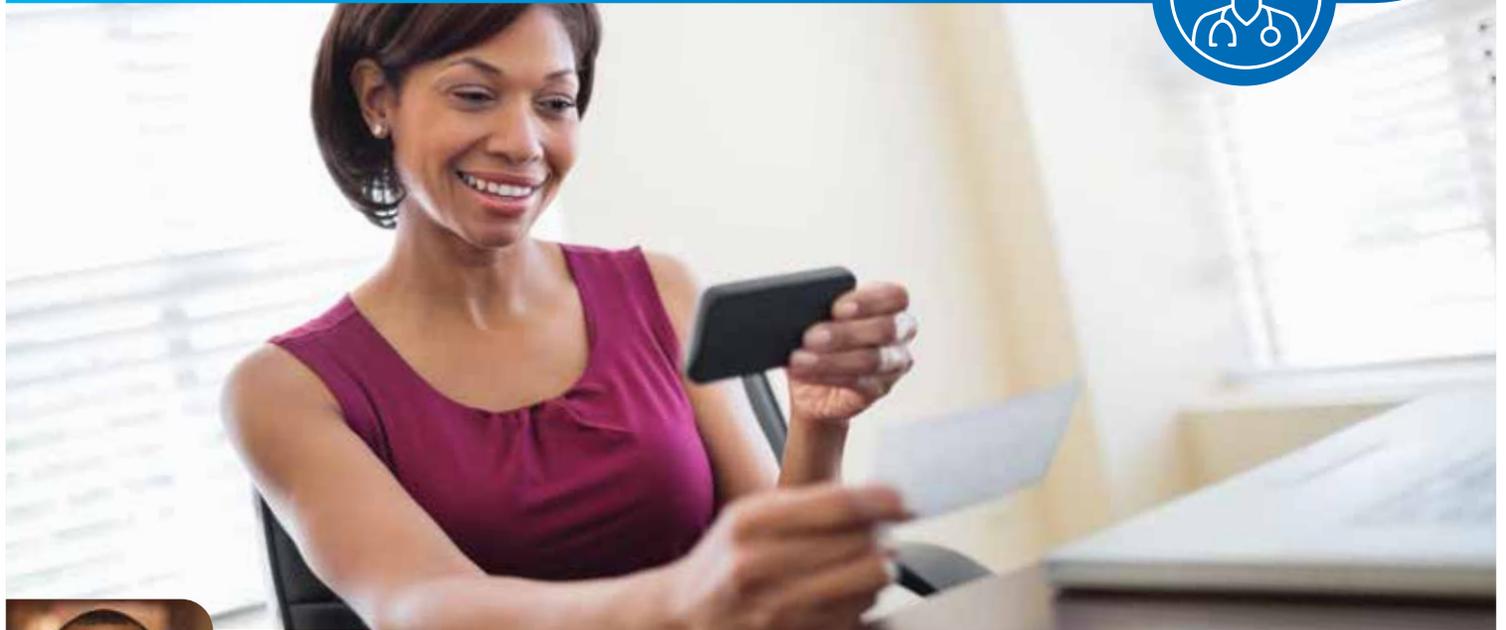


# Premier Pulse

News for Premier Health Physicians

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*hab·it* | /'habet/  
noun  
plural noun: habits

1. a settled or regular tendency or practice, especially one that is hard to give up.

*"we stayed together out of habit"*

## How Do We Change?

By Andre Harris, MD, chief medical officer, Atrium Medical Center

Many people have stated the way we deliver medicine today will not be the same in the near future. Remember a time when banking required making a trip to your local bank with a paper check in hand? Now these transactions can be completed by taking a picture with your smartphone. The need for change is one part of the puzzle. The ability to change requires more effort.

For change to occur, I believe three things should happen. First, a clear and obtainable goal must be set. Second, communication of the goal must be exhaustive. Lastly, each person must be willing to accept change. The need to shift our organization's culture may be crystal clear from an executive standpoint, but acceptance and execution may not get past the floor on which the idea was created.

A successful coach will not just have a play in their head but will clearly explain each step to their team on how obtain that

goal. Everyone learns at a different pace, which means the coach will need to provide multiple examples to overcommunicate their idea. For example, one player may understand the play by watching others, the second may look at it on paper, and the third player may need to physically run through the play before it becomes second nature.

