

Premier Pulse

News for Premier Health Physicians

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Thank You for Saying ‘Thank You’

Marc Belcastro, DO, system chief medical officer, Premier Health



Imagine a workplace where everyone said “thank you” after each interaction. Research has proven a simple “thank you” can increase productivity, improve well-

being, build mental strength, increase job satisfaction, and can be contagious. Other science-based studies have linked workplace gratitude to more positive emotions, less stress and fewer health complaints, a greater sense of achieving goals, fewer sick days, and higher satisfaction with co-workers.

Our days are filled with thousands of conversations, text messages, and countless emails. Would a continuous stream of “thank you’s” lack authenticity or become a bit annoying? I would submit that any downside is completely overshadowed by its benefits.

Cultural transformation would result from this simple, yet powerful habit. A word

about culture; it is the environment that surrounds you all the time at work. Another way to express culture is similar to the description of personality. It is made of the values, beliefs, experiences, and habits that create a person’s behavior. An organization’s culture is made up of the life experiences each employee brings to the organization. While organizational culture is especially influenced by its leaders, every employee has an impact on its culture.

For example, Spectrum Health in Grand Rapids, Mich., is a system with 18,000 employees and 1,500 physicians. They embarked on a goal to reduce hospital-acquired infections with a primary focus on hand hygiene. Their starting compliance rate was 60 percent. Every member of the team committed to 100 percent accountability for their own and for one another’s hand hygiene behavior. When anyone witnessed a co-worker miss a hand hygiene moment, they would remind the violator. That person

would respond with “thank you,” without getting defensive. Within a month, the hand hygiene compliance rate jumped to 90 percent and ultimately reached 98 percent for more than one year. This simple behavior influenced the culture of safety beyond hand hygiene. The clinical achievement, combined with the positive interactions, crossed over to staff accountability for all safety interactions.

Imagine the impact of “thank you” on the heart of a busy and stressed nurse. Imagine the impact on patients and the operating room staff if every time a member of the OR team spoke a concern, they heard “thank you” from the surgeon, even if the concern was not valid. Multiply those moments of gratitude. I am convinced that the safety and well-being of our patients and staff would be transformative. Give it a try, and let me know how it goes.

First in the Nation to Offer New Ovarian Cancer Clinical Trial



Premier Health is the first health system in the United States to offer a new Phase III study for women who have been newly diagnosed with Stage III or IV BRCA

negative ovarian cancer.

This clinical trial, KEYLYNK-001, examines how the addition of a cancer immunotherapy drug, Keytruda, and an oral prescription medication known as a PARP inhibitor, Lynparza, to standard chemotherapy affects progression-free survival (living with a disease without it worsening) and overall survival.

“There is a growing body of data on the use of PARP inhibitors and immunotherapy in ovarian cancer with positive results,” said Michael Guy, MD, a board-certified gynecologic oncologist at Premier Gynecologic Oncology. “This new Phase III clinical trial will provide important insights in the use of these newer medications to improve outcomes in patients with newly diagnosed disease. We are proud to offer

this exceptional study to our patients in the Miami Valley and honored to be the first in the country to provide such trials.”

Research has shown that the majority of women diagnosed with advanced stage ovarian cancer have a 39 percent five-year survival rate. Unfortunately, most women will die of the disease.

In the trial, all study subjects will receive six cycles of standard chemotherapy with or without Keytruda. Patients also undergo surgery for their cancer at the discretion of a physician during this initial phase. After the first six cycles, patients will be randomly assigned for up to two years to one of three arms of the study, which includes Keytruda and a Lynparza pill, Keytruda and a Lynparza placebo, or Keytruda and Lynparza placebos.

The Phase III study is another way that Premier Health’s comprehensive cancer care team offers patients and their families compassionate, specialized care. Located at Miami Valley Hospital South, the physicians at Premier Gynecologic Oncology provide treatment for women with cancer and treatment-related symptoms, complex pelvic

surgical problems, gynecologic cancers, and palliative care.

This study will eventually be offered at 50 locations across the United States. Premier Health is the country’s first and only site currently offering this trial.



