

Premier Pulse

News for Premier Health Physicians

VOLUME 7 | ISSUE 7 | SEPTEMBER 2020



Looking Out for Each Other During a Pandemic

By Roberto Colon, MD, associate chief medical officer, Miami Valley Hospital;
system vice president of quality and safety, Premier Health



I realize by now, more than a few of us are suffering from COVID-19 fatigue. I am not referring to one of the symptoms associated with this virus, but rather, the desire to say “enough already” whenever anything COVID-related comes up. This has been a very trying year for everyone, not just health care providers. None of us has ever been through

such a prolonged outbreak with this persistently elevated tempo of work. We all have had to make sacrifices; some seem relatively minor such as canceling vacations or missing out on some sporting events. For many, it has meant working more; for others, it has meant not being able to work at all. These stressors are further compounded for many having to manage the pandemic’s impact on our homelife at the same time.

Particularly, in our line of work, we have been so focused on the disease that it has been easy to lose sight of the fact that we must also focus on ourselves. It is during these times that resilience becomes so important. Sustaining ourselves at times of such stress

requires us to pay attention to our own well-being and find meaning, both at work and in our private lives. Realize this is not a one-size-fits-all model, as each of us has our own way of finding meaning and maintaining our sense of wellness. For many, faith and spirituality will help us get through. For others, family and friends are key, a challenge when we have felt so alienated for so many months. Often, time for physical activity or personal reflection are the answer. Whatever your source of inner strength has been, please make sure you take some time to reconnect and recharge.

I do have one ask – that we all take the time to watch out for one another. Burnout is sometimes more apparent to others than to ourselves. So, if you see someone struggling, please reach out. All of the CMOs are available to help, whether it’s to offer a sympathetic ear or to find helpful resources. Everyone is saddled with the prospect of trying to find normalcy in the era of COVID. Everything seems different, but we can overcome. We have to be willing to try, but realize, no one has to try alone. And please remember, be an advocate for each other!

Proctoring vs. Precepting

What Physicians/APPs Need to Know

By Marc Belcastro, DO, chief medical officer, Premier Health and Miami Valley Hospital



As we balance the need for nimbleness in granting privileges to physicians and Advanced Practice Providers (APPs), it remains important to protect the integrity of this process to ensure that our patients are receiving great care

from properly trained clinicians. While sometimes used interchangeably, precepting and proctoring are very different processes, but each may be equally valuable to physicians and APPs depending upon the situation.

- Proctor – to supervise or monitor a skill someone already possesses
- Precepting – a “training up” for a skill not currently acquired

While these concepts may be more familiar to APPs, physicians do occasionally encounter situations that will utilize either or both paths. Precepting can occur in a formal course, a simulation, and/or at the bedside to gain a new skill. Proctoring occurs during the observation of real or simulated clinical scenarios.

When a physician or APP requires a preceptorship for new or additional privileges (i.e. the desire to acquire a new skill through training) that will take place with patients within the hospital, it is **CRITICAL** that these request(s) first be made to the medical staff office for further instruction. This is to ensure that forms have been completed and appropriate approvals have been obtained. Preceptorships must be approved through the medical staff’s privileging process before a physician or APP can begin training in the hospital.

Proctoring should be viewed as a peer review tool, and certain proctoring that takes place in a simulation or through a formal course does not require approval through the medical staff process. However, proctors will generally provide certificates and/or signatures attesting to competency, and these documents will be needed when the next step/level of practice is requested through the medical staff.

Following this process will provide consistent safe care for our patients, and allow our clinicians to be trained as rapidly as possible.



Shaping Our Future 2023 - Our Next Three-Year Strategic Plan

By Mary Boosalis, president and chief executive officer, Premier Health



Over the past three years, we have come together to successfully address many challenges. I am deeply proud of how everyone at Premier Health has responded to COVID-19 – we couldn't have better served our community in this time of extreme need. We have demonstrated that, when we work together, we can move mountains to achieve our mission.

Despite our extraordinary efforts, like the health care industry as a whole, we as an organization are not immune to challenges on multiple fronts, some of which have been exacerbated by the pandemic. The postponement of elective surgeries, for example, has contributed to a significant shortfall in revenue, which must be shored up to ensure ongoing reinvestment across our health system. Meanwhile, we continue to contend with increased competition from other providers. A combination of short-term financial challenges and long-term changes reshaping the health care industry now demand that we respond. This means taking tough steps to transform our organization so that we can continue to be in an optimal position to fulfill our mission.

We are resolute in our commitment to provide quality care, and to improve the health of the communities that we serve. But to do that to the best of our ability, we must now fundamentally shift how we function as a team.

The urgency of the headwinds we face informs our new three-year strategic plan – Shaping Our Future 2023. This plan is underpinned by six strategies that I am confident will guide our organization to success and financial sustainability. The first four strategies are:

1. Build market distinctiveness

Reclaim market share by doubling-down on areas with disproportionate opportunity to capture growth in the 8-county region

4. Drive industry-leading productivity

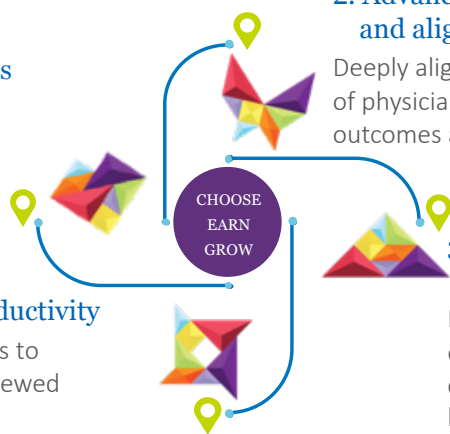
Reach top-quartile improvements to sustain the organization with renewed discipline and rigor

2. Advance physician partnership and alignment

Deeply align with the right complement of physicians to deliver on quality-focused outcomes and continuity of care

3. Reimagine consumer engagement and experience

Deliver a seamless customer experience via analog and digital channels to grow impact and leapfrog competitors



Strategies 5 and 6 support the first four:



5. Evaluate and leverage partnerships to accelerate strategic objectives



6. Drive purpose and enhance organizational health to enable employees & physicians to drive sustainable change

Provider Enjoys Climbing, Biking



Tarek Sabagh, MD

What is your clinical specialty?

Medical hematology-oncology

Where did you go to school?

Zagazig University, Egypt

What brought you to Premier Health?

I did my residency at Miami Valley Hospital in 1990 and my fellowship at Ohio State University. I have been affiliated with Miami Valley Hospital since then.

Why did you choose medicine as a career?

Growing up in my small town in Egypt, doctors did home visits. I saw the difference a doctor visit makes - making sure the house is tidy, running to the pharmacy to fill a prescription, and actually seeing your loved ones getting better. It made me realize how special a provider can be to a patient. Subconsciously, I wanted to be that person.

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

My father instilled in me resiliency by example. Dr. Fouad Theodrus, the family physician in my town, saw patients regardless of their ability to pay and continued to see patients for free at his house after he closed his practice. Dr. Michael Craig at Miami Valley Hospital is also a mentor for his superb humanistic gentle demeanor, as well as Dr. Earl Metz at OSU.

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

I climbed mountains in four continents.

Where is your hometown?

Dayton, Ohio where I have lived and raised my family since 1990. Born and raised in Kaluib, outside of Cairo, Egypt.

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

Ohio State University Buckeyes and University of Dayton Flyers

What is the last book you read?

Miami Valley Hospital bylaws, rules and regulations

What is your favorite song in your playlist?

"Father and Daughter" by Paul Simon

What is your favorite food?

Feta cheese and olive oil. I can eat that all day long.

What is your favorite hobby?

Long distance running, mountaineering

What is your favorite animal, and why?

Dogs, very interactive, loyal, and friendly

Where is your favorite vacation spot, and why?

Glaciers. It's tranquil; you're part of nature with minimal materials. All you need, including food and shelter for days, is carried on your back.

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

Visiting and climbing in Bolivia. I got to experience both the culture and the nature of such a beautiful country. I summited Huayna Potosi at 19,974 feet. Biked down Bolivia's Death Road, a 43-mile road dropping from 15,260 feet to 3,900. It's no wider than 10 feet and passes through the Amazon rainforest. Thanks to my friend Jorge Crespo.

Pick a side

iPhone or Android

iPhone

Early bird or night owl?

Early bird

Beach bum or mountain hiker?

Mountain climber

Dress shoes or tennis shoes?

Hiking boots

Paperback or e-reader?

E-reader

Coffee or tea?

Coffee

Cooking or baking?

Eating, does not matter

Sweet or salty?

Sweet



Donations, Awareness Raised at 2020 African American Wellness Walk



This year marked the 20th anniversary of the African American Wellness Walk (AAWW), promoting physical, mental, emotional, and social health and justice in our community. The AAWW was established in 2000 to raise awareness and combat the heart health disparities for African Americans. It has since evolved to address the alarming underlying health conditions that plague our families and friends in minority communities.

According to the 2019 Community Health Assessment by Public Health – Dayton & Montgomery County, Black babies die at a rate four times higher than white babies. Black women are less likely to receive adequate prenatal care and are twice as likely to have a low-birth weight baby compared to white women. Across Montgomery County, Black men have higher rates of heart disease, stroke, prostate cancer, and diabetes when compared to the countywide average. The total average lifespan for a Black man in Montgomery County is only 65.5 years – six years shorter than white men and 13 years shorter than white women.

The AAWW has typically been held during celebration of Juneteenth, a commemorative day representing the freedom of African Americans

from slavery. However, due to the pandemic and social distancing guidelines, this year's walk was reimagined as a "virtual" 5K. New for this year was an additional Super Social Justice Challenge, where participants pushed themselves a little further to walk or run 8.46 miles, in memory of George Floyd.

This year, more than 2,300 individuals from 41 states and five countries participated in the walk. Additionally, each Premier Health site had at least 10 percent employee participation. Premier System Support and Samaritan Behavioral Health led the way with more than 27 percent participation, while Upper Valley Medical Center and Atrium Medical Center each saw a participation increase of more than 3,000 percent from last year. To top it off, Premier Health raised nearly \$15,000 in participant donations.

Thank you for your enthusiasm and participation in the 2020 African American Wellness Walk: One Walk, All Races. Your steps have raised awareness of and fought back against health and justice inequities in our community.

Our Care Lives Here You Bring Our Story to Life

Our Care Lives Here highlights our mission-driven care, and our commitment to deliver that care both within our hospital walls and in every corner of the communities we serve.

Our care begins with each of you and your teams – the thousands of employees, physicians, and volunteers who are Premier Health – and it's worth taking a moment to recognize and honor that fact.

Help us share this important story! Keep sending your stories, your observances, your experiences, or anything else you would like to share to OurCareLivesHere@premierhealth.com.

And remember, if you see an official Premier Health post on any of our social media platforms that resonates with you, share it (be sure to make it public) with the hashtag #OurCareLivesHere to help spread the word.

As always, the work you do, the care you provide, fills us with pride.



New Services to Combat Alzheimer's Disease

By Jason Merritt, vice president, Premier Physician Network specialty services and neuroscience service line



Nearly 50 million people worldwide live with Alzheimer's disease or other forms of dementia, according to the Alzheimer's Association. Premier Health has been a leader in the Miami Valley in the diagnosis and treatment of all forms of neuroscience disorders and is adding new services to combat the staggering statistics of Alzheimer's disease. **Christopher Janson, MD**, has joined the Premier Health/Wright State University (WSU) Neuroscience Institute and will lead the Cognitive Clinic housed at the Clinical Neuroscience Institute (CNSI) office location at Miami Valley Hospital South in Centerville.



The addition of the new Cognitive Clinic will provide the latest treatments for cognitive disorders by combining cutting-edge research and proven care. Patients will have access to many types of resources, including board-certified, fellowship-trained experts in the field. This clinic focuses on early intervention, testing, treatment, support resources, and research.

"I'm very excited to be able to provide the latest diagnostic and therapeutic opportunities to patients here in the Miami Valley," Dr. Janson said.





The program is also designed to connect families to community resources, education opportunities, and support services in collaboration with the Dayton/Montgomery Alzheimer's Association.

Dr. Janson also brings a world-class research portfolio to Premier Health and WSU. He is leading a National Institute of Health-funded research study that is focused on the neurovascular causes and potential treatment for Alzheimer's disease.

"This important clinic will complement the numerous existing neurology subspecialties already providing top-notch care to the population of Southwest Ohio," said Bryan Ludwig, MD, chair of Premier Health/Wright State University Neuroscience Institute and the Premier Health CNSI.

If you have a patient who would benefit from the Cognitive Clinic, referrals can be made in EPIC to the CNSI, or contact by phone at **(937) 438-7500**.

Dayton Business Journal 2020 Health Care Heroes Awards



Premier Health and CompuNet Clinical Laboratories were proud to have five winners recognized by the Dayton Business Journal's inaugural Health Care Heroes Awards. The Health Care Heroes Awards shine a light on those who have made an impact on health care through their concern for patients, their research and inventions, their management skills, their innovative programs for employees, their service to the poor and uninsured, and their community engagement.

Dayton Business Journal hosted a virtual event on September 10 to recognize each winner's accomplishments. Below are portions of their nomination for this prestigious award.

Innovator Category:



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

Roberto Colon, MD, is a health care hero for his selfless dedication to the medical care

of our patients, his willingness to share his knowledge internally and externally, and his heart and compassion. His relentless optimism and tireless work ethic make him critical to our organization. Dr. Colon's supervisors say his commitment to help in situations that go beyond his job description prove his empathy and drive for excellence is unrivaled. Premier Health is a better organization because of Dr. Colon. But the real winners are our patients, their families, and the communities we serve.

Manager Category:



Teresa Williams, chief operating officer, CompuNet Clinical Laboratories

Teresa has been a successful leader throughout her tenure at CompuNet, but she

became a true health care hero during the coronavirus pandemic. In March, CompuNet quickly realized that the community needed

a local solution for COVID-19 testing to provide fast results for suspected COVID-19 positive patients. However, like many labs across the country, it became very apparent that procuring test supplies would be challenging to meet the needs of testing in our community. Rather than waiting for test vendors to increase their test supply allotments, Teresa and CompuNet technical leaders tirelessly worked to develop a solution to overcome a significant dependence on our current test vendors. Teresa is a health care hero because of her determination to ensure that CompuNet served our community to the best of our abilities during the pandemic and because of the way she has cared for both staff and patients during the COVID-19 crisis.

Patient Experience Category:



Juanita Niekamp, BSN, RN, Upper Valley Medical Center

Nita demonstrates and exemplifies Premier Health's core values of respect, integrity, compassion,

and excellence through her interactions with patients and their families. These heroic traits help her stand out among her peers as a strong patient advocate who is determined to educate patients about heart disease and preventive methods. Her efforts to help those in the community and in the hospital recently earned her Employee of the Year at Upper Valley Medical Center. Nita says she enjoys working in the cardiopulmonary rehab department because she's able to help a patient from admission to recovery and, ultimately, to discharge. Nita says, "I love to be that supportive person, from seeing a very scared patient come into the hospital, to six weeks later they're ready to run a marathon." She also values the patient's care and works to improve processes across the health system. Nita serves on the Premier Health Cardiopulmonary Rehabilitation Board to assess current practices across the system. She also works with our hospitals to ensure cardiopulmonary continuity of care across the health system.



Provider Category:

Randy Marriott, MD, medical director of EMS Center of Excellence, Miami Valley Hospital

Randy Marriott, MD, is truly a health care hero because he actively engages in patient care on many levels, in many places, and with many caregivers. He is very EMS-focused and helps first responders deliver the best care they can - teaching them and listening to their concerns. Dr. Marriott ensures the feedback he receives is integrated into the care provided in the EDs. He is a giver, never a taker, of his time and knowledge. Many colleagues say he is always available to provide advice, guidance, and positivity. Dr. Marriott is a humble, respectful, and caring physician and Premier Health is very fortunate to have him not only in our EDs, but providing exceptional care and leadership for our patients, community, and state.



Thomas Yunger, MD, intensive care unit medical director, Atrium Medical Center

During the pandemic response, Thomas Yunger, MD, played a pivotal role in

leading Atrium Medical Center's nurses and physicians. He managed the operations planning and opening of Atrium's mixed acuity high-risk respiratory unit, which was crucial in providing unparalleled care to the most critically ill patients affected by COVID-19. He was also an advocate for a healthy environment and process to keep staff safe. Dr. Yunger is a health care hero due to his relentless efforts and leadership during the pandemic. He stood out as a beacon of knowledge and guidance during an unprecedented time of unknowns in health care.

Access to COVID-19, Flu & RSV Testing Available



For the first time this fall, the United States must contend with a flu season wrapped within a global pandemic, as noted recently by a study in the Journal of the American Medical Association. Premier Health and CompuNet Clinical Laboratories are taking steps to ensure that residents can receive their seasonal flu immunizations safely. During the pandemic, anyone exhibiting flu-like symptoms can be safely tested after first **obtaining a physician's order.**

If deemed appropriate by their provider, the patient can visit one of the following locations and, with the collection of a single swab, be tested for both COVID-19 and seasonal influenza:

- > Individuals must have a physician's order for COVID-19 and or flu test.
- > For patient service centers: patients should schedule online at www.compunetlab.com – Online Appointments. The OnMain location does not require appointments.

- > It is preferable to use online scheduling to ensure the patient gets the appointment time they desire, however, if a patient does not have internet access, they may call the “COVID-19/Flu/RSV” phone number
- **OnMain, 1229 S. Main St., Dayton** (no appointment required): 10 a.m. to 5 p.m. Monday through Friday.
- **Certain CompuNet patient service centers** (appointment required), including:
 - **11135 Montgomery Road, Suite 200, Montgomery:** Monday-Friday, 1 p.m. to 4:45 p.m. (937) 823-4290
 - **62 N. Breiel Blvd., Middletown:** Monday-Friday, 1:30 p.m. to 4 p.m. (937) 287-2297
 - **2355 Derr Road, Springfield:** Monday-Friday, 10 a.m. to 4:45 p.m. (937) 823-1017
 - **1850 W. Main St., Troy:** Monday-Friday, 1 p.m. to 5 p.m. (937) 528-9737

The following locations are available to Premier Health patients seven days per week (**appointment and physician order are both required**):

- **Atrium Medical Center, One Medical Center Drive, Middletown** (drive-through location at Behavioral Health Unit canopy)
- **Upper Valley Medical Center, 3130 N. County Road 25A, Troy** (drive-through location in the parking lot northeast of the former Dettmer Hospital site)
- **Premier Health Urgent Care – Vandalia, 6700 Commerce Center Drive** (patient calls upon arrival; is met at door)
- **Premier Health Urgent Care – Miamisburg, 8 Prestige Plaza Drive** (patient calls upon arrival; is met at door)

Results from the specimen testing are generally available within 24 hours. **To view all locations, view the flier or visit PremierHealth.com/covidtesting.**



Purple Heart Parking, U.S. Senator Visit, Patient Flow Project Continues



Atrium Medical Center

For more than 20 years, Fenwick High School and Premier Health have partnered to promote the health and well-being of students in the community. In August, the school dedicated Atrium Medical Center Plaza, a space on the campus made possible by a gift from Premier Health. The plaza will serve as a gathering area for academics, sports, music, events, and more. It is an extension of Premier Health's commitment to the students, faculty, staff, and families of Fenwick High School.

Five new parking spaces for military veterans and Purple Heart recipients have been dedicated at Atrium. Middletown VFW Post 3809 and local Purple Heart recipients were invited to a ribbon cutting marking the new spaces. "Today we honor combat-wounded veterans by placing signs that display our respect and show that we care as a community," said Keith Bricking, MD, president of Atrium Medical



Center, during the dedication. "These signs also help bridge the gap between military and civilians, in allowing many of us to better understand the sacrifice that has been made for our freedom."

Roberto Colon, MD, system vice president of quality and safety, joined Dr. Bricking for a community update on the hospital's response to COVID-19. The virtual presentation was attended by local government officials, business leaders, and community partners. The program also featured information from Paula Thompson, Fidelity Health Care president and CEO, about COVID-19 resources for businesses and schools.

More than 200 Atrium employees participated in the 2020 African American Wellness Walk, exceeding the hospital's participation goal. Atrium executives led two weeks' worth of walks during the lunch hour along the hospital's Turner Trail as part of the 2020 event that was held virtually.

Miami Valley Hospital Campuses

Miami Valley Hospital and U.S. Senator Rob Portman hosted a press conference to highlight CARES Act funding. Premier Health received nearly \$25 million from the Provider Relief Fund in the CARES Act, which Senator Portman supported. Speakers at the press conference also included: Premier Health President and CEO Mary Boosalis, Miami Valley Hospital President Mike Uhl, Miami Valley Hospital Associate Chief Medical Officer Roberto Colon, MD, and Miami Valley Hospital Chief Nursing Officer Christie Gray, MS, APRN, CNS, NEA-BC.



Good Samaritan Foundation-Dayton wrapped up its employee giving campaign with more than \$76,000 raised, a 17 percent increase from last year. Many of these donations went to fund the employee

garden and walking trail at the Miami Valley Hospital North campus. Efforts to raise funds for both projects are going well, with more than 50 percent of the walking trail funded.

The Good Samaritan Foundation is actively seeking funding for a new da Vinci Xi System at Miami Valley Hospital North. In late August, we submitted proposals to the Dr. Jose G. Duarte Foundation and the Maxon Foundation, U.S. Bank, and N.A. Trustee for a combined total of \$400,000. Both foundations have been supporting Good Samaritan Foundation for several years and have a special interest in providing technologically advanced equipment that increases access to care and provides safer outcomes for patients.

The Miami Valley Hospital South environmental services team was recognized for hitting a two-year milestone of zero safety events.

As schools resumed in August, many districts reached out to have an expert on COVID-19 speak to the staff during district meetings. Joseph Allen, MD, of Premier Physician Network, served as the primary expert and presented to Vandalia City Schools, Chaminade-Julienne Catholic High School, Beaver Creek City Schools, and Franklin City Schools. Jeff Rayborn, MD, of Premier Sports Medicine, presented to Piqua City Schools



and Brenda Chewning, APRN, presented to Greeneview Local Schools. Presentations were both virtual and in-person. The district presentations were covered by several media outlets. Informational flyers on returning to school safely during the pandemic were sent to the school districts for use throughout school buildings, social media, and on district websites.

Upper Valley Medical Center

The Upper Valley Medical Center Patient Flow Project continues at the hospital with the opening of the retail pharmacy in an easy-to-access location just inside the main entrance off the main lobby in August. The gift shop has moved to a temporary location on the lower level and ultimately will be relocated just inside the hospital main entrance next

year. Areas previously occupied by the gift shop, cardiac rehab, and imaging waiting area are under renovation to become the new site of CompuNet Clinical Laboratories. The lobby main staircase is closed for a facelift renovation to be completed in late September. The Patient Flow Project is aimed at enhancing the patient experience with improved wayfinding, privacy, and access to frequently utilized services.

Upper Valley Medical Center welcomed Kevin Harlan as its new president on September 7. Kevin comes to Premier Health with an associate degree in Radiology from Sinclair College, a bachelor's degree in Business and Natural Sciences from Wright State University, and a master's degree in Business Administration from Central Michigan University. He is a member of numerous professional health care and community organizations including the Ohio Hospital Association and the Greater Dayton Area Hospital Association.



With the opening of a competitor's freestanding Emergency Department facility in Piqua in August, an in-home mailer featuring the strengths of the UVMC ED and advanced cardiac care services was distributed throughout the northern market and a social media campaign using similar elements was launched internally.

Upper Valley Medical Center advance practice nurses helped staff UVMC's health and wellness booth at the Piqua Farmers Market, which is being hosted each Thursday throughout the summer. In other community outreach, UVMC was a presenting sponsor of the Rock Piqua Drive-In Concert held Aug. 15 on the grounds of the Miami Valley Centre Mall in Piqua. The event hosted by the Piqua Arts Council was well-attended by concertgoers who followed COVID-19 mask/social distancing protocols and remained in their cars during musical performances.



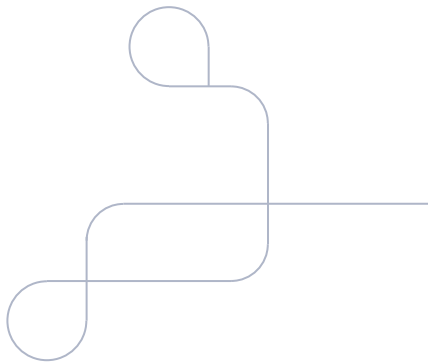
Premier Health, Dayton Physicians Network First in World to Implement New Laser for Kidney Stones, BPH

Premier Health and Dayton Physicians Network are the first providers in the world to implement the new MOSES 2.0 Pulse 120H holmium laser by Lumenis. The system brings next-generation, minimally invasive kidney stone removal and enlarged prostate surgery to Premier Health patients.

Located at Miami Valley Hospital South, MOSES 2.0 optimizes laser energy transmission for advanced safety. With this new technology, urologists can remove larger kidney stones with a minimally invasive outpatient

procedure. Stone removal is exceptionally precise, thorough, and fast.

For patients with benign prostatic hyperplasia (BPH), holmium laser enucleation of the prostate (HoLEP) performed with MOSES 2 removes blockages to urine flow with no incisions and offers faster procedures for prostates of all sizes. Most patients go home the same day, without a catheter. HoLEP is supported by the most recent American Urological Association Guidelines on BPH.



National PA Week
October 6-12



National CNM Week
October 4-10



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:

The office staff is very kind and helpful. **Dr. Kohut** took time and explained everything to me.

Dr. McHenry is a wonderful physician - both pleasant and knowledgeable. We feel fortunate to have him as our primary care physician.

I'm so thankful to have **Dr. Soto**. He listens to my symptoms and does something about them.

Dr. Gibson and the staff listen to me. Most patients, like me, appreciate a provider such as Dr. Gibson. He

always takes the patient's view into consideration.

Dr. Mauro was so helpful in the emergency department and listened to my concerns. I really appreciated his insight. Excellent experience.

I was very pleased with the experience, the scheduling, the very short wait, and the professionalism of **Dr. Adam**. I could not have been treated more respectfully.

Dr. Wood was very kