I Remember When...

July 1, 2002: “And what would you like to do about it, Doctor?”

Ah, the dreaded phrase. I think the nurses say that just to scare brand new first-year residents. Before I began residency, I imagined this very scenario, in which a patient went into cardiac arrest, attacked another patient or staff member, etc., etc., etc., ad infinitum. In medical school, I had all the answers, of course, and all were correct, or so I thought. The terror of it all did not hit me until my first night on call, by myself, at Good Shepherd. The night began and ended without difficulty: no patient gave birth, had a seizure, required CPR, or any of the possibilities I’d imagined would happen on my watch. Not that I didn’t know what to do, the apprehension centered more on whether I would perform with lightning-fast reflexes, or freeze. No, the angst occurred in the wee hours of the morning when the realization came that I was the only physician in a hospital full of patients, nurses, and the dreaded televideo equipment.

The Assessment Center and Televideo

The Assessment Center nurses helped me a great deal. All were very friendly, quick to offer opinions, willing to help and offer suggestions, and often recalled aloud what Dr. So-and-So had done in a particular situation. They offered tips about how to approach specific faculty members, all of which I appreciated greatly.

Patient interviews by televideo, although ingenious, seemed so foreign to me. I’d never experienced anything like it. I’d never been on TV before, even if it was only viewed by a patient in the Assessment Center, and perhaps a nurse, also. The little window at the bottom right corner of the screen showed how I appeared to a patient on the other side of the video feed. Eventually, I made a point of always closing that little box once the interview began. I used it to be sure I didn’t have a bad case of “bedhead,” smeared makeup, or “scrub-shirt-on-backwards,” before the diagnostic interview.

Some patients didn’t understand—“Am I on TV?” or “Are you real?,” were common questions. After I became comfortable with this technology, I began to see the humor of it all. I remember one patient, a recent immigrant to the US, who freaked out when ushered into the televideo room at the Assessment Center with his Christ St. Joseph. Then the violent patient, who, in a psychotic break, tried to attack me through the televideo, thinking I was a spy from the government.

I learned very quickly to develop a “poker face,” having heard some of the most interesting utterances from patients, from the woman who put a “blood curse” on me, to the man who could travel to one universe and arrive back on Earth just a moment sooner than he’d left. I also learned to sidestep at a rate faster than that of a flying chair.

Mark Your Calendar

The Kansas Psychiatric Society (KPS) Educational meeting will be held on Friday, Aug. 25, 2006 from 1 - 5 p.m. at KUSMW-Roberts Amphitheater. The topic: “What Test to Order? The appropriate use of the laboratory in evaluating psychiatric patients.”

John Bober, MD, will present on the current practices of psychiatrists in the state, Tim Scanlan, MD, will present on the appropriate use of testing for illicit drugs; Steve Werder, DO, will present on the appropriate medical evaluation of psychiatric patients and Koe Lion, MD, will present on the appropriate neurological evaluation.

CME credit will be offered. Please mark your calendars and make an effort to attend. For more information contact: Barbara Finley at 316-293-2660 or Postgraduate Education at 316-293-2636.

FACULTY, STAFF, RESIDENT AND STUDENT NOTES...

CONGRATULATIONS

Ahsan Khan, MD, associate professor and Mercedes Perales, MD, clinical associate professor, on their promotions.

Connie Marsh, MD, clinical associate professor, on her son’s marriage, May 20.

Barbara Finley, resident coordinator, on her daughter’s marriage, June 3.

Kaleem Syed, MD, a past resident, received the Outstanding Child and Adolescent Psychiatry Resident Award from the American Academy of Child and Adolescent Psychiatry at the 52nd annual meeting. Dr. Syed is a fellow in the Department of Child and Adolescent Psychiatry at the University of Missouri-Columbia School of Medicine.

PUBLICATIONS


PRESENTATIONS

Ahsan Khan, MD, presented, “What is CATIE? What have we learned from it?” May 9, 2006, for the Psychiatry Grand Rounds, Wichita, Kansas.

