New Physician Orientation Manual
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Dear Physician,

We thank you for joining our medical staff. We welcome your medical expertise as you care for those within our community. At MRMC our mission is to, "...provide our community with quality and compassionate healthcare". This is a standard we hold all employees and staff to. Enclosed you will find information including department director contact information, IT and medical records instructions, and other important physician services. We hope you will find this information helpful during your time here.

MRMC looks forward to partnering with you as we fulfill the mission of MRMC which is, "to be recognized as the respected health care partner of choice and a champion for community wellness". We work best when we work together. Our staff is here to support you as you provide quality care to the patients that come through our doors.

Warren Robicheaux, FACHE
CEO
Matagorda Regional Medical Center
MEDICAL STAFF LEADERSHIP 2020

Jerry D. Young, D.O.
Chief of Staff

Fabricio Zuniga, M.D.
Vice-Chief of Staff

LaDonna Rutledge, M.D.
Secretary/Treasurer

Jimmie Lewis, M.D.
Chief of Medicine

Glenn Ihde, M.D.
Chief of Surgery

Toks Owo, M.D.
Chief of ER/OP Care

Bernhard Wolf, M.D.
Chief of Pediatrics

LaDonna Rutledge, M.D.
Chief of OB/Gyn

Rina Awan, M.D.
Medical Director ICU

George Hanna, M.D.
Medical Director Cardiopulmonary

Jose Fernandez, M.D.
Medical Director Psychiatry

Toks Owo, M.D.
Medical Director Emergency Medicine

Ajay Aggarwal, M.D.
Medical Director Anesthesiology

Vorice Batts, D.P.M
Medical Director Outpatient Services

Charles Trinh, M.D.
Medical Director Imaging Services

David Jackson, M.D.
Medical Director Lab & Pathology

Charles Trihn, M.D.
Medical Director Nuclear Medicine

Jerry D. Young, D.O.
Medical Director Trauma

MATAGORDA REGIONAL MEDICAL CENTER
## Administrative Team

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warren Robicheaux</td>
<td>Chief Executive Officer</td>
<td>979-241-5521</td>
</tr>
<tr>
<td>Bryan L. Prochnow</td>
<td>Chief Financial Officer</td>
<td>979-241-5525</td>
</tr>
<tr>
<td>Terri L. Cox</td>
<td>Chief Compliance Officer</td>
<td>979-241-5551</td>
</tr>
<tr>
<td>Cindy Matula</td>
<td>Director of Human Resources</td>
<td>979-241-5540</td>
</tr>
<tr>
<td>Margo Yates-Williams</td>
<td>Chief Nursing Officer</td>
<td>979-241-5589</td>
</tr>
<tr>
<td>Renee Savage</td>
<td>Director of Ancillary Services</td>
<td>979-241-5952</td>
</tr>
<tr>
<td>Aaron Fox</td>
<td>Chief Business Development Officer</td>
<td>979-241-6167</td>
</tr>
<tr>
<td>Tiffany Foltyn</td>
<td>Exec Director of MRMC Foundation</td>
<td>979-241-5534</td>
</tr>
</tbody>
</table>
Our **MISSION** is to provide our community with quality and compassionate health care.

Our **VISION** is that we will be recognized as the respected health care partner of choice and the champion for community wellness.

Our core **VALUES** are:

- Service excellence
- Fiscal responsibility
- Dignity and respect
- Partnership, trust, cooperation and collaboration
- Best practices and innovative technology
- Creating and maintaining a safe environment
Medical Staff Office

The Medical Staff Office serves as a liaison between the medical staff and hospital administration. It assists the medical staff in fulfilling their responsibilities as required by local, state, federal, and other regulatory agencies. It is responsible for maintaining practitioner documentation of those members of the Medical Staff who meet the qualifications, standards, and requirements, set forth in the Medical Staff Bylaws. It is also responsible to ensure that the credentialing process is performed in an efficient and confidential manner. Major functions include:

- Initiates and completes the credentialing process for the medical staff to include appointment, reappointment, temporary privileges, FPPE, and the granting of clinical privileges.
- Supports the medical staff officers, department/service chairs, and committee chairs.
- Serves as an information resource to medical and hospital staff concerning medical staff issues to include Joint Commissions standards, medical staff bylaws, rules and regulations and state and federal regulations.
- Prepares, attends, and performs follow-up for all the medical staff department and committee meetings.
- Performs an annual review of the medical staff bylaws, rules and regulations, and intradepartmental policies and procedures and recommends changes as appropriate.
- Supports and maintains the medical staff database profiles in order to accomplish required functions.
- Demonstrates excellent customer service with patients, practitioners, vendors, visitors, and all hospital personnel.
- Oversees the practitioner onboarding process, to include orientation, IT access, and I.D. badges.

