To promote quality improvement, Cleveland Clinic Florida has created a series of Outcomes books similar to this one for many of its departments. Designed for a physician audience, the Outcomes books contain a summary of our surgical and medical trends and approaches, data on patient volumes and outcomes, and a review of new technologies and innovations.

Although we are unable to report all outcomes for all treatments provided at Cleveland Clinic Florida — omission of outcomes for a particular treatment does not necessarily mean we do not offer that treatment — our goal is to increase outcomes reporting each year. When outcomes for a specific treatment are unavailable, we often report process measures associated with improved outcomes. When process measures are unavailable, we may report volume measures; a volume/outcome relationship has been demonstrated for many treatments, particularly those involving surgical techniques.

In addition to our internal efforts to measure clinical quality, Cleveland Clinic Florida supports transparent public reporting of healthcare quality data and participates in the following public reporting initiatives:

- Joint Commission Performance Measurement Initiative (qualitycheck.org)
- Centers for Medicare & Medicaid (CMS) Hospital Compare (hospitalcompare.hhs.gov)
- Agency for Healthcare Administration (ahca.myflorida.com)
- Centers for Disease Control and Prevention (cdc.gov)

Our commitment to providing accurate, timely information about patient care also will help patients and referring physicians make informed healthcare decisions.

We hope you find these data valuable. To view all our Outcomes books, please visit our website at clevelandclinicflorida.org.
Dear Colleague:

On behalf of Cleveland Clinic Florida, I am proud to present our 2010 Outcomes books. Each book is compiled by area of specialty to demonstrate our commitment to accountability, transparency and most of all, to outstanding patient care.

These books are designed to help you and your patients make informed decisions about treatments and referrals. We consider it a privilege to work in partnership with you to care for your patients, and we continuously challenge ourselves to improve and to achieve excellent outcomes on their behalf.

Each publication includes outcomes, volumes and other data, along with recent innovations and publications.

We hope you find the content informative.

Sincerely,

Bernie Fernandez, MD
Chief Executive Officer
Cleveland Clinic Florida
What’s Inside

Chairman’s Letter .......................................................... 4
Department Overview ...................................................... 5
Quality and Outcome Measures ...................................... 10
Patient Experience .......................................................... 14
Innovations ..................................................................... 17
Selected Publications ..................................................... 18
Staff Listing ..................................................................... 20
Referral Contact Information .......................................... 21
Cleveland Clinic Florida Locations .................................... 22
About Cleveland Clinic Florida ........................................ 23
Resources ........................................................................ 24
It is my pleasure to present this 2010 collection of outcomes from Cleveland Clinic Florida’s Department of Urology. This compilation of quality and outcomes measurements is important to share with our patients, referring physicians and others who are interested in our medical and surgical activities.

Our physicians are an integral part of the renowned Glickman Urological & Kidney Institute, whose urology program has been ranked among the top in the nation for more than a decade. Our fellowship-trained physicians subspecialize in many areas of urologic care including cancer, diseases of the prostate, male and female sexual dysfunction, Peyronie’s disease, advanced prosthetics, urinary incontinence and voiding dysfunction, pelvic floor reconstruction, stone disease and infertility.

Among the exciting activities of 2010 was the development of a state-of-the-art operating suite equipped for advanced robotic surgery, including prostatectomy, nephrectomy and cystectomy. This robotic operating suite is the first in Florida and the second in the country to combine magnified video projection and a 3-D robotic surgical system. This allows the entire surgical team involved in a procedure to view the patient in the same way as the surgeon sitting at the robotic console. Through advancements such as this, along with excellence in clinical practice and innovative research, we are dedicated to providing excellent, high-quality care to all of our patients.

We hope you find this outcomes summary useful and informative.

