

# Premier Pulse

News for Premier Health Physicians

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## Recharging Vital to Your Physical, Mental Health

By Jennifer Hauler, DO, regional chief medical officer, Good Samaritan Hospital and Upper Valley Medical Center



How many times have you wished there were more hours in the day? Does it seem like you are continually trying to catch up? Do you end the day feeling drained rather than pleased with what you have accomplished? You are not alone! Long days, intense demands, the continuous mental focus required to deliver patient care, keeping up with the whirlwind of regulatory and governmental changes, and

everyday life stressors make working in the health care environment a challenge for nearly everyone involved.

Physicians and providers invest their all in doing right for the patient. While those in need would want nothing less, the toll can be tremendous. The physical consequences of fatigue and stress such as weight gain, moodiness, headaches, dizziness, muscle aches, inability to concentrate, GI distress, and cardiovascular disease are devastating. Being overwhelmed and burned out affects not only physicians, but also their spouses, family, friends, and co-workers.

The good news is that the fix is not as difficult as you might think. Research shows that breaks of all durations, even a 30-second microbreak, can improve performance and mood. The onset of mental fatigue varies amongst studies from 90 minutes to three hours of continuous on-time task. Think you don't have time for a break? Try a few of these simple suggestions geared for the busy physician/provider:

1. Take a few deep breaths.
2. Get a little extra sleep. Even 15 minutes can make a difference.
3. Be grateful. Write down three things each day for which you are grateful.
4. Phone a loved one. Take five minutes to call mom, dad, siblings, grandparents, or a friend to just say "hi."

5. Go outside. Walk around the office or the hospital. Studies show even five minutes enjoying the outdoors can improve mood.
6. Mix it up. Park in a new spot. Find a different way to walk to a hospital unit. Pick a different seat in a meeting.
7. Stretch and exercise. Google online desk stretches or exercises.
8. Meditate. Meditation not for you? Imagine the perfect vacation.
9. Take the stairs (up or down) instead of the elevator. Energize with each step.
10. Grab a tea or coffee. Better yet, meet a friend for a quick break. Pick up an extra coffee or tea to take to a colleague or co-worker.
11. Learn something new. Spend two minutes on Duolingo.com learning a new language. Introduce yourself to someone new.

*(continued)*



# Partnerships and Recognition Awards



## Atrium Medical Center

Atrium Medical Center and the City of Lebanon are excited to announce a partnership to bring residents and visitors of Warren County and the Cincinnati-Dayton region a new public recreation facility. A regional bike park is under development on 45 acres of city-owned land near Ohio Bypass 48, next to the intersection of Turtlecreek-Union and Lebanon roads. Multiple bicycling uses will be provided at the park including mountain biking, cyclo-cross, a beginner to intermediate pump track, and multi-use perimeter trail. Plans are for this community asset to serve local residents and be a regional destination for recreational biking and competitive events. One benefit of a multi-use bike park: families of all ages can experience park activities together. Atrium Medical Center and Atrium Medical Center Foundation are the Premier Health sponsors of the bike park with naming rights, and have made a multi-year commitment to support the project. Lebanon city officials are considering a contract to build the bike park with Innovative Dirt Solutions. Also, the city is seeking additional sponsors and grant funding to support the project's development. With approval, construction is expected to begin this summer. Once open, the Premier Health/Atrium Medical Center Bike Park will join more than 350 acres of green space in the City of Lebanon, including parks, trails, sports fields and other recreational spaces.

## Good Samaritan Hospital

Good Samaritan Hospital's Samaritan Breast Center successfully earned re-accreditation from the American College of Radiology (ACR) for Breast Ultrasound and Ultrasound-Guided Biopsy through August 2020. ACR accreditation is recognized as the gold standard in medical imaging and helps assure patients that the highest level of image quality and safety are provided. The Breast Ultrasound Accreditation Program provides peer review and constructive feedback on staff qualifications, equipment, quality control and assurance, accuracy of needle placement and image quality.