At the end of the day, no matter how one may learn the play, each team member needs to accept accountability to see the goal through. My last point is likely where most initiatives go to die. Whether you work in environmental services, nutrition, patient access, nursing, or as a physician - everyone must get behind the vision to see real change.

Premier Health's future success may come as a vision from the C-suite, but the ability for our system to excel and thrive in the future is based on each individual in the system.

# Community Paramedicine Program

By Candy Skidmore, RN, CHEP, service line vice president, emergency, trauma, CareFlight, and EMS Center of Excellence



The Premier Health Emergency Center of Excellence is excited to offer our physicians the opportunity to refer patients as needed to our Community

Paramedicine Program.

Community paramedicine has a variety of models, but the basic concept calls for specially trained paramedics to help communities meet the health care needs of vulnerable residents. Currently, there are more than 100 paramedicine programs in 34 states across the nation. Premier Health collaborated with Dayton Fire Department to offer this program to those residing within the City of Dayton starting this past December. The program is not intended to duplicate or compete with existing resources, such as those provided by home health care agencies.

Our program is intended for patients who have high-risk or chronic illnesses, are taking multiple medications, lack consistency in visiting their primary care provider, or have an increased likelihood of emergency department visits to manage their conditions, and as such being readmitted to the hospital. Additionally, they may have psychosocial, safety, and financial issues that affect their health management. It can be difficult for a provider to know what a home situation is like for vulnerable patients. The Community Paramedicine Program can help bridge that gap and communicate back to the provider.

The community paramedic will visit the patient at home and partner with the provider to set up an individualized plan of care that considers not only health issues, but living arrangements, safety in the home environment, financial limitations, and psychosocial needs. Patients may need assistance with understanding their health care management, obtaining medical equipment or getting prescriptions filled,

transportation needs, or even basic food. Additionally, the team can perform wound care, draw labs, give breathing treatments, and other basic medical care. An oversight team meets to review each case, determine needs, a plan of care as well as progress. Randy Marriott, MD, serves as medical director of the program. The patient can be seen as little as one time, or they can be enrolled for 30 to 45 days with several visits each week.

The goals of our program are to:

- Improve overall health management of your patients, and ensure better outcomes and sustainable plans for their health needs, including establishing a primary care physician if needed
- Connect patients with resources to assist them with their needs and set of circumstances
- Improve physicians' knowledge of their patients' home environments, including medication usage, health routines, and living habits – all in the interest of improving care

- Improve physicians' knowledge of early warning signs of worsening conditions
- Avoid exacerbating chronic illness through close observation
- Avoid unplanned emergency care and hospital visits
- Reduce 911 calls

Through a partnership with the Dayton Fire Department, Premier Health provides medical oversight and management of the program. Currently, patient referrals are limited to patients living within Dayton's city limits. All patient visits are documented within EPIC, so they are fully visible to the physician; however, referrals via EPIC are not yet available.

If you have a patient who might benefit from this program or simply wants more information, please contact Laura Clark, RN, manager of the Community Paramedicine Program, at **(937) 333-4509**.





## CareFlight Adds Fourth Base of Operations in Darke County

The CareFlight Air & Mobile program is expanding to include a fourth base of operations in Versailles, in northeast Darke County.

The helicopter, to be housed at the Darke County Airport, will serve as CareFlight's northwest base in the region and will begin responding to emergency calls from that site as early as late February. Once the program's expansion is complete, CareFlight will have four bases of operation – at Miami Valley Hospital, Lebanon-Warren County Airport, Urbana-Grimes Airport, and the Darke County Airport next to Midmark Corp.

As Dayton's first medical transport program, CareFlight has transported more than 70,000 patients since its start in 1983. CareFlight

helicopters are the region's fastest, traveling up to 180 mph, and serve a 150-mile radius, covering most of Ohio and parts of West Virginia, Michigan, Kentucky, and Indiana. CareFlight has the unique capability to transport two patients, plus the pilot and two certified flight nurses.

"We are extremely delighted to partner with Premier Health on this important initiative," said John Baumann, Midmark's president and CEO. "Its goal to bring rapid response to emergency health care aligns well with our mission to improve the point-of-care experience between patients and caregivers, enabling better outcomes. We are thankful for the CareFlight team and the critical care services they provide to our community."



