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

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On behalf of Cleveland Clinic Florida’s Department of Gastroenterology, I am pleased to share our 2010 quality outcomes.

This document highlights the work of our department, which is a collaborative effort between the departments of colorectal, hepatobiliary and bariatric surgery. The goal of the Gastroenterology department is to provide comprehensive, innovative, state-of-the-art, compassionate and effective care to improve the quality of life of our patients. In addition to the use of innovative diagnostic tools and treatment, such as endoscopic ultrasound, ablative techniques for Barrett’s esophagus and Spyglass technology, we have the largest small bowel enteroscopy program in South Florida, and one of the largest in the state. In 2010, *U.S. News & World Report* rewarded our efforts by naming us the best in gastroenterology care in the state of Florida.

Specialists in the medical and surgical treatment of gastrointestinal diseases work as one team at Cleveland Clinic Florida, and this close collaboration enables a seamless transition of care between departments as the patients’ condition dictates. Our surgeons have excelled at every aspect of patient care, education and research and have pioneered improvements in a wide variety of complex gastrointestinal disorders, which allows us to treat a large number of patients, both nationally and internationally.

The department is also actively involved in the education of the future generation of gastroenterologists. We have an ACGME accredited fellowship program and we lecture to colleagues at national and international meetings. Research is an integral part of our daily activities and we have a number of ongoing research trials all designed to improve the quality of our patient’s lives.
On behalf of my colleagues, I hope you find this edition of the Department of Gastroenterology Outcomes useful as both a reference, as well as a testimony to our commitment to continuously raise the standards of our patient-centered care.

Sincerely,

Roger J. Charles, MD
Chairman, Department of Gastroenterology
As the top provider of gastroenterology care in the state of Florida, the Department of Gastroenterology is dedicated to using innovative diagnostic tools and treatments such as endoscopic ultrasound with fine needle aspiration, Spyglass technology and ablative techniques for Barrett’s esophagus. The department has one of the largest small bowel enteroscopy programs in Florida, with specialists in the medical and surgical treatment of gastrointestinal diseases working as a team through close collaboration that enables a seamless transition between specialties.

This model of care also helps us offer the most advanced, safest and proven treatments performed in the most effective and patient-friendly way. By utilizing advanced and innovative technologies, Cleveland Clinic gastroenterologists provide effective and compassionate care to improve the quality of life of our patients.

Cleveland Clinic Florida Department of Gastroenterology is #1 in Florida and #17 in the nation, according to U.S. News & World Report.
Quality and Outcome Measures

Colonoscopy and Esophagastroduodenoscopy (EGD) Procedures 2009 – 2010

Endoscopy Procedures 2009 – 2010
Quality and Outcome Measures

Endoscopic Procedures
2000 – 2010

Advanced Therapeutic Procedures (EUS, ERCP)
2008 – 2010
Double Balloon Enteroscopy
2008 – 2010

Capsule Endoscopy
2005 – 2010
Quality Indicators

**Cecal Intubation** 96.2%

**Poor Prep** 3.1%

**Withdrawal All Procedures, Min (SD)** 11.3 (±6.1)

**Withdrawal Nonpolypectomy, Min (SD)** 10.0 (±5.9)

**All Patients**

- **With Polyps** 43.3%
- **With Adenomas** 24.2%
- **With Advanced Adenomas** 5.6%
- **With Cancer** 0.4%

Colonoscopy 2010

**Complication Rates (N = 10,511)**

2010

<table>
<thead>
<tr>
<th>Complication</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unplanned IP Admissions</td>
<td>0.27</td>
</tr>
<tr>
<td>Perforations</td>
<td>0.02</td>
</tr>
<tr>
<td>Post-Procedure Bleed</td>
<td>0.00</td>
</tr>
<tr>
<td>Reversal Agent</td>
<td>0.01</td>
</tr>
<tr>
<td>Sedation Complication</td>
<td>0.01</td>
</tr>
</tbody>
</table>
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 = 235) 2010

Source: Press Ganey, a national hospital survey vendor
Rating of Outpatient Care Provider (N = 237)

2010

Source: Press Ganey, a national hospital survey vendor

Likelihood of Recommending Outpatient Care Provider (N = 236)

