

Phillips Eye Institute



Overview and Outcomes Report 2012

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Phillips Eye Institute, part of Allina Health, is the only specialty eye hospital in the region, providing excellent care and a vital community service.

Phillips Eye Institute at Buffalo Hospital opened in 2008, bringing advanced eye care services closer to home for area residents.

Overview:

Excellent Eye Care and Vital Community Service

Phillips Eye Institute, part of Allina Health, is the only specialty eye hospital in the region, providing excellent care and a vital community service.

Our services span the continuum of eye care needs. We provide:

- early identification of vision needs for thousands of Minneapolis school children each year
- diagnostic, treatment and inpatient services for acute and chronic eye conditions
- low vision evaluations and access to other resources for people whose vision can no longer be improved.

With a surgical volume of 11,000 cases a year, Phillips Eye Institute is one of the top five eye centers in the country in volume. Because we care only for eyes, we have developed a level of expertise and service that helps us achieve exemplary outcomes and excellent patient satisfaction scores.

Our strengths include:

- the ability to perform several types of surgery involving two or more subspecialists for patients with complex problems
- advanced technology that keeps us at the leading edge of eye care
- technicians skilled in using specialized technology
- experienced nurses who understand the nuances of ophthalmology care
- anesthesiology staff who specialize in the unique anesthesia needs of eye surgery patients
- a pharmacy with compounding capabilities as well as a full retail service
- a core group of experienced, subspecialty ophthalmologists who guide key decisions on technology, safety and patient care
- a Low Vision Center to help those with impaired vision. Our bioptics program has even helped some patients continue to drive and work.
- access to the resources of a large hospital system with the individualized approach of a small specialty hospital.

Phillips Eye Institute is also a leader in providing postgraduate continuing medical education, and our annual fall meeting features nationally and internationally known speakers. Other conferences and meetings throughout the year help our staff members stay informed on the latest developments in eye care.

We have a loyal and engaged workforce, a critical factor in delivering quality care and improving the patient experience. Employees, along with physicians, also participate in our process improvement initiatives, helping us improve pre- and postoperative, surgery and after-hours/emergency care.

Phillips Eye Institute is routinely among the top performing Allina Health hospitals in patient satisfaction, achieving survey results that compare favorably with or exceed national benchmarks. In the last five years, we have received a number of community, statewide or national awards or recognition, including Minnesota Hospital Association (MHA) recognition for our cataract intraocular lens verification process, as showcased in the MHA annual report.

While we are proud of these successes, we remain committed to achieving continuous improvement in safety, patient satisfaction and other quality metrics.

We also benefit from the support of the Phillips Eye Institute Foundation. As you'll read on page 5, the Foundation provides funding for programs that help our patients as well as our community.

This report describes our key services and highlights our recent accomplishments. We are proud of the role we have played in serving the comprehensive eye care and vision needs of our patients and the community. We look forward to continuing this work, enhancing our capabilities and building on our strong reputation of excellent outcomes, quality care and dedicated service.



Emmett F. Carpel, MD

medical director, Phillips Eye Institute



Comprehensive Diagnostic and Surgical Services

Diagnostic services

Phillips Eye Institute has invested in technology to ensure that the community has access to the best possible ophthalmology-related diagnostic resources. Physicians are assisted by technicians who have extensive training and experience. A wide range of testing and treatment services is available:

- testing
 - A-scan
 - B-scan
 - high-resolution ultrasound biomicroscopy (UBM)
 - Scheimpflug eye scanning (Pentacam)
 - slit lamp photography
 - spectral domain OCT
 - specular microscopy
 - visual field
 - wave front scanning
- lasers
 - argon/multiwave
 - diode
 - excimer
 - femtosecond
 - SLT
 - Yag

- cryotherapy
- cultures
- intraocular injections
- minor surgery
- occulimum injections
- repair of localized retinal detachment or tear.

Surgical services

Phillips Eye Institute's surgical services team includes surgeons, registered nurses, surgical technologists, registered nurse anesthetists and support staff who are specially trained in the field of eye care. The operating rooms are equipped with the latest microsurgery technology, and surgeons perform 11,000 inpatient and outpatient surgical procedures each year.

