Cleveland Clinic
Florida

Division of Medicine

Department of Internal Medicine and Family Medicine

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*Medical Staff is subject to change. For the most current list of Cleveland Clinic physicians, including education, training and specialty interest information, visit clevelandclinicflorida.org
The mission of the departments of Internal Medicine and Family Medicine at Cleveland Clinic in Florida is to deliver high quality care to the patients who we serve. Working as a team, we make a concerted effort to achieve the best possible outcomes, to practice evidence-based medicine and to obtain a high degree of patient satisfaction.

Our Primary Care Department consists of internal medicine, family medicine and geriatrics. We serve a wide spectrum from pediatrics, age 5 and up in family medicine, to a very advanced age.

Our departments provide routine and preventive care, as well as consultative services, inpatient care, international patient services and executive health expertise.

The Department of Internal Medicine is also very proud to help provide education to the fully accredited and very successful internal medicine residency program. We are witnessing a tremendous growth in both inpatient and outpatient visits. We are living a very exciting era as we continue to grow.

Jose M. Muniz MD, FACP
Chairman, Department of Internal Medicine
About Cleveland Clinic Florida

Cleveland Clinic in Florida is a multi-specialty group practice of dedicated staff physicians interested in a different kind of medicine: one where commitment to patients, providing expert innovative care, and involvement in medical education is the goal. We work as a team, access the same electronic medical record, and collaborate our efforts to give our patients the best care. Providing excellent care to our patients is why we are here.

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Departments Overview
The Primary Care Department is composed of 11 general internal medicine physicians and 6 family medicine practitioners; in addition, the infectious research section is also part of the clinical research team. With the assistance and support of a fine nursing and ancillary staff, the physicians carry out a wide variety of clinical responsibilities. These duties include outpatient primary care delivered in two geographical sites: Weston and West Palm Beach. We provide outpatient second opinion consultations; women's health; executive health; preoperative assessments and consultations; international health, including immunizations and advice for travel; maritime health consultations for the cruise lines; outpatient antimicrobial services and infusions; sub acute services; and inpatient care and consultations. The departments are committed to the education of internal medicine residents, fellows, medical students and the promotion of excellence in education, research and health services delivery.
National, Regional and International Leadership

Fellowship in the American College of Physicians: Jose Muniz, MD; Christina Pravia, MD, Darby Sider, MD, Laurence Beck, MD.

State Board Member Representative American Academy of HIV Medicine, Lyssette Cardona, MD, MPH, MSHA

"Best Doctors In America"

Premier Quality Physicians for United Healthcare and Blue Cross-Blue Shield

Associate Professors in Medical Schools

Blue Cross Blue Shield of Florida Cross Cultural Training Certification

• Provide outstanding access to Cleveland Clinic primary care.

• Be a national leader in the chronic disease management in primary care settings, particularly in diabetes.

• Serve as a laboratory for innovation in the delivery of primary care.

• Educate the next generation of physicians through outstanding ambulatory care experiences; and

• Foster, facilitate and report collaborative, interdisciplinary research directed toward optimizing patients and the community's health.

The Cleveland Clinic in Florida Primary Care Teams are committed to:

• Deliver the highest quality primary care, executive health, and hospital medicine services to our patients, including superior patient experience ratings.
Quality & Outcome Measures

Cleveland Clinic in Florida is a not-for-profit multispecialty academic medical center that integrates clinical and hospital care with research and education.

Inpatient CMS/JCAHO Measure Sets

The Cleveland Clinic campus in Weston is one of the most advanced medical centers in Florida, with a full-service hospital. The Weston hospital offers 150 beds and provides a full array of inpatient services including 24-hour emergency care. Like the world-renowned Cleveland Clinic in Cleveland, Ohio, Cleveland Clinic in Florida focuses on research and education, the development of sophisticated new treatments, and providing the highest level of patient care.

The Special Care at CCF

At Cleveland Clinic, we specialize in caring for difficult cases and patients with complex and multiple problems. The average severity of our cases is 7% more than the average hospital in Florida.

In spite of this increased severity, patients are treated effectively and efficiently. Our needed length of stay is 16% less than the Florida average:
A lower length of stay, in a higher severity patient is, through appropriate and accurate use of resources, achieved with a relative 10% cost savings to patients and their insurance companies.

Cleveland Clinic in Florida is a top performer in all core measures as per the most recent ORYX performance measures report performed by the Joint Commission in May 2007.
Heart Attack Care

Heart Failure

Our Internal Medicine Team has extensive expertise in the management and care of heart failure patients.

