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MEDICAL EXECUTIVE COMMITTEE APPROVALS

Items approved at the last Medical Executive Committee meeting can be viewed by using this website link and selecting the particular month:

<https://www.torrancememorial.org/for-providers/medical-executive-committee/>

If you have any questions, please contact the Medical Staff Services Department at (310) 517-4616.



CARING COMPANIONS

No One Dies Alone



GOING LIVE
2.12.24

Caring Companions: No One Dies Alone (NODA) Program is a volunteer program that provides companionship to patients who are nearing death.

PATIENT CRITERIA

- Hospital patients who have no family/friends currently involved, or they are currently unable to be present **AND** are expected to die within 48-72 hours.
- Cannot be on airborne isolation precautions

PATIENT ELIGIBILITY

- Patients can be identified by an RN, palliative care, case management, physician, social worker, or spiritual care. However, nursing or medical personnel must determine if a patient meets NODA criteria (no family & expected death 48-72 hours).
- Any staff identified above may activate NODA and should include an interdisciplinary note of NODA activation.

NODA ACTIVATION

- Email volunteer office Monday-Friday 7:30am-6:00pm. (volunteerservices@tmmc.com)
- Include patient name, FIN, unit/room #, brief SBAR, and isolation precautions.
- After hours, notify the house supervisor ext 46805 who will contact the bioethics physician on call.

Questions: Ext 74752

[NODA Policy Link](#)

1

Identify if a patient may benefit from a NODA caring companion (no family/friends & nearing death).

2

RN or MD determines if the patient meets the criteria for a Caring Companion (expected to die within 48-72 hours).

3

Staff activates NODA by contacting M-F 0700-1800 volunteerservices@tmmc.com or ext 74752
OR
after hours, call House Sup at ext 46805

4

Staff initiating NODA should document in an interdisciplinary note, program activation.

5

NODA Scheduler will notify volunteers and create a schedule.

6

NODA Caring Companions will check in with primary RN and sit with the patient in 3 hour vigils.

For more information and full policy.



Upcoming COVID-19 Vaccination Clinics

Torrance Memorial will hold two more clinics on the 3rd floor of Central Tower.

Date	Time	Location
March 14	7:30am to 3:00pm	3 rd Floor Central Tower
April 18	7:30am to 3:00pm	3 rd Floor Central Tower

Details:

- The clinics are only available to Torrance Memorial employees, physicians and volunteers (not open to family or the public) *
- Only the Pfizer vaccine is currently available**
- Registration required (see link below)
- Upon vaccination, a verification sticker will be added to our badge

**Those who have received the previous bivalent COVID-19 vaccine within the last two months will not be eligible to receive the updated COVID-19 vaccine at this time. Once the two-month period has passed, those employees will be required to comply with the Health Order and either receive the 2023-24 COVID-19 vaccine or sign declination form.*

***Mix and match of COVID-19 vaccines is safe*

Registration

Save time and schedule your appointment through MyTurn.

<https://myturn.ca.gov/scheduling?config=dc5a57ba-d261-4bf7-be0c-e8af1a50725b>

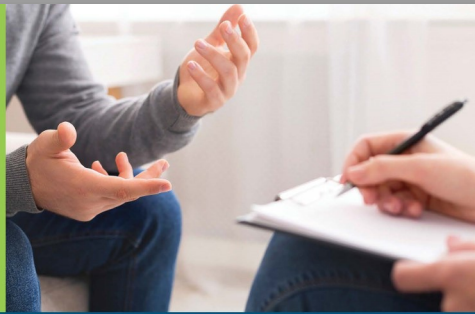


MSAP and SOS Programs

MEDICAL STAFF ASSISTANCE PROGRAM



PHYSICIAN ASSISTANCE PROGRAM (PAP)



Physicians who are experiencing personal struggles and/or problems are eligible to receive up to ten free counseling visits per calendar year (Physician Assistance Program.)

PAP has been directed and coordinated by Dr. Moe Gelbart and provided by a team of therapists located at Torrance Memorial McMillen Medical Building and other locations throughout the South Bay, as well as telehealth visits.

- PAP provides short term counseling, assessment, and referral for:
 - personal, family, and work issues
 - chemical dependency
 - financial and legal issues
- All information is held in strictest confidence

NO REFERRAL NECESSARY

Call Dr. Moe Gelbart at x44935 (310-784-4935) or x75751 (310-257-5751) for an appointment

Please identify yourself as a Torrance Memorial employee or family member.