CompuNet Laboratory Critical Values

CompuNet has an established Critical Values policy as defined by Ronald Chiu, MD, CompuNet medical director. The Critical Values list has been set for lab results that may pose an immediate health risk or require a provider’s attention. Please note that when CompuNet undergoes its lab information system conversion to Sunquest in April 2020, the priority notification levels will be adjusted. The list is available to view by visiting: <https://premierhealth.com/your-health/articles/premier-pulse/compuNet-laboratory-critical-value>

CompuNet Expands Hours at Two Hospitals

In response to provider feedback, CompuNet is pleased to announce that Atrium Medical Center and Upper Valley Medical Center patient service centers will be open seven days a week, beginning Sunday, Feb. 2.

Expanded hours at the patient service centers will be from 8 a.m. to noon every Sunday. CompuNet’s goal is to better accommodate our Atrium and UVMC patients and provide improved access to our draw sites during the weekend.

Hours of operation

Atrium Medical Center Patient Service Center:

Monday – Friday: 6 a.m. – 6:30 p.m.; Saturday: 7:30 a.m. – noon; Sunday: 8 a.m. – noon

Upper Valley Medical Center Patient Service Center:

Monday – Friday: 6:30 a.m. – 6 p.m.; Saturday: 7 a.m. – noon; Sunday: 8 a.m. – noon





Beavercreek Medical Office Building Opens

Premier Health held a ribbon-cutting ceremony and community open house on Dec. 19 for a new medical office building that will house both primary and specialty care physicians along with imaging and lab services. The two-story, 45,000-square-foot building is located at 2400 Lakeview Dr. in Beavercreek.

Providers began seeing patients on Dec. 20, 2019.

“This facility will act as a Premier Physician Network primary and specialty care center, and will also have X-ray and laboratory services,” said Diane Pleiman, president of Premier Physician Network. “It will provide patients from Beavercreek and the surrounding communities a single point of multidisciplinary services, where they can receive diagnostic and preventive care close to home. Our goal is to make their health care convenient, streamlined, and comprehensive – while at the same time easy to access.”

The medical office building will have space for 12 primary care providers and will offer specialty services in orthopedics, cardiology, rheumatology, OB/GYN, imaging, and lab services through CompuNet.

Two practices, Fairfield Road Physician Offices and First Care Family Medical, relocated to the site as Premier Health Primary Care Beavercreek. Providers include: Quratulain Aziz, MD; Joseph Leithold, MD; Anjana Shah, MD; Samar Hijazi, MD; Ziad Khatib, MD; Geetha Ambalavanan, MD; Jennifer Romaker, FNP; and Estella Wetzel, FNP.

Specialties include:

- Premier Cardiovascular Institute with providers Christina Anslinger, DO; Robert Bulow, DO; Gary Fishbein, MD; J. Bradley Gibson, DO; Amit Goyal, MD; Kevin Kravitz, MD; and G.S.V. Ramanathan, MD.
- Premier Orthopedics, including Michael Raab, MD; Eric Fester, MD; and Aloiya Earl, MD.

- Premier Health Rheumatology with provider Sanford Wolfe, DO.
- Lifestages Centers for Women, including Susan Emmerling, MD and Joel Metze, MD.

The project, a collaborative investment of \$9 million, represents growth and expansion for Premier Health in the Beavercreek area and surrounding communities. The Beavercreek location will have approximately 56 employees; 15 of those positions will be new.

To streamline and enhance the patient experience, an “On Stage – Off Stage” model of care will be adopted to help reduce patient wait times, encourage even greater collaboration among the care team, and shorten distances to exam rooms. This increases the amount of time the caregiver can spend with a patient.

Integrated patient care, with multidisciplinary care teams in one location, will create a comprehensive and convenient environment to care for patients and make the patient experience optimal.