## Miami Valley Hospital

Forty students from the Dayton Boys Prep Academy visited Miami Valley Hospital recently as guests of Peter Ekeh, MD, medical director of Miami Valley Hospital's trauma program. Dr. Ekeh reached out to the principal last year and volunteered to come speak and mentor the students. Dr. Ekeh believes in the importance of young African American boys having role models. Since then, he has made several visits to the school. Supported by the MVH Diversity Committee, the students spent two hours on campus. A series of four speakers joined the students. The speakers included:

- Adrian Taylor, director of diversity, Premier Health
- Bukari Miles, human resources senior business partner, MVH
- Dr. Peter Ekeh, trauma surgeon, MVH
- Jonathan Heard, customer relations greeter, MVH



Other male leaders within the organization (two per table) sat with the students for roundtable discussions, during which the boys asked our leaders questions about their jobs, each leader's education, advice on leadership, making positive choices, and more. HR Director Stacey Lawson

spoke about personal branding/image and Sharon Howard, site manager, presented on the positive/negative consequences of using social media. The students were treated to a boxed lunch and each received a bag of goodies that included a Premier Health T-shirt, Premier Health earbuds, and water bottle. The big finale was a trip to the rooftop of the hospital. The students went out on the helipad to examine one of our CareFlight helicopters and watch a helicopter land and take off. Leadership plans to continue this collaboration by sending some MVH leaders to the school with the intent to provide a speaker every month during the next school year.

#### Upper Valley Medical Center

Jacqui Rose, UVMC director of medical imaging, telecommunications and IT, won the 2017 Gary Boyd Editorial Award for Outstanding Article for her article, "Success through Servant Leadership," published in the May/June issue of Radiology Management. The award recognizes an article that demonstrates originality, depth of research, organization, logical presentation, industry relevance, and value to readers. Jacqui will be presented with the award at this year's national AHRA (Association for Medical Imaging Management) annual meeting.

The annual reception for the John J. Dugan Memorial Fund was held June 8 at the UVMC Cancer Center. Hosted by the UVMC Foundation, the reception is dedicated to supporting cancer care services in Miami County. Proceeds from this year's event will support expansion of integrative/complementary medicine therapies and modalities available to patients at the center, as well as patient education and community cancer screening programs for the community.

UVMC hosted the Troy Chamber of Commerce's 2017 Leadership Troy class for a health care overview on June 21. The half-

day program featured a hospital highlights tour, as well as updates and Q&A sessions with Becky Rice, president; Diane Pleiman, vice president and chief operating officer; and Lisa Weaver, director of behavioral health and emergency department.

UVMC/Premier Health was a gold sponsor of the Health Partners Free Clinic Healing Jar Gala in May at the Cedar Spring Pavilion in Tipp City. The event was attended by more than 140 community members. The annual fundraiser benefits the clinic, which provides uninsured/underinsured Miami County residents with health care services at no cost.



*(continued from page 1)*

## Recharging Is Vital

12. Make someone else's day. Pay someone a compliment. See suggestion #10. Tell a colleague or a co-worker why you appreciate them.
13. Grab a healthful snack. Drink some water. Incredibly basic, but often forgotten.
14. Pump up the jam. Have a dance party in your car rather than listening to the news or traffic. Choose a soothing melody if it suits you better.
15. Keep a photo on your phone of something that makes you happy. Children, puppies, seascapes, whatever makes you smile. Look at the photo for 30 to 60 seconds and focus on why it makes you smile.

Sure, a month-long vacation to the beach or Europe works, too, but it isn't required. Try any of the items above for 30 seconds to 15 minutes and I bet you will notice a difference.

You are important. What you do is tremendously important. Take care of you because you are needed and valued!

Now, if you will excuse me, I think I hear a cup of tea calling my name!



# Pastoral Care: Another Asset To the Care Team

Though physicians have many tools at their disposal, perhaps one of their most powerful resources is also one of the least utilized. At each Premier Health hospital, a diverse group of pastoral care professionals provides around-the-clock services for patients and their families. While many doctors are aware of the pastoral care department, knowing what chaplains do and the services they provide may not be as clearly understood.

“Really, what we provide is emotional and spiritual support for patients and families in four key areas,” said Craig Schneider, spiritual care division manager, Good Samaritan Hospital. “First, we consider the patient’s deepest values and beliefs. These are principles that orient the person’s life. Secondly, we look at things that provide them with a sense of genuine meaning and purpose. Thirdly, we examine their relationships and how they are connected, both with key people and others, and God or a higher power. Finally, we look at where they find hope and strength. When a person deals with serious illness or other major problems, they always end up wrestling with issues in these four areas.”

Chaplains can address practical needs within each of these areas through various means, but their greatest service often boils

down to using two fundamental tools.

“First, we focus on being quietly present with people without a hurried agenda,” said Schneider. “We can spend time as needed, depending on what’s going on in their lives. We also try to actively listen when they just want to share and be open, and we strive to be accepting of their feelings without judgment.”

