](#)

[Programs & Tools](#)

[Contacts](#)

Return to System

[Accreditation Home Page](#)

Standards/ Requirements

Hospital Standards / Requirements

- [CMS \(State Operations Manual\)](#)
- [DNV Health Care_NIAHO Requirements, Accreditation & Certifications](#)
- [State of Texas Regulations & Requirements](#)
- ISO 9001
 - [ISO 9001:2015, Quality management systems – Requirements](#)
 - [ISO 9001:2015, Quality management systems – Requirements Annotated](#)
 - [ISO 9000:2015, Quality management system – Fundamentals and vocabulary](#)

Physician Organization (P.O) ONLY: Ambulatory Surgery Center

- AAAHC (American Association for Ambulatory Health Care)
 - [Accreditation Handbook For Ambulatory Health Care](#)
- CMS (State Operations Manual)
 - [Appendix L - Ambulatory Surgery Centers](#)
- [State of Texas Regulations & Requirements - Ambulatory Surgery Centers](#)

NIAHO: National Integrated Accreditation for Healthcare Organizations

ISO 9001:2015
International Quality Management System

What should I do?

Follow	Remember	Keep	Document
Follow your area's policies and procedures.	Always remember to think about risk in any activity.	Keep records of job duties to pass on to others.	<ul style="list-style-type: none">• We say what we do in our policies, procedures and work notes.• We do what we say by following our standard procedures.• We document what we do for required records.

HMH Accreditation Team

For more information

If you have further questions or wish to learn more about our regulatory compliance, please contact any of the members of the Accreditation and Regulatory Department at HMH at the contact information below:

Contacts	
<i>Primary Contacts</i>	
<u>Maria Gutierrez</u>	Accreditation Associate
phone:	713-441-6453
mail station:	A767
<u>Elizabeth Quiles</u>	Sr. Accreditation Specialist
phone:	713-394-6884
mail station:	A758
<u>Karen Ward</u>	Sr. Accreditation Specialist
phone:	713-441-1095
mail station:	A758

Houston Methodist Values

*“I choose to work at Methodist
because it is a place with a soul.”*

Dr. Michael E. DeBakey
(1908-2008)



Medical Staff Information



Medical Staff Officers



Peter T. Nguyen, M.D.
President, Medical Staff
Nephrologist



Karla Kurrelmeyer, M.D.
President-Elect, Medical Staff
Cardiologist



Apurva Thekdi, M.D.
Secretary
Otolaryngologist



Stuart Solomon, M.D
Past President
Cardiologist

Department Chairs

Department	Chair	Elected Deputy Chair	Hospital Executive
Anesthesiology	Randolph H. Steadman, MD	Alfred L. Groen, MD	Tony DeDominico, VP
Cardiology	William Zoghbi, MD	Nadim Nasir, Jr., MD	Cathy Williamson VP
Cardiovascular Surgery	Alan B. Lumsden, MD	Mahesh Ramchandani, MD	Cathy Williamson, VP
Family Medicine	Susan M. Miller, MD	Enjoli Benitez, MD	Teal Riley, VP
Medicine	Eleftherios Myolaniakis, MD	Kevin Grimes, MD	Teal Riley, VP
Neurology	Jun Li, MD	Eugene C. Lai, MD	Sharon Johnson, VP
Neurosurgery	Gavin Britz, MD	Alfonso E. Aldama-Luebbert, MD	Sharon Johnson, VP
Obstetrics & Gynecology	Pedro Ramirez, MD	Christopher Hobday, MD	Sarah Goff, VP
Ophthalmology	Andrew G. Lee, MD	Charles C. Wykoff, MD	Tony DeDominico, VP
Oral & Maxillofacial Surgery	Jaime Gateno, MD, DDS	Terry D. Taylor, DDS	Tony DeDominico, VP
Orthopedic Surgery	Kevin E. Varner, MD	Stephen J. Incavo, MD	Sarah Goff, SVP
Otolaryngology	Masayoshi Takashima, MD	Apurva Thekdi, MD	Tony DeDominico VP
Pathology	James M. Musser, MD, PhD	Mary R. Schwartz, MD	Jeff Carr, VP
Pediatrics	Michael Speer, MD	Tiffany McKee-Garrett, MD	Sarah Goff, VP
Psychiatry	Benjamin L. Weinstein, MD	James Flack, Ph.D.	Jeff Carr, VP
Radiation Oncology	E. Brian Butler, MD		Sarah Goff, VP
Radiology	Diego Martin, MD	Hani A. Haykal, MD	Jeff Carr, VP
Surgery	Ahmed O. Gaber, MD	Michael J. Snyder, MD	Tony DeDominico, VP
Urology	Kathleen Kobashi, M.D.	Mark Sutton, MD	Tony DeDominico, VP