New High-Sensitivity Troponin Video – “Taking Troponin to Heart”

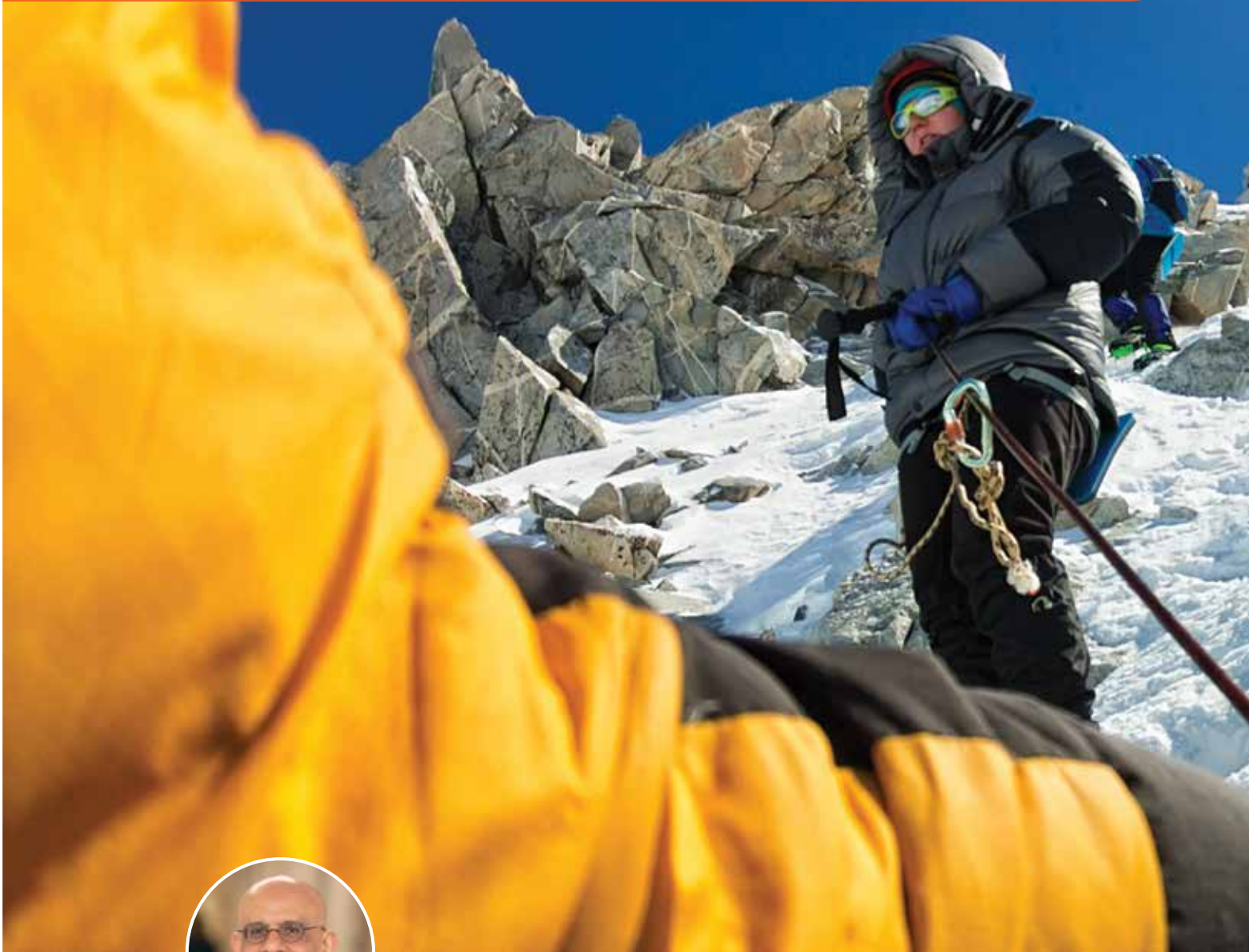
As of May 22, 2019, Premier Health and CompuNet Clinical Laboratories switched to a new troponin test: the High Sensitivity Troponin T (5th Generation) assay, and discontinued the Troponin T (4th generation) assay. The new assay is the most recent generation available and has been employed in Europe, Canada, and Asia since 2009.