Sincerely,

Lawrence S. Hakim, MD, FACS
Chair, Department of Urology
The Department of Urology at Cleveland Clinic Florida is an integral part of the Glickman Urological & Kidney Institute, a worldwide leader in urology whose program been ranked No. 2 in the nation for the past 11 years by *U.S. News & World Report.*

Our fellowship-trained physicians offer a high level of expertise and experience in the management of all common and rare urologic and kidney disorders including urologic cancers, benign prostatic hypertrophy (BPH) and diseases of the prostate, male and female sexual dysfunction, advanced prosthetics, penile rehabilitation, Peyronie's disease, urinary incontinence and voiding dysfunction, complex pelvic floor reconstruction, kidney stones, urethral stricture disease, fistula repair and male infertility.

The urology department continues to expand with the recent adjunct of additional fellowship-trained staff urologists in the areas of urologic oncology, robotics and minimally invasive surgery. Our specialists provide state-of-the-art treatment for the full range of cancers found in the kidney, bladder, prostate, testes and penis, as well as female urology, voiding dysfunction and pelvic reconstruction. We offer a variety of diagnostic and therapeutic options, including neuromodulation, biofeedback, urologic slings and prosthetics, bladder pacemakers (InterStim® therapy), continent urinary diversion, augmentation cystoplasty, urethroplasty, urinary fistulae repair and pelvic prolapse repair.

The full range of diagnostic testing and state-of-the-art treatment options for complex urologic diseases is available on the Cleveland Clinic Florida campus.

**Clinical Centers of Excellence**

The clinical expertise and academic pursuits of our staff at Cleveland Clinic Florida are exceptional. In keeping with the new paradigm of the Glickman Urological & Kidney Institute, which is organized around organ and disease systems, we are dedicated to the development of world-class urologic centers of excellence within the Department of Urology at Cleveland Clinic Florida.
Robotics and Urologic Oncology Center of Excellence

Based on a foundation of collaboration with the Cleveland Clinic Florida Comprehensive Cancer Center, we have developed the Robotics and Urologic Oncology Center of Excellence at Cleveland Clinic Florida, under the direction of Nicolas Muruve, MD; Alok Shrivastava, MD; and Barbara Ercole, MD. This center of excellence is the first in the region to incorporate a Comprehensive Cancer Center and Fellowship training program, offering a complete arsenal of medical and surgical management options, including robotic prostatectomy, using the Cleveland Clinic model of collaboration among specialties and assuring that our patients continue to have access to world-class care in urologic disease.

Men’s Health and Wellness Center of Excellence

It has been clearly demonstrated that sexual health and performance are directly tied to overall well-being and good health. In fact, erectile dysfunction (ED) is often the first sign of other disease states, such as hypertension, prostate disease, heart disease, atherosclerosis and diabetes. During the past 10 years, we have developed one of the busiest programs in the region for the management of sexual dysfunction, BPH, male infertility and male incontinence, under the direction of Lawrence Hakim, MD, FACS. Along with a state-of-the-art diagnostic center for female and male sexual dysfunction, including hemodynamic testing, we are the major regional referral center for all penile prosthetic surgery (with special emphasis on reoperation, corporoplasty and “difficult” implant surgery), the medical and surgical treatment of Peyronie’s disease, penile revascularization, male incontinence slings and artificial sphincters and the surgical management of male factor infertility.

For many men suffering from prostate cancer, treatment may lead to changes in sexual function and urinary continence, directly impacting quality of life. Our Men’s Health and Wellness Center of Excellence offers the first and most comprehensive penile rehabilitation program in the region for the management of post-prostatectomy incontinence and ED, offering
an aggressive, multidisciplinary approach to improving quality of life and patient and partner satisfaction.

The Men’s Health and Wellness Center of Excellence is uniquely differentiated by its world-class staff, geographic location and multispecialty approach available at Cleveland Clinic Florida including VIP concierge medicine, and the related subspecialties (including internal medicine, endocrinology, cardiology and plastic surgery). With a psychologist and a sex therapist as part of our team, we offer our patients the best in care while addressing all aspects of men's sexual health and wellness.

**Center of Excellence for Stone Disease**

In collaboration with nephrology, we have developed a Stone Disease Center under the direction of Nicolas Muruve, MD. This center is the first in the region to incorporate comprehensive medical and metabolic evaluation, complete laboratory and radiographic evaluation and a complete arsenal of medical and surgical management options for the treatment of urologic stone disease. The Center uses the Cleveland Clinic model of collaboration among specialties, assuring that our patients continue to have access to world-class care in stone disease.

