

gone FRAGMENTS

August 2010



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HIGHER TECH

Ready or not, here comes another round of changes that should launch RBJC into the healthcare technological forefront (or keep us there).

PATIENT ENTERED HISTORIES

Over the past 15 months, I have been talking about implementing a really effective Patient Portal which would allow patients to manage their healthcare like never before. I am pleased to say that we have finally rounded the bend on the creation of this system and will begin testing with actual patients later this week.

Over the month of September, we will be gradually implementing this new system at each location. Starting with Sugar Land where we will work out the “bugs” and then moving to Richmond and Katy in rapid succession.

WHY DOES IT MATTER?

- Studies have shown that patients provide more accurate and thorough data when asked to answer questions themselves than if asked by a doctor or staff member who is recording their answers.
- Patients will have the opportunity to shave time off the time spent in our office by completing the necessary forms in the comfort of their own homes on the internet.
- RBJC physicians should (theoretically) be able to see more patients in the same amount of time since rooming time will be greatly reduced.
- Our staff can concentrate on helping the patients who need it the most and allow those who can do it themselves to do so.

WHAT IS THE PLAN?

Initially, we will start the roll out of this system by approaching patients individually and asking them if they would assist us in testing a new method of obtaining check in data. After we make sure that there are no big problems with the method, we will begin telling our patients about our portal when they schedule and then adding “Waiting Room Attendants” whose sole function will be to ensure that

patients complete the required forms either at home or in our office. We will not be changing anyone's roles in September except for those who are currently working in Intake—they will be the first waiting room attendants along with some management help until we see what is needed and where.

Of course the long term view is that the roomer position will “morph” into a very different role than we employ today.

PHYSICIAN QUICK PLANS

Within the next 2 weeks, we will also be adding new Physician forms to our EMR. These forms are more intuitive for the physicians and include a tab called “Quick Plans” that should make it very easy for the physicians to finish the notes themselves on some of our most common diagnoses. The Glue nurses will still play an integral role in the delivery of the patient's healthcare by being the patient contact and continuing to complete orders, schedule follow ups, and send out referral letters, however, the physician will now complete quite a bit of the work that used to be on the shoulders of the Glue nurse with a few simple clicks.

WHY DOES IT MATTER?

- Physicians will be able to see “standard of care” treatment options for each common diagnosis, allowing them to both pick treatment options with ease and remind themselves of all available options
- Glue Nurses will have less administrative “note completion duties” and will be able to involve themselves in more direct patient care.

I know that once we launch these two new processes in our clinic, there will be a lot of work to do to work out “kinks” in the workflow and make them smooth and easy for everyone who is involved in the system. But, in the end, both of these new approaches will allow us to see more patients without compromising their care. In fact, both technology advances will raise the bar on the care we can provide and allow us to set a new standard of high quality orthopedic care in our community. Thanks in advance for being patient with the process of change. I know there will be bumps in the road but hopefully, the end result will be more than worth it for us and our patients.

- Juliet

RBJC SPOTLIGHT EMPLOYEE



Arlena Villarreal

Arlena is a valuable member of the patient collections team working in all positions of check in, check out, and outstanding accounts. She plays a major role in the success of her team because she is able to fill any vacant position and work seamlessly alongside everyone. She has further become a "jack of all trades" helping out other teams such as Scheduling. No matter the task she is given, Arlena will complete it quickly and precisely and always with a smile on her face. Her personality can brighten anyone's day from coworkers to patients! Congratulations,

Arlena! *-Gwynne*

Arlena Villarreal was born in Laredo, TX and grew up in Rosenberg. She is the oldest of 3 siblings. She has 1 brother and 1 sister. She has been married for 8 years now to her "high school sweetheart", Celso Villarreal. They have 2 wonderful kids, her daughter, Giselle who is 6, her son CJ who is 3, and one more on the way.

When asked, "What are your favorite music, band, movie, and /or TV show?," Arlena replied, "As for music.. I listen to a little of everything hip hop, alt. rock, 80's, country, tejano. I love to dance!! My favorite movie so far would have to be the hangover it was hilarious. TV shows umm well I pretty much watch all the reality shows there is Keeping up with the Khardashians, Basketball wife's... Ochocinco,"

Arlena is a planner. She always sets a goal or a plan and goes for it without hesitation, from building her family to building her house, which she plans on finishing the house this year. A Walt Disney World vacation also is in the planning stages with in the next year or two.

When Arlena is not hard at work at RBJC she enjoys spending time with her friends and family, doing things outdoors and shopping!

Arlena has traveled mostly in the US but says her favorite and most memorable trip was for her high school graduation to Cancun. Her dream trip would be to place like Hawaii and Los Cabos San Lucas for the beautiful beaches and relaxing resorts.