Below is a link for a video education session titled “Taking Troponin to Heart,” presented by Mukul Chandra, MD, vice chair of Premier Cardiovascular Institute. Scan the QR code with your smart phone and login to see the video, or use the following url: <https://qrco.de/bbPJWU>



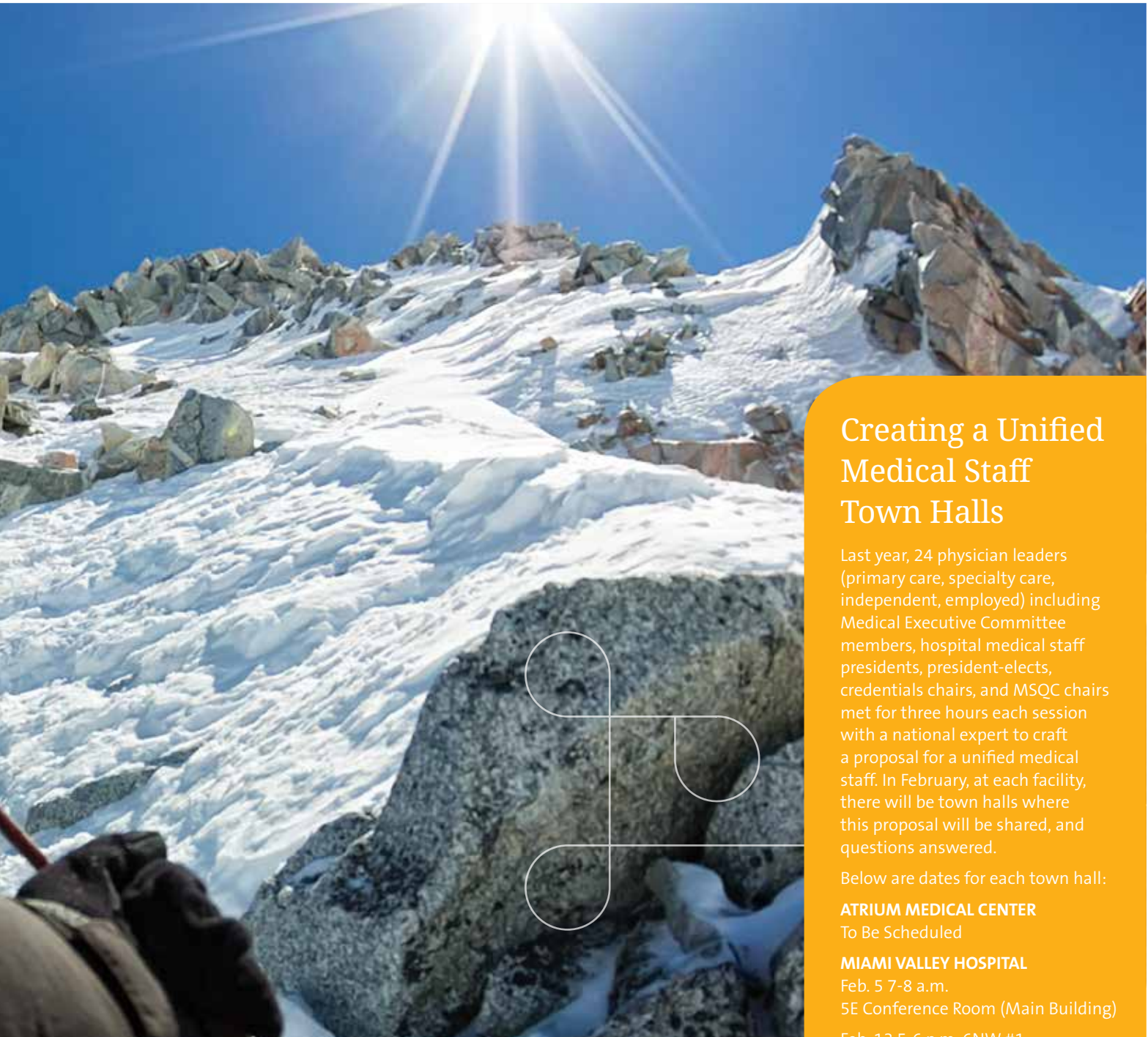
Reaching the Summit

Tarek Sabagh, MD, oncologist



Our medical staff is diverse in everything, including the hobbies we enjoy. Mountain climbing is one of those hobbies that is enjoyed by a good number of our medical staff. In climbing, the group has a clear goal to reach summit, the highest point on that mountain. Rope connects team members, who are divided into groups of two or three with a guide. Every team member has an equal responsibility of ensuring the team's safety and achieving their goal.