The Medical Staff Office is under the supervision of the Compliance Officer.

Dawn Olson, Medical Staff Coordinator, Interim

Hours of Operation

8:00 a.m. – 4:30 p.m. Monday - Friday

Contact

(979) 241-3350 office

(979) 241-3351 fax

Email: dolson@matagordaregional.org
Physician Services

Parking & Access

Physician parking is located in various lots around the Hospital. Access to the building is via proximity card readers and name badges. Your name badge will allow you access to all essential areas of the building 24 hours per day.

Meals

The cafeteria is located inside the front lobby and is open from 6:30 a.m. until 6:30 p.m. Breakfast is served from 6:30 – 9:00 a.m. Lunch is provided from 11:00 a.m. – 1:30 p.m. Supper is served from 4:30 – 6:30 p.m. Soft drinks, healthy foods, and snacks are available in vending machines on a 24-hour basis.

Physician’s Lounge

The physician’s lounge is located on the first floor in the administrative wing in the Medical Staff Office and adjacent to Medical Records.

House Supervisor

The House Supervisor is available to activate the surgical team, assist with patient transfers if required, or to answer additional questions you may have. To reach the House Supervisor please call 241-5587 or have them paged by the PBX Operator.
1. Dial 979-943-5065 to dictation system
2. When prompted, enter your physician ID plus # sign
3. When prompted, enter the MR number plus # sign
4. Enter report type plus # sign
   - 70 Letter
   - 71 Report of Procedure (*Radiology for Dr. Hanna)
   - 72 History & Physical
   - 73 Consultation
   - 74 Report of Operation
   - 75 Nutrition Consult
   - 76 Discharge Summary
   - 77 Psychiatric Discharge Summary
   - 78 Transfer Summary
   - 79 Psychiatric Progress Note
   - 80 Progress Note
   - 81 Psychiatric Evaluation
   - 82 Telemedicine Progress Note
   - 83 Telemedicine Consultation
5. You will hear prompt, "Dictation started." Begin dictation. Please identify yourself at the beginning of dictation.
6. Press 5 to save dictation. You will hear the job number at the end of dictation.
7. Press 2 to dictate another job, or hang up if it is your final dictation.

Backup Dictation Number (if main system is down): 1-888-348-3958.

Use your regular dictating ID.
Please identify yourself at the beginning of dictation.

HIM Director: Jennifer Sliva 979-241-5558
Physician Liaison: Grace Cantu 979-241-5556
HIM Hours of Operation: Monday-Friday 7-4:30
After Hours: Voalte - HIM Director
Location: First Floor, Admin Hallway
INFORMATION TECHNOLOGY DEPARTMENT

Director: Beverly Trombatore, MBA, BSN, RN 979-241-5580
Help Desk/Patient Portal: Lori Resendez 979-241-5944 it-helpdesk@matagordaregional.org
Fax Number: 979-241-5538
Location: 1st Floor; Admin Hallway
Hours of Operation:
Monday – Friday 8am to 5 pm
On Call 24/7: See MRMC Knowledge Exchange or House Supervisor (x5587) for on call schedule and phone numbers

MRMC IT Staff:

- **MIS Director**
  - Ext: 5580
  - btrombatore@matagordaregional.org
  - Specialty: Project Management/ OR, RXM, and Pharmacy Modules
  
  Beverly Trombatore

- **Data Center Operator II**
  - Ext: 5576
  - mcervantes@matagordaregional.org
  - Specialty: Technical Needs and Resources Coordinator
  