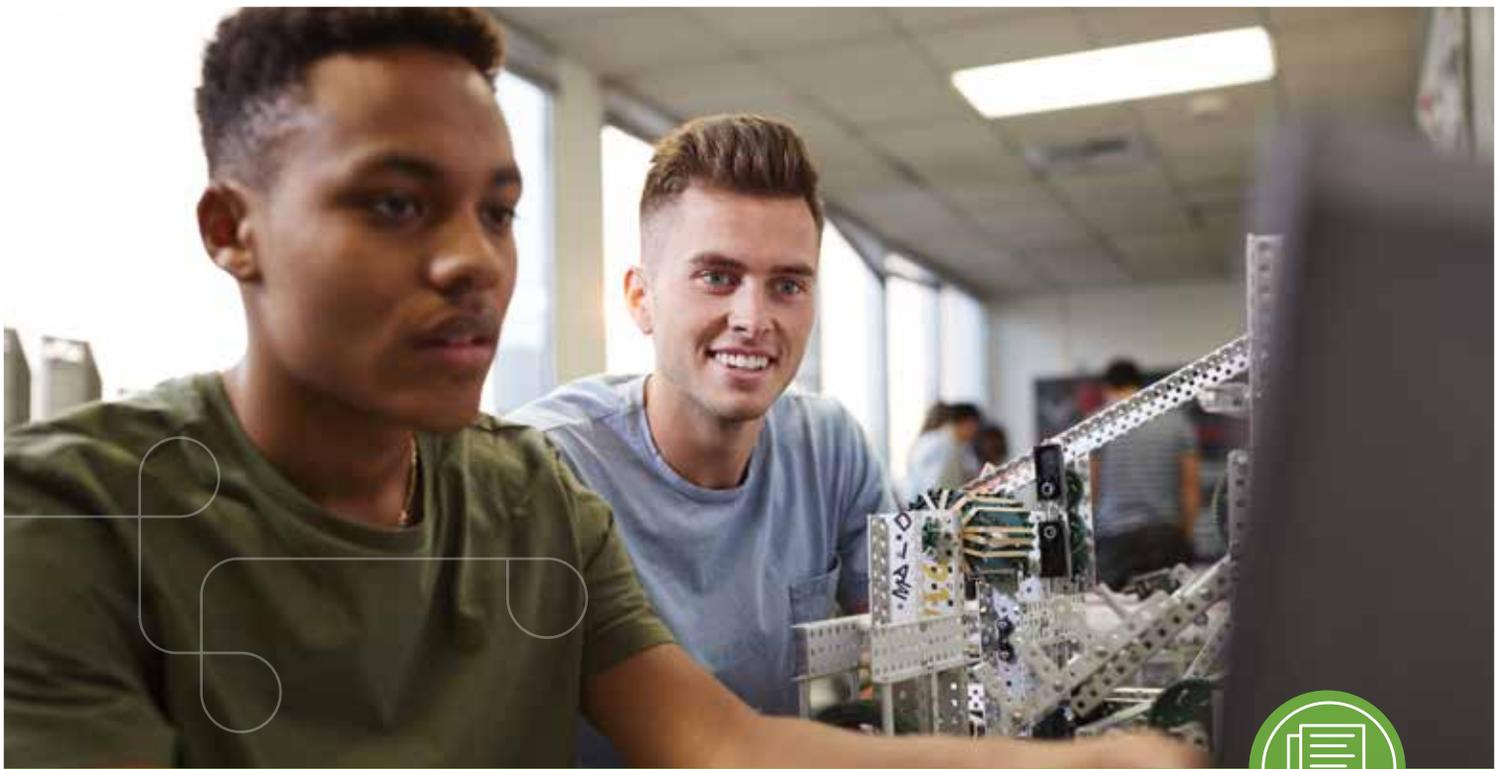
## CompuNet Offers Improved Anatomic Pathology Reports

If you have received a recent Anatomic Pathology (AP) report, you may have noticed an enhancement that improves the report view. CompuNet recently made a change to their AP report layout so that the most recent results are now displayed first, including any amendments and addenda.

The change occurred as a result of feedback from Oncology Institute providers. Not only will the report change provide ease of use for our Oncology Institute providers, the enhancement will also benefit any other providers who receive AP reports.

CompuNet is pleased to roll out a change that improves report readability for our providers.





## Premier Health, University of Dayton Partner to Enhance Telehealth Capabilities

Premier Health and the University of Dayton's School of Engineering have partnered to enhance the capabilities of Premier Health's telehealth program and provide electrical and computer engineering undergraduate students a new way to apply their knowledge. The collaboration has produced a clinical-based, biomedical engineering research technical elective.