PHYSICIAN ASSISTANCE PROGRAM

McMillen Medical Building
3333 Skypark Drive, Suite 200, Torrance, CA 90505
Extension 44935 (310-784-4935) or x75751 (310-257-5751)

Eligible Medical Staff members may self-refer to the Program by calling **GELBART AND ASSOCIATES**

at (310) 257-5751

Inquiries will be held in strictest confidence.

Self-referrals are limited to up to ten (10) visits to program counselors. The program counselor may immediately refer clients to a qualified professional in the community for continued care after an initial assessment, if the counselor determines that more than ten (10) visits are necessary.

Torrance Memorial Medical Staff provides members of the Medical Staff with professional and confidential assistance through a Medical Staff Assistance Program (MSAP) at no cost to members for ten (10) crisis and intervention visits per calendar year. This service proves members with a constructive way to deal with personal problems which may be affecting behavior and clinical performance. It is the belief that dealing with these problems preemptively may alleviate issues related to clinical performance, clinical privileges and/or membership. However, member involvement in this or any other rehabilitation program does not excuse or limit the obligation of members to meet Torrance Memorial Medical Staff's Bylaws, Rules and Regulations and policies/procedures or standards.

SUPPORT OUR STAFF



Support Our Staff

- Need to talk through a difficult situation you have encountered? A case that is bothering you? Or perhaps a personal issue that has been difficult to process? **Help is only a call away!**
- The **S.O.S.** team is comprised of volunteers trained in critical incident stress management who will provide you with a “safe zone” to express thoughts and reactions to enhance coping.

Common reactions to a stressful life event include:

Physical Symptoms	Psychological Symptoms
<ul style="list-style-type: none">• Sleep disturbance• Difficulty concentrating• Fatigue	<ul style="list-style-type: none">• Fear• Grief• Depression• Self-doubt• Extreme sadness

- You’ve cared for our patients and community, now let us care for you! S.O.S. is confidential, FREE, and available 24/7.

Simply call 310-997-7444 or x79100 and leave a message (you will be called back within 24 hours)



Alternatively, you may contact:

DR. ZACHARY GRAY zachary.gray@tmmc.com at 310-869-3713 or

LAYNE KELLEY at layne.kelley@tmmc.com or 310-517-4719

to request S.O.S.



HELP IS ONLY A CALL AWAY!



Mobile Heartbeat™

CLINICAL COMMUNICATIONS

Mobile Heartbeat is a secure application for your smartphone/tablet that allows for efficient communication regarding patient care via call/text.



SECURE CALLS & TEXT MESSAGES



GROUP TEXTING FUNCTIONALITY



EASY TO SIGN UP!

For more information or to sign up, please contact
Medical Staff Services at (310) 517-4616



TORRANCE
MEMORIAL

An Affiliate of
Cedars
Sinai

Important Reminder



Staff and Physicians must use the
TMMC-Guest wireless network
with any personal device



This includes:

- Personal iPhone & Android phones
- Personal laptop computers
- Personal Apple & Android tablets
- Any non-TMMC device

Benefits of using the TMMC-Guest wireless network:



- Uses the same reliable networking infrastructure as the production network
- Protects the organization by completely separating an individual's personal computing using unauthorized devices from our protected production network.
- Is encrypted the same way the TMMC production network is to provide data security
- Does not have bandwidth restrictions
- Requires re-authentication every 7 days to keep the network additionally secure

Mobile Heartbeat on Personal Cellular Devices:

If wireless connectivity is lost the device will use cellular to continue to receive notifications.

For security Mobile Heartbeat logs users out after 7 days of use.

User must log back into Mobile Heartbeat to continue receiving notifications.



Change Healthcare Outage

What is happening?

Change Healthcare notified its partners on February 21, 2024 that they are experiencing a security issue and in the interest of protecting their partners, took immediate action to sever connections to the Change Healthcare system. Change Healthcare serves as an intermediary for some prescriptions, particularly for eligibility verification. Oracle Health ePrescription is impacted via connections through Surescripts.