  Mary Ann Cervantes

- **Business Analyst**
  - Ext: 5578
  - skjergaard@matagordaregional.org
  - Specialty: NPR Reports, Medical Records, Scanning & Archiving, GL, B/AR, and ABS Modules
  
  Sonya Kjergaard

- **Clinical Analyst**
  - Ext: 5527
  - jbomar@matagordaregional.org
  - Specialty: PCS, EDM and ORM Modules
  
  Jill Bomar

- **Patient Portal/Help Desk Representative**
  - Ext: 5944
  - lresendez@matagordaregional.org
  - Specialty: Patient Portal, Help Desk, and Access
  
  Lori Resendez

- **Network Administrator**
  - Ext: 5578
  - slavelle@matagordaregional.org
  - Specialty: Dedicated to Special Projects
  
  Sean Lavelle

- **Data Center Operator/Security**
  - Ext: 5576
  - hhowe@matagordaregional.org
  - Specialty: Ticket Management and Security
  
  Hugh Howe

- **Computer Technician**
  - Ext: 5578
  - acantu@matagordaregional.org
  - Specialty: Troubleshooting and Ticket Management
  
  Aaron Cantu

- **Computer Technician**
  - Ext: 5578
  - jmenchac@matagordaregional.org
  - Specialty: Troubleshooting and Ticket Management
  
  John Menchaca

The MRMC IT Department is here to help you with any of your technical needs.
- Computer Access (Log ins and password resets)
- Meditech Training (please schedule ahead of time)
- Blackberry App (MRMC mobile email access)
- Voalte ME App (secure messaging app)
- Remote Access
- ePrescribing-Dr. First
- Fusion Narrate-voice dictation
- Telemedicine-InTouch Health
- Any hardware and software needs you may have (note: some items may need approval)
Before installation:
• MRMC IT sets you up as a user.
• Your phone must be updated to at least iPhone iOS 10.0 or Android 4.4.4
• You must have a screen lock on your phone OR you will be instructed to add an app-level pinlock when you log in.

Install:
• Download the app from App store for iPhone or Google Play for Android.
• Enter MRMC’s Voalte Site Code: mrmvct
• Allow Notifications
• Allow Pictures and Camera (this will allow you to send and receive pictures when the app, it will not access your private photos and photos within the app are never saved to your phone)

Log In:
• Use your MRMC network username and password.
  • Voalte is case sensitive, so you may need to capitalize the first letters of your name. (if john doe does not work try John Doe)
  • if your network password expires, you will not be able to log into Voalte
  • when you reset your network password, your Voalte password auto resets
  • contact IT if you do not know or need to reset your network password

If you need assistance call IT help desk at x5944.

Voalte Me will NOT work on the Guest Network
This is a security issue and we are working on a solution.
For now, disconnect from Guest or tell your phone to forget the network.
Steps to set up Blackberry Work

Email mobile App

Download Blackberry Work App (will need password for Apple ID account to download app)

Enter hospital email address: example@matagordaregional.org

Enter access key: Call X5944 if you don’t have one

Set up password (can be a pin #, keep simple will need it every time you log into app)

Accept Agreement

Enter your Network Password (for Corporate Password)

Please call IT Department if you need more assistance at 979-241-5944.

Or you can use Webmail:

How to access email via internet

1. Go to: https://webmail.matagordaregional.org
2. Enter your network username; you must preface your username with the domain of mchd\  
3. Enter your network password
4. Click sign in or use the enter key
Dear Emergency Department Trauma Provider,

Welcome to Matagorda Regional Medical Center (MRMC)! As the contract provider providing emergency care to patients in our emergency department you play an important role in the success of our facility's vision of becoming the respected healthcare partner of choice and the champion for community wellness. By embracing the following "Core Beliefs" you will help us obtain our goal.

- Service Excellence
- Fiscal Responsibility
- Dignity and Respect
- Partnership, Trust, Cooperation, and Collaboration
- Best Practices and Innovative Technology
- Safe Environment

Matagorda Regional has been designated a Level IV Trauma Facility by the Department of State Health Services. In 1996, the Board of Managers resolved to commit the necessary funding to provide education for the medical and nursing staff, supplies for the trauma center, and to continue to develop the regional trauma system. Our mission is to provide the community with competent and compassionate healthcare services.

