

# Premier Pulse

News for Our Providers

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*We have the privilege of being entrusted to care for patients but also a duty to teach those who will follow in our footsteps.*

*—Dr. Roberto Colon*

## How We Lead Our Young Clinicians

By Roberto Colon, MD, chief medical officer, Miami Valley Hospital



Summer is always an exciting time of the year. Many of us have an opportunity to spend additional time with our families and we get to enjoy longer

hours of daylight. And each year, summer is also a time when we get to see many new faces arrive at our hospitals. New residents, students, and staff join our teams around this time to learn and help care for patients in our community. If you are one of these new faces, it is my pleasure and privilege to welcome you to our Premier Health team.

As you know, one of the core missions in medicine, and for Premier Health, is education. This duty extends not just to

our patients and community, but to our future health care workers. Being a former program director, I have had the privilege of being very close to this work for a large part of my career. I can tell you that one of the keys to learner success is the medical staff. The environment we create – how we teach and model behavior – will stay with our young clinicians for the entirety of their medical careers.

I still remember one of the best pieces of advice I received early in my education journey was to think back to my own experiences as a medical student. Think about what worked well and what did not. Medical education has evolved greatly since many of us completed our training and has moved away from the confrontational environment in which many of us learned.

It is imperative that we remember our role as teachers and role models for our young clinicians. We are not only leading the care of patients, but we are also shaping malleable minds. We can be instrumental in giving them a great experience while setting them on the right path in medicine. This takes patience, and recall, there was a time when you yourself were a novice, too. It necessitates us showing grace, lest we forget that we have also made mistakes. And it warrants a sense of wonder: just imagine what many of these young clinicians could accomplish with our guidance. We have the privilege of being entrusted to care for patients but also a duty to teach those who will follow in our footsteps.

# Safety is More Than Physical

By Matthew Kramer, MD, medical staff president, Miami Valley Hospital



Have you ever left a meeting or encounter with the feeling that “I should have said something?” Have you ever thought to

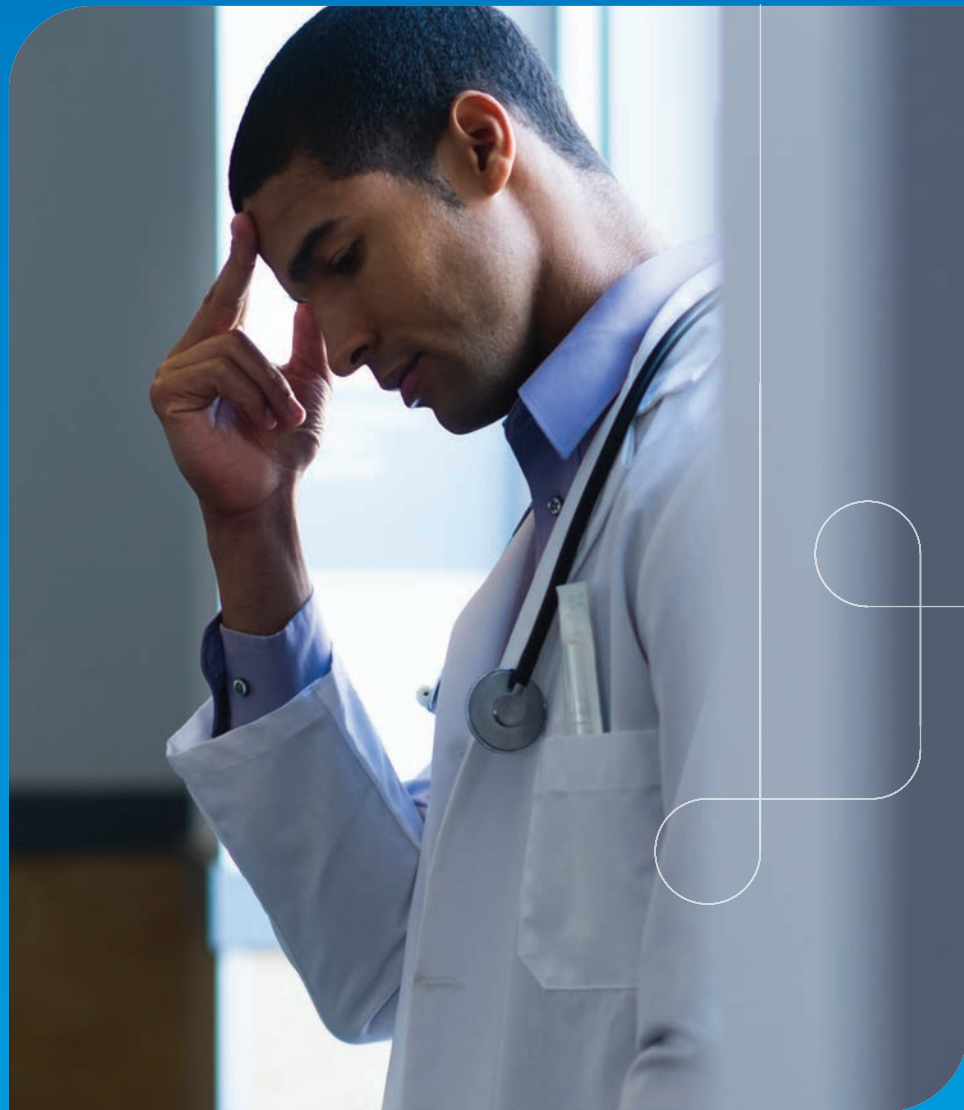
yourself ‘better not mention that problem, I’ll get in trouble?’ Have you ever been afraid to speak up due to fear of looking stupid, ignorant, incompetent, or disruptive? Has the possibility of reputational or career damage prevented you from saying the right thing at the right time? Does the risk to your relationships impede your ability to speak up? All these scenarios, which occur far too frequently, are signs of a lack of psychological safety.

