

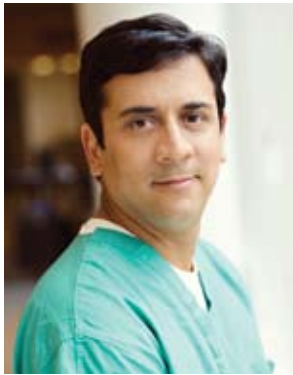


# Urology Update

Fall 2011



## UNC Urology and Quality of Care



Dr. Raj S. Pruthi

In recent years the Institute of Medicine (IOM) has identified substantial gaps, characterized as a “chasm,” between what we know to be good quality care and the norms of actual practice. As a result, systematic interest in the development of multiple health care quality initiatives has been directed towards bridging that chasm. The IOM defines quality

as “the degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with the current profession knowledge.” During the early years of medicine, measuring the quality of a patient’s care often reflected simply a physician and patient’s subjective and anecdotal view of their experience. More recently, however, the efforts to measure quality of care have become far more quantitative and systematic, focused on the development of specific metrics intended to measure quality in very specific areas of care.

A serious and dedicated focus on improving quality of care is a top priority of UNC Urology. In conjunction with our healthcare system, The Division of Urologic Surgery has made quality of care our top priority.

One important measure of quality of care is patient experiences associated with hospitalization. The federal Centers for Medicare and Medicaid Services have disseminated reporting

of consumer assessment of healthcare providers and systems through the publicly available, online Hospital Compare program.

In a recent patient satisfaction evaluation of the major hospitals in the Triangle area (including UNC, Duke and WakeMed), UNC ranked first in nine of the categories measured (including patients who reported “YES”, they would definitely recommend the hospital). When specifically looking at surgical procedures of the prostate, for example, UNC again ranked first in nine of ten categories. The results were consistent in other categories related to benign and cancerous urologic conditions. When this evaluation is extended out to university medical centers throughout the state of North Carolina, similar results are found with UNC ranking first in almost all of the categories.

*“A serious and dedicated focus on improving quality of care is a top priority of UNC Urology.”*

Within our healthcare system, UNC Urology’s dedication to improving the ambulatory care experience for our patients have recently resulted in UNC Urology Clinic being ranked a “Top Five Clinic” out of more than 70 clinics, based on a variety of measures related to patient satisfaction. This recognition is a direct result of a systematic effort focused on improving the patients’ experience in our clinics. Similarly, the Urology inpatient floor has received institutional and national recognition for outstanding measurable results in the

### Contents:

- Welcome letter from Dr. Raj Pruthi
- Recognitions and Achievements
- Faculty Announcements
- America’s Top Doctors

# UNC Urology and Quality of Care

*Continued from page 1*

development and implementation of a major quality improvement effort.

While all of us are certainly very happy with these early successes dedicated to quality of care from the patient perspective, we continue to work on maintaining and further improving the patient experience, capturing data in additional and complimentary dimensions. Additional efforts underway include the creation of performance measurements related to preoperative, perioperative, and oncologic quality. Our initial efforts will be focused on Radical Prostatectomy, Radical Cystectomy, and Percutaneous Nephrolithotomy in efforts to define measures associated with reducing complications and improved patient outcomes.

Quality of care can also be measured in the quality of the expertise of the providers. We are fortunate in UNC Urology to have a group of highly accomplished and dedicated urologists to address our patient population's needs through outstanding primary and tertiary urologic care. Indeed, this past year, four of our physicians were recognized as "American's Best Doctors" by Castle and Connolly in a survey of our peers. We have also recently have increased the number of our faculty through a very thoughtful recruitment process at the national level of high performing and high quality urologic surgeons. This dedicated and strategic recruitment effort has resulted in the addition of two new faculty members this past year, two new faculty beginning in the Summer of 2011 (see accompanying articles) and two additional faculty anticipated in 2012. We are confident that these outstanding and carefully selected faculty members will be important contributors to our global initiative of improving quality of care.

As we move forward in this exciting expansion and transition, the unifying values and purposes animating our efforts build on our strong foundation of innovation and patient-centered care. Consistent with the current national focus on improving the quality of care, we are strongly committed to evaluate our current practices for opportunities for continued

refinement and improvement. While we are gratified by the multiple successes and external recognition we have received, we are not complacent, recognizing that continued quality improvement remains a critical means of achieving the outcomes valued to patients, referring physicians and other stakeholders. We look forward to receiving feedback from our referring physician stakeholders and any additional areas that might enhance the value of the services we provide.

Undoubtedly, our current medical environment presents many challenges, shared by those of us in academic health centers and our colleagues in community practice; but as is often said, with such challenges come opportunities. I am confident that the guiding principles of our clinical care, research and education missions at UNC Urology position us to meet these challenges as we continue to identify opportunities to prioritize, measure, and improve health care quality. I look forward to sharing with you our ongoing efforts to cross the quality chasm in the months and years to come.