Medical Staff Standing Committees

Medical Staff Committees	
*These committees have numerous sub-committees	
Executive	Bylaws
Credentials	Code of Conduct
Committee Council	Quality Management*
Nominating	Operating Room*
Pharmacy & Therapeutics*	Practitioner Health
Procedures & Criteria	Record

Committees of the Medical Staff also include the following:

- Ad Hoc or Special Committees
- Biomedical Ethics Committee

The **Executive Committee** serves as the voice and advocate for the medical staff, driving initiatives to enhance patient care and medical staff organization. It formulates and implements policies, procedures, and initiatives aimed at improving patient care and medical staff efficiency. Additionally, it provides recommendations on various aspects including quality of care, infrastructure, staffing, appointments, clinical privileges, credentialing, and conducts assessments of ethical conduct and professional performance among medical staff members.

Our **medical staff standing committees** are vital groups comprised of physicians who collaborate to review and assess medical treatment decisions. These committees are structured to address various aspects of patient care services, including but not limited to ethical considerations arising during patient care, medication usage, prescribing practices, medication preparation, and the rate of healthcare-associated infections.

Medical Staff Committee Interest



Appointments to Medical Staff Committees are made by the President of the Medical Staff, in collaboration with other Medical Staff leaders. If you have an interest in serving on a Medical Staff or Hospital Committee, please contact the Medical Staff Services Department at 713-441-2194 or click [here](#).

Emergency Call Coverage

Houston Methodist Hospital has a defined process for specialty physician coverage in the Emergency Room. To learn more about your specialty's on-call process and responsibilities, please contact your Department Chair or the Medical Staff Services Department at 713-441-2194.



Epic & Houston Methodist

Epic is an integrated electronic health record that's helps us access robust patient information, provide better care, improve our communications, make more informed decisions and achieve quality health outcomes.

To register for a training session, please email the Epic Training Team at epictrainingmd@houstonmethodist.org

with your full name and specialty. Should you have any questions, please call 832-783-1591 or visit <http://epic.houstonmethodist.org/>.



Peer Review Process



John Buergler, MD

Associate Professor of Clinical Cardiology, Academic Institute
Assistant Clinical Member, Research Institute
Houston Methodist
Assistant Professor, Weill Cornell Medical College

**QUALITY MANAGEMENT
PEER REVIEW**



The peer review process at Houston Methodist Hospital is handled through the Medical Staff Quality Management Committee and its numerous sub-committees. Click [here](#) to listen to an important message from John Buergler, M.D., Chair of the MSQM Committee about the Medical Staff peer review process.

Medical Staff Membership

Membership, Privileges, and Staff Categories

Important Distinctions

Membership

Membership on the Medical Staff of The Methodist Hospital is a privilege extended only to professionally competent Practitioners who continuously demonstrate that they meet the qualifications, standards, and requirements set forth in the Bylaws of the Medical Staff. The Practitioner must bring forward documentation or testimony that clearly persuades the Medical Staff and Board of Directors that the Practitioner can and does treat patients, professional peers, and employees in accordance with the mission, vision, and values of The Methodist Hospital, as well as the Bylaws of the Medical Staff, Rules and procedures of the Medical Staff.