Cleveland Clinic in Florida ranks at the top 10% level of performance compared to other United States hospitals for providing superior heart attack and congestive heart failure care.
Care of Pneumonia Patients

The Center for Medicare and Medicaid Studies continuously monitors hospitals for their performance in the care of Pneumonia Patients. The following table is the most recent report of the Cleveland Clinic in Florida, released in December of 2006.

Cleveland Clinic in Florida is the number one hospital in Florida in terms of Oxygen assessment of the patients, and we are in the top 10% in the United States in 4 of 6 qualifying categories, and in the top 10% in Florida in 6 of 7 Categories.
Up to Date Preventive Care
Our commitment to patients extends to making sure that all their preventive measures are up to date.

Role in Education
The Departments of Internal Medicine and Family Medicine provide leadership in the education of internal medicine residents, medical students, fellows and other practicing medical professionals (nurse practitioners, pharmacists). CME activities include didactic lectures, videotape presentations, video teleconferences, live surgery presentations, hands-on workshops and audience participation. Interactivity between faculty and participants is emphasized.

Additional participation in:
- Weekly Grand Rounds series accredited for CME
- Monthly Journal Club meetings
- Yearly International Internal Medicine Mini-Symposium

Internal Medicine Residency Program
The internal medicine residency program at Cleveland Clinic in Florida is an intensive three-year training program. This year marks our tenth year that the graduating doctors chose to work in the South Florida area. Over these years our internal medicine residents have proven to be among the top in the country. Each year the residents take an in-service examination that tests their knowledge about every facet of internal medicine. Year after year the residents have ranked among the top twenty programs out of three hundred and eighty four programs in the country. In March of this year, the internal medicine residents competed in a state

Prevention Adherence Rate

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knowledge-based competition against all the Florida residency programs and won first place. They continued at nationals in May to finish among the top eight programs in the country. The goal of the Internal Medicine Residency Program is to produce top physicians that will continue on to practice in South Florida. Our graduates have gone on to many prominent positions here in South Florida including internists, hospitalists, cardiologists, gastroenterologists, vascular medicine specialists, endocrinologists, and hospital administrators, to name a few. Every resident here at Cleveland Clinic in Florida plays an integral role in daily patient care. Under the supervision of our world-renowned physicians, they diagnose and treat the majority of patients that come to our facility. Each patient can be sure when they chose Cleveland Clinic as their hospital, they are being taken care of by the best physicians in the country.

Pharmacy Practice Residency
The Cleveland Clinic Florida PGY1 Pharmacy Practice Residency is a one-year post-graduate program. In 2007, marks the first year that Cleveland Clinic in Florida will be providing a pharmacy practice residency. Pharmacy practice residents will receive extensive training and experience in all areas of hospital pharmacy practice. The resident will confidently and professionally integrate oneself into the health care team and utilize evidence-based medicine to optimize drug therapy outcomes. He/she will develop proficiency in practice management and in the resolution of drug related problems in order to provide unparalleled service to other health professionals and patients. He/she will conduct practice-related research and develop skills in educating healthcare professionals and the community. The goals of these activities and experiences are to improve care, reduce costs, and ensure success in achieving positive patient outcomes in our hospital and community. Upon completion the resident will have established a fundamental understanding of health care system processes from a community institutional practice perspective.

Hyperlipidemia Clinic
Dyslipidemia is one of the independent risk factors for cardiovascular disease. Numerous randomized clinical trials have demonstrated the benefits of aggressive lipid-modifying therapy in reducing the mortality and morbidity associated with cardiovascular disease. Pharmacists, as part of the multidisciplinary team, with the healthcare team, which includes our physicians, play a vital role in assisting with the management of patients with dyslipidemias.

In January of 2008 we plan to introduce a lipid clinic at our facility. Pharmacists will be working with our primary care physicians to provide appropriate lipid management therapy to achieve target lipid levels in patients with high cardiovascular risks. Pharmacists will be involved with teaching patients about hyperlipidemia, and discussing in detail the impact of diet and life-style modifications. Patients will also receive appropriate counseling on adverse effects of the antilipemics and the importance of compliance with medications. Furthermore, pharmacists will also work closely with patients to monitor adherence, laboratory results, and response to therapy. Treatment options will be modeled based on recommendations from the National Cholesterol Education Program.
Family Medicine Practice
At the Cleveland Clinic we are concerned not only about individual needs, but the family's special needs. The Family Health Center is a 6,000-square foot satellite outpatient office, which opened in 1996 and is staffed full time by family practice physicians. Our family practitioners manage the broad array of health care needs of young children ages 5 and up, teens, adults and older adults, often caring for many members of the same families. They can treat urgent problems and provide general, ongoing health care for your entire family.