Types of surgeries performed:

- cataract (including multiple options for premium lenses)
- corneal (transplants including PK, DSEK, DMEK and DALK)
- exam under anesthesia (adult and pediatric)
- glaucoma (including trabectome, iStent®, canuloplasty)

- laser: glaucoma, retina, posterior capsulotomy
- laser vision correction
- macular disease
- ocular oncology
- ocular plastic
- pediatric ophthalmic surgery
- refractive surgery
- retina
- strabismus
- vitrectomy.

Refractive

Refractive surgery, or laser vision correction surgery, corrects nearsightedness, farsightedness and astigmatism. Phillips Eye Institute is equipped to handle all forms of refractive surgery, including laser-assisted in-situ keratomileusis (LASIK) and photorefractive keratectomy (PRK).

Inpatient Unit

The Inpatient Unit serves patients with complex health conditions who are recovering from eye surgery and postsurgical patients who require:

- special positioning
- eye pressure monitoring
- frequent eye drop administration for serious eye infections.

Patients are admitted to the Inpatient Unit with a physician's order and must meet specific criteria for insurance reimbursement.

The unit is also available for physicians to care for patients who experience non-trauma-related eye emergencies, such as retinal detachments, infections or increased eye pressure, during times when their offices are closed.

Anesthesia

Anesthesia services are provided by a group of anesthesiologists and nurse anesthetists who work primarily at Phillips Eye Institute. They have expertise in the unique anesthesia requirements of eye surgery.

Pharmacy

Allina Health Phillips Eye Institute Pharmacy is an important resource to patients, the community and health care professionals around the region. It serves as a hospital pharmacy, a full-service retail pharmacy and a compounding pharmacy. The compounding pharmacy produces a wide variety of ophthalmic injections, preservative-free topical solutions and antibiotic solutions. The pharmacy sets a standard of excellence in addressing unique ocular pharmaceutical needs and is an important resource when questions about compounding medications arise. The complete compound list is posted at allinahealth.org/peiprofessionals.



Top five procedures at Phillips Eye Institute

- cataract extraction
- vitrectomy
- vitrectomy with retinal reattachment
- trabeculectomy
- retinal reattachment

Low Vision Center

The Low Vision Center offers low vision-specific evaluations and provides recommendations to maximize remaining vision and performance of daily living activities. The center offers a unique service that benefits a select group of patients whose vision loss has affected their driving but who still have full peripheral field of vision and sharp motor skills. A patient can be fitted for a bioptic telescope that may allow them to continue driving. If needed, the Low Vision Center coordinates services with other community resources, including Vision Loss Resources and/or State Services for the Blind.

Minnesota Low Vision Store

The Minnesota Low Vision Store at Phillips Eye Institute has the latest technology in magnifiers, telescopes and video magnifiers, as well as products like talking watches, cooking gadgets and other environmental aids. Patients have the opportunity to learn about and purchase these devices.

Phillips Eye Institute at Buffalo Hospital

Phillips Eye Institute at Buffalo Hospital brings advanced eye care to Buffalo and surrounding communities. Specializing in leading edge cataract care, the Institute also provides a range of eye care services including Argon/Yag laser and surgical treatment of glaucoma and panretinal photocoagulation for patients with diabetes.

Experienced ophthalmologists use the latest technology to treat a variety of diseases and conditions of the eye, including:

- cataracts
- corneal and external surface disease
- diabetic retinopathy
- eye injuries
- glaucoma
- macular degeneration
- nearsightedness, farsightedness, astigmatism
- retinal and vitreous diseases
- strabismus.





Phillips Eye Institute Foundation

Phillips Eye Institute was established more than 25 years ago as part of the consolidation of the Mount Sinai Hospital and Metropolitan Medical Center. Today, the Phillips Eye Institute Foundation reflects the historical commitment to the community that was initiated by Mount Sinai Hospital. The Foundation has carried the spirit of Mount Sinai Hospital forward in its extraordinary service and outreach to the community.

The Phillips Eye Institute Foundation was established in 1987 to further the Phillips Eye Institute's commitment to eye care excellence, education, research and community involvement while honoring the legacy of Mount Sinai Hospital. Its funding priorities include:

Community health and outreach – through the The Early Youth Eyecare (E.Y.E.) Community Initiative, the Kirby Puckett Education Center and Sight for Soldiers.