Membership alone does not give a practitioner rights (privileges) to practice in the hospital nor does it alone confer a practitioner voting status.

Allied Health Staff

The purposes of the Allied Health Professional Staff are to provide a mechanism so that all patients admitted to or treated in any of the facilities, departments, or services of the Hospital shall receive appropriate medical care. Only Allied Health Professional Staff who have documented their qualifications and current competence for the MLP category being requested and who have been approved by the Board may assist a supervising/delegating Staff member in the care and treatment of his patients in the Hospital. The applications of Allied Health Professional Staff requesting privileges to assist their supervising Staff member in the operating room will be reviewed and approved by the Chair of the Operating Room Committee (or his Designee) who may determine an interview with the Medical Director of the Operating Room or Chair of the Operating Room Committee prior to submission of the application to the Credentials Committee for approval is required.

Allied Health Professionals are not privileged to voting status.

Hospital Privileges

Privileges granted to a practitioner determine what clinical activity is permitted within the hospital.

Privileges are determined based upon...

- 1) requested privilege(s),
- 2) qualifications,
- 3) current competency and
- 4) approval by the Board of Directors.



Staff Categories

Classification of Appointment as recommended by the MEC and approved by the Governing Board

- Provisional Status – Initial membership status for a period of up to 3 years. No voting rights are associated with this status.
- Courtesy Status – Does not require meeting attendance or a minimum number of patient contacts. No voting rights are associated with this status.
- Active Status – Requires significant contribution to organization (meeting attendance, patient activity or committee service). Active Staff members have voting rights.
- Honorary/Emeritus – Retired members of outstanding reputation. May not hold office but they do have voting rights.
- Midlevel Professional – Practitioners who have documented their qualifications and current competence as an Advanced Practice Nurse or Physician Assistant. No voting rights are associated with this status.
- Independent Allied Health Professional – Practitioners who have documented their qualifications and current competence as a Medical Scientist and/or Optometrist. No voting rights are associated with this status.

Hospital & Patient Safety



Regulatory Education: Facts for Medical Staff and Allied Health Professionals

Information regarding the following important topics, in alignment with DNV accreditation and OSHA standards

Annually you will be provided with education on the following topics for your review to ensure you remain abreast of, and have access to, the latest information regarding the following important topics, in alignment with DNV accreditation and OSHA standards -

- Bloodborne Pathogens (BBP)
- Tuberculosis: Annual Education
- Emergency Management: Your Role
- Life Safety: Your Role in Fire Safety
- Chemical Safety: Your Role
- Hospital Codes
- Fire Risk in the OR
- Restraints and Seclusion: Facts for Medical Staff and Allied Health Professionals
- Houston Methodist Workplace Violence Prevention Program
- Suicide Risk Assessment and Mitigation: General Knowledge for Medical Staff and Allied Health Professionals
- Antimicrobial Stewardship Program

Click [here](#) to read the information provided on these topics.

Infection Prevention and Control

Please click below to see an overview on Hospital Quality from Dr. Stuart Dobbs, M.D., Chief Quality Officer:



Environmental Safety

In the event of a fire, call x8-3300 for Alkek, Annex, Dunn, Fondren/Brown, Main, Neurosensory and West Pavilion. For a fire in the Medical Towers, Scurlock, Smith or the Warehouse, dial 9-911. Remember...

R = Rescue anyone in immediate danger



A = Pull the nearest alarm (usually near elevators, stairwells & nurses stations)



C = Contain fire and smoke by closing doors



E = Extinguish the fire – if it can be done safely



Emergency Codes

Red	Fire
Blue	Cardiac Arrest
Pink	Infant/Child Abduction
Orange	Bomb
Purple	Security Needed
Yellow	Disaster
Silver	Active Shooter
Gray	Severe Weather
Gold	Accreditation

Emergency Preparedness

See the links below for additional information on Emergency Preparedness at Houston Methodist Hospital:

- “Code Gray” – Severe Weather:

http://www.dept/Safety/Emergency_Guide/10.Severe_Weather_Plan.pdf

- “Code **Yellow**” – Hospital Incident Command Activation:

http://www.dept/Safety/Emergency_Guide/7.Emergency_Operations_Plan.pdf

- Emergency Preparedness Flood Safety:

http://www.tmh.tmc.edu/dept/Safety/emergency_Management/tips2014/flood.pdf

The Emergency Preparedness Guide can be viewed here:

http://www.tmh.tmc.edu/dept/Safety/Emergency_Guide/Guide.pdf

Anyone wishing more information regarding emergency procedures should contact The Methodist Hospital Environmental Health and Safety Department at 713-441- 1036 during normal working hours. For emergency assistance contact the Security Operations Center at 713-441-9511.

Business Practices

Do the Right Thing

The overriding determinant in everyday actions at Houston Methodist is “do the right thing.”
Tips to remember in making decisions are:

- Would you want the action reported on the six o'clock news?
- Would you tell your children or mother about it? If so, would you feel good about it?
- Does it pass the “smell” test?



Do the Right Thing –

Examples of doing the “right thing”



Comply with Bylaws of the Medical Staff



Live Methodist values in all work interactions



Report questionable practices

Report Questionable Practices to -

- Department Chair
- President of the Medical Staff
- Senior Hospital Management
- Business Practices Office at 713-383-5123
- Ethics Line at 800-500-0333
- Standards of Practice -
- http://www.tmh.tmc.edu/dep/Service_Quality/Best/standards.pdf

HIPPA

The Health Insurance Portability and Accountability Act (HIPAA) was enacted into law on August 21, 1996 with the following objectives:

- Ensure health insurance portability;
- Reduce health care fraud and abuse;
- Improve the efficiency of health care delivery by standardizing the electronic exchange of certain administrative and financial data; and
- Provide security and privacy of health care information.

Houston Methodist Hospital utilizes and discloses patient information only for legitimate business purposes, as required or permitted by law.

Please view this link for practical advice to help you comply with privacy laws that govern how we share, use, access, and disclose protected health information associated with our patients.

<http://www.tmh.tmc.edu/dept/businesspractices/PP/Respecting.pdf>

Stark Law

Referred to as the “physician self-referral law, the Stark Law prohibits a physician or immediate family member from making a referral to an entity for health services payable under Medicare/Medicaid, if the physician has a direct or indirect financial relationship with that entity, unless an exception applies.



Stark Law

Compliance Measures

Houston Methodist Hospital takes several measures including the following, to ensure compliance with the Stark Law:

- Contracts for payment of physician services
- Adherence to policies on discounts and professional courtesies.
- Maintenance of records reflecting non-monetary compensation and incidental benefits, i.e., Doctors' Day Gifts, etc.

