

# Progress Notes

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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: [http://www.torrancememorial.org/For\\_Physicians/Medical\\_Staff/MEC\\_Approval.aspx](http://www.torrancememorial.org/For_Physicians/Medical_Staff/MEC_Approval.aspx) .

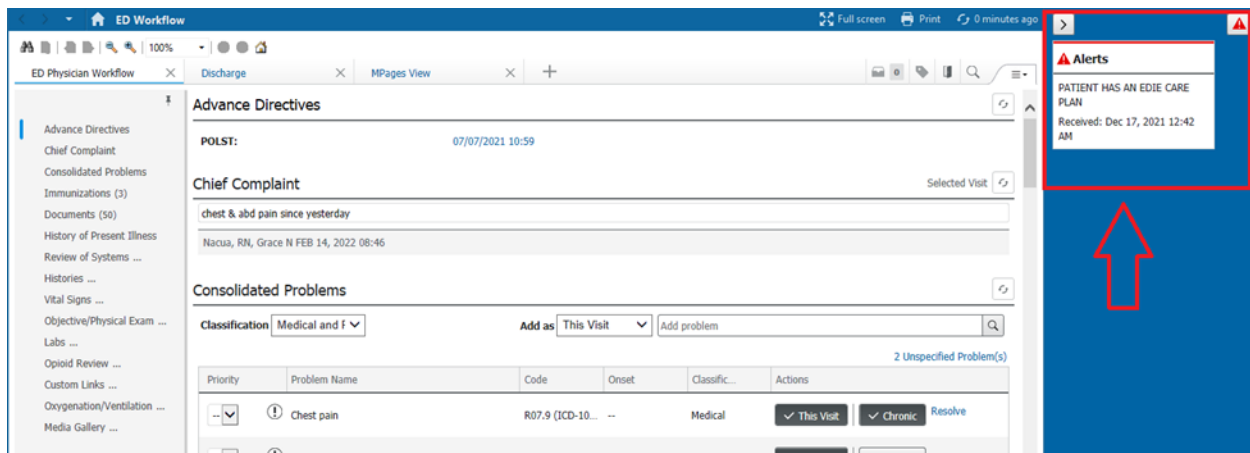
If you have any questions, please contact the Medical Staff Services Department at (310) 517-4616.

# Medical Informatics

## Smart Zone

Hello all,

As your Executive Director of Medical Informatics, I am your physician liaison to all things Cerner Millennium. With an experienced team of informaticists and service specialists supporting me, we are available to assist you with questions or ideas regarding use of the electronic medical record across both the acute and ambulatory locations of the Torrance Memorial Health System. We have implemented a new program called Smart Zone. This is a passive alerting system. Smart Zone gives us the ability to place alerts in a patient chart, tailored to the individual view. Smart Zone stays on the right side of a patient chart on the Acute Workflow page, and only appears if there is an alert present. Here is an example for an alert for an ED Physician:



There are many benefits to using Smart Zone.

- Eliminates the use of many “pop up” alerts, reducing alert fatigue
- Allows the alert to remain viewable, unlike a pop up alert
- Specific alerts can be tailored to a specific position
- Collapses to move out of the way
- Easily updated by the IT department, can add or remove alerts short term
- Multiple alerts can remain open at one time

We are currently piloting this program with many nursing and hospitalist positions, as well as in the ED. If you have a suggestion as to an alert that can be moved into Smart Zone instead of a pop up, or are looking for a new notification system for something you need to remember, please let us know and we can analyze the situation.

### December Phishing Campaign Recap

IT Security conducts monthly phishing tests to help prepare TMHS users to recognize a phishing attempt. Sometimes it is very obvious and, as was the case in our December campaign, sometimes the clues are more subtle. A real phishing campaign looks surprisingly authentic. You are not alone if you failed this test. Approximately 1000 Torrance Memorial email users failed this one.

Here are some clues to picking out the phish from the legitimate email.

1. Is it too good to be true? In the case of the December Amazon Discount phish test the answer is yes. The phish test took advantage of the fact that gift cards were just distributed and of the holiday shopping season by offering a very tempting discount.
2. Is the email address suspicious? Again, probably yes in the December phish test. It is very easy for an attacker to create a fake, or spoofed, email address.
3. Are there any links in the email? If so, make sure to mouse over them to reveal where they are going. In the December Phish test this was the key clue. Mousing over the link reveals some important information about the link. In this case it was from a domain called **seriouslydonotclickthis.com**. This was an obvious clue that this was a phish attempt.

for all your efforts this year, Torrance Memorial Medical Center is participating in the Amazon.com holiday season with Amazon.

for 20 - 50% off discounts from Amazon.com for the month

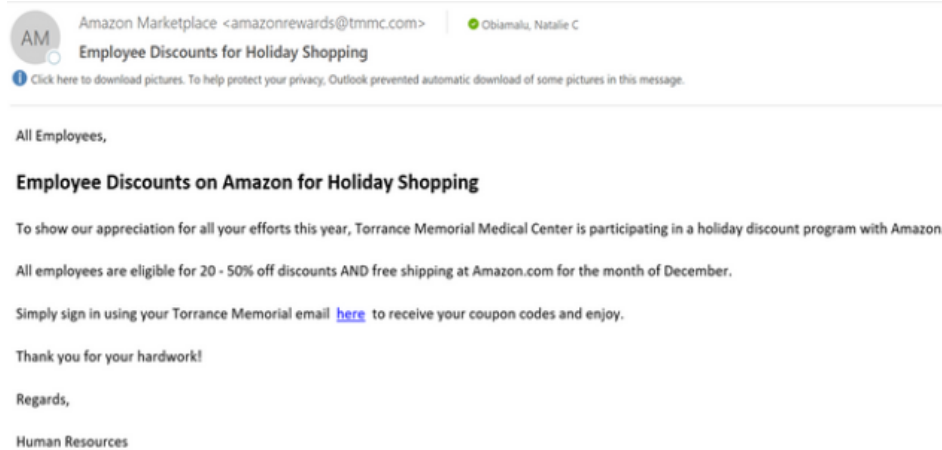
http://amazon-mrkt.  
seriouslydonotclickthis.com/  
test\_a5a4c716ec39f5df?l=12  
Click or tap to follow link.

Torrance Memorial email [here](#) to receive your coupon codes and enjoy.

4. Are misspelled words, and/or poor grammar present? Often times a real phish is not well written and contains spelling and grammatical errors. Often an email address or link may have an intentionally misspelled word, for example tmmc.com might be written as tmmmc.com or tmmc.net. This is a very common technique to try and make the phish seem more real, and then route to a malicious site. There was a subtle misspelling in the December phish test where it said: "thank you for your hardwork". Hardwork should really be "hard work".
5. Verify the message with the sender by phone or text if you were not expecting an attachment that is included in an email.
6. **Most importantly, if you are at all suspicious of an email, click the Report Phish button in the upper right hand corner of the Outlook client. You can also contact IT Security at [\\_SecurityAwareness.tmmc.com](mailto:_SecurityAwareness.tmmc.com), or contact the service desk. Always ask questions first before clicking on any link including email links, or opening an attachment in a suspicious email. The simple act of clicking can set off any malicious content in the email and infect your computer and the TMMC network with RANSOMWARE, or other malware.**



# Medical Informatics



To recap the clues in the December phish test were:

Too good to be true

Mousing over the link revealed a fake domain name of seriouslydonotclickthis.com.

Misspelled word.

Suspicious email address.

Some of these were very subtle and others more obvious. A skilled hacker will make a phish look as realistic as possible.

Please reach out to [SecurityAwareness@tmmc.com](mailto:SecurityAwareness@tmmc.com) with any comments or questions.

Thanks for helping keep TMMC and TMHS safe from cyber-attack.

Your IT Security Team

## Home Health, Hospice and Home-Based Palliative Care Is Relocating

Starting February 8, 2022, the Torrance Memorial Home Health, Hospice and Home-Based Palliative Care office is relocating to the following address:

**3121 Skypark Dr.  
Suite 3124 - Home Health and Home-Based Palliative Care  
Suite 3126 - Hospice  
Torrance, CA, 90505**

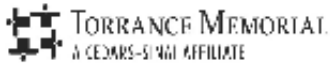
The office hours will continue to be Monday – Friday from 8AM until 4:30PM. All contact numbers for the offices, managers and after hours on call services will remain the same.

If you have any question or concerns please contact us:

**Home Health – 310-784-3739  
Hospice – 310-784-3751**

Thank you,

Torrance Memorial Home Health, Hospice and Home-Based Palliative Care Teams



## Torrance Memorial's EHR-ADC interoperability leads to gains in safety, efficiency

### Customer Profile

Torrance Memorial Medical Center is a 443-bed, nonprofit medical center serving the beach cities and surrounding towns of the South Bay area of Los Angeles, and is affiliated with Cedars-Sinai Health System.

### The Challenge

Before Torrance Memorial started its transition to a cartless medication distribution model, pharmacy leaders already anticipated potential nursing workflow issues. They wanted to avoid creating new practice bottlenecks and desired to simplify medication retrieval and administration workflow to allow nurses to focus on the patient, not the technology.

With a view toward providing a holistic patient-centric medication management system, pharmacy leaders sought to standardize processes and reduce:

- Amount of time nurses spend retrieving medications
- Number of medication storage locations
- Complexity of managing multiple patient care systems

### The Solution

Pharmacy leaders chose to standardize using an interoperability solution that exchanges information directly between their Cerner Millennium® EHR system and Omnicell Automated Dispensing System. The solution set includes:

- Cerner CareAware iBus™, which provides plug-and-play bidirectional communication
- Omnicell mPage in Cerner PowerChart®, which enables nurses to check medication availability in real time, remotely queue them for retrieval, and remotely document waste



**Torrance Memorial Medical Center**  
Torrance, California

### Challenge

- Wait times at medication cabinets
- Multiple medication systems
- Medication waste discrepancies

### Solution

- EHR-ADC interoperability
- Omnicell mPage

### Impact

- Reduced nurse med retrieval time 52%
- Reduced medication discrepancies 78%
- Achieved 80% nurse adoption
- Eliminated need for HL7 customization
- Enhanced nursing-pharmacy communication

# Pharmacy News

Torrance Memorial Medical Center

CASE STUDY

## The Impact

The interoperability between the EHR and automated dispensing cabinet (ADC) changes the way Torrance Memorial nurses view medication management. Dispensing practices shifted to the bedside where a nurse can have a conversation with a patient and have the medications ready for retrieval at the cabinet when needed.

From the Omnicell mPage, nurses can:

- Remotely queue medications for multiple patients
- View alternative medication storage locations
- Remotely document waste

After reviewing the medication availability in the mPage, nurses can communicate with pharmacy from the MAR within PowerChart. Eliminating redundant workflow steps has resulted in a 52% nurse time savings in medication retrieval. Now, more than 62% of all nursing medication issue transactions are done remotely through Omnicell's mPage, with transitional care unit nurses using it 80% of the time.

## Closed-Loop Accountability for Discrepancies

The EHR-ADC interoperability also automatically identifies variances between medications dispensed from the cabinet versus medications documented as administered and/or wasted.

The Torrance Memorial team found the near-100% visibility of potential transaction discrepancies helpful in:

- Improving waste compliance
- Providing individual accountability
- Identifying remedial training opportunities
- Saving time for nursing and pharmacy

The integrated solution also can reveal system gaps, explained Sharon Higgins, Clinical Informatics Pharmacist. "In addition to having better visibility of wasted items that may not be documented properly or documented at all, it also helps identify potential areas for practice improvement. For example, we identified areas that informed a lean management team project in our PACU and how we dispense hydromorphone," she said.

"The remote waste feature was an absolute game changer. Nurses don't have to hunt for a witness and meet at the cabinet to document a waste. They can do it right at their workstations on wheels."

"Our pharmacy technicians also use the mPage to interact with nurses. They review the mPage to verify stock in the unit or an alternate Omnicell cabinet in the unit. They can then message back on the med request, which is part of Cerner's Enhanced Medication Request functionality."

• Sharon Higgins, RPh  
Clinical Informatics Pharmacist

Visit [Omnicell.com](https://www.omicell.com) to learn more today.

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**THEME**

**BLACK HEALTH AND WELLNESS**

WEEKLY FEATURES TO COME

Read the story behind Black History month and why we celebrate in February. The article is attached to this email.

**Sponsored by:**

Committee for Respect, Equity & Justice





# Here's the story behind Black History Month — and why it's celebrated in February

February 1, 2022 · 5:00 AM ET



At the March on Washington on Aug. 28, 1963, African Americans carry placards demanding equal rights, integrated schools, decent housing and an end to bias.

Warren K Leffler/Universal History Archive/Getty Images

Every February, the U.S. honors the contributions and sacrifices of African Americans who have helped shape the nation. Black History Month celebrates the rich cultural heritage, triumphs and adversities that are an indelible part of our country's history.

This year's theme, [Black Health and Wellness](#), pays homage to medical scholars and health care providers. The theme is especially timely as we enter the third year of the COVID-19 pandemic, which has disproportionately affected minority communities and placed [unique burdens](#) on Black health care professionals.

## Celebrating Black History Month

# BLACK HISTORY MONTH

FEBRUARY 2022

### Black Health & Wellness

Honoring the resilience and excellence of Black Americans who have contributed to Black Health and Wellness & so much more.

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**Dr. Kizzmekia Corbett**  
Lead scientist on Moderna  
Covid-19 vaccine



**Dr. Nadine Burke Harris**  
California's first ever Surgeon  
General (since 2019)



**Dr. Gertrude Teixeira Hunter**  
National Director of Health  
Services for Project Head Start



**Dr. Mae Jemison**  
Physician, scientist, teacher,  
chemical engineer & astronaut



 **TORRANCE MEMORIAL**  
A CEDARS-SINAI AFFILIATE

# BLACK HISTORY MONTH

FEBRUARY 2022

## Black Health & Wellness

Honoring individuals that have demonstrated outstanding leadership in promoting health and wellness at Torrance Memorial Medical Center!

### Sponsored by:

Committee for Respect, Equity & Justice



## Chris Bacon, MSN, RN, FNP-C

One month into his new role as Director of Occupational Health & Safety, the Pandemic hit!

### With the support of his team, Chris:

- Created policies and procedures to safeguard Torrance Memorial's employees.
- Helped secure personal protective equipment.
  - Co-ordinated COVID 19 employee testing
  - Organized the vaccine clinic to protect staff & family members



## **Rashaan Ali-Jones, MD**

At just 4' 11", Rashaan Ali-Jones, MD defies the tough-guy image of the stereotypical surgeon. She shoulders jumbo-sized responsibilities as the Chief of Surgery and co-directs the Hunt Cancer Institute breast surgery program.

### **Dr. Ali-Jones:**

- Performs 650 surgeries a year, mostly diseases of the breast
  - Is a native of South Bay and happy to be back serving her community

## Celebrating Black History Month

# BLACK HISTORY MONTH

FEBRUARY 2022

### Cedars Sinai Health System Book Club

Join us for a one-hour discussion of Heather McGhee's New York Times bestseller *The Sum of Us*. The book offers a powerful exploration of inequality and the lesson that generations of Americans have failed to learn: Racism has a cost for everyone – not just for people of color.

CSHS

BOOK

CLUB

**Thursday, March 3**

Noon – 1:00 pm  
&  
5:00 pm – 6:00 pm

Registration links are below.

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To attend the noon session, please register here: [ODI Book Club—Noon Session](#)

To attend the 5 pm session, please register here: [ODI Book Club—5 p.m. Session](#)

## Diabetes Awareness Day

# Diabetes Awareness Day March 22<sup>nd</sup>

Outpatient  
Diabetes Education

310 - 891-6707



Call the Outpatient Diabetes Education  
and Prevention Department  
(310) 891- 6707

Office of Disease Prevention and Health

**MOVE YOUR WAY.** Adults need a mix of physical activity to stay healthy.

**Moderate-Intensity aerobic activity\***  
Anything that gets your heart beating faster counts.

at least **150** minutes a week

**Muscle-strengthening activity**  
Do activities that make your muscles work harder than usual.

at least **2** days a week

AND

If you prefer vigorous-intensity aerobic activity (like running), aim for at least 75 minutes a week.  
If that's more than you can do right now, do what you can. Even 5 minutes of physical activity has real health benefits.

Walk. Run. Dance. Play. **What's your move?**

# National Nutrition Month

MARCH 2022

## Celebrate National Nutrition Month®



**Happy National Nutrition Month Torrance Memorial!** Join us in celebrating a world of flavors by exploring *weekly international cuisines* in the cafes, collecting stamps on your *World of Flavor Passport*, and attending a *LIVE virtual cooking event* to be eligible to win exciting prizes including a **GRAND PRIZE** of a private in-home meal prepared by Torrance Memorial's Executive Chef Sam Sellona!

### Calendar of Cuisines

Visit TMMC cafés every Wednesday in March for the international cuisine of the week.

Check your TMMC email for weekly blogs with nutritional highlights and recipes from Registered Dietitian Nutritionists.



<b>02</b> Mar	<b>Filipino</b> Chicken Stew	<b>16</b> Mar	<b>Middle Eastern</b> Lentil Shawarma	<b>30</b> Mar	<b>Chinese</b> Chicken Steamed Fish
<b>09</b> Mar	<b>Latin American</b> Fried Lion Lime Chicken Breast with Aji Sauce	<b>23</b> Mar	<b>Asian Indian</b> Cauliflower & Chickpea Masala		

### World of Flavor Passport

- ✓ Get your passport from a TMMC café or print from your email
- ✓ Purchase weekly international cuisine to receive a stamp on your passport
- ✓ Collect at least **3 stamps** to be eligible for raffle
- ✓ Collect at least **3 stamps + code word** from live cooking event for **double raffle entry**
- ✓ Collect all **5 stamps + code word** from live cooking event to be eligible for **GRAND PRIZE!**
- ✓ Return completed passport to TMMC cafes by April 7<sup>th</sup>



### LIVE Virtual Cooking Class

Attend a **LIVE** virtual cooking class where Torrance Memorial's Executive Chef Sam Sellona will provide culinary instruction for preparing **Cauliflower and Chickpea Masala** and Registered Dietitian Kristen Hung will elaborate on the health benefits!

**SALE** Purchase a pre-mixed spice packet from the TMMC cafes!

\*A code word will be provided during live cooking event for proof of participation.

### Grand Prize!

Collect all 5 stamps + code word from live cooking event on your World of Flavor Passport to be eligible to win the....

**GRAND PRIZE:** Private in-home meal prepared for up to 10 guests by **Executive Chef Sam Sellona!**



Chef Sam has a Culinary Arts Degree from the prestigious Culinary Institute of America in Hyde Park, New York. He has extensive experience in restaurant, hotel, and healthcare foodservice, was a personal chef for multiple celebrities and served as a chef in the US Navy. Chef Sam has been Torrance Memorial's Executive Chef since 2015 and manages our patient room service as well as food production in the Yang and Helena cafes.

\*Winner must coordinate with Food and Nutrition Services to select date for meal. Must be 21 years or older. Prize is not transferrable or redeemable for cash. One winner will be announced by April 14<sup>th</sup>.



**TORRANCE MEMORIAL**  
A CIGNA-5 HMO AFFILIATE

Food and  
Nutrition Services

\*Employees in Food and Nutrition Department are not eligible to participate in raffle.

# Health & Wellness Lecture

## From Burnout to Wholeness: Setting Boundaries & Staying Sane



### About Erin Rocchio

Erin is a Partner at Evolution. Evolution is a coaching, consulting, and investment firm that partners with start-up and high-growth companies to drive long-term holistic success through developing leadership, alignment and culture. Released in 2020, Erin's inaugural publication, *Wholeness at Work: Free Yourself from Burnout for Good*, addresses the science behind workplace burnout. She explores the symptoms, sources, and solutions across three levels: individual, relational, and systemic.

**Date:** March 17, 2022

**Time:** 12:00pm

**Location:** Zoom

REGISTER  
HERE

[https://tmmc.zoom.us/meeting/register/tZEdeurrjwqG9FeHWS9J2Nm74KBNIM\\_z-76](https://tmmc.zoom.us/meeting/register/tZEdeurrjwqG9FeHWS9J2Nm74KBNIM_z-76)



## Medical Staff Calendar

Monday	Tuesday	Wednesday	Thursday	Friday
28	<b>1</b> 12:30p Bioethics Committee 12:30p Infection Prevention/P&T 1:30p MSIT Committee	<b>2</b> 7:00a CV Review Conference 12:30p CME Conference	<b>3</b> 7:00a Breast Tumor Board 7:45a Gen Tumor Board 12:30p Medical Staff PI	<b>4</b> 7:00a Thoracic Tumor Board 7:30a IRB
<b>7</b> 12:30p Cardiology 12:30p Credentials	<b>8</b> 6:00p Medical Executive Committee	<b>9</b> 7:00a Anesthesia Department 7:00a CV Review Conference 12:00p Medicine Department 3:00p Medication Safety	<b>10</b> 7:00a Breast Tumor Board 7:00a Cardiac PI 7:45a Gen Tumor Board	<b>11</b> 7:00a Thoracic Tumor Board
<b>14</b> 12:30p Integrative Medicine Steering Committee	<b>15</b> 12:30p EDIE Patient Care Committee	<b>16</b> 7:00a CV Review Conference 12:30p CME Conference	<b>17</b> 7:00a Breast Tumor Board 7:30a CNS Tumor Board 8:00 Endocrinology Subcommittee 8:00a Hunt Cancer Inst Steering 9:00a Emergency Department 12:30p Pediatric Department 12:30p Stroke Committee 1:00p C-Section Committee	<b>18</b> 7:00a Thoracic Tumor Board
<b>21</b> 12:00p Burn & Wound Surgery 12:30p Oncology PI	<b>22</b> 7:00a Oncology Committee 12:30p OB/GYN Department 12:30p Utilization Management	<b>23</b> 7:00a CV Review Conference	<b>24</b> 7:00a Breast Tumor Board 7:45a GI Tumor Board 12:30p Credentials 5:00p Bariatric Surgery Subcomm	<b>25</b> 7:00a Thoracic Tumor Board
<b>28</b>	<b>29</b>	<b>30</b> 7:00a CV Review Conference <i>Happy Doctor's Day</i>	<b>31</b> 7:00a Breast Tumor Board 7:45a Gen Tumor Board	<b>1</b>

## CME CONFERENCES

**Wednesdays, 12:30 p.m.**  
**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](http://www.torrancememorial.org/For_Physicians/Wednesday_CME_Conferences.aspx)



### Wednesday, March 2, 2022

#### "Syncope"

Ann Garlitski, MD, FACC, FHRS  
 Tufts Medical Center

Commercial Support: None

### Wednesday, March 9, 2022

NO CONFERENCE

### Wednesday, March 16, 2022

#### "Update on Cholesterol and Hypertension"

Matt Budoff, MD, FACC  
 Harbor-UCLA Medical Center  
 Commercial Support: None

### Wednesday, March 23, 2022

NO CONFERENCE

### Wednesday, March 30, 2022

NO CONFERENCE

### Wednesday, April 6, 2022

#### Enhancing Physician, Staff, & Patient Satisfaction in Today's High Stress Complex Healthcare Env't

Alan Rosenstein, MD, MBA  
 Private Practice, Internal Medicine  
 Medical Consultant, Health Care Management  
 Commercial Support: None

### Wednesday, April 13, 2022

NO CONFERENCE

### Wednesday, April 20, 2022

#### GE Update: Hiatal Hernia, GERD, Gastric/Esophageal Cancer

Miguel Burch, MD  
 Cedars-Sinai Medical Center  
 Commercial Support: None

### Wednesday, April 27, 2022

NO CONFERENCE

## Welcome New Practitioners



Saif H. Siddiqi, M.D.  
Radiology  
Advanced TeleRadiology  
6789 Quail Hill Parkway 728  
Irvine, CA 92603  
Phone: (888) 225-0628  
Fax: (888) 225-1271



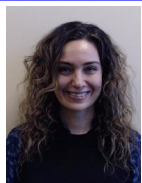
Lisa M. Kotler, P.A.-C  
Emergency  
Torrance Emergency Physicians, Inc.  
3330 Lomita Blvd.—Emergency Dept.  
Torrance, CA 90505  
Phone: (310) 325-9110  
Fax: (310) 784-3789



Nima M. Moghadam, M.D.  
Medicine  
Torrance Memorial Physician Network—  
Skypark  
3701 Skypark Drive 100  
Torrance, CA 90505  
Phone: (310) 378-2234  
Fax: (310) 378-9795



Mailinh T. Vu, M.D.  
OB GYN  
AllSafe Medical Group  
8077 Florence Ave 112  
Downey, CA 90240  
Phone: (562) 904-6031  
Fax: (562) 904-6033



Ziba Jalali, M.D.  
Medicine  
2841 Lomita Blvd. Ste 135  
Torrance, CA 90505  
Phone: (310) 784-6954  
Fax: (310) 326-5679

## Physician/AHP Roster Updates

### Address Change

Parviz Gholami, M.D.  
Medicine  
Calabasas Advanced  
Gastroenterology  
24100 Calabasas Road Suite  
100  
Calabasas CA 91302  
Phone: (818) 696-8840  
Fax: (818) 588-6984

### Phone/Fax Number Change

Jonathan J. Eskenazi, M.D.  
Phone: (310) 933-4590  
Fax: (310) 526-3452

The Medical Staff Newsletter **ProgressNotes** is published monthly for the Medical Staff of Torrance Memorial Medical Center.

**Vinh Cam, M.D.**

*Chief of Staff*

**Robin S. Camrin, CPMSM, CPCS**

*Vice President, Medical Staff Services &  
Performance Improvement*



**TORRANCE MEMORIAL**  
**MEDICAL CENTER**

ProgressNotes Vol. 14 Issue 3 March 2022



MONTHLY  
MEDICAL  
STAFF  
NEWSLETTER

# Progress Notes