Safety is more than the physical environment. People constantly manage their interpersonal risk, both consciously and unconsciously, seeking emotional and psychological safety. Speaking up in this context is viewed as ‘risky behavior’, so fear produces silence that can damage an organization.

By contrast, psychological safety involves being able to trust others to the extent that mistakes, honest opinions, and candid evaluations can be expressed without censure. When staff and employees feel psychologically safe, exchange of ideas, creativity, and innovation flourish. Further, in a psychologically safe environment where mistakes and errors are discussed openly, true QA/QI can occur. Remember, you cannot correct mistakes that never get reported! A culture of silence is one of the most dangerous things that can occur in medicine.

How can a culture of psychological safety be created? A good start is to embrace three key concepts:

1. Set the stage for success by clearly defining why it’s important to discuss failures and chances for improvement. State that you expect to be confronted and challenged with ideas, and you



embrace discussions about problems, not cover-ups or silence.

2. Employ clear, direct, candid communication, empowering staff to speak up, and entertaining all suggestions, objections and comments, to allow staff to feel valued, appreciated and part of the team. Ask good questions that invite input and listen intently to the responses.
3. Respond productively, not judgmentally. Inviting participation and evaluating the issues raised in

a nonjudgmental fashion shows others that they have value, and that they can speak openly, even when reporting mistakes. The former CEO of Toyota, H. Okuda, had a saying “fix the problem, not the blame,” perfectly illustrating the concept of productive response.

The net result of setting the stage for psychological safety is a decrease in errors, more motivated and engaged staff, greater creativity and innovation, a happier workplace, and ultimately better patient care. That’s a result we can all live with!

# Family Medicine Physician Ponders Novel As a Future Chapter



**Michael Ruff, MD**

**What is your clinical specialty?**

Family Medicine

**Where did you go to school?**

Medical College of Ohio (Toledo)

**What brought you to Premier Health?**

I am from the Dayton area and chose to do my training at Good Samaritan in Dayton. After training I knew the hospital system and people so well that I wanted to be a part of the team.