- The Early Youth Eyecare program is an award-winning program that ensures that Minneapolis school children receive vision screening at regular intervals and provides follow-up services for children whose families lack resources for eye care. Undiagnosed vision problems contribute to problems in academic achievement and daily activities. The program serves nearly 15,000 children a year in kindergarten, first, third, fifth and sixth grades. The E.Y.E. program was launched in 2007, thanks to the generous support of the Jay and Rose Phillips Family Foundation and the Bremer Foundation. Today, other supporting partners, including Walman Optical, OGI Eyewear and The Allergan Foundation, help carry this forward.
- The Kirby Puckett Education Center was established in 2008 in partnership with Tonya, Catherine and Kirby Puckett Jr., and with support from the Pfizer Ophthalmics division. The Kirby Puckett Education Center provides resources and tools to improve eye health and eliminate preventable blindness through education and early detection. It also sponsors the annual Aging Eye Forum, a free public education session taught by Phillips Eye Institute ophthalmologists.
- The Sight for Soldiers program helps to provide refractive surgery to members of the military who are not able to afford this elective procedure before being deployed.

Patient access and mobility – through offering van rides to and from Phillips Eye Institute for more than 5,000 patients a year. The service removes a significant barrier that may prevent seniors and others from receiving care when they need it. The service is available for patients who live within 20 miles of Phillips Eye Institute and are unable to obtain transportation to Phillips Eye Institute. Some patients who live beyond this radius may also use the service depending on scheduling and the individual's exact location.

Innovative technology, research and education – through acquiring leading edge technology and by promoting ophthalmic medical education and research.

The Irving and Janet Shapiro Innovative Technology Endowment Fund was created to honor the commitment and dedication of the Shapiros to Phillips Eye Institute and the larger community. It ensures that Phillips Eye Institute has the most advanced technology and equipment to care for its patients and invests in technology for the diagnosis and treatment of eye diseases. Acquisitions include:

- an ocular coherence tomography (OCT) machine that produces high-resolution images of the eye to aid in the early detection, monitoring and treatment of a variety of eye diseases, including macular degeneration.
- a trabectome device that allows for minimally invasive treatment of glaucoma.

In 2012 the Foundation Board of directors approved a \$10 million campaign for Phillips Eye Institute, **Investing In Sight, Changing Lives**. This campaign expands the Early Youth Eyecare program to St. Paul Public Schools, provides new ways to serve the eye health needs of the community, invests in technology and research, and secures support for access/mobility through patient transportation services for decades to come. For information, contact Beverly Fritz, 612-775-8758.

Mission

To further Phillips Eye Institute's commitment to eye care excellence, education, research and community involvement while honoring the legacy of Mount Sinai Hospital.