Preventive Medicine
At Cleveland Clinic, our philosophy is to emphasize preventive health care. Our doctors counsel individuals, executives, businesses and industry to promote wellness. Many of our physicians are ranked as premier quality status for private insurance payers. The departments voluntarily participate in quality reporting initiatives at a state and national level. Our physicians are in collaboration with our Diabetes Clinics to promote the national continuous quality assessment protocols for the best outcomes in the care of diabetic patients. Our electronic medical records facilitate the aggressive monitoring of health maintenance protocols based on gender, age and personal and family history. These protocols include adult immunizations, monitoring for osteoporosis; colon, breast, prostate and cervical cancer screening as well as cardiac health screenings.

Executive Health
Cleveland Clinic in Florida offers an Executive Health Program for businesses to keep today’s top professionals healthy, so they can achieve and maintain peak performance. With state-of-the-art equipment and a winning team of healthcare professionals, the program combines diagnostic excellence with the latest in preventive medicine. Comprehensive executive physical examinations are tailored to each patient’s age, gender, family and personal health history. Screening tests, thorough medical histories and physical examinations are designed to detect heart disease, cancer, diabetes and other serious medical problems at their earliest stages. Patients also gain access to the full range of resources in Cleveland Clinic Florida’s medical and surgical facilities in a convenient, comprehensive, one-day examination.

International Health
Cleveland Clinic in Cleveland, Ohio has been providing outstanding medical care to people from the United States and throughout the world since 1921. Since 1988, its Florida division, Cleveland Clinic in Florida, has also provided the world-class care for which the organization is renowned. The International Patient Services Center is a comprehensive program dedicated to meeting the needs and requirements of international patients who receive their care at Cleveland Clinic in Florida. It offers a variety of services designed to make patients feel welcome and ensure that their Clinic visit goes as smoothly as possible.
Maritime Health
The Cruise Lines Program provides and facilitates cruise lines crew medical referrals, expedites patient care to proceed with an uneventful flow through the health care system providing world class service medical care to all cruise lines employees, staff and their customers. Our physicians provide pertinent medical information to cruise line physicians in a timely manner and consultations are available 24 hours a day, 7 days a week.

Infectious Diseases (ID) Section
Cleveland Clinic in Florida board-certified specialists in adult infectious diseases provides outstanding compassionate care for patients with serious, chronic and recurrent infections. The physicians see outpatients, hospitalized patients and follow patients requiring intravenous antibiotic therapy at home. They also serve as primary care providers for adults with HIV, and work closely with specialists in other areas to care for patients with infections at specific body sites. The Travel Clinic provides all the immunizations that business travelers or vacationing families need when they go abroad. At the Travel Clinic, patients are also given advice on how to avoid common traveler’s woes, as well as those that might aggravate an existing medical condition. The physicians provide state-of-the-art treatment for all infectious diseases of bacterial, viral, parasitic and atypical origin in adults.

Inpatient Services
Our Hospitalist team is involved in overseeing the acute care of inpatients admitted to the hospital from within the institution and from outside referring physicians or emergency rooms. These inpatient specialists oversee the development of quality measures to improve outcomes according to national established benchmarks. Both primary care and hospitalist's teams are actively involved and participate in ongoing continuous quality improvement programs and aggressively promote the delivery of quality inpatient healthcare services with a cost effective approach.

Research
One of the four cornerstones of the mission of the Cleveland Clinic is to continue to develop new and better methods of diagnosis and management of disease. This 85-year-old mission continues today in Cleveland and in Florida where Cleveland Clinic Foundation and Cleveland Clinic Florida physicians and scientists have the unique ability to consistently develop and apply an accumulation of knowledge to a myriad of new innovations. The several hundred research studies that have been successfully undertaken in Florida have directly impacted the lives of patients around the world. The numerous advances have led to improvements in both outcomes and quality of life. The Division of Research and Education maintains a high degree of international acclaim for the number and quality of research protocols. Moreover, the results of these investigations are reported and presented in numerous high acclaimed peer-reviewed journals and at major national and international scientific forums each year. These significant research advancements allow us to provide the best possible patient care.
E-medicine

Innovations in the primary care and Infectious Disease sections include the piloting and implementation of an electronic medical record, the My Chart program. This electronic communication with patients allows secure access to their own medical record and the ability to request appointments and prescription refills. In addition, the Dr Connect program gives the outside referring physicians the ability to securely review and access their patient's records at our institution facilitating our one team approach to healthcare.