**Why did you choose medicine as a career?**

The science of medicine was my initial attraction to the field. The challenges of helping people meet their health care goals keeps the fire burning.

**Who are the people who influenced and/or mentored you?**

My mother and oldest brother were a huge influence and support for me going into medicine. Dr. Dan Schoulties was a major mentor in family medicine for me.

**What is one thing most people don't know about you?**

I love writing... I may finish a novel in my retirement.

**Where is your hometown?**

Clayton, Ohio is where I grew up.

**What, if any, sports team(s) do you cheer for?**

Browns, Blue Jackets, UD Flyers basketball, and the Columbus Crew

**What is the last book you read?**

Exhalation: Stories by Ted Chiang

**What is your favorite song in your playlist?**

"Heat Waves" ... by Glass Animals (because my daughter currently loves it)

**What is your favorite food?**

Pizza

**What is your favorite hobby?**

Golf

**What is your favorite animal, and why?**

Siamese cats because they are so vocal and playful

**Where is your favorite vacation spot, and why?**

Turks and Caicos, most beautiful beaches and blue water

**Describe something (a thing, person, place, experience, etc.) for which you are especially thankful:**

I am most thankful for my wife and children. They are awesome! I am so lucky to have such a wonderful family!

## Pick a side

**iPhone or Android**

Android

**Early bird or night owl**

Early bird

**Beach bum or mountain hiker?**

Beach, but definitely no bum. I love water sports and activities.

**Dress shoes or tennis shoes?**

Tennis shoes

**Paperback or e-reader?**

Paperback

**Coffee or tea?**

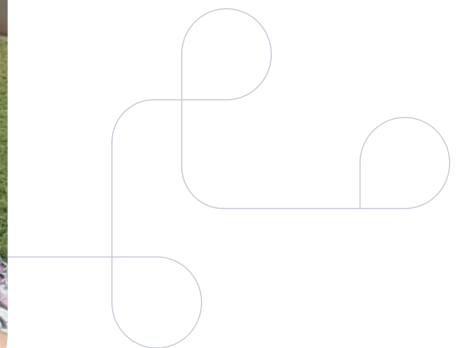
Coffee

**Cooking or baking?**

Cooking, but neither if I can get away with it.

**Sweet or salty?**

Salty





## New Beaver Creek Emergency Center

Miami Valley Hospital's new Beaver Creek Emergency Center at 2400 Lakeview Dr. opened Monday, July 11 at 7 a.m. The new emergency center offers 24-hour, full-service emergency care.

### Services include:

- Twelve emergency treatment rooms, including two trauma bays, staffed by board-certified emergency medicine physicians from Miami Valley Hospital, Dayton's most experienced Level I Trauma Center

- The Premier Health TeleStroke Network, for faster access to stroke treatment
- Lab and imaging services, including outpatient CT and X-ray
- CareFlight Air and Mobile Services for fast transport if hospitalization is needed

The center will also feature a community room with AV capabilities that community members can reserve for meetings and trainings

## Premier Health Sinclair Academy



Premier Health and Sinclair Community College partnered to create education and career advancement opportunities for Premier Health employees. Premier Health is the first employer to work with Sinclair Community College to develop such a program. The goal of the academy is to upskill Premier Health employees as Sinclair students to create a national model to train critically needed health care personnel.

The Premier Health Sinclair Academy will provide education, skills, and certificates needed by employees to advance in several career pathways, including nursing, respiratory care, medical imaging, surgical technology, pharmacy technology, paramedic, patient care technician, and medical assisting. In many cases, tuition expenses will be covered by a combination of funding sources, including financial aid and Premier Health tuition assistance benefits.