BIRTHDAYS!!!

Miranda Jones, 4th
Lori Woodle, 7th
Tabitha Rollins, 8th
Valerie Melloy, 10th
Denise Barker, 15th
Beth McDonald, 19th
Julie Grigar, 20th
John Bryant, 20th

Gina Collier, 25th
Stephanie Munoz, 25th
Lisa Pesak, 25th
Alba Poo, 25th
Joaquin Sanchez, 25th
Pam Fuentez, 28th
Dr. Small, 28th
Kathy Laitkep, 30th

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Anniversaries

1 Year:

Amanda Balderas
Raylyn Bartley
Dara Bierman
Cassie Marin
Olga Martinez
Barbara Naranjo
Cynthia Trevino

2 Years:

Pam Fuentez
Tommy Miller

3 Years:

Pat Anzaldua
Linda Arriazola
Carol Barker
Pedro Nada
Lisa Pless
Jennifer Velasquez
Trish Zepeda

5 Years:

Leticia Chavez

8 Years:

Jessica Resendiz

Marketing Madness

At the beginning of the month all of the staff of Richmond Bone and Joint donated school supplies for the Fort Bend Family Health Center. The supplies were dispersed at their Back to School Health Fair at their Richmond location. The staff was so excited and appreciative of our support. We received a thank you letter from Crystal Sherrod, the Community Relations Specialist. Please read below:

On behalf of the board of directors, staff, and clients of Fort Bend Family Health Center, Inc. (FBFHC), thank you and everyone at Richmond Bone and Joint Clinic for the contribution of backpacks and school supplies for our 2010 Back-to-School Health Fair. Your amazing contributions mean that children who would have gone without basic school supplies now have the tools they need for a successful school year.

Fort Bend Family Health Center is a private, not-for-profit community health center that serves Fort Bend County and the surrounding areas. Fort Bend Family Health Center, Inc. is a United Way agency. Each year The Center provides assistance to approximately 22,000 members of the Fort Bend, Waller and Wharton communities through maternity, pediatric and adult clinics, dental services, WIC (Women, Infants and Children) nutrition program, and medical case management and treatment support.

Once again, thank you for your generosity and support of Fort Bend Family Health Center.

Sincerely,

*Crystal Sherrod
Community Relations Specialist*

Also, please do not forget about the Katy Bash benefitting Child Advocates of

Fort Bend on August 28th from 6pm until 10pm at La Centerra at Cinco Ranch. RBJC is sponsoring the face painting booth and raffle tickets are still available for \$10 a piece. Please contact Lisa Pugh to purchase a ticket, remember if you purchase 5 you will receive the sixth for free.





WWW.KATYNETWORK.ORG



Katy Bash



WIN A 2010 SCION xD



WHEN:
Saturday, August 28, 2010 6PM - 10PM



WHERE:
La Centerra at Cinco Ranch



WHY:
Provide assistance to local abused and displaced children in our community.

WWW.KATYBASH.ORG

Champion Gymnastics	2 one month FREE gymnastics lessons at Champion Gymnastics-value \$65 each (\$130)
Sweet Tooth Shoppe	Sweet Tooth Gift Basket -\$200.00 value
Thai Spice	Gift Card to Thai Spice- Asian Gourmet- \$40 value
Grand Windows	\$150 gift certificate toward drapery and window coverings
BMF Carpet Cleaning Services	3 rooms of steam carpet cleaning -valued at 100.00
TGW Real Estate Inspections	Gift card - valued \$50.00
Richmond Bone & Joint Clinic	4 folding chairs-\$100.00 value
Today's Vision-Cinco Ranch	2 \$50.00 Gift cards to Todays Vision Cinco Ranch
ASG Security Service	2 smoke detectors and 2 carbon monoxide detector- valued at \$ 70.00 each (\$280)
Viking Travel	\$500 Gift Certificate toward a 7 night cruise
La Finca Mexican Restaurant	\$50 La Finca Gift Card
Kenzo	\$50 Kenzo Gift Card
Hasta La Pasta	4 Hasta La Pasta Gift Cards-Value \$100
Wild Wing Café	4 Wild Wing Café Gift Cards-Value \$100
ServiceMaster SouthWest	\$100 Kroger Gift Card

Don McGill Toyota/Scion

2010 Scion xD - valued at \$16,800.00

August 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10 Ann. Lunch	11	12	13	14
15	16	17	18	19	20 Staff Meeting	21
22	23 Schools Re- sume. Slow down in school zones! 	24 Ann. Lunch	25	26	27	28
29	30	31				

September 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5		7	8	9	10	11
12	13	14	15	16	17 Staff Meeting	18
19	20	21	22	23	24	25
26	27	28 Ann. Lunch	29	30		