Excellence

Cleveland Clinic is committed to a "patients first" philosophy by providing consumers with convenient support services. U.S. News & World Report consistently names Cleveland Clinic as one of the nation's best hospitals in its annual "America's Best Hospitals" survey. Approximately 1,500 full-time salaried physicians at Cleveland Clinic and Cleveland Clinic in Florida represent more than 100 medical specialties and subspecialties. In 2005, there were 2.9 million outpatient visits to Cleveland Clinic. Patients came for treatment from every state and from more than 80 countries. For over 75 years, Cleveland Clinic has been committed to the improvements in patient care, enhancements in medical education and breakthroughs in medical research. The tradition continues here in the Southeast with Cleveland Clinic in Florida. Established in 1988, Cleveland Clinic Florida is a not-for-profit, multispeciality group practice dedicated to providing outstanding, state-of-the-art medical care. Continuing the world-renowned tradition of Cleveland Clinic in Ohio, Cleveland Clinic in Florida physicians excel at the diagnosis and treatment of medical problems that are complex or difficult to treat. Cleveland Clinic physicians are carefully selected for their credentials and training. All have Florida licenses and are board certified or board eligible in one or more specialties. They are salaried and receive no compensation for the number of patients they see or tests they order. Cleveland Clinic physicians focus on treating the patient, not just the disease. Working together, they provide comprehensive diagnoses and coordinated treatment. Proximity of offices and examination rooms, collegial collaboration and strict peer review, ensure high-quality, cost-effective and well-coordinated care – a tremendous advantage to patients who require the services of more than one physician. State-of-the-art technology and dynamic research and medical education programs support this care and concern. For these reasons, patients travel to Cleveland Clinic in Florida from all over the United States and many foreign countries.
**EXCELLENCE**

*Total visits 2006-2007 Internal Medicine and Family Medicine Departments = 36,511*

Rating Quality of Care (by Department) Boolean Search (N=794)

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<td>Poor</td>
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<td>Good</td>
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<tr>
<td>Very Good</td>
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<tr>
<td>Excellent</td>
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FAMILY MEDICINE Provider Care

Providers Explanation (N=183)

Providers Thoroughness (N=178)

Involve in Decisions (N=177)

Known as a Person (N=159)
INTERNAL MEDICINE
Overall Satisfaction

Rating of Provider (N=552)

- Excellent: 67%
- Very Good: 21%
- Good: 6%
- Fair: 5%
- Poor: 1%

Recommend Provider (N=534)

- Extremely Likely: 60%
- Very Likely: 30%
- Somewhat Likely: 5%
- Somewhat Unlikely: 1%
- Very Unlikely: 0%

Rating Quality of Care (N=546)

- Excellent: 80%
- Very Good: 20%
- Good: 0%
- Fair: 0%
- Poor: 0%

Overall Quality (N=536)

- (0-3): 20%
- (4-6): 30%
- (7-8): 50%
- (9-10): 0%
Provider Care

Providers Explanation (N=579)

Involve in Decisions (N=555)

Providers Thoroughness (N=575)

Known as a Person (N=515)
EXECUTIVE CARE

Rating of Provider (N=57)

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Recommend Provider (N=55)

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<td>Somewhat Unlikely</td>
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Rating Quality of Care (N=57)

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<td>Fair</td>
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Overall Quality (N=57)

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Testimonials by our patients

“I am writing this letter to tell you about the wonderful care my father received while he was in the ICU at Cleveland Clinic Florida...I must commend each and every one of the doctors, and thank them for them for all the care they gave to my father...” S.C.

“You helped my DAD many months ago and our family would like to say thank you for going the extra mile.” J.C.

“You are truly a blessing to the medical profession and to this world. Thank you for taking the time to show your concern, even with your busy schedule”... D.A.

“I can’t express in words how thankful I am for your kindness and support. This world needs more doctors like you that can listen with their heart and see with their ears, in other words...great leaders THANK YOU SO MUCH.” L.A.

“I would like to take this opportunity to thank you for the manner in which you oversee and coordinate my care”...S.G.M.