How team members are arranged on the rope is another fascinating story. Going up the mountain, the most experienced climber is at the end of the rope, the least experienced is behind the guide at the front, and the third member is in the middle. The rationale is that the guide will always keep an eye on the climber behind him and relies on the climber at the end of the rope to watch their back.



I happen to be one of those who practices this hobby. My rank on the rope has never mattered to me, just as long as I'm on a rope that's aiming to get to the highest point of the mountain. It's even comforting to know there are others roped with me who have more experience.

I'd like to apply that experience to real life. At Premier Health, we're embarking on one medical staff across the system. Ironically, there are three members, MVH, AMC, and UVMC, that will be roped together to achieve

one goal – summit. Our summit is to reach the highest level of value-based, efficient, compassionate patient care. Similar to what happens in climbing, the three medical staffs will be roped together. Regardless of rank on the rope, every member is just as essential to the safety and success of the team as the next.

So, friends across Premier Health, let's rope together to reach the summit and have fun doing it.

Creating a Unified Medical Staff Town Halls

Last year, 24 physician leaders (primary care, specialty care, independent, employed) including Medical Executive Committee members, hospital medical staff presidents, president-elects, credentials chairs, and MSQC chairs met for three hours each session with a national expert to craft a proposal for a unified medical staff. In February, at each facility, there will be town halls where this proposal will be shared, and questions answered.

Below are dates for each town hall:

ATRIUM MEDICAL CENTER

To Be Scheduled

MIAMI VALLEY HOSPITAL

Feb. 5 7-8 a.m.

5E Conference Room (Main Building)

Feb. 13 5-6 p.m. 6NW #1

Feb. 26 noon-1 p.m. 6NW #2

MIAMI VALLEY HOSPITAL NORTH

Feb. 19 7-8 a.m.

MVHN Conference Room A & B

MIAMI VALLEY HOSPITAL SOUTH

Feb. 11 7-8 a.m.

MVHS Conference Room 1315

(Spine & Joint Building)

UPPER VALLEY MEDICAL CENTER

Feb. 17 5-7 p.m.

Physician Office Building

Conference Rooms 1 & 2

Helping the Hungry, Bronze-Level Recognition, and Retirees Honored

Atrium Medical Center

Atrium employees and volunteers collected 2,420 pounds of food during a three-week food drive led by the President's Advisory Council. The donations benefited Shared Harvest Foodbank, which distributes collections to more than 90 food pantries, soup kitchens, shelters, and similar nonprofits in Butler, Warren, Preble, Darke, and Miami counties. The donations from Atrium will equate to about 2,000 meals for families in need, according to Shared Harvest.



Keith Bricking, MD, hosted the annual Dinner with the President with approximately 100 in attendance to thank Atrium Medical Center Foundation donors, as well as showcase some of the areas where their donations had a strong impact in the past year. Sameep Kadakia, MD, was the evening's keynote speaker, sharing the latest advances in head and neck reconstruction. Attendees also had the opportunity to tour the Compton Center.

The Ohio Department of Public Safety awarded \$50,000 in federal funding to Atrium's Level III Trauma Center, which manages a traffic safety program in collaboration with community partners. The coalition, whose members include law enforcement, focuses on traffic safety awareness initiatives.

For parents who have lost a child, the holidays can be a time of painful memories

and brief, but cherished moments. To help, Atrium's Help Endure a Loss (HEAL) program invited families to its 21st annual Memory Tree Lighting, a seasonal remembrance for those who have experienced the death of a child. The evening included a brief service, personalized ornaments, and several opportunities to recognize and remember lost loved ones.