As part of the new offering, Premier Health supplies a telehealth mobile cart for students to work on in the classroom and has replicated its telehealth technology at the Biomedical Engineering and Healthcare Electronics Lab on campus.

Students participating in the course over the past six months have researched telemetry solutions to improve upon the video-conferencing interface that physicians currently use to see and hear patients from a remote location. The students researched and tested patient diagnostic peripheral devices, such as electronic stethoscopes and otoscopes and integrated these devices into an updated virtual patient care software

platform. They also evaluated alternative lighting solutions and optical filters to enhance images that physicians view remotely. Finally, they designed custom 3D-printed fixtures for peripherals to attach to the existing telehealth mobile cart.

Students Riley Zelczak and Henry Doheny recently presented their findings and demonstrated their recommendations to a group of Premier Health professionals, including physicians, who tested the technology and provided feedback on potential features such as electrocardiography that can be incorporated into future designs.

Premier Health uses telehealth technology to bring medical expertise to patients more quickly and conveniently via a network of sites throughout the region.

The telehealth program includes services such as video consultation with a doctor. As a result, someone who is ill does not have to leave home to be treated, or can receive immediate evaluation by a stroke

expert, even if a patient is in a community emergency department 50 miles away.

Premier Health is currently in the process of upgrading 20 mobile carts across the health system with stethoscopes, otoscopes, light panels and optical filters. The added features will enhance care delivery in areas such as wound care, neurology, neonatology, and emergency services.

"Premier Health's telehealth program has offered our electrical and computer engineering students an exciting opportunity in experiential learning and a new pathway to explore a possible career in the health care field," said Amy Doll, PhD, PE, biomedical engineer and associate professor, Department of Electrical and Computer Engineering, University of Dayton. "Such a substantive project allows us to apply electrical and computer engineering skill sets, as well as innovative technology available at UD such as 3D printing, to a multidisciplinary, industry-based problem wherein cross-functional teams are working together to create real solutions."

# Healthgrades: Two Premier Health Hospitals Among “America’s 100 Best”



Premier Health’s Atrium Medical Center and Miami Valley Hospital have been recognized by Healthgrades® as two of the top 100 hospitals in the country.

Atrium Medical Center received its first America’s 100 Best Hospitals Award™ from Healthgrades, while Miami Valley Hospital received its fifth consecutive America’s 100 Best Hospitals Award™. This distinction places both Premier Health hospitals among the top 2 percent of hospitals in the country for demonstrating clinical excellence across a broad spectrum of care.

Patients at America’s 100 Best Hospitals™ are more likely to have a successful treatment without major complications. The award is based solely on the hospital’s clinical quality outcomes over a multi-year period, according to Healthgrades. Miami Valley’s award encompasses the Miami Valley Hospital North and Miami Valley Hospital South campuses.

“We are proud that Premier Health is known for its quality,” said Mary Boosalis, president and CEO of Premier Health. “These awards reflect the outstanding care provided to people in the Miami Valley each day by our physicians, nurses, and other employees who strive to improve the health of the communities that we serve.”

Atrium’s Level III Trauma Center also was named among the top 10 percent of hospitals in the nation for critical care (12 consecutive years). Additionally, Atrium Medical Center has been recognized as a Five-Star recipient in several specialties, including treatment of heart attack, sepsis, esophageal/stomach surgeries, stroke, pneumonia, respiratory failure, and diabetic emergencies.

Furthermore, Miami Valley Hospital also received several specialty awards, including the Healthgrades America’s 100 Best Hospitals for Cardiac Care Excellence Award™ for a seventh consecutive year, along with Healthgrades America’s 100

Best Hospitals for Prostate Surgeries™ for a second year in a row.

Healthgrades, an extensive online resource for information about physicians and hospitals, evaluates hospital quality based on clinical outcomes, adjusting for risk factors such as age, gender, and medical condition. For this year’s awards, the organization analyzed Medicare Provider Analysis and Review data from the Centers for Medicare and Medicaid Services for the years 2016 through 2018. This amounts to more than 45 million Medicare medical claims records from nearly 4,500 hospitals nationwide.



## Medical Executive Committee Updates

Beginning this month, Marc Belcastro, DO, system chief medical officer of Premier Health, will provide Medical Executive Committee updates. This new feature, which will publish regularly, will provide you with brief but important updates from across Premier Health’s medical community.