Notification from **Cerner Status Dashboard**

Message status **DOWN**

Sent on **Feb 23, 2024 7:34 pm UTC**

Optum / ChangeHealthcare Outage

Started Feb 21, 2024 1:30 pm UTC

1 ✓ — 2 — 3 — 4 — 5 — 6

Initial Notification — Analysis — Remediation — Resolution — Initial Retrospective — Incident Report

We'd like to provide a broader update to augment the individual product incident notifications regarding the recent security incident at Change Healthcare (Optum) and its impact on Oracle Health Products.

Change Healthcare (Optum) notified its partners on February 21, 2024 that they are experiencing a security issue and in the interest of protecting their partners, took immediate action to sever connections to the Change Healthcare system. The below Oracle Health products are impacted by this situation.

eRX Hub: Impacted via connections through Surescripts. Surescripts will continue to attempt to transmit E-Prescribing messages routed to Change HealthCare electronically and automatically default to fax if needed. All successfully transmitted electronic and faxed messages routed to Change HealthCare will return a confirmation or error notification. Controlled substance prescriptions routed to Change HealthCare cannot be faxed and will result in an error message.

Some providers may receive the following eRx Routing Error as a result of the above outage.

The screenshot shows an email interface with a message titled "eRx Routing Errors". The message details are as follows:

- From: COSTCO PHARMACY # 1202 (310) 891-1026
- Sent: 02/22/2024 09:39:49 PST
- Subject: Prescription routing temporarily unavailable
- To: [Redacted]
- Cc: [Redacted]
- Caller: [Redacted]
- Action: [Redacted]
- Due: [Redacted]
- Provider: [Redacted]
- Document: Phone Message

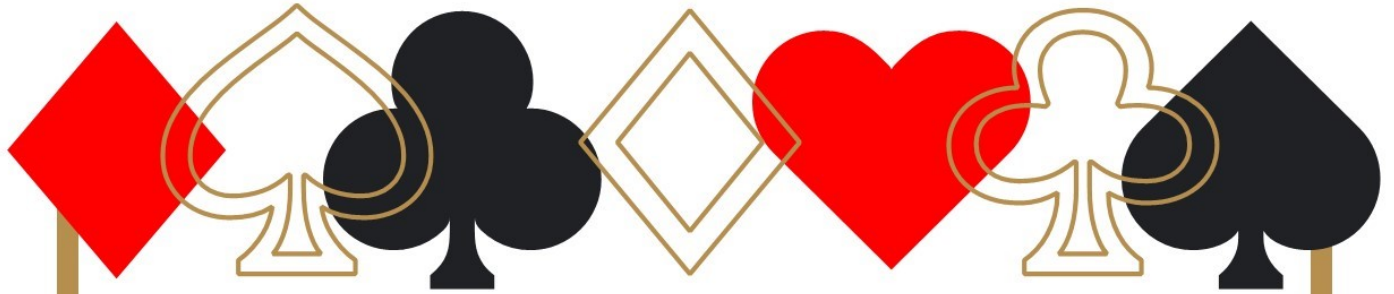
The message body contains the following text:

The system is currently not able to route this prescription to the pharmacy. Please use another means to communicate this prescription to the intended pharmacy. Fax receipt could not be confirmed

Comments: Fax receipt could not be confirmed

What do you need to do?

- If a prescription fails, Surescripts will attempt to send the prescription to a failover fax at the pharmacy.
- Controlled substances cannot be faxed per DEA regulations, so these will not attempt to fax.
- For controlled substances schedule 3, 4 and 5 – these prescriptions may be communicated by phone or written or printed on Security Prescription Forms that meet all of the [requirements of the State of California](#) and signed AND dated by the hand of the prescriber.
- For controlled substances in schedule 2 – these prescriptions may only be written or printed on Security Prescription Forms that meet all of the [requirements of the State of California](#) and signed AND dated by the hand of the prescriber.



VIVA LAS VEGAS!