The Middletown Division of Fire and Local 336 donated \$2,281 in proceeds to Atrium Medical Center Foundation to benefit Middletown-area breast cancer patients. The funds were raised this fall by sales of "Fighting for a Cure" breast cancer awareness T-shirts to hospital staff. Money donated to the Atrium Foundation will benefit women who can't otherwise afford a mammogram.

Miami Valley Hospital Campuses

Members of the Miami Valley Hospital Foundation board of trustees met to review 2019 successes and look ahead to 2020. The meeting included several ceremonial check presentations from recent fundraising events. More than \$72,500 in proceeds from Champions of Hope will go to fund integrative therapy programs, including specialized yoga, exercise, and therapeutic art designed specifically for oncology patients. Some \$183,000 in funds raised at the hospital during the Premier Health Employee Giving Campaign (formerly known as the Mueller Society) assisted employees who were impacted by the Memorial Day

tornadoes. The final check presentation represented \$75,000 in proceeds from a new event, Emmett's Place Family Night at the Boonshoft. Emmett's Place is a quiet space away from clinical areas, in which families of NICU patients can spend time together.

Beth Larsen and Gregory Semon, DO, were featured on the City of Centerville web series "Centerville Spotlight" and taped at Miami Valley Hospital South. Mayor Brooks Compton interviewed both about Miami Valley Hospital South recently achieving the designation of a Level III Trauma Center. *(bottom photo)*

Xenia High School's Student Council provided "Baskets for Battle" to the oncology patients at Miami Valley Hospital South. The bags are designed with love and care to encourage patients during the difficult cancer treatment process. This initiative received media coverage from WDTN-TV.





The fourth quarter Trendsetter Award honorees were announced. This leadership recognition program honors employees who embody the hospital's values and possess the ability to inspire people to reach great heights of performance and success through passion, purpose, listening, and meaning. Honorees included: Carman Burton, manager of Patient Access Services; Lt. Brad Goudy, manager of Campus Police; Susan Mahurin, manager of Patient Care Unit 2; and Sara Martin, ANM of Emergency and Trauma Center.



The American Association of Critical-Care Nurses (AACN) recently awarded a bronze-level Beacon Award for Excellence to the Medical Surgical

ICU at Miami Valley Hospital. The Beacon Award for Excellence, a significant milestone on the path to exceptional patient care and healthy work environments, recognizes unit caregivers who successfully improve patient outcomes and align practices with AACN's six healthy work environment standards. Units that earn this three-year, three-level award with a gold, silver, or bronze designation meet national criteria consistent with Magnet® Recognition, the Malcolm Baldrige National Quality Award, and the National Quality Healthcare Award.

Help Me Grow Brighter Futures recently hosted a graduation ceremony for more than 50 families who completed the Parent Home Visiting Program. Mothers and their families came to celebrate their accomplishment. The

celebration included music, food, photos, and diplomas for both mom and baby.

In April, Miami Valley Hospital's labor and delivery department was experiencing a "baby boom" with its nursing staff. Eleven nurses were pregnant, all expecting to deliver between May and October. The story went viral and nurses from across the country sent messages and baby care packages for the moms-to-be. On Dec. 5, all the nurses/new mothers reunited with their new babies for a holiday reunion. This story was picked up by all Dayton-area media, as well as by a media outlet in the United Kingdom that reports for stations across the country.

As part of Premier Health's partnership with University of Dayton Athletics, a new UD physician introductory video was launched. The video highlights the seven Premier Health physicians who provide care for UD athletes: Mike Herbenick, MD; Jeffrey James, DO; Karen Shafer, MD; James Klosterman, MD; Michael Barrow, MD; Teresa Zryd, MD; and Joe Rubino, MD.

Upper Valley Medical Center

A retirement reception was hosted Dec. 13 in the UVMC cafeteria to honor **Roger Goodenough, MD**, general practitioner, who retired from practice in December.