Susan Carr, MD, presented, “You’re Only As Old As You Feel!” June 13, 2006, for the KUSMW Live & Learn Lecture Series, Wichita, Kansas.

Michael Burke, MD, presented, “Effect of the Clinical Curriculum on Medical Students Attitudes and Beliefs regarding Boundaries in the Doctor-Patient Relationship” Friday, June 22, 2006, at ADMSEP 2006 Annual Meeting, Annapolis, Maryland.

Karla Eisele, MD
Welcome Inna D’Empaire, MD

By Janice McAdam, MPA, Associate Director

We are pleased to announce that Inna D’Empaire, MD, has joined the Department of Psychiatry and Behavioral Sciences at the University of Kansas Medical Center – Wichita, as the director of Consultation-Liaison Service.

Dr. D’Empaire recently completed residency and clinical fellowship in psychosomatic medicine at the National Institute of Mental Health in Bethesda, MD. She was a psychiatry resident at KUSM-W from 2001 – 2004. Before leaving the residency at KUSM-W, Dr. D’Empaire was named a Presidential Scholar, which is the highest recognition given by the University. In 2004, she was awarded the Excellence in Patient Care Award by the department.

We are excited to have Dr. D’Empaire back with us. She will not only be working on consultations in the hospital, but she will be pursuing research in this area with our affiliate, the Clinical Research Institute.

Her office contact number is 316-293-2647.

New Practice Management Software

By Glenn Veenstra, PhD, Director and Associate Professor, Faculty Outpatient Clinic

July brings new changes to the department: new medical students, new residents, and this year, new practice management software. Though this type of change is usually taxing in the beginning, the hope is that this change will prepare the Medical Practice Association (MPA) to meet the challenges of the years ahead.

In December 2004, a committee started evaluating eight programs to manage the scheduling, billing, accounting, and report generating for the fee-for-service activities at the medical school. The goal was to find a reliable program that would provide the information processing needed, at an affordable, price, from a company with a proven record of service and stability. After an extensive evaluation involving demonstrations, Internet and trade journal research, site visits, and trials by MPA personnel, the decision was made to purchase the HealthMatics Ntierprise Practice Management System from The HealthMatics Corporation (primary service provider to the University of Kansas). The software is a user-friendly system that meets the MPA’s information needs. It allows an easy integration of scheduling, billing, and payment accounting and generates the reports that the MPA needs to manage the fee-for-service activities of the medical school and clinics.

Another reason for choosing this system is its ability to create electronic health records (EMR). This is one of the big changes sweeping the health care field. Instead of handwritten notes by doctors, they will soon be typing them into computers. This will hopefully put an end to complaints about doctors’ notes—the inability of anyone but the doctor being able to read them. The other change that comes with EMR, is the ability to make health care data readily available to other providers by the electronic transfer of records. The HealthMatics EMR program was the first of 80 software vendors to receive notification that it meets the Doctors Office Quality-Information Technology (DOQ-IT) requirements.

The billing and accounting staff have worked hard inputting data on our patients and practice activities. They have been trained on the new system that went live June 26. Once all the bugs have been worked out, a smooth transition will be made. This change initially, will generate a lot of frustration and work, but will eventually usher us into the new era of health care services.

EMSAW’s new drug application in Washington D.C. last October. Those hearings were an important step in the approval of EMSAW.

In addition to EMSAW, researchers in the KUSM-W department of psychiatry have been principal investigators on clinical trials of every antidepressant marketed in Wichita. Dr. Kalimuddin, MD, 3rd year resident who left our program to go into child and adolescent psychiatry and Saraal Pal, MD, a 1st year resident who transferred to the University of Nebraska. Dr. Kalimuddin is at The University of Texas Medical Branch Galveston and Dr. Pal is at Harbor-UCLA Medical Center.

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