Dr. Raj S. Pruthi, MD, FACS  
Chief of Urology  
The University of North Carolina at Chapel Hill

## UNC and UNC Urology Top in Patient Satisfaction

UNC Health Care scores the highest in patient satisfaction among all academic medical centers nationwide participating in the University HealthSystem Consortium in 2009-2010.

UNC Urology ranks in the 99th percentile among Urology services nationwide for patient satisfaction in the Press Ganey survey for fiscal year 2011.

# Recognitions and Achievements of UNC Urology Faculty



Dr. Culley C. Carson III

At UNC, we have been fortunate to have faculty who are nationally and internationally recognized for their contributions to the field of urology – perhaps no one more so than Dr. Culley C. Carson III, M.D., Rhodes Distinguished Professor. At

the annual AUA Awards Dinner, Dr. Carson was presented the “Distinguished Contribution Award,” presented annually to individuals who have made outstanding contributions to the science and practice of urology, including, but not limited to, contributions made in a subspecialty area, for military career service or for humanitarian efforts. Dr. Carson received this award for his outstanding contributions to the understanding and management of the urological aspects of sexual medicine. This award coincided with the recognition paid to Dr. Carson in February of this year by UNC Urology and The School of Medicine for his years of service as Chief of Urology. Approximately 200 Faculty, residents, and staff, past and present, along with the Carson family came to pay

tribute to Dr. Carson’s efforts throughout the years of service to patients, research and his dedication to resident education.

Our physicians have also been recognized by their peers as a “Top Doctor” by Castle and Connolly for patient satisfaction (see inset). Although we are proud of this important recognition by our peers, we are gratified by the recognition given to us by our patients. UNC ranked first in 9 of 10 categories for patient satisfaction out of all hospitals in the North Carolina Research Triangle area for prostate, bladder and ureter surgeries.

UNC Urology physicians and residents have also made an impact at the AUA national meeting with numerous presentations and posters (including a “best poster” award to 3rd year resident Patrick Selph, M.D.), and participated in a variety of lectures and courses on robotic surgery, bladder cancer, and men’s sexual health. The academic impact of UNC faculty is also evident in numerous peer-reviewed publications and editorials – including over 50 published articles since the beginning of 2010.

## Hospital Consumer Assessment of Healthcare Provider Systems (HCAHPS)

Hospital Discharge October 2009-September 2010

Prostate, Kidney and Ureter (both cancer and non-cancer) Surgeries

HCAHPS (pronounced “H-caps”) is a 27 question standardized telephone survey measuring patients’ ratings of their hospital experience. The results are compiled into 10 separate core measures listed below.

All results of this test are publicly reported at <http://www.hospitalcompare.hhs.gov>.

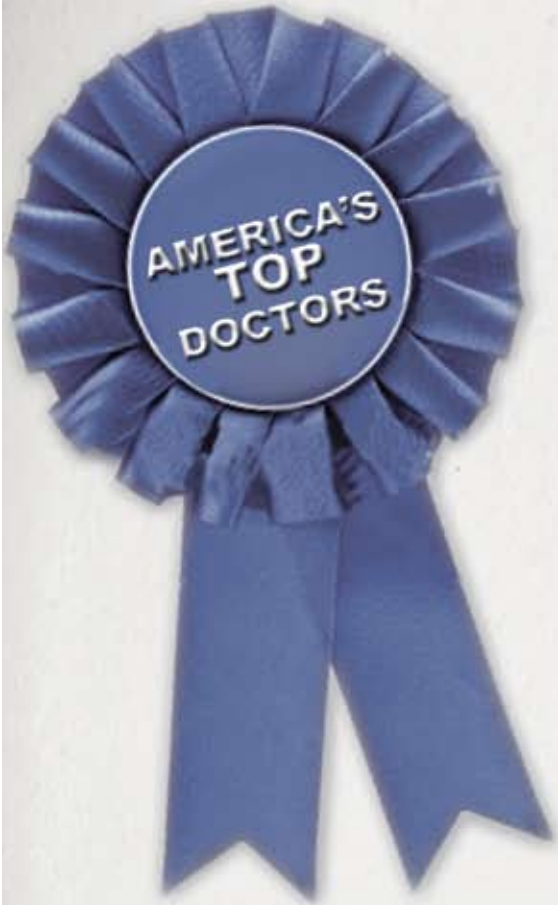
	UNC	Duke	WakeMed	NC Avg.	Nat. Avg.
% Patients who overall rate the hospital highly	81	76	74	70	67
% Patients who would recommend hospital to friends & family	84	81	77	71	69
% Patients given information about what to do during recovery at home	87	87	85	83	82
% Doctors who communicated well with patients	83	80	81	82	80
% Nurses who communicated well with patients	82	77	78	79	76
% Patients who received help quickly from hospital staff	61	56	64	66	64
% Staff who explained medicines before giving them to patients	67	64	63	63	61
% Patients whose pain was well controlled	73	64	71	71	69
% Patients whose rooms were kept quiet at night	64	54	60	62	58
% Patients rooms and bathrooms kept clean	71	56	65	70	71