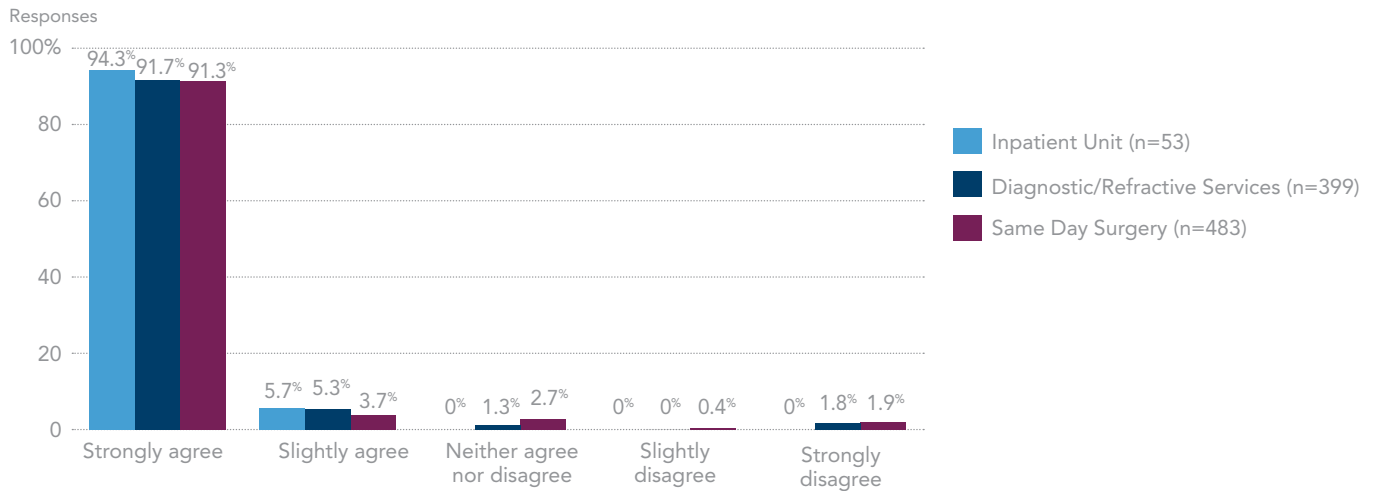


Volume, Quality and Outcome Measures

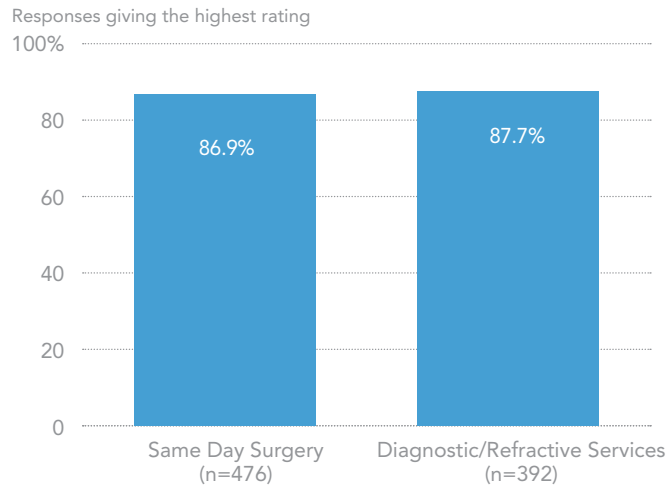


Volume, Quality and Outcome Measures

I would recommend Phillips Eye Institute without hesitation to others.



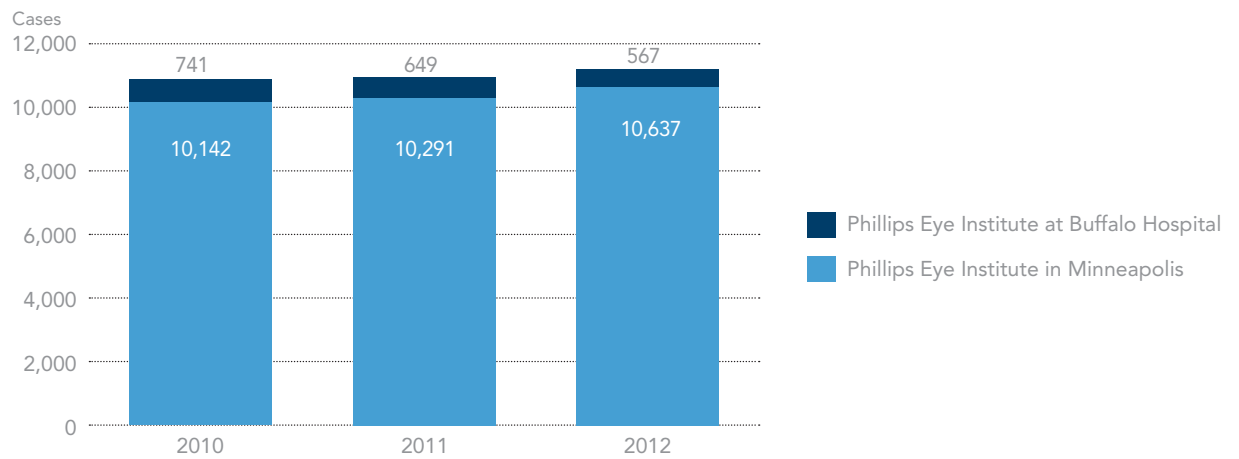
Rating of overall quality of care and services



This is a composite of four questions in which the patients respond with 1 of 5 answers that range from strongly agree to strongly disagree.