Since chaplains often have the opportunity to gain a deeper understanding of patients and their families, they often have unique insights into relational complexities that can have a powerful impact upon the ease or difficulty of their care. In addition, they can sometimes help communicate with patients and their families on behalf of their physicians and caregivers.

“I see us as a useful bridge to help the patient and family understand where the physician is coming from and help the physician to understand where the patient and family is,” said Lisa Baker, supervisor of pastoral care, Upper Valley Medical Center. “For example, if there are unhealthy family dynamics, or people are arguing over what the patient’s care ought to be – all the things that doctors may not have time to sort out is where we can be a tool in their tool belt.”

Schneider and Baker suggest a number of ways for physicians to collaborate with chaplains:

- **Get acquainted** - Physicians are encouraged to introduce themselves and meet with chaplains where they are working. Specific chaplains are assigned to different departments such as cardiac or palliative care, and can offer unique insights that can aid in patient care.
- **Check the medical record** - Be sure to check the chaplain’s notes when reading a patient’s medical record for information about a patient’s state of mind or unique family dynamics.
- **Ask and receive** - Physicians should feel free to contact a chaplain any time they observe a need for spiritual or emotional support among the patients and families they serve.

Though a chaplain’s main focus is upon patients and families, their relationship with doctors can be vitally important and can be utilized more extensively as they become better acquainted.

“I would love for physicians to know we are here for them, too, no matter their faith or background,” said Baker. “We seek to meet needs across all cultures, and sometimes a little encouragement can go a long way.”



# Oncology Update: Care Coordinator Role Evolves

By Dr. Charles Bane, chair, Cancer Institute and Dr. James Ouellette, vice chair, Cancer Institute

*Editor's note: The following letter was sent to primary care physicians and oncologists across Premier Health.*

Premier Health's Cancer Institute recognizes the value that patient navigation brings to the patient care process. Whether from best practices literature, or learned from our own internal focus groups, patients are seeking cancer programs and physicians that offer robust navigation services focused on communication, coordination, and a multidisciplinary approach. In conjunction with our nursing leadership, we have assessed our current cancer coordinator program, and will soon be implementing enhancements to ensure that our cancer patients have access to this vital resource. Moving forward, we will be rebranding our cancer coordinators as "oncology nurse navigators."

## The purpose of this letter is three-fold:

1. To ensure you are aware of these resources intended to help patients navigate the complex health care landscape as they battle cancer.
2. To clearly define the specific roles and responsibilities of the oncology nurse navigator.
3. To request that you recommend that your cancer patients meet with the appropriate oncology nurse navigator based on disease type.

## Below you will find more detail on the role:

### Patient-Facing Responsibilities

- Educate patients and family members on disease treatments and processes, and reportable signs/symptoms
- Act as single point of contact; facilitate coordinated communication among providers across the continuum
- Eliminate barriers to care (transportation, financial, timely appointment access, etc.)
- Support and connect patients to supportive services (counseling, nutrition, rehab services, etc.)

### Physician- and Clinician-Facing Responsibilities

- Document and communicate treatment recommendations made at cancer conferences for physicians
- Work across disciplines to ensure timely appointments, results reporting, communication, and patient follow-up
- Provide community education to increase participation in prevention and screening programs
- Monitor appropriate diagnostic procedures for positive pathologies to ID new patients
- Proactively develop collaborative relationships
- Be an expert in national clinical practice guidelines and standards of care for specific cancers



If you have questions or concerns about the Oncology Nurse Navigator role, changes made, or would like more information, please reach out to Frank Sawyer, vice president of the oncology service line for Premier Health. We appreciate your support as we strive to continuously improve our cancer care.

# Atrium Medical Center's Phone Prefix is Changing



Atrium Medical Center previously announced plans to consolidate its telephone prefixes to one common prefix for all phone numbers related to the hospital.

Currently, we have two different prefixes for hospital phone numbers: 420 and 705. Having more than one prefix often has caused confusion for patients, visitors and

employees. The current two-prefix system also is inefficient, making it difficult to reach some staff and impossible to call inpatients directly.

The changes to the prefix are moving forward. In fact, both old (420 and 705 prefixes) and new (974 prefixes) phone numbers are now working. Staff are encouraged to start updating their phone number references in email signatures, literature and other listings where phone numbers appear. If updating the phone number requires printing materials or other cost, don't reorder materials just to update the phone number. Instead, update materials in the normal course of business while replenishing supplies.