**Center of Excellence for Female Urology, Reconstruction and Voiding Dysfunction**

Under the direction of Sneha Vaish, MD, the Center of Excellence for Female Urology, Reconstruction and Voiding Dysfunction offers diagnostic and therapeutic management for patients with voiding dysfunction and incontinence, as well as reconstruction of complex urethral strictures and urologic fistulae. This program has an integrated fellowship training program and works closely with the Department of Gynecology (based in our direct clinical area), using the Cleveland Clinic model of collaboration among specialties, offering patients access to world-class care at the Glickman Urological & Kidney Institute.
Commitment to Education

The continuing education of our patients, our colleagues and ourselves is the cornerstone of our mission at Cleveland Clinic Florida and will help us achieve our goal of becoming the destination for urological healthcare in South Florida and the southeastern United States.

Our commitment to graduate medical education has led to the development of post-graduate fellowship training programs within the Department of Urology in the areas of oncology, minimally invasive therapy and robotics, urologic stone disease, female urology, voiding dysfunction and reconstruction, men’s health, sexual medicine and surgery and andrology. Our renowned post-graduate fellowship program continues to train young urologic surgeons for careers in both academics and private clinical practice.

By utilizing the vast resources of the Glickman Urological & Kidney Institute, we have begun developing an infrastructure within the Cleveland Clinic Florida Department of Urology that provides educational resources and access to clinical research for both patients and physicians. Our faculty supports various educational programs including regular community awareness and continuing medical Education programs in areas such as prostate cancer, stone disease, men’s health issues and female urology.

Commitment to Research

In order to achieve our vision of continued clinical excellence in patient care, we continue to improve our practice through innovation and clinical-based research.

Our staff’s commitment to research and publication in peer-reviewed journals has given them national and international standing and earned them a reputation as one of the finest urological departments in the southeastern United States. As leaders in the field, our faculty has been invited to present research at numerous national and international scientific meetings. Many of our distinguished faculty serve on the editorial boards.
of leading peer-reviewed journals in the field of urology, in addition to the executive boards of the most prestigious organizations in urology and have served as chairs of important national meetings.

Our senior faculty members, as well as our new staff, have very strong academic credentials and significant experience in performing clinical trials. This allows our patients to have access to cutting-edge urologic care. We are continuing to expand our involvement in clinical trials of innovative therapies, as well as clinical reviews of our outcomes data.
Quality and Outcome Measures

Complication Rate after Major Inpatient Surgery (N = 273)
2010

Complication Rate after Outpatient Surgery (N = 422)
2010

Complication Rate after Prosthetic Surgery (N = 118)
2010
Mortality: Major Inpatient Surgery (N = 273)  
2010

Percent

<table>
<thead>
<tr>
<th></th>
<th>Cleveland Clinic Florida</th>
<th>National Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent</td>
<td>0</td>
<td>4</td>
</tr>
</tbody>
</table>

Mortality: Partial Nephrectomy Surgery (N = 48)  
2010

Percent

<table>
<thead>
<tr>
<th></th>
<th>Cleveland Clinic Florida</th>
<th>National Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent</td>
<td>0</td>
<td>2</td>
</tr>
</tbody>
</table>

Average Length of Hospital Stay: Partial Nephrectomy (N = 48)  
2010

Days

<table>
<thead>
<tr>
<th></th>
<th>Cleveland Clinic Florida</th>
<th>National Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Days</td>
<td>0</td>
<td>5</td>
</tr>
</tbody>
</table>
Quality and Outcome Measures

Complication Rate after Partial Nephrectomy (N = 48) 2010

Mortality: Radical Cystectomy (N = 14) 2010
Average Length of Hospital Stay: Radical Cystectomy (N = 14)
2010

<table>
<thead>
<tr>
<th>Days</th>
<th>Cleveland Clinic Florida</th>
<th>National Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>10</td>
<td>15</td>
<td>20</td>
</tr>
<tr>
<td>20</td>
<td>25</td>
<td>30</td>
</tr>
</tbody>
</table>