- All MECs approved a Premier Health Managed Telemetry Discontinuation Policy that will be rolled out soon; cardiologists across the system were involved in the creation of this policy
- Further discussions and questions were generated regarding the Unified Medical Staff proposal; this will be a bylaws change, which is a vote of the entire medical staff across the system
- New Critical Care Delineation of Privileges were passed
- Anesthesia assistants started working at Miami Valley Hospital after language was added to the Rules and Regulations

# Community Blood Drives, Coronavirus Precautions, and Honoring MLK, Jr.

## Atrium Medical Center

In honor of Martin Luther King, Jr. Day, Atrium Medical Center held a program open to the community under the theme 'Integrating the Wisdom of Our Past into Our Future.' Members of the community, hospital staff, and city government attended to hear guest speaker Bennyce Hamilton, Ed.D. Hamilton is the director of diversity and multicultural services and deputy Title IX coordinator at Miami University.

Hosting monthly Community Blood Center blood drives is part of Atrium's commitment to bettering the health of the Middletown region. Atrium has taken that commitment to a new level by expanding its monthly blood drives to include platelet and plasma donations. January's blood drive featured the expanded schedule of platelet, plasma, and double red blood cell donations, and the move to a new location in the Stuart Ives Auditorium of the Professional Building. The move was necessary to accommodate the extra equipment for automated donations. The blood drive topped 109 percent of its collection goal with 51 donors, including 45 whole blood donors and six platelet and plasma donors.



A special donation to the Humane Association of Warren County from the surgical services department included a visit from Trooper, the dog that inspired the region after being struck by a train in 2019. The staff collected wraps that had been used to keep instruments sterile and donated them to the humane society to use in spay and neuter surgeries.

Members of Atrium Medical Center's Behavioral Health team facilitated training



for the entire Miami University Police Department on handling mental health crises. Best practices were shared with officers about responding to calls involving people with mental health issues.

Ed Bastien, manager of spiritual care, was the guest speaker at the Jan. 30 Middletown



Kiwanis meeting, where he shared information about the importance of advance directives.

## Miami Valley Hospital Campuses

The Centers for Disease Control and Prevention (CDC), along with state and local health departments, responded to a coronavirus outbreak that began in China in December 2019. Out of an abundance of caution, Wednesday, Jan. 29, Premier Health providers began using a travel screen in Epic with patients. This precaution is being taken to ensure the safety of patients, visitors, and staff at our sites of care. Roberto Colon, MD, system vice president, quality and safety,

continues to serve as our "subject matter expert," participating in multiple interviews with local media.

Premier Health Cardiologist Gary Fishbein, MD, is the first in Ohio to use new technology offering a better view and easier access to smaller vessels in the legs for patients with peripheral artery disease (PAD). The Pantheris Small Vessel (SV) procedure is advanced atherectomy technology offered by Avinger Inc. and approved for use by the Food and Drug Administration in April. An atherectomy is a minimally invasive treatment for PAD utilizing a catheter-based device to remove plaque from a blood vessel.

Emergency and trauma center physicians came together to recognize exceptional staff members from Miami Valley Hospital, Miami Valley Hospital South, Miami Valley Hospital North, Austin Boulevard Emergency Center, and Jamestown Emergency Center at the annual Jana Matthews Awards of Excellence. Jana Matthews was a dedicated hospital volunteer, and the first volunteer in the Emergency and Trauma Center. Each year, staff members of the Emergency and Trauma Center are recognized for their outstanding service. These awards are made possible





through an endowment established by Jana's husband, Jack.

Ohio's Hospice/Pure Healthcare held a ribbon cutting and grand opening for its new facility at Miami Valley Hospital South. The 36,000-square-foot building will offer specialized care to aging adults with chronic health needs. This includes inpatient care, therapy, and behavioral health services. Premier Health Executive Vice President and Chief Operating Officer Barbara Johnson delivered remarks on behalf of the health system.



At the December meeting of the Miami Valley Hospital Foundation board, trustees voted to approve several funding requests for 2020 as recommended by the Funding Priorities Subcommittee. Funds to support these programs come primarily from undesignated donor contributions throughout the year. Among the proposals that received funding was the Monarch™ Robotic-Assisted Bronchoscopy Platform, which provides a less invasive procedure for earlier diagnosis of lung cancer. The platform is designed to provide precision, control, and continuous vision throughout the entire procedure that can only come from robotics. This technology is the first of its kind to be used in Ohio. Trustees also approved funding for the replacement of intra-aortic balloon



pumps and the replacement and update of system EKG cardiac monitors.