■ Highest Scoring Hospital

■ National Average

■ NC Average

# Recent Recognitions



## **"America's Top Doctors" Include Four from Urology**

*Castle Connolly has named "America's Top Doctors," which it bases on an annual survey and research. The 2011 list includes four physicians from the Division of Urology.*

### **Culley C. Carson III, MD**

Prostate Diseases, Stone Disease, Sexual Dysfunction

### **Raj S. Pruthi, MD**

Urologic Oncology, Robotic Surgery

### **Richard W. Sutherland, MD**

Pediatric Urology

### **Eric M. Wallen, MD**

Urologic Oncology, Robotic Surgery

## **Urology One of Top Five Clinics in Patient Satisfaction at UNC**

*The Ambulatory Patient Experience Team has named UNC Urology as one of the top five clinics for the first quarter of 2011 as determined by UNC Health Care's patient satisfaction scores.*



## New Faculty Announcements



**Michael E. Woods, M.D.**

Associate Professor of Surgery/  
Urology

**Medical Degree:** Loyola  
University Chicago Stritch  
School of Medicine

**Residency:** Tulane University  
Medical Center

**Clinical Fellowship:** Laparoscopic and Robotic Surgery,  
Tulane University Medical Center

**Clinical Interests:** Urologic oncology – emphasis on  
minimally- invasive treatment of urologic cancers with  
laparoscopic and robotic techniques

UNC Urology welcomes Dr. Michael Woods, MD to its  
faculty. Dr. Woods is associate professor of surgery urology,  
director of robotics and minimally-invasive surgery and  
member of UNC Lineberger Comprehensive Cancer Center.

UNC recruited Dr. Woods from Loyola University Medical  
Center in Chicago where he served on the faculty of the  
Department of Urology and as a member of the Cardinal  
Bernardin Cancer Center. At Loyola, Dr. Woods established  
the robotic surgery program and focused his practice on the  
minimally-invasive treatment of urologic cancers. The author  
of numerous articles and textbook chapters on minimally-  
invasive and robotic surgery, Dr. Woods has been a frequent  
lecturer and presenter at regional and national meetings  
including serving as a faculty member for robotic courses  
at the American Urological Association and the Society of  
Endourology meetings.

With these accomplishments, Dr. Woods will head the  
robotics and minimally-invasive surgery program at UNC  
and co-direct the fellowship program in minimally-invasive  
surgery and endourology. As a member of the Division of  
Urology and UNC Lineberger, Dr. Woods will be active in  
clinical trials of novel therapeutics including innovative drug  
and surgical therapies for urologic cancers.

Dr. Woods specializes in robotic prostatectomy, open and  
robotic radical cystectomy with urinary diversion (including  
orthotopic neobladder), robotic partial nephrectomy, and  
open and laparoscopic radical nephrectomy.

**New Patient Referrals: (919) 966-9696**



**Davis P. Viprakasit, M.D.**

Assistant Professor, Division of  
Urologic Surgery

**Medical Degree:** Northwestern  
University Feinberg School of  
Medicine

**Residency:** Northwestern  
University Feinberg School  
of Medicine

**Clinical Fellowship:** Endourology, Laparoscopy and  
Robotic Surgery, Vanderbilt University Medical Center

**Clinical Interests:** Surgical and metabolic treatment of  
stone disease, minimally-invasive surgery for benign prostatic  
hyperplasia (BPH), minimally-invasive laproscopic and  
robotic surgery of the kidney and ureter including ablation.

Dr. Davis Viprakasit joined the faculty at UNC in the  
summer of 2011. Through his residency and fellowship  
training, Dr. Viprakasit has attained extensive experience  
with minimally-invasive treatments including advanced  
laparoscopic/robotic techniques, surgery for complex stone  
disease and BPH therapy. Dr. Viprakasit is a member of the  
Endourological Society and the American Urological  
Association.

His clinical interests include the surgical and medical  
management of stone disease, minimally-invasive treatments  
of BPH including holmium laser enucleation of the prostate  
and laparoscopic and robotic surgery for diseases of the  
kidney and ureter including ablative techniques for small  
renal tumors. His research interests include image guided  
surgery and development of new devices, tools and surgical  
approaches.

Dr. Viprakasit is helping to lead UNC efforts in developing  
a comprehensive metabolic stone center as well as bringing  
new engineering tools to minimally-invasive urologic surgery.

**New Patient Referrals: (919) 966-1315**



UNC  
HEALTH CARE

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# Urology Update Fall 2011

## Quality of Care

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**Highlight:** UNC Urology Welcomes Two New Faculty Members