

AMOK Process

Changes effective October 15th, 2014



AMOK Changes

- Old
 - Practitioners were notified by fax
 - Variation in communication methods to the Chief of Service (COS)
 - Turn **RED** on day 7
 - Red = case cancellation



AMOK Changes

- **New**

- Practitioners will be notified by phone call/text, as well as message center on day 1
- Turn **RED** on Day 4
- The COS will inform the practitioner by 1PM he or she will not be able to perform elective procedures beginning on day five. The COS will also inform the site CMO and OR manager.
- The practitioner will be responsible for contacting his or her patients to cancel cases.
- The practitioner will not be able to schedule additional elective cases until the dictation/report is complete.



Delinquency Consequences

- First “red” occurrence – the practitioner will receive a written warning from the PRC Chair (copied to the COS and site CMO) with a copy placed in his or her Medical Staff Quality file.
- Second “red” occurrence within his or her reappointment period, the letter from the PRC Chair will go to the practitioner asking him or her to attend the PRC.
- Third instance or refusal to go to PRC, the practitioner will fall under the disruptive physician policy and will be referred to MEC. The practitioner will not be allowed to go through the expedited reappointment process.
- If the practitioner falls into the “yellow” status on the AMOK list three times in a reappointment period, the practitioner will be considered in a “red” status and the process will be managed as noted above.



AMOK Process

Day 1

- At the hospital sites, Health Information Management (HIM) Clerks review procedure/ OR schedules from the previous day.
- If the dictation/report is not complete, HIM Clerk places practitioner on the AMOK list in BLUE.
- Practitioner is notified the same day by an email sent to his/her kaleida email and a call and/or text that he/she is on the AMOK list.
- HIM Clerks adds delinquency in Cerner Profile, and message is posted in the practitioner's message center.

Day 2

- Practitioner on AMOK list – HIM Coordinator checks with HIM Clerk to see if there is new information or continue to investigate procedure.
- If there is no dictation or report, the practitioner moves into a YELLOW status on the AMOK list.
- The HIM Coordinator will notify (call and/or text) the COS (and secretary) of the practitioner's Yellow status on the AMOK list.
- The HIM Coordinator will send a "must respond" email to the COS and ask for reply with the follow-up to the practitioner.

Day 3

- HIM continues to check for received documentation to remove practitioner from the AMOK list.
- If the practitioner remains Yellow on the AMOK list, the HIM Coordinator notifies the COS (and secretary) and site CMO and escalates nonconformance to the Peer Review Chair or designee for additional notification call to the practitioner.
- ****NOTE:** 3 yellows in a reappointment period = a first instance **RED**

Day 4

- HIM continues to check for received documentation to remove practitioner from list.
- If delinquency continues after 12PM, the practitioner turns **RED** on the AMOK list.
- If **first** instance – (1) the practitioner will receive a written warning from the PRC Chair (cc'd to the COS & site CMO) w/a copy placed in his/her Medical Staff Quality file; (2) the COS will inform the practitioner by 1PM he/ she will not be able to perform elective procedures beginning on day 5, and will also notify site CMO & site OR Manager for compliance (notify HIM Coordinator and PRC chair via email above has been done); and (3) the practitioner will be responsible for contacting his/her patients to cancel cases. The practitioner is not able to schedule additional elective procedures until dictation complete.
- If it is a **second** instance and is within his/her reappointment period, the letter from the PRC Chair will go to the practitioner with a copy in his/her file, and the practitioner will be expected to attend the next PRC.
- If it is the **third** instance or the practitioner refuses to go to PRC, the practitioner falls into the disruptive physician category (see disruptive medical staff policy), and will be referred to MEC. The practitioner will not be allowed to go through the expedited reappointment process.