This orientation package has been put together to outline guidelines for the care of the trauma patient at Matagorda Regional Medical Center. These guidelines have been developed in order to standardize trauma care. These guidelines are intended to supplement, rather than substitute professional judgment and may be changed depending upon a patient's individual needs. Failure to comply with these guidelines does not represent a breach of the standard of care, but any changes should be based on sound medical practices. There is a Trauma Guideline Manual for Level IV Centers located in the ED Department for your convenience. You are asked to read this orientation packet and the Trauma Manual. Please feel free to contact Davine Howell 979-285-4277, Trauma/Stroke Director or Dr. Young, Trauma Medical Director, if you have any questions.

Sincerely,

Jerry Young, DO
Trauma Medical Director
MRMC

Davine Howell, BSN, RN
Trauma/Stroke Director
MRMC
Case Management/Social Services

Director: Sandi Davis, RN 979-241-5557
Case Manager: Haley Garcia, RN 979-241-3465
Case Manager: Alex Yates, RN 979-241-3460
Fax: 979-241-3466
Location: Second Floor

Social Services: Felisha Higdon, LMSW 979-241-5548
Location: Emergency Department

Administrator: Bryan Prochnow

Hours of Operation: Monday-Friday 8am-5pm
After hours, holidays, and weekends available via on-call: 979-476-0678

Case Management in this organization is a multidisciplinary care process that aims, by the case type, to achieve a purposeful and controlled connection between the quality and the cost of care by:

- Optimizing health care outcomes by utilizing standardized "best known" practice patterns and care delivery methods
- Promoting collaborative team practice among disciplines
- Promoting coordinated continuity of care over the course of an illness, while involving the patient and family with the care process
- Promoting job satisfaction and job enrichment for caregivers, patient and physician satisfaction with care delivery and the provision of value in healthcare to the customer.

Case Management, social services and discharge planning are initiated at the time of admission and at any additional point at which an issue is identified that requires intervention. This department strives to serve both internal and external customers with service which enhances and complements the clinical services being provided in the facility.
PHARMACY

Director: Laura Noster 979-241-3402
Fax: 979-241-3400
Location: 1st Floor
Hours of Operation: Monday-Friday 7am-9pm
Weekends 8am-5pm
Holidays 8am-2pm

A pharmacist is on call 24 hours a day.
The pharmacy is here to serve the needs of inpatients as well as outpatients
in the hospital.

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INFECTION CONTROL

Director: Leslie Vaughn, RN, CIC 979-241-5591
Fax: 979-241-5590
Location: Administration
Hours of Operation: Monday-Friday 8am-5pm
On call through the House Supervisor
Women's Center

Director:  Selene Robles, RN  979-241-3376  srobes@matagordaregional.org
Nurses Station:  979-241-3373
Newborn Nursery:  979-241-3374
Location:  1st Floor
Hours of Operation:  24-hour nursing services available

The Women's Center provides for inpatient and outpatient services. Inpatient services include Obstetrical, Gynecological and Newborn Care in our Level 1 well baby nursery.

Our unit provides:
4 Labor and Delivery Rooms
6 Inpatient/Observation Beds
1 Cesarean Section Operating Room
2 Triage/Observation Beds
10 Newborn Cribs
Outpatient Rehabilitation

Director: Lacey Gann, PT, DPT, OCS
Location: Dome
Main Phone: (979)245-3000
Fax: (979)245-3027
Hours of Operation: Monday-Friday, 7:00am-5:00pm

The Outpatient Rehabilitation Clinic provides Physical Therapy, Occupational Therapy, and Speech Therapy for a multitude of conditions, with a team comprised of PTs, PTAs, an OT, a COTA, and a SLP.