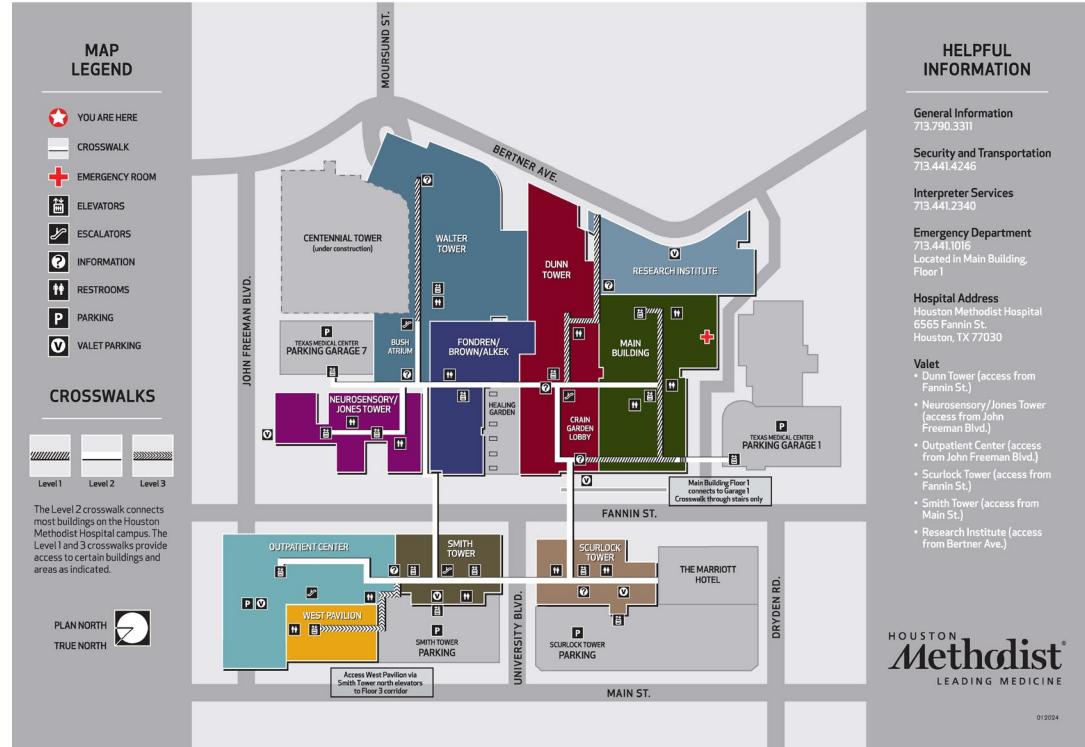
Medical Staff Resources



Campus Map

Click Below for Resources:

Campus Map
Parking Information
Amenities & Resources



HMH Physician Resources

Various Available Resources



HMH Physician Resources

www.houstonmethodist.org/hmhMD



Pain Management Education

<http://www.tmh.tmc.edu/sugarland/Policies/CPG/index.htm>



Biomedical Ethics Committee

<http://www.tmh.tmc.edu/BiomedicalEthics/index.htm>



Use of Restraints at Houston Methodist Hospital –

<http://www.tmh.tmc.edu/dept/MedStaff/Reference/restraints.pdf>



Find-A-Doctor tool

<https://www.houstonmethodist.org/find-a-doctor/>



Continuing Medical Education

<https://www.houstonmethodist.org/education/medical/continuing-medical-education/>

Additional Resources

HMH Physician Liaisons

hmhphysicianliaisons@houstonmethodist.org

Your HMH physician liaison can assist with items such as ways to access the hospital for your patients, connecting you with other physicians, and issue resolution as well as learning about available services and programs.

HMH Physician IT Support Coordinator

Niyi Oni

ooni@houstonmethodist.org | 281.733.8848

Niyi can provide support to optimize hospital clinical documentation use and communication systems. Examples include Epic hyperspace personalization and tips as well as SecureChat and Dragon voice recognition tools.



IT Resources for Physicians

Phone:
832-667-5555



Physician IT Resources
it.houstonmethodist.org/physicians/



Secure Communication
[Secure Chat | Houston Methodist](#)



QGenda
[QGenda | Houston Methodist](#)



Inpatient Physician IT Support Coordinators
it.houstonmethodist.org/provider-support/

Reference Materials



Medical Staff Organizational Chart

http://www.tmh.tmc.edu/dept/MedStaff/Org_Chart.pdf



Hospital Leadership Organizational Chart

http://www.tmh.tmc.edu/dept/Leadership_Org_Structure.pdf



Emergency Telephone Extensions

http://www.tmh.tmc.edu/phone/emergenc_draft.htm

HM Intranet



To access the Houston Methodist Intranet site from your home, go to the following site and logon with your HMH-assigned logon:

<https://apps.houstonmethodist.org>



Governance Documents

- Medical Staff Bylaws -
<http://www.tmh.tmc.edu/dept/MedStaff/Governance/Bylaws.pdf>
- Medical Staff Rules & Regulations -
<http://www.tmh.tmc.edu/dept/MedStaff/Governance/Rules.pdf>
- Fair Hearing Plan -
<http://www.tmh.tmc.edu/dept/MedStaff/Governance/FHP.pdf>



HOUSTON
Methodist[®]
LEADING MEDICINE