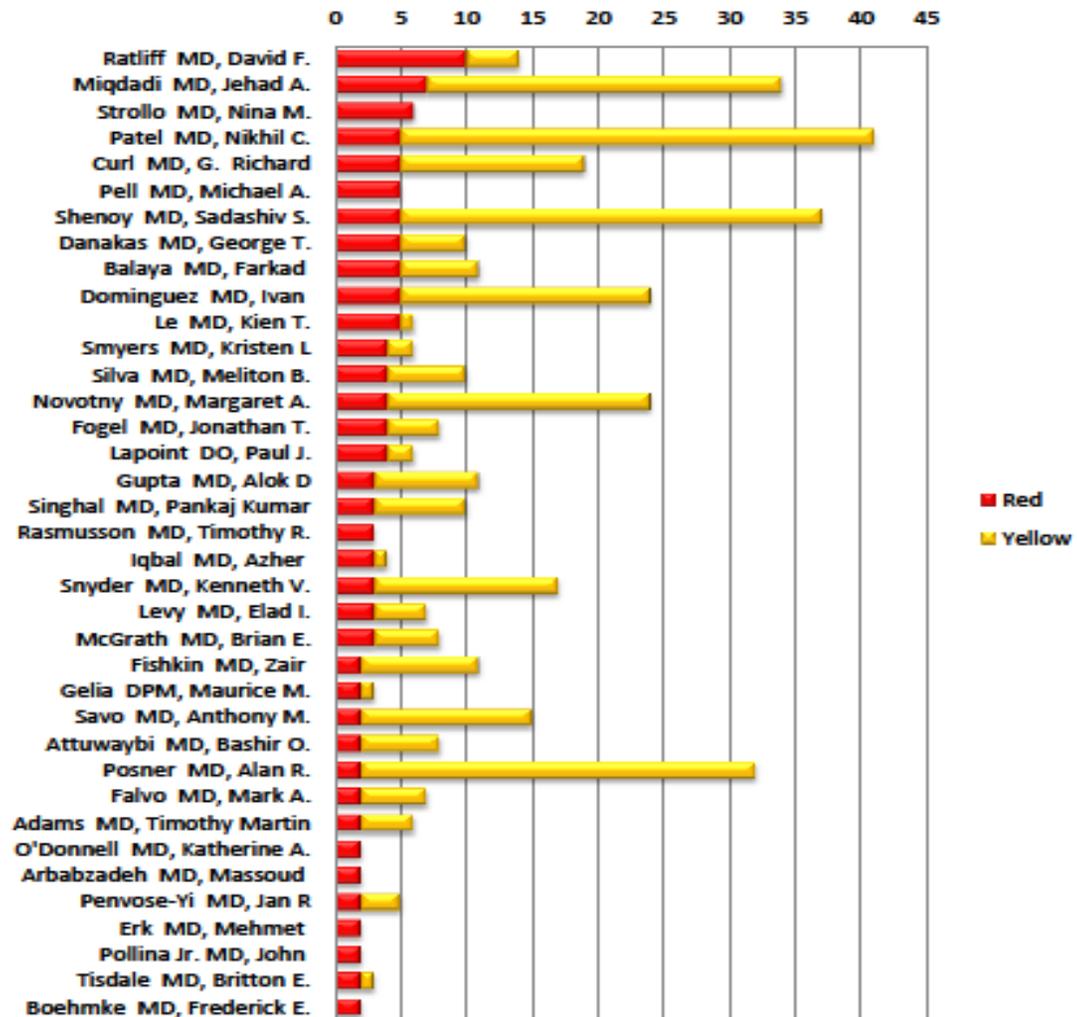


AMOK List

AMOK 6-Month Status: All Providers

Provider	Red	Yellow
Ratliff MD, David F.	10	4
Miqdadi MD, Jehad A.	7	27
Strollo MD, Nina M.	6	0
Patel MD, Nikhil C.	5	36
Curl MD, G. Richard	5	14
Pell MD, Michael A.	5	0
Shenoy MD, Sadashiv S.	5	32
Danakas MD, George T.	5	5
Balaya MD, Farkad	5	6
Dominguez MD, Ivan	5	19
Le MD, Kien T.	5	1
Smyers MD, Kristen L	4	2
Silva MD, Meliton B.	4	6
Novotny MD, Margaret A.	4	20
Fogel MD, Jonathan T.	4	4
Lapoint DO, Paul J.	4	2
Gupta MD, Alok D	3	8
Singhal MD, Pankaj Kumar	3	7
Rasmusson MD, Timothy R.	3	0
Iqbal MD, Azher	3	1
Snyder MD, Kenneth V.	3	14
Levy MD, Elad I.	3	4
McGrath MD, Brian E.	3	5
Fishkin MD, Zair	2	9
Gelia DPM, Maurice M.	2	1
Savo MD, Anthony M.	2	13
Attuwaybi MD, Bashir O.	2	6
Posner MD, Alan R.	2	30
Falvo MD, Mark A.	2	5
Adams MD, Timothy Martin	2	4
O'Donnell MD, Katherine A.	2	0
Arbabzadeh MD, Massoud	2	0
Penvose-Yi MD, Jan R	2	3
Erk MD, Mehmet	2	0
Pollina Jr. MD, John	2	0
Tisdale MD, Britton E.	2	1
Boehmke MD, Frederick E.	2	0

*Please note this is a summary and does not include those individuals who had less than 2 red offenses



Unsigned Orders



Unsigned Orders

Category	Count	Percent
0 to 30 Days	7519	7.6%
31 to 60 Days	4956	5.0%
61 to 90 Days	4305	4.4%
91 to 120 Days	4350	4.4%
Over 120 days	77323	78.5%
Total Records	98453	100.0%



Unsigned Orders Responses to July 2014 Letters Sent

Row Labels	Values					Sum of Charts Completed
	Unsigned Orders June	Unsigned Orders July	Unsigned Orders August	Unsigned Orders September		
VISCO, JEFFREY J. MD	1660	661	679	5	1655	BMG
PERVEZ, YASMIN MD	992	23	100	42	950	
SORKIN, GRANT C. MD	624	0	1	2	622	
COZZA, THOMAS F. MD	541	0	29	36	505	
CONLEY, JAMES G. MD	460	420	0	1	459	
NIAKAN, ZAGROS MD	410	11	23	41	369	
SONIG, ASHISH MD	359	38	1	3	356	
BORTON, JASON A. MD	372	362	21	37	335	
CHANDRASEKHARAN, PRAVEEN K. MD	337	337	10	7	330	
WEAVER, GINA G. PA	308	0	0	0	308	
THOTAKURA, RAMAKRISHNA MD	425	634	35	146	279	
MACHERNIS, NOLAN P. MD	267	0	0	0	267	
MRKALL, BRENDA A. ANP	255	15	26	34	221	
WINOGRAD, EVAN K. MD	365	116	81	161	204	
GADDAM, SWARNA D MD	290	106	123	123	167	
POSNER, ALAN R. MD	663	499	512	561	102	
TOWER, GRETCHEN L. ANP	323	289	302	289	34	
TAKITA, HIROSHI MD	346	304	321	331	15	
OKAZAKI, SABURO MD	274	260	261	261	13	
CLONTZ, KRISTA M ANP	518	519	503	512	6	BMG
SHARMA, VINAY MD	316	311	310	310	6	
WEN, HONGYU MD	341	337	337	337	4	BMG
BUTE, SAMIR A. MD	691	691	690	690	1	
SINHA, RAVI N. MD	284	284	284	284	0	BMG
CHARLES, RICHARD E. MD	1832	1832	1832	1832	0	BMG
GLICK, MYRON L. MD	276	494	330	276	0	
LIU-CHEN, XINYUE MD	756	756	756	756	0	BMG
CELLINO, MICHAEL R. MD	323	323	323	323	0	BMG
MURAK, STEPHEN A MD	321	321	321	321	0	
COLLINS, RICHARD L. MD	390	390	390	390	0	BMG
HUA, SHUMAN MD	557	557	558	558	-1	BMG
SNOW, IRENE S. MD	347	348	348	348	-1	BMG
NOTARO, JOHN C. MD	445	447	447	447	-2	BMG
SULAIMAN-MOY, DINA MD	592	594	594	594	-2	
SHETH, GAURANG S. MD	301	303	303	306	-5	
RANI, ABHA MD	432	444	444	444	-12	
ATWAL, GURSAUNT S MD	401	402	423	414	-13	
SONIWALA, SAIFUDDIN MD	400	414	424	435	-35	
DYBALSKI, ANDREW M. PA	254	289	288	291	-37	
KHAN, SIKANDAR Z. MD	303	320	343	343	-40	
KALRA, TEJINDER MD	504	501	673	551	-47	
DOUGLAS, WINSTON MD	401	410	402	462	-61	
PATEL, NIKHIL C. MD	267	287	297	334	-67	
TALHOUK, AKRAM S. MD	267	287	323	348	-81	BMG
SHENOY, SADASHIV S. MD	544	580	612	635	-91	
SINGH, AMARJIT MD	619	674	722	775	-156	BMG
SHAKH, ANATOLIJ J. MD	307	409	416	493	-186	
Grand Total	22260	17599	16218	15889	6371	

Category	Count	Percent
0 to 30 Days	5774	7.2%
31 to 60 Days	3948	5.0%
61 to 90 Days	3106	3.9%
91 to 120 Days	3322	4.2%
Over 120 days	63557	79.7%
Total Records	79707	100.0%

Category	Count	Percent
0 to 30 Days	6789	8.1%
31 to 60 Days	3698	4.4%
61 to 90 Days	4152	5.0%
91 to 120 Days	2949	3.5%
Over 120 days	65717	78.9%
Total Records	83305	100.0%



Top Areas of Focus

- Working with Dr. Berger to develop consequences for resident noncompliance
- Providers who are not CPOE qualified are now in a new position code and have the ability to sign off orders
- Site CMOs are managing paper records (approx. 10,000 additional unsigned orders)