An easy way to check if your phone number is changing is to try calling it from an outside line using the new 974 prefix.

This change will make all numbers internally direct dial using the four-digit extension, making things simpler for staff and customers who call the hospital.

## What are the benefits of having only one prefix?

- The new direct inward dial (DID) system will have one prefix, 974, that will be exclusive to Atrium Medical Center. It will streamline our phone system, similar to Miami Valley Hospital's hospital-wide 208 prefix and Good Samaritan Hospital's 734 prefix.
- The DID system will allow 100 percent direct dialing for all four-digit hospital phone numbers, including physician offices and wireless phones, patient room phones and nursing stations.

- The system will make it easier for patients, employees, physicians and the community to reach and/or call back hospital departments and staff.
- The DID system will support new technologies and improve communications.

## Will the four-digit extensions change?

The four-digit extensions will not change, just the three-digit prefix. For example, if your office or department phone number (513) 420-1234 or (513) 705-1234, the new number will be (513) 974-1234. The last four digits will remain the same.

## Will the new 974 prefix have any effect on internal dialing?

The 974 prefix affects calls made from outside of the hospital inward. It will not change how we dial internally by four-digit extensions or how we contact other hospitals in the system using the 892 (system support), 894 (MVHS), 896 (MVH), 897 (GSH) and 899 (UVMC) internal prefixes.

## When will the new prefix be effective?

The new 974 prefix is operational now, and we encourage everyone to begin using it to become comfortable with the new numbers. The 420 and 705 prefixes will still work for a limited period of time to allow for the transition to the 974 prefix. The cutoff date will now be Jan. 1, 2018.

## Does this change include fax numbers?

There will be more information to come about changing fax numbers across Premier Health. Due to another project to streamline fax machines that are part of multi-function devices (MFDs), some fax numbers will change. Not all fax numbers will use the new 974 prefix. Those who use MFDs will be contacted and informed if their fax number is changing or not. Until you are contacted about this, do not update any fax numbers.

Watch for periodic reminders of this change to Atrium Medical Center's phone numbers. We look forward to improved communication with each other and those we serve. If you have any questions, contact Julie Norris at extension **4797** or [janorris@premierhealth.com](mailto:janorris@premierhealth.com), or Chelsey Levingston at extension **5121** or [cjlevingst@premierhealth.com](mailto:cjlevingst@premierhealth.com).

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## Patients Can Now Request Hospital Medical Records in MyChart

A new feature is available in MyChart. Patients can request a copy of their electronic medical record from any Premier Health hospital by going to the "My Medical Record" tab, or they can access the request form by clicking a link on the MyChart home page.

These electronic medical record requests are for hospital records only. For physician office records, patients should contact their doctor's office directly.

Medical record requests in MyChart will not be fulfilled automatically. Requests will be reviewed by staff and will require up to 30 days for processing. The requests cannot include diagnostic films, tracings, photographs or similar items. If a patient request includes any of these items, the patient will be contacted for further assistance.



# A Brain Detective Who Enjoys Jumping Out of a Plane



**Fadi Tayim, PhD.,** sees patients at the Clinical Neuroscience Institute

**What is your specialty?**  
Clinical Neuropsychology and Neuroimaging

## What brought you to Premier Health?

Well, technically I was brought to Premier Health by an airplane, and then a car. All joking aside, I chose Premier Health because of the opportunity to develop and lead a groundbreaking neuropsychology division within the Clinical Neuroscience Institute. Unlike a general neuropsychology clinic, the CNSI Neuropsychology Division provides highly specialized assessment services through a combination of functional MRI, intra- and extraoperative brain mapping, and by conducting the intracarotid sodium amobarbital procedure (“Wada”), in addition to traditional general neuropsychology measures. Many of these procedures are new to the Dayton region, and I jumped (on a plane) for the opportunity to be the one to develop such a fantastic program for Premier Health.

## Why did you choose medicine as a career?

I was drawn to neuroscience, specifically, because I always found it fascinating – and existential – that I use my brain to study other brains. As a clinical neuropsychologist, I am completely spoiled because I have the opportunity to play “brain detective” every day – whether it’s in my clinic, at a case conference, or in the procedure room.

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

Wow – so many mentors, each contributing their own expertise to my training. I’d say my biggest influences are (Drs.) James A. Moses and Harriet Zeiner (VA Palo Alto/

Stanford Univ.; neuropsych mentors), Kathleen Poston (Stanford Univ.; neurology mentor), and Laura Flashman and Robert Roth (Dartmouth, neuropsych mentors).