Physical Therapy Services include:

- Musculoskeletal Disorders and Sports Injuries: Sprains/Strains/Fractures of the Neck, Back and Extremities
- Orthopedic Surgeries: Total Knee/Hip Replacements, Rotator Cuff Repairs, & other post-op conditions
- Neurological Conditions: CVAs, SCIs, TBIs, ALS and MS
- Gait and Balance Impairments
- Parkinson’s Disease: Certified LSVT BIG therapists
- Vestibular Impairments: Vestibular Rehabilitation and Canalith Repositioning treatments
- Pelvic Floor Dysfunction: Incontinence, Urinary/Fecal Urgency/Frequency, Prolapse, Pelvic Pain, Constipation

Speech Therapy Services include:

- Neurological & Neurodegenerative Disorders: CVAs, SCIs, TBIs, Parkinson’s, MS or ALS
- Hand Injuries: Carpal Tunnel Syndrome, Tendon Repairs, Burns, Fractures and Amputations
- Custom Splint Fabrication to Assist with Function
- Lymphedema Management of Upper and Lower Extremity

Occupational Therapy Services include:

- Work-Related, Sports Injuries, and Repetitive Strain Injuries
- Rheumatoid and Age-Related Conditions such as Arthritis
- Receptive and Expressive Language Disorders
- Articulation and Phonological Disorders
- Pragmatic/Social Language Disorders
- Motor Speech Disorders such as Apraxia or Dysarthria and Voice Disorders
- Fluency Disorders or Stuttering
- Augmentative and Alternative Communication
- Cognitive Disorders or Developmental Delays
- Dysphagia: Feeding and Swallowing Difficulties
Imaging Services

Director: Jorge Colesio, 241-3417
Medical Director: Dr. Charles Trinh
Department Phone/Fax: (979)241-3420 / (979)241-3523
Location: 1st Floor
Hours of Operation: 24 hours a day; 7 days a week

X-Ray, CT, and Ultrasound are available 24 hours a day, 7 days a week.

MRI, Nuclear Medicine, CT, Diagnostic exams and Mammography are scheduled through Central Scheduling Monday through Friday from 7am -5pm.

For Central Scheduling call (979)-241-5966.

The department is proud to introduce our newest equipment:

- Direct digital radiology
- GE128 slice Revolution HD
- 1.5 Cigna MRI with a large diameter bore
- GE Pristina 2D/3D mammography machine
- Innova 3100 Combo Lab

The department provides radiography, fluoroscopy, ultrasound, mammography, nuclear medicine, cardiac perfusion studies, CT, MRI and interventional radiography services for patients.

The Innova 3100 Combo Lab in the special procedure room ha a 12cm field of view and digital imaging system that is capable of preforming cardiac catheterizations, renal, aorta, and lower extremity angiography, as well as fluoroscopy with superior resolution than the conventional ‘C Arm”.

![Image 1](image1.png)
![Image 2](image2.png)
The Surgical Services Department provides services at Matagorda Regional Medical Center to include in-patient and day surgery procedures. A variety of surgical services which include a full range of general surgical procedures, as well as orthopedic, oral, ENT, urology, OB/Gyn, thoracic, vascular, podiatry, and ophthalmology. Endoscopy, bronchoscopy, pain management, minor procedures, IV therapy, blood transfusions and TEE/Cardioversions are also provided. The Surgical Services Department is supported by the Anesthesia Department with a variety of services including general, spinal, epidural, MAC, regional blocks and local anesthesia. Competent and compassionate care is provided throughout the surgical/procedural experience.

**HOURS OF OPERATION**

<table>
<thead>
<tr>
<th>Service</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Room</td>
<td>24-hour surgical services M-F 6:45 a.m. – 3:15 p.m.</td>
</tr>
<tr>
<td></td>
<td>After-hours, weekends, holidays 24-hour emergency coverage on-call</td>
</tr>
<tr>
<td>PACU</td>
<td>24-hour post-anesthesia care M-F 7:30 a.m. – 4:00 p.m.</td>
</tr>
<tr>
<td></td>
<td>After-hours, weekends, holidays 24-hour emergency coverage on-call</td>
</tr>
<tr>
<td>Ambulatory Care</td>
<td>M-Th 5:30 a.m. – 7:00 p.m. Friday 5:30 a.m. – 4:00 p.m.</td>
</tr>
<tr>
<td>Endoscopy Suite</td>
<td>24-hour emergency coverage on-call</td>
</tr>
<tr>
<td>IV Therapy</td>
<td>M-F 7:00 a.m. – 4:00 p.m. M-F 6:30 p.m. (antibiotics only)</td>
</tr>
<tr>
<td></td>
<td>S/S 6:30 a.m. (antibiotics only)</td>
</tr>
<tr>
<td></td>
<td>S/S 6:30 p.m. (antibiotics only)</td>
</tr>
<tr>
<td>Sterile Processing</td>
<td>M-F 6:30 a.m. – 4:30 p.m. No call crew</td>
</tr>
</tbody>
</table>

**CONTACT INFORMATION**

Director: Tina Slaughter, RN, BSN,CNOR  
Telephone: (979) 541-3664  
Fax: (979) 241-3394  
Email: Tslaughter@matagordaregional.org

Clinical Services Manager: Jennifer Crow, RN, CNOR  
Telephone: (979) 429-0197  
Fax: (979) 241-3394  
Email: JCrow@matagordaregional.org
To reach the O.R.: Telephone: (979) 241-3395 (desk)
To reach the PACU: Telephone: (979) 241-3388 (desk)
To reach Ambulatory Care Pre-Op Telephone: (979) 241-5971 (pre-op desk)
To reach Ambulatory Care Post-Op Telephone: (979) 241-5976 (post-op desk)
To reach IV Therapy for Scheduling (Comm. Inf. Svs.) Telephone: (979) 446-0818 or fax (877) 249-1191
To reach IV Therapy for f/u on patients (post-op) Telephone: (979) 241-5976 (post-op desk)
To reach Sterile Processing: Telephone: (979) 241-3382
To reach Surgery Scheduling: Telephone: (979) 241-5966 (Centralized Scheduling)

**SCHEDULING CASES**

Patients get scheduled through the Centralized Scheduling Department (979) 241-5966.

Add-ons the day of surgery will be scheduled directly with the Surgery Department, preferably with the Department Manager or Clinical Services Manager or the charge nurse.

After-hours or weekends/holidays, scheduling will be done by the House Supervisor (979) 240-1503. Add ons will be put on the schedule in the first available time slot or in the physician’s scheduled block time.

If any emergency/urgent case arises and warrants “bumping” another case, physician to physician communication will be necessary to make that decision.

Infusion Therapy patients are scheduled through Community Infusion Services (979) 446-0818.
Cardio Pulmonary

Director: Vicki Wakefield, 979-241-5958
Main Phone: 979-241-5950
Location: First Floor
Hours of Operation: 7 days a week, 7am-9pm
After hours, licensed personnel are on call to provide services

Related diagnostic testing is available as well as specific testing techniques that are employed to assist in diagnosis, monitoring, and treatment and include measurement of ventilatory volumes, pressures, flows, and other related physiologic monitoring. Registered technicians perform ultrasound exams.

The following services are provided:

RESPIRATORY CARE
- Oxygen Administration
- Pulse Oximetry
- Pulmonary Function
- Sputum Collection
- Oxygen Aerosol Administration
- Hand Held Nebulization
- Continuous Mechanical Ventilation
- Postural Drainage/Chest Percussion
- Incentive Spirometry
- Sleep Apnea Study (Contract Service)

CARDIO-VASCULAR SERVICES
- Echocardiography
- Electrocardiography
- Transesophageal
- Holter Monitor
- Stress Electrocardiography
- Cardiac Rehabilitation
- Peripheral Vascular Doppler Exams
- Hemo-Dynamic Monitoring
- T-Wave Alterans
Our Emergency Department is available 24/7/365 to evaluate and stabilize seriously ill and injured patients. We are staffed 24 hours a day with a physician, and 12 hours a day with an Advanced Practice Provider.

For ideal medical care, please call our Emergency Department medical provider to discuss all patients being referred to our Emergency Department. The Emergency Department Physician Desk phone number is (979)241-3320.
QUALITY/ PATIENT SAFETY DEPARTMENT

OVERVIEW

Quality in healthcare serves to meet consumer needs for information about clinical effectiveness, health outcomes, patient safety, and patient experiences at the hospital. Creating a culture of quality at the hospital ensures consumer needs are met.

Culture of quality leads to innovative change strategies that lead to improved patient outcomes, better overall system performance, and improved professional development of team members. Engaged team members create highly reliable processes that are proactively monitored, analyzed, improved, and sustained.

The Quality Department of Matagorda Regional Medical Center supports improvement efforts related, but not limited to, the Joint Commission, CMS and other quality reporting agencies. This can include core measures, readmission/complication rates, lengths of stay, and mortality reduction efforts, as well as other initiatives that include patient safety and patient satisfaction.

Our goal is to maintain a high-level focus on improving patient outcomes while working collaboratively with performance improvement teams across that support our journey toward zero harm and high reliability within our quality culture.

HOURS OF OPERATION

Monday – Friday 8:00 a.m. – 5:00 p.m.

CONTACT INFORMATION

Director of Quality/Patient Safety: Teresa Porter, RN, MSN, CPHQ
Telephone: (979) 241-5514 Fax: (979) 241-5553
Quality Project Manager: Cindy Hickl, MBA
Telephone: (979) 241-5552 Fax: (979) 241-5553

Quality/Compliance Coordinator: Susan Burton
Telephone: (979) 241-5550 Fax: (979) 241-5553

SNAPSHOT OF CURRENT ROLES

Each member of the Quality Department Team handles specific areas of quality improvement activities. Outlined below is a snapshot of their current respective roles within the Department. As quality is a dynamic field and standards/regulations that guide the activities are ever-changing, the Department and Team members will adjust their roles accordingly.

Role of the Quality/Patient Safety Director: Review/identify ACA/RCA events (including presenting and summarizing reports for participants), hospital rounding, collaborate with Infection Prevention, collaborate with outside vendors, Patient Safety, QIC, and COVID-19 Taskforce meetings, medical record reviews, collaborate with CNO regarding patient safety opportunities; mortality review process for restraint deaths and staff development of Quality Team members.

Role of the Quality Project Manager: OPPE, Peer Review, CMS Inpatient Value, Incentives and Quality Reporting Programs, Abstractor Coordinator, Life Gift Program, DSHS Preventable Adverse Events, THA Patient Safety Organization, QualityNet Security Administrator, Restraint Data, AHRQ Patient Safety Survey, PEPPER Program, Joint Commission standards, Midas Care Management, and Midas STATIT Manager.

Role of the Quality/Compliance Coordinator: Medical record reviews, timesheet preparation, new hire orientation, Comply and Policy stat Manager, administrative support, data gathering for STATIT server, meetings/minutes, and special project assistance.
CLINICAL LABORATORY

Director: Bill Ford 979-241-5921
Main Number: 979-241-5922
Fax: 979-241-5917
Location: First Floor
Hours of Operation: 24 hours a day, 7 days a week

The clinical laboratory provides appropriate laboratory diagnostic services to inpatient, outpatient, and emergency room departments as well as occupational testing services to industrial clients and health screenings at the public health clinic.

The clinical laboratory is staffed with medical technologists, medical technicians, histologists, lab assistants and phlebotomists under the direction of a license pathologist. The laboratory is licensed by Health and Human Services under the Clinical Laboratory Improvement Amendments (CLIA 88).

Types of Diagnostic Testing
Hematology
Chemistry
Microbiology
Molecular Diagnostics
Pathology
Blood Bank
Seroology
Urinalysis
Send Out Testing
Cardiac Cath Lab

Director:  Garrett Dodd, RN, BSN  Telephone: 979-241-3441
Fax: 979-241-3423
Email: gdodd@matagordaregional.org

Cath Lab Nurse:  Lisa Figueroa  Telephone: 979-324-8992

Medical Director:  Dr. George Hanna, M.D.

Hours of Operation

The hours of operation for the Cardiac Cath Lab are 6:00am -4:30pm Monday - Thursday. The Cath Lab is not open on Friday, Saturday or Sunday.

Cath Lab and Scheduling Cases

A cardiac catheterization lab, also known as a "cardiac cath lab", is a special hospital room where physicians perform minimally invasive tests and procedures to diagnose and treat cardiovascular disease.

Patients get scheduled through Centralized Scheduling Department at 979-241-5966.

Add-ons will be scheduled directly with the Cardiac Cath Lab, preferably with the Cath Lab Director, Cath Lab Nurse, or the House Supervisor at 979-241-1503.

Add-ons will be put on the schedule in the first available time slot or in the physician's scheduled block time.