Complication Rate after Radical Cystectomy (N = 14)
2010

<table>
<thead>
<tr>
<th>Percent</th>
<th>Cleveland Clinic Florida</th>
<th>National Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>10</td>
<td>30</td>
</tr>
<tr>
<td>20</td>
<td>30</td>
<td>40</td>
</tr>
</tbody>
</table>

Complications after Radical Cystectomy (N = 14)
2010
We ask our patients about their experiences and satisfaction with the services provided by our staff. Although our patients are already indicating we provide excellent care, we are committed to continuous improvement.

Below are the most recent results of the feedback that our patients have given to our department.

**Overall Rating of Outpatient Care and Services During Outpatient Visit (N = 366) 2010**

Source: Press Ganey, a national hospital survey vendor
Patient Experience

Rating of Outpatient Care Provider (N = 367)
2010

![Bar chart showing the rating distribution of outpatient care providers in 2010. The chart indicates a high percentage of patients rated the provider as "Very Good."]

Source: Press Ganey, a national hospital survey vendor

Likelihood of Recommending Outpatient Care Provider (N = 360)
2010

![Bar chart showing the likelihood of recommending outpatient care providers in 2010. The chart indicates a high percentage of patients would recommend the provider.]

Source: Press Ganey, a national hospital survey vendor
Inpatient

With the support of the Centers for Medicare & Medicaid Services (CMS) and its partner organizations, the first national standard patient experience hospital survey (HCAHPS) was implemented in late 2006. Results collected for reporting are available at hospitalcompare.hhs.gov.

HCAHPS Overall Assessment (N = 1750) 2010

Source: Press Ganey, a national hospital survey vendor

HCAHPS Domains of Care (N = 1750) 2010

Source: Press Ganey, a national hospital survey vendor
Among the most exciting innovations at Cleveland Clinic Florida during 2010 was the development of a state-of-the-art augmented reality robotic surgical suite equipped for advanced urologic robotic surgery, including prostatectomy, nephrectomy and cystectomy. This augmented reality robotic surgical suite was conceived of and designed by Alok Shrivastava, MD, Head of Robotic Urologic Oncology, making this the world’s first second generation augmented reality robotic surgical room for surgery, training and mentoring. This system is the first in Florida and the second in the country to combine magnified video projection and a 3-D robotic surgical system. This allows the entire surgical team involved in a procedure to view the patient in the same way as the surgeon sitting at the robotic console.


Hakim, LS. Peyronie’s Disease Management in: *Men’s Health for the Clinician*. Springer. (Submitted for Publication).


Nehra, A, Govier, F, Montague, DK, Hakim, LS et al. The SPOUSE study- erectile dysfunction (ED) treatment outcomes in patients and partners; *J Urol* (Submitted for Publication).


Vaish SS and Wolter CE. Management of complications related to mesh use within the female pelvis. *Current Bladder Dysfunction Reports* (Submitted for Publication).
Lawrence S. Hakim, MD, FACS  
*Chairman, Department of Urology*  
*Head, Section of Sexual Dysfunction, Male Infertility and Prosthetics*

Nicolas Muruve, MD  
*Head Section Urologic Oncology; Director Stone Center*

Alok Shrivastava, MD  
*Head, Section of Robotic Urologic Oncology*

Barbara Ercole, MD  
*Section Urologic Oncology*

William H. Gans, MD  
*General Urology*

Richard J. Macchia, MD, FACS  
*General Urology*

Sneha Vaish, MD  
*Section Female Urology and Voiding Dysfunction*
Referral Contact Information

General Patient Referral
24/7 hospital transfer or physician consults
954.689.5150

General Patient Information
Toll-free: 877.463.2010

Referring Physician Center
For help with service issues, information about clinical specialists and services, details about CME opportunities and more:
954.659.5162
physicianrelations@ccf.org

Global Patient Services
Patient Services Center
954.659.5080
Toll-free: 877.463.2010
flgps@ccf.org
Weston Campus
2950 Cleveland Clinic Blvd.
Weston, FL 33331
Clinic: 954.659.5000
Hospital: 954.689.5000