You Are
Invited To



IN CELEBRATION OF

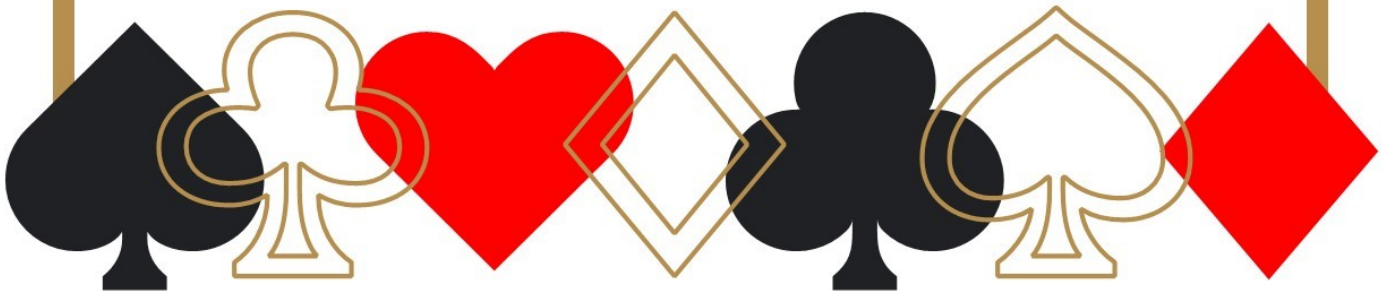
2024
DOCTOR'S DAY

WED MAR
27

HOFFMAN HEALTH
CONFERENCE CENTER
ROOMS 1 & 2

11:00AM
-2:00PM

THANK YOU FOR ALL YOU DO!





ISLAND CUISINE

Please join us for our upcoming hosted

Physician Luncheon

FRIDAY, MARCH 8

from 11am to 2pm

NO
OUT OF POCKET
COST

PERSIAN CUISINE

Please join us for our upcoming hosted

*Physician
Luncheon*

THURSDAY, MARCH 14

from 11am to 2pm

NO
OUT OF POCKET
COST

Medical Staff Calendar

March 2024



Monday	Tuesday	Wednesday	Thursday	Friday
				1 7:00a Thoracic Tumor Board
4	5 12:00p Bioethics Committee 12:30p Infection P&TWT-D	6 7:00a CV Review Conference	7 7:00a Breast Tumor Board 7:45a Gen Tumor Board 12:30p MSPI	8 7:00a Thoracic Tumor Board
11 12:30p Credentials	12 6:00p Medical Executive Comm	13 7:00a Anesthesia Department 7:00a CV Review Conference 12:30p C-Section Committee	14 7:00a Breast Tumor Board 7:00a Cardiac M&M 7:45a GI Tumor Board 12:30p Medication Safety	15 7:00a Thoracic Tumor Board 7:00a Physician Resiliency
18 7:30a IRB 12:00p Burn & Wound Surg.	19 12:30p HIM Meeting 12:30p EDIE Patient Care	20 7:00a CV Review Conference 12:30p Medicine DeptWT-D	21 7:00a Breast Tumor Board 7:45a CNS Tumor Board 8:30a EndocrinologyWT-C 9:00a Emergency Department 12:30p Pediatric Department	22 7:00a Thoracic Tumor Board
25 12:30p Antibiotic Stewardship	26 7:00a Cancer Committee 12:30p OB/GYN Department	27 <i>Doctor's Day Celebration</i> 7:00a CV Review Conference 11:00a-2:00p Doctor's Day CelebrationHCC 1&2	28 7:00a Breast Tumor Board. 7:45a GI Tumor Board 12:30p Credentials 12:30p Stroke Committee 5:00p Bariatric Surgery	29 7:00a Thoracic Tumor Board

CME CONFERENCES
Date: Wednesdays, 12:30 p.m.
Location: Hoffman Health Conference Center

Torrance Memorial Medical Center is accredited by the Institute for Medical Quality/California Medical Association (IMQ/CMA) to provide continuing medical education for physicians.

Torrance Memorial Medical Center designates this live activity for a maximum of 1 *AMA PRA Category 1 Credit*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

For up-to-the-minute conference information call (310) 784-8776 or visit: http://www.torrancememorial.org/For_Physicians/Wednesday_CME_Conferences.aspx

March 6, 2024
 “New Blood Pressure Guidelines”
 Reza Ardehali, MD, PhD
 Baylor College of Medicine
 Commercial Support: None
Rescheduled to March 20, 2024

March 13, 2024
 NO CONFERENCE

March 20, 2024
 “New Blood Pressure Guidelines”
 Reza Ardehali, MD, PhD
 Baylor College of Medicine
 Commercial Support: None

March 27, 2024
 NO CONFERENCE

April 3 2024
 “Antiviral Treatment Update”
 Thomas C. Cesario, MD
 UCI School of Medicine
 Commercial Support: None

April 10, 2024
 NO CONFERENCE

April 17, 2024
 “Sepsis”
 Russell B. Kerbel, MD
 UCLA David Geffen School of Medicine
 Commercial Support: None

April 24, 2024
 NO CONFERENCE

Welcome New Practitioners



Alexander O. Gong, MD
Hospitalist, Internal Medicine
UCLA Health
1250 16th Street Suite C2304
Santa Monica, CA 90404
Phone: (310) 319-4698
Fax: (310) 319-4908



Bogna I. Targonska, MD
Teleradiology
Vision Radiology
2825 Oak Lawn Ave, Unit 192749
Dallas, TX 75219
Phone: (510) 683-9500
Fax: (877) 880-2039



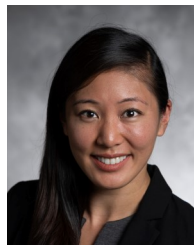
Isaac D. Jenabi, MD
Pain Management
Torrance Memorial Physician Network
23350 Crenshaw Blvd., Suite 102
Torrance, CA 90505
Phone: (310) 891-6795
Fax: (323) 300-5505



Josh O. Walsh, MD
Ophthalmology
Retina Macula Institute
4201 Torrance Blvd., Suite 220
Torrance, CA 90503
Phone: (310) 944-9393
Fax: (310) 944-3393



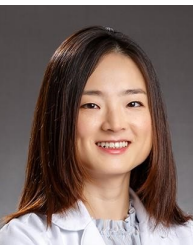
Christopher B. Lening, MD
Teleneurology-IONM
Gamma Neuro Network (MPower)
20331 Irvine Ave Ste E2
Newport Beach, CA 92660
Phone: (949) 228-9676
Fax: (877) 987-7729



Tiffany V. Wang, MD
Otolaryngology
Beach Cities ENTs
20911 Earl St., Suite 340
Torrance, CA 90503
Phone: (310) 540-2111
Fax: (310) 944-9295



Mahsa Madani, MD
Pediatrics
Torrance Memorial Physician Network
2110 E. El Segundo Blvd 210
El Segundo, CA 90245
Phone: (310) 784-8704
Fax: (310) 893-0430



Eriko Masuda, MD
Infectious Disease
Torrance Memorial Physician Network
2841 Lomita Blvd 135
Torrance, CA 90505
Phone: (310) 784-6954
Fax: (310) 326-5679



Daniel A. Strauchler, MD
Teleradiology
Vision Radiology, LLC
2825 Oak Lawn Avenue Unit 192749
Dallas, TX 75219
Phone: (510) 683-9500
Fax: (877) 880-2039

Physicians/AHP Roster Updates

Address Changes

Tiffany L. Hsu, MD

Internal Medicine

Torrance Memorial Physician Network
3285 Skypark Drive, 1st Floor
Torrance, CA 90505
Phone: (310) 784-8713
Fax: (310) 891-6749

Henry J. Kaing, DO

Hospice, Palliative Care

Torrance Memorial Physician Network
3285 Skypark Drive
Torrance, CA 90505
Phone: (310) 257-7200
Fax: (310) 891-6749

David A. Markman, MD

Ophthalmology

3838 W. Carson ST Suite 105
Torrance, CA 90503
Phone: (310) 543-4546
Fax: (310) 543-1519

Sara E. Pivo, MD

General, Bariatric Surgery

Association of South Bay Surgeons
23451 Madison Street Suite 340
Torrance, CA 90505
Phone: (310) 373-6864
Fax: (424) 263-2415

Resignations

Dominick Figueroa, MD

Pediatrics

Kevin A. Pape, PA

Physician Assistant, Cardiology

Bob B. Shafa, MD

Surgery

Lindsey M. Spragg, MD

Surgery

Retirements

The Medical Staff Newsletter ***ProgressNotes***

is published monthly for the Medical Staff of Torrance Memorial Medical Center.

Oren Zaidel M.D.

Chief of Staff

Layne Kelley, MA, CPHQ, CPMSM

Director, Medical Staff Services & Performance Improvement

MONTHLY MEDICAL STAFF NEWSLETTER

Progress Notes



TORRANCE
MEMORIAL

An Affiliate of
 Cedars
Sinai

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