2010

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

<table>
<thead>
<tr>
<th>Rate Hospital</th>
<th>% 9 or 10 (0-10 scale)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Would Recommend</td>
<td>% “definitely yes”</td>
</tr>
</tbody>
</table>

Source: Press Ganey, a national hospital survey vendor

**HCAHPS Domains of Care (N = 1750)**

2010

<table>
<thead>
<tr>
<th>Domain</th>
<th>% “always” (Options: always, usually, sometimes, never)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discharge Information</td>
<td></td>
</tr>
<tr>
<td>Doctor Communication</td>
<td></td>
</tr>
<tr>
<td>Nurse Communication</td>
<td></td>
</tr>
<tr>
<td>Pain Management</td>
<td></td>
</tr>
<tr>
<td>Room Clean</td>
<td></td>
</tr>
<tr>
<td>Communication New Medications</td>
<td></td>
</tr>
<tr>
<td>Responsiveness to Needs</td>
<td></td>
</tr>
<tr>
<td>Quiet at Night</td>
<td></td>
</tr>
</tbody>
</table>

Source: Press Ganey, a national hospital survey vendor
**Advanced Therapeutic Endoscopy Services**

Endoscopic ultrasound (EUS) guided fiducial placement

Endoscopic ultrasound (EUS) guided celiac plexus neurolysis

Cryospray ablation of Barrett’s esophagus

Cryospray ablation and debulking of GI tract tumors

Endoscopic OTSC® Bear Claw clip for hemostasis and mucosal defect closure

Radiofrequency ablation of gastric antral vascular ectasia (GAVE) and radiation proctitis

Holmium laser lithotripsy of biliary and pancreatic calculi

Pancreatic function testing

Double balloon enteroscopy assisted endoscopic retrograde cholangiopancreatograph (ERCP) in Roux-en-Y gastric bypass patients

Pancreatic islet cell transplant

Endoscopic pancreatic function tests

Secretin magnetic resonance cholangiopancreatography (MRCP)

Endoluminal therapies for Barrett’s esophagus
  - BARRX radiofrequency ablation
  - Cryoablation

External gastric pacing for patients with gastroparesis


Roger Charles, MD  
*Chairman, Department of Gastroenterology*

**Specialty Interests:** General gastroenterology; inflammatory bowel disease; obscure gastrointestinal bleeding; diseases of the small bowel; capsule endoscopy; double balloon enteroscopy; spirus enteroscopy

Fernando Castro, MD

**Specialty Interests:** General gastroenterology; inflammatory bowel disease; diseases of the liver

Tolga Erim, DO

**Specialty Interests:** Endoscopic ultrasound; endoscopic retrograde cholangiopancreatography (ERCP); cholangioscopy; Barrett’s esophagus; pancreatic cancer; esophageal cancer; enteral stents; radiofrequency ablation and cryotherapy of Barrett’s esophagus; endoscopic mucosal resection; endoscopic resection of large colon polyps

Luis Lara, MD

**Specialty Interests:** Acute pancreatitis; chronic pancreatitis; hereditary pancreatitis; pancreatic cysts; pancreatic cancer; hereditary pancreatic cancer; pancreas function testing; pancreas islet auto-transplantation; acute and chronic gastrointestinal bleeding; small bowel endoscopy; diagnostic / therapeutic / interventional endoscopy

Ronnie Pimentel, MD

**Specialty Interests:** General gastroenterology; pancreatic and biliary diseases; endoscopic retrograde cholangiopancreatography (ERCP); endoscopic ultrasound-guided fine needle aspiration (EUS-FNA); endoluminal stents
Nicole Palakar, MD

Specialty Interests: Diagnostic and therapeutic endoscopy; general gastroenterology; inflammatory bowel disease; therapeutic endoscopy; gastrointestinal diseases in women; endoscopic ultrasound

Alison Schneider, MD

Specialty Interests: General gastroenterology; disease of the esophagus; motility disorders of the GI tract; inflammatory bowel disease; irritable bowel syndrome; gastrointestinal diseases in women

Andrew Ukleja, MD

Specialty Interests: General gastroenterology; nutritional diseases; radiation enteritis; celiac disease; inflammatory bowel disease
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
Cleveland Clinic Florida Locations

**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.