Volume, Quality and Outcome Measures

Surgical case volume



Core measures

	2010	2011	2012
Unplanned return to Operating Room	1.9%	1.9%	2.0%
Wrong site surgery	0%	0%	0%
	n=10,142	n=10,291	n=10,642

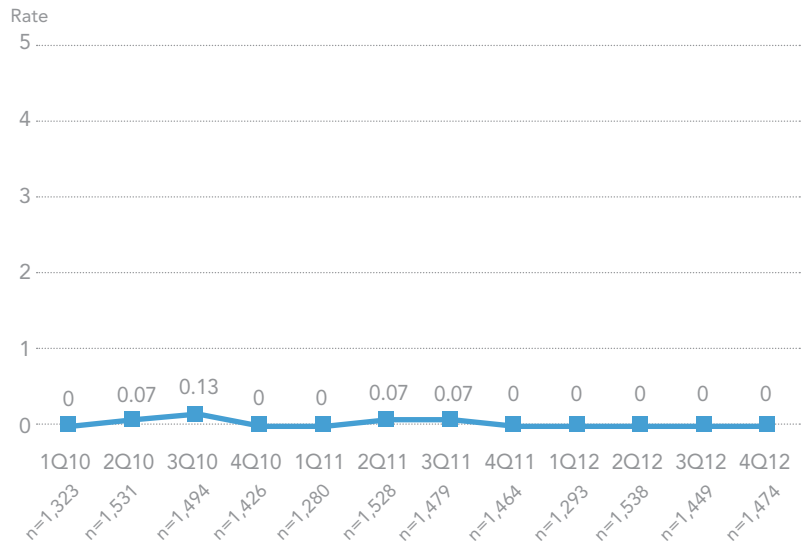
	2010	2011	2012
Wrong intraocular lens in cataract surgery	0%	0%	0%
	n=5,774	n=5,751	n=5,754





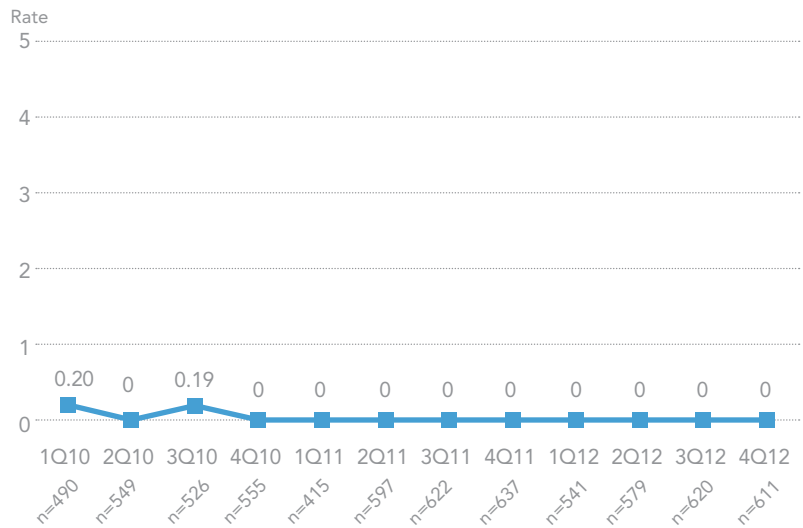
Cataract surgery

Early postoperative infection rate (per 100 surgeries)*



Vitrectomy

Early postoperative infection rate (per 100 surgeries)*



*Early postoperative infection rate refers to infections that occurred within 90 days after surgery.

Physicians and Leaders



Physicians*

Allina Health Bandana Square Clinic

James A. Hunter, MD

Allina Health Bloomington Clinic

Thomas A. Lang, MD

Allina Medical Clinic – Coon Rapids Acclaro

Daniel S. Conrad, MD

Allina Medical Clinic – Farmington Claris Eye Care & Surgery

Keith H. Carlson, MD

Allina Medical Clinic – Hastings

Jabin G. Krassin, MD

Awad Eye Care LLC

Omar E. Awad, MD

Edina Eye Physicians and Surgeons

Scott T. Schaefer, MD

Edina Retina Consultants

Richard H. Johnston, MD

Eye Care Associates PA

Dinesh K. Goyal, MD
Shobana Murali, MD
Marian R. Rubinfeld, MD
Neal A. Sher, MD
Trond A. Stockenstrom, MD
Anne W. Towey, MD
Robert S. Warshawsky, MD