Through the Premier Health Sinclair Academy, employees will receive career, personal, and academic support, including tuition assistance, to complete a certificate or degree program at Sinclair Community College. Sinclair has dedicated an employee specifically to the Premier Health Sinclair Academy to ensure Premier Health employees have a smooth transition to their Sinclair program. For

information on Sinclair's Health Sciences programs, visit [www.sinclair.edu/academics/divisions/hs](http://www.sinclair.edu/academics/divisions/hs), and for more information on the academy, visit <http://www.sinclair.edu/premieracademy>.

Implementation planning is ongoing. Rollout of the program for Premier Health employees is slated to begin this fall with a focus on clinical career pathways.

# CompuNet Launches Discounted Direct Access Testing

CompuNet Clinical Laboratories has introduced a Summer Sale promotion with discounts on nearly all of CompuNet's direct access tests available to purchase through its self-order program, CompuNet Direct. The offer is valid through Aug. 31, 2022, and all CompuNet Patient Service Centers are participating.

CompuNet Direct is the lab's direct-to-consumer (DTC) testing service which is patient self-pay. Patients may opt to schedule an appointment at a CompuNet patient service center; however, walk-ins are always welcome. Payment is made at time of service and includes check, credit or debit card. Test results will be available through CompuNet's online patient portal, My Labs Now\* within a day or two.

For more information on Summer Sale tests and discounts, or to make an appointment, visit:  
<https://www.CompuNetLab.com/Summer>



*\*Direct access test results are not physician ordered so results will not appear in Epic or a patient's MyChart account. Results are available at CompuNet's My Labs Now. To set up an account with My Labs Now visit [CompuNetLab.com](https://www.CompuNetLab.com).*



## Ten Questions in Under Two Minutes

Premier Health is taking a close look at how we communicate with each other, how each of us prefers to receive information, and how we can best support strong internal communications going forward. By now, you should have received a survey – just 10 straightforward questions that can be answered in less than two minutes. Your input on how you get (and prefer to get) information is critical. It will influence the ways in which we communicate in the future. Please take two minutes to respond!



## Provider Praise

Premier Health patients submit thousands of comments each year acknowledging providers across our health system for delivering excellent care. Here is a random sampling of appreciation received in recent months.

**Dr. Joseph Hester:** The doctor is exceptional. He listens, he answers questions and explains the why answers.

**Dr. Louis Okafor** always spends sufficient time listening and explaining the answers to my questions. He is very professional in his care and strives to make you comfortable that you know all pertains to information regarding your next options.

**Dr. Mouhamad Abdallah:** Very nice experience lots of information made me feel at ease.

**Dr Stephen Guy:** I've been with this practice on and off since 2015 (I lived out of state during the off time) and I've always had such a great experience. Every single person I've interacted with has been so caring and just great. Thank you!

**Dr. Anne Kroger:** I was very happy with the amount of time that was spent on my appointment. Also, I saw a dietitian, whom I hadn't seen since my surgery. Very happy.

**Dr. George Broderick:** First visit, he explained next steps, other staff were also nice and helpful.

**Dr. Rebecca Roberts:** Outstanding service always.

# Community Health Screenings; Obstetric Service Transition; Continuing Education



After severe storms, Atrium opened its doors to community members affected by extended power outages. For three days, Atrium offering a cooling center and a place for those with portable oxygen to plug in machines.

Save the date for the American Heart Association’s Butler and Warren County Heart Walk on Saturday, Sept, 17. The walk begins at 10 a.m. at Atrium Family YMCA and continues along Atrium’s Turner Trail. Atrium is recruiting teams to fundraise and participate in the event. The website to register a team or make a donation is live at <https://tinyurl.com/yf4699c3>. The Heart Walk fundraising goal is \$55,000.

Other Atrium community relations activities in June included: Premier Community Health provided free health screenings during Middletown’s Juneteenth event; and Atrium hosted a booth at the Middletown Pride Festival; and Community Blood Center returned in June for its monthly blood drive, meeting 107 percent of its goal.