## How do you describe your bedside manner?

I have always treated each patient as the foremost authority on themselves. It sounds like an overly simple concept, but when this is genuinely communicated with a patient, it can change their entire perspective on the interaction, how they view the hospital and staff, and sometimes even improves insight into their complaints.

## What is one thing most people don’t know about you?

I enjoy skydiving! There’s nothing like jumping out of a plane at 18,000 feet and seeing the curvature of the earth at the horizon.

## How do you want to be remembered?

Having the opportunity to start the neuropsychology division at CNSI has been exciting, challenging, and innovative. I’d want each patient to leave my clinic feeling like they’re the most important patient in

the world. If I can make that happen, then that’s a legacy worth having.

## What is the last book you read?

*Algorithms to Live By: The Computer Science of Human Decisions* by Brian Christian and Tom Griffiths

## What is your favorite song in your playlist?

I don’t have a single favorite, but “Move Your Body” by Sia is definitely my new favorite workout song. I challenge anyone to not want to get up and dance when they hear it!

## iPhone or Android?

I’m a child of Silicon Valley (so iPhone, naturally).

## Early bird or night owl?

Early bird 100 percent.

## Beach bum or mountain hiker?

Both! You can reliably find me beach-side when I visit family in CA, or at Muir Woods hiking!

## Dress shoes or tennis shoes?

Tennis shoes all the way! I should get paid by Nike because I own so many pairs of Free Runners & Trainers.



# NarxCheck Available for Premier Health Inpatients

Increasing issues with prescription drug abuse and potential transition to other opiates have made it extremely important for clinicians to be aware of what individuals are taking. In addition, it is legally mandated to query the Ohio Automated Rx Reporting System (OARRS) database when prescribing controlled substances for chronic use. To enhance quality for our patients and to make our providers more efficient, Premier Health began using the NarxCheck product.

This was first available for our emergency department patients, and eventually we were able to add the ambulatory office setting. Now we will be able to use it for inpatients.

NarxCheck can be activated from within Epic and will send the patient's information to OARRS, automatically returning a three-digit score reflecting current and past prescribed controlled substance use. In addition, a hyperlink will open the patient's

full OARRS report, which is presented in an easy-to-read graphic display. This way, it is possible to get a full picture of what a patient is taking with regard to controlled substances in just a few seconds. Regular use will benefit the health of our community and keep you compliant with state laws. Additional information is available through normal Epic assistance channels.

## Premier Health Increases Majority Ownership Stake in CompuNet

Premier Health has purchased Quest Diagnostics' ownership stake in Moraine-based CompuNet Clinical Laboratories, a move that enhances local oversight of clinical lab services and helps to maintain laboratory testing across the Dayton region to meet patients' needs.

The transaction, which took effect June 1, also should better align CompuNet's capabilities with providers at Valley Pathologists, Inc., a medical practice that maintains a minority ownership stake in the full-service clinical laboratory. CompuNet performs 98 percent of testing locally, or approximately 6 million tests each year.

"This transaction will help Premier Health achieve its vision of a more system-based approach to clinical laboratory testing," said Mary Boosalis, president and CEO of Premier Health. "It enables us to build upon our existing laboratory capabilities, achieve greater economies of scale, and control the costs of laboratory services."

The purchase is not expected to affect CompuNet's nearly 600 local employees; CompuNet already provides health benefits via Premier Health's insurance plan. Premier Health has held a majority stake in CompuNet since 2014.

"The change in ownership provides CompuNet with a greater degree of independence," said Atef Shrit, MD, chairman of the board of directors for CompuNet. "With 100 percent local control, our ability to enhance testing capabilities which impact the community is greatly improved."



## Our New Physicians

New physicians regularly join the medical staff at each of the Premier Health hospitals. Are you interested in knowing who joined the medical staff at each facility?

You can find the lists in the Physician Portal.

**Atrium Medical Center** go to [atriummedcenter.org/ournewphysicians](http://atriummedcenter.org/ournewphysicians)

**Good Samaritan Hospital** go to [goodsamdayton.org/ournewphysicians](http://goodsamdayton.org/ournewphysicians)

**Miami Valley Hospital** go to [miamivalleyhospital.org/ournewphysicians](http://miamivalleyhospital.org/ournewphysicians)

**Upper Valley Medical Center** go to [uvmc.com/ournewphysicians](http://uvmc.com/ournewphysicians)

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