Fairview Clinic – Fridley

Michael E. Lins, MD
Alan E. Sadowsky, MD

HealthPartners

Lauren B. Baker, MD
Mitchell E. Blatt, MD
Jess A. Boysen, MD
Emmett F. Carpel, MD
Michael S. Floyd, MD
Howard D. Gilbert, MD
Alvina M. Janda, MD

David W. Johnson, MD
John T. Knapp, MD
JoAnn R. Reed, MD
Gregory B. Webster, MD

Hennepin County Medical Center

Kevin C. Engel, MD
Pamela A. Voelker, MD

Jonathan Pederson, MD

Jonathan E. Pederson, MD

Minneapolis Eye Clinic

Jeffrey V. Christensen, MD
William P. Rodman, MD

Minnesota Eye Consultants PA

David R. Hardten, MD
Jill S. Melicher Larson, MD
William J. Lipham, MD
Sherman W. Reeves, MD
Thomas W. Samuelson, MD

Minnesota Ophthalmic Plastic Surgery Specialty

Eric R. Nelson, MD

Multi-Site Anesthesiology, PA

Kyusil W. Choi, MD
James D. Cumming, MD
John F. Dean, MD
Ron H. Mason, MD
Charles R. Rich, MD
Thomas J. Schaefer, MD
Gilbert J. Shin, MD
Joseph F. Soderlund, MD

Northwest Eye Clinic

Mrunalini D. Parvataneni, MD

Retina Center PA

Abdhisht R. Bhavsar, MD
Geoffrey G. Emerson, MD, PhD
M. Vaughn Emerson, MD
Jacob M. Jones, MD

Sanderson Eye PLCC

Jeffrey P. Sanderson, MD

Southdale Eye Clinic

Jonathan H. Engman, MD
Dorothy J. Horns, MD
Mark L. Norman, III, MD
Nathan B. Reader, MD

Tani Eye Associates

Paul M. Tani, MD

Twin Cities Eye Specialists

David J. Eilers, MD

University of Minnesota

Andrew R. Harrison, MD
Stephen C. Kaufman, MD
Dara D. Koozekanani, MD
Michael A. Page, MD
Joseph M. Terry, MD
Martha M. Wright, MD

Vitreoretinal Surgery PA

Steven R. Bennett, MD
Herbert L. Cantrill, MD
John B. Davies, MD
Sundeep Dev, MD
Robert A. Mittra, MD
Polly A. Quiram, MD
Edwin H. Ryan, Jr, MD
David F. Williams, MD

West Metro Ophthalmology PA

Steven J. Grosser, MD
Polly L. McCormack, MD
Angela S. Oster, MD
Robert D. Ostrow, MD
Charles M. Yancey, MD

Whiting Clinic

David W. Whiting, MD

*Includes 2012 active staff.



Leaders

Joan Arbach

president
director, Service Excellence

Emmett Carpel, MD

medical director
chief of staff

Beverly Fritz

director, Phillips Eye Institute Foundation

Dave Schneiderhan

Physician Relationships

Lisa Schwartz

director, Human Resources

Chris Verdon

director, Finance

Marge Watry, RN, MBA

director, Patient Care
chief nursing officer

Phillips Eye Institute Awards and Recognition



2012

Avatar International (Administrator for HCAHPS Inpatient Satisfaction Surveys)
National highest top box rating on the HCAHPS survey in each of the following categories:

*HCAHPS Best Performer – Critical Access/
Specialty Hospital*

- Communication with Doctors Composite
- Communication with Nurses Composite
- Responsiveness of Hospital Staff Composite

Minnesota Hospital Association

- Recognition for cataract intraocular lens verification process and showcased in the MHA's annual report.

2011

Minnesota Hospital Association

- Innovation of the Year in Patient Care for surgical procedure verification/site marking – 2011

Minneapolis/St. Paul Business Journal

- Jefferson Award

2010

Minnesota Hospital Association

- Patient Safety Excellence Awards – Safe Account

2009

Minnesota Hospital Association

- Community Benefit Award for Early Youth Eye Care Community Initiative

Minneapolis Regional Chamber of Commerce

- Quality of Life Award

Wide Angle Studio

- Telly Award for Early Youth Eye Care Community Initiative

2008

Minnesota Hospital Association

- Patient Safety Excellence Awards Safe Site

2007

Laser Vision

- Top 50 Practices



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