Dr. Goodenough, most recently with Upper Valley Family Medicine, began practicing in Troy in 1969. UVMC physicians, employees, retirees,

and volunteers attended the retirement reception to express appreciation for his many years of dedicated service to UVMC and his patients.

Three members of the UVMC Board of Directors retired at the end of 2019 after long terms of service to UVMC and predecessor hospital boards. Daniel French, board member since 1975; Joel Walker, board member since 1983; and Art Disbrow, board member since 1984, were honored at the December board meeting.

UVMC Future Leaders teamed up in December with the Lincoln Community Center in Troy to host Darla's Helping Hands Holiday Drive to benefit children in the center's after-school program. UVMC employees donated food gift cards to more than 100 local children in need.

UVMC/Premier Health was the presenting sponsor for Edison State Community College's Annual Holiday Evening Dec. 4. More than 400 community members attended this high-profile event, which is the major fundraiser for the Edison Foundation. UVMC's sponsorship is part of the hospital's long-standing partnership with the college.

UVMC's annual Employee Recognition and Silver Anniversary Reception was hosted at the hospital on Dec. 11. Nita Niekamp, a staff nurse in the UVMC Cardiopulmonary Rehabilitation department, was named UVMC Employee of the Year. Significant employment anniversaries were also celebrated at the reception for UVMC employees who have provided 25 to 45 years of service to our patients and their families.

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 was treated by **Dr. Sorensen**. He was very professional, and I really felt like he cared. His personality was awesome, and I just wanted to recognize such an outstanding person. There was also a female student in P.A. training. She was an extension of the quality of care that was provided to me.

I would love to say how awesome **Dr. Maidson** and her crew were. This was my third pregnancy, and I had to have a C-section, which I was VERY nervous about. They made me feel calm and informed. The rest of the hospital staff was fantastic during my postpartum stay. I LOVE this hospital!!

Dr. Liethold and his staff have always treated us with the utmost professional and sincere care.

Dr. Garland is the best. He always listens carefully and shows genuine care and concern.

I really like **Dr. Papanik**. She has great compassion and excellent doctor/patient relationship.

Dr. Marriott explained things very thoroughly and offered much support. It's easier to be an employee than a patient! Thank you all!

Dr. Palmisano was amazing!

I felt so calmed and comforted my entire stay. **Dr. Guy** was fantastic, and my nursing care was phenomenal.

I genuinely appreciate the continuity of care and concern provided by **Dr. T. Smith** and staff.

Epic is Updating its User Experience with “Storyboard”

A noticeable change is happening in Epic that will improve efficiency for all users.

The new Storyboard interface tool will provide role-specific information for Epic users, combining important functionality on a single screen and reducing the number of clicks needed to navigate through relevant information. Feedback from health care systems that have implemented Storyboard indicates that it's a big improvement to the Epic user experience.

Storyboard takes the information that is currently in the header of the patient chart and moves it to a user-friendly sidebar, making it easier to read and less likely to be condensed. It creates unique views for different users, so they can see key information more quickly and easily. Each user will have a view that's unique to their role, so they can view the patient details that they need without having to jump around from screen to screen, such as who they are, why they're here, recent events, information, actions to take, etc. For example, an ambulatory provider sees

the patient's last visit information and care gaps; an inpatient provider sees new results, medications, and vitals; and billing office users see account guarantor information.

Beginning on Feb. 3, Storyboard will be fully connected and available for users to toggle on and learn how to use it in real time prior to the official rollout. Tip sheets will be available from Technical Education & Support and in Epic Learning Homes to help you transition to the new layout.

Epic Storyboard will be mandatory for all Premier Health Epic users on April 4 (in conjunction with the Epic upgrade).

Please note: Radiant users will be able to see a representation of Storyboard as of Feb. 3 but it will not be upgraded in real time for full functionality until the April 4 date.



Learn More?

If you have any questions or need any assistance with Storyboard, contact the IT Customer Support Desk at **(937) 208-2737**.



National CRNA Week

January 19-25



Editorial Board: Dr. Marc Belcastro, Dr. Andre Harris, Dr. Scott Kanagy, Dr. Matthew Reeves
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 Premier Health