### Upper Valley Medical Center

Scott Kanagy, DO, Upper Valley Medical Center's chief medical officer, and Nishant Kalra, MD, FACC, FSCAI, FASE, cardiologist, presented a program to members of the Troy Rotary Club at the group's weekly meeting on Jan. 28.

The presentation featured advanced cardiac care services at UVMC and the cardiac and pulmonary rehabilitation expansion scheduled to open in the spring.



Free hernia screenings were hosted in January at Premier Women's Center locations in Piqua and Sidney and at Stillwater Family Care in Versailles. The screenings and consultation were provided by Zachary Simmons, MD, of Miami County Surgeons.

Mimi Crawford, member of the UVMC Foundation Board, was named recipient of the prestigious Order of George Lifetime Civic Achievement Award at the Piqua Chamber of Commerce Annual Dinner on Jan. 16. The award is presented annually by the chamber to recognize outstanding individuals who give of themselves for the

good of the community. UVMC was the dinner's presenting sponsor.

UVMC hosted a Martin Luther King, Jr. Day program that was open to the community and attended by approximately 75 people on Jan. 20. The event featured guest speaker Shane Carter, executive director of the Lincoln Community Center in Troy. Mr. Carter's presentation focused on "Integrating the Wisdom of the Past into Our Future." A reflections reading was presented by Lisa Baker, supervisor of UVMC Spiritual Care, and the UVMC Foundation provided refreshments. In addition, UVMC co-sponsored the annual MLK Jr. Day celebration held at the Piqua YWCA the same afternoon.

UVMC hosted the Troy Chamber of Commerce Board of Directors for their regular monthly meeting on Jan. 21 at the invitation of Tim Snider, UVMC's chief operating officer, who serves on that board.

UVMC professionals presented a free seminar on winter falls prevention Jan. 10 at the Miami County YMCA Piqua Branch and Jan. 22 at the Troy Robinson Branch. UVMC was a sponsor of the Piqua Arts Council 2020 Kickoff Celebration on Jan. 23 at the Apple Tree Gallery in Piqua.

The UVMC Women's Services team was recognized with Department of the Quarter honors for the winter quarter. The award is designed to recognize outstanding performance and dedication to Premier Health's values of respect, integrity, compassion, and excellence.



# Provider Praise

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

I just love **Dr. Harju**. He's very friendly, caring, and explains things where you can understand. You can see he really cares about you.

I have always had a great experience with **Dr. Snider** and the staff. They are always on time with their schedule.

**Dr. Joel** and his staff are always friendly and give my family the best care!!

**Dr. Jarrett** is great! He has been our family physician for 40 years! Deb, the nurse practitioner, is very thorough and kind! Very professional!

I am thankful to have **Dr. Schatzel** as my doctor. I credit his skills and care as to why I made it through a serious medical situation in 2019. Thank you, Dr. Schatzel.

**Dr. Lorenz** is the BEST! Happy I found her! Very thorough.

**Dr. Swanson** is wonderful. Very caring and takes time to listen. I am blessed that he is my doctor.

I feel **Dr. Vuong** is very thorough and thoughtful. She makes you feel like she cares. Her staff is the same.

**Dr. Reitz's** interpersonal style makes it a pleasure to have an appointment. Attentive, kind, and knowledgeable - he provides lucid and beneficial recommendations.

**Dr. Chandra** was very thorough and worked with me on medications not only to help my heart but also my quality of life.



## National Doctors' Day



### Doctors' Day Luncheons

In recognition of the care our physicians provide to patients and their families, Premier Health will host several Doctors' Day luncheons.

#### Atrium Medical Center

Thursday, March 26  
11 a.m.-1:30 p.m.  
Physician Lounge

#### Miami Valley Hospital

Thursday, March 26  
11 a.m.-1:30 p.m.  
Physician Lounge

#### Miami Valley Hospital North

Thursday, March 26  
11 a.m.-1:30 p.m.  
Physician Lounge

#### Miami Valley Hospital South

Thursday, March 26  
11 a.m.-1:30 p.m.  
Physician Lounge

#### Upper Valley Medical Center

Wednesday, March 25  
11 a.m.-1:30 p.m.  
Conference Rooms A-D

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