Weston Family Health Center
1825 North Corporate Lakes Blvd.
Weston, FL 33326
954.349.1111

West Palm Beach
CityPlace Tower
525 Okeechobee Blvd.
West Palm Beach, FL 33401
Toll-free: 877.463.2010

Krupa Center
3250 Meridian Parkway
Weston, FL 33331
954.659.5000
Cleveland Clinic Florida, the Florida campus of the world-renowned Cleveland Clinic, is a nonprofit multispecialty academic medical center that integrates clinical and hospital care with research and education. Located in Weston and West Palm Beach, Cleveland Clinic Florida has nearly 200 physicians with expertise in 35 specialties and subspecialties working collaboratively to achieve excellent results for patients. The medical campus is fully integrated and includes diagnostic centers, outpatient surgery and a 24-hour emergency department located in the state-of-the-art hospital, which was named one of the nation’s 100 Top Hospitals® by Thomson Reuters in 2010.

Our West Palm Beach location extends our reach, enabling us to serve the Palm Beach County community. In addition to clinical care, our services include an infusion suite, pulmonary function testing and procedure room, as well as diagnostic imaging suites.

Cleveland Clinic Florida has been named one of the nation’s 100 Top Hospitals® for cardiovascular care for the last four years (2007, 2008, 2009, 2010) by Thomson Reuters. In 2010, it was named one of America’s Best Hospitals for gastroenterology and diabetes/endocrinology by U.S. News & World Report.

Cleveland Clinic Florida is an integral part of Cleveland Clinic in Cleveland, Ohio, where providing outstanding patient care is based upon the principles of cooperation, compassion and innovation. Established in 1988, Cleveland Clinic Florida has been committed to improvements in patient care and enhancements in medical education for more than 20 years.
eCleveland Clinic

eCleveland Clinic uses state-of-the-art digital information systems to offer several services, including remote second medical opinions to patients around the world; personalized medical record access for patients; patient treatment progress for referring physicians; and imaging interpretations by our subspecialty trained radiologists. For more information, please visit eclevelandclinic.org.

DrConnect

Whether you are referring from near or far, DrConnect can streamline communication from Cleveland Clinic physicians to your office. This online tool offers you secure access to your patient’s treatment progress at Cleveland Clinic. With one-click convenience, you can track your patient’s care using the secure DrConnect website. To establish a DrConnect account, visit eclevelandclinic.org or email drconnect@ccf.org.

MyConsult

MyConsult Remote Second Medical Opinion is a secure online service providing specialist consultations and remote second opinions for more than 1,000 life-threatening and life-altering diagnoses. The MyConsult service is particularly valuable for people who wish to avoid the time and expense of travel. For more information, visit eclevelandclinic.org/myconsult, email eclevelandclinic.org, or call 800.223.2273, ext. 43223.

MyChart

This secure online tool connects patients to their own health information from the privacy of their home any time, day or night. Some features include renewing prescriptions, reviewing test results and viewing medications, all online. For the convenience of physicians and patients across the country, MyChart now offers a secure connection to Google™ Health. Google Health users can securely share personal health information with Cleveland Clinic,
and record and share the details of their Cleveland Clinic treatment with the physicians and healthcare providers of their choice. To establish a MyChart account, visit clevelandclinic.org/mychart.

**Continuing Medical Education (CME) Opportunities**

Cleveland Clinic Florida is dedicated to advancing medical knowledge through continuing education. Our CME program provides educational opportunities of a high quality and a wide variety to physicians, nurses, and other healthcare professionals. Our mission is to develop educational programs of an appropriate scope and depth to satisfy the need for knowledge and skill development of the learner.

CME activities include didactic lectures, live surgery presentations, hands-on workshops and audience participation. Interactivity between faculty and participants is emphasized. All activities are designed to maintain, develop or increase knowledge, competence or professional performance with the intended result of improving patient care and reducing disease impact.

For a program schedule and more information, visit: clevelandclinic.org/florida and click on “Education” at the top of the page.