



6/30/23

To all staff at UM Upper Chesapeake Health:

On July 1st, Adfinitas Health will assume management of the hospitalist program. This will be our 5th UMMS site, and we look forward to working with the entire staff at UCMC & Harford Memorial. Our goal is to promote efficiencies to improve communication and collaboration with all providers, nurses, and ancillary departments and to improve quality of care and enhance the patient experience. In short, we want to create more of a collaborative team approach to health care.

One of the most important ways we will accomplish this is by moving to a geographic model. Our staff will almost always be assigned to one unit with only a few exceptions and will remain on that unit all day. This should enhance communication in that unit and improve throughput, lower length of stay, and promote improved patient satisfaction. Our staff will have mandated 10 or 12-hour shifts which will require them to remain until their shift is complete, increasing availability to nursing and other departments and decreasing loose ends. We will also have specific requirements related to communication with families, specialists, nursing, etc.

We have created an automated process in Epic to assure that cross coverage and daily patient assignments are clear. Initially, we will be bringing a printed copy of the daily census to each unit with our provider assignments clearly noted so everyone knows who is responsible for each patient on that unit every morning. We will continue to explore ways to automate this process in the near future.

All communication will remain through Tiger Connect as it is now. Care transition rounds at 1:00 pm will remain unchanged except that nursing will be driving the presentations. One change is that our physician team will now change every Saturday and APP staff on Thursday. This will allow more efficiency earlier in the week and stagger changes between physicians and APPs, assuring that someone on each unit will be familiar with a majority of the patients daily. We feel very confident in this transition largely because of the amount of hard work that our excellent on site leadership has performed to get us to this point, including Medical Director Dr. David Wholey, Assistant Directors Dr. Manisha Bahl and Dr. Nida Naqvi, and APP Director Tonya Appleby.

Our organization looks forward to working with you. If there are any questions or if you would like to provide feedback, which is encouraged, please do not hesitate to reach out at any time.

Sincerely,

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