## Atrium Medical Center

Atrium Medical Center celebrated its enhanced cardiac catheterization services with a ribbon cutting and tour for employees and community leaders. Atrium has added a Siemens Artis Q angiography system to its interventional imaging services. This high-end technology features a revolutionary X-ray tube for high-contrast resolution at any angle and for any patient size, while the optimized X-ray pulse helps to reduce radiation exposure significantly. The enhancements also added lab space to ensure uninterrupted care for patients. The extended room creates a necessary bridge to enable routine maintenance and repairs in any one of the three labs. Mouhamad Abdallah, MD, medical director of Atrium’s Chest Pain Center and cardiac catheterization lab, gave media interviews about the new technology at Atrium.

Atrium Medical Center Foundation partnered with Kiwanis Club of Middletown for the 28th annual James A. Combs Golf Tournament at Wildwood Golf Club on June 17. Proceeds supported the Dr. E. Ronald Oches Endowment, benefiting Atrium’s Maternal Health Center, Family Birth Center, and HEAL

(Help Endure a Loss) Program. The tournament also helped the Kiwanis Club in providing scholarships and eyeglasses to those in need in the Middletown community.





After two long years of planning and cancelations from the pandemic, Atrium Medical Center Foundation's fifth triennial gala, *Joie de Vivre: An Evening to Celebrate Life's Joyful Movements*, was a major success in benefitting Atrium Medical Center's patients, staff, and community.

This year's gala, emceed by former Cincinnati Bengals quarterback Ken Anderson, provided a festive evening of cocktails, dinner, dancing, silent auction, and raffles.

Donor support at this year's gala raised a net of \$300,000 for the Foundation's Joy of Movement campaign, which will help in purchasing new orthopedic and spine technology and services for patients who rely on Atrium and its affiliates.

The Foundation's gala would not have been possible without the support of our participants, sponsors, staff, volunteers, and the hard work and dedication from our incredible gala chair, Patricia Miller Gage, and her committee. This year's gala committee provided more than 800 guests

with a memorable event to celebrate our staff, providers, volunteers, patients, and community.

### **Miami Valley Hospital Campuses**

Thursday, June 30 marked the last day for delivery of babies at Miami Valley Hospital South; obstetric services began at the campus in 2012. The maternity staff celebrated the last baby born by giving the family a gift basket containing a few Premier Health branded items.

Miami Valley Hospital has earned the U.S. Environmental Protection Agency's (EPA) ENERGY STAR® certification. The MVH campus ENERGY STAR® score is 80, meaning that it is in the top 20% nationally for energy efficiency of similar hospitals nationwide.

Miami Valley Hospital was recognized by the Ohio Hospital Association as the winner of the Melvin Crealy Award for 2020 and 2021, acknowledging its campus-wide efforts in sustainability and energy conservation.

Good Samaritan Foundation-Dayton received a \$10,000 grant from the Ohio

State Fraternal Order of Eagles to purchase a recumbent cross trainer and an upper body cycle for the cardiac rehabilitation center at Miami Valley Hospital North. The NuStep Cross Trainer provides patients with access to safe full-body cardiovascular and strength training exercises. This gift was presented to the Foundation at the Ohio State Fraternal Order of Eagles conference in Columbus.

Miami Valley Hospital Foundation and Good Samaritan Foundation-Dayton received nearly 7,000 bags of Double Good gourmet popcorn for staff at Miami Valley Hospital's three campuses. Since the beginning of the COVID-19 pandemic, Double Good has donated more than 16,000 bags of popcorn to Miami Valley Hospital as a thank you to nurses, providers, and support staff.

Leaders from Good Samaritan Foundation-Dayton toured the Community Paramedicine headquarters on Fairview Avenue in West Dayton. The Community Paramedicine Program since winter 2019 has provided more than 70 eligible residents with free access to primary care physicians; prenatal care; senior care services; medications; and basic needs, such as food and safety in the comfort of the patient's home. Premier Health will fund the program, in partnership with the City of Dayton Fire Department, until the end of 2022 thanks in part to the support of the Good Samaritan Foundation-Dayton.

Premier Health sponsored The American Heart Association's Go Red for Women luncheon. Miami Valley Hospital South's Chief Operating Officer Marquita Turner served as the honorary event chair.

Miami Valley North Hospitalist Program Manager Milinda Zabramba, MD; Jennifer Jerele, MD, orthopedic surgeon; and Miami Valley Hospital North Chief Operating Officer Mary Garman each participated in the Aileron Student Leadership Summit in Tipp City. The summit provides select students from Northmont, Chaminade

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Julienne, and Brookville high schools an opportunity to learn leadership skills, meet college representatives, and speak with careerists about how to prepare for their future career goals.



In preparation of the July 10 opening, the emergency/trauma team hosted VIP tours at the new Beaver Creek Emergency Center for the system's EMS partners.

### Upper Valley Medical Center

UVMC partnered with the Lincoln Community Center in Troy to host a wellness fair on June 10. This event re-launched the UVMC Free Monthly Health Screenings that had been curtailed by COVID-19. The screenings, hosted at sites throughout Miami County, are provided by Premier Community Health and funded



by the UVMC Foundation, Miami County Foundation, and the Troy Foundation.

On June 29, physiatrists Jim Hoover, MD and Becky Hayworth, MD joined Scott Kanagy, DO, chief medical officer at UVMC, for Troy and Piqua morning radio show interview to discuss the UVMC Inpatient Rehab unit and related topics. Dr. Kanagy also provided a general update on activity at the hospital.

The UVMC Foundation Golf Classic was held June 20 at the Piqua Country Club and was filled to capacity. Proceeds from the fundraiser will go toward the upgrade of UVMC's Cardiac Cath Lab. Interventional cardiologist Nishant Kalra, DO, attended and gave a presentation about the Cath Lab project at the event.

UVMC participated in the Troy Chamber of Commerce's 2022 Leadership Troy class on June 7 at Hobart Arena. Scott Kanagy, DO, presented a program highlighting UVMC's recent advancements, programs, services, and growing health care careers.

UVMC also hosted a Miami County educators' continuing education session on June 8 and the Tipp City Chamber of Commerce's Teen Leadership Tipp City class on June 9. The programs for these groups featured hospital tours and health care careers Q&A presentation. In other community outreach activities, UVMC participated in the Troy Strawberry Festival June 3-5 in Troy, and the Canal

Music Fest hosted by the Tipp City Arts Council June 11 at Tipp Community Park.

The Upper Valley Medical Center for Sports Medicine launched its annual summer sports performance program in June. The Edge Camp Jr. program for junior high athletes is focused on improving athletes' functional ability, speed, power, and agility utilizing age-appropriate strengthening activities with emphasis on education about proper form and techniques as well as injury prevention.

### Premier Physician Network

For almost a year, PPN has been offering patients an additional, less invasive, colon cancer screening option that can be performed at home – Polymedco's Fecal Immunochemical Test (FIT). Although colonoscopy is the best option when it comes to colon cancer screening, many patients avoid getting one. The PPN leadership team recently rolled out additional patient education materials and ordering information for use in PPN offices. Please see the July 15, 2022 PPN eNews for a link to these resources. Providers ordering a FIT test in Epic can search using the keyword "Polymedco". Please email PPN director Lori Etmans at [laetmans@premierhealth.com](mailto:laetmans@premierhealth.com) for additional information.

PPN held their Third Quarter Primary Care meeting in July. An oncology services update during the meeting featured Premier Blood and Cancer Center (PBCC), our physician-led medical oncology program. PBCC is an in-network cancer care option for Premier Health's cancer patients. The team provides new patient consults within 24 to 72 hours and has options for both in-person and video visits. PBCC providers work directly with the hospital infusion centers to arrange treatment for your patients. To learn more about PBCC, please visit [premierhealth.com/premier-blood-and-cancer-center](http://premierhealth.com/premier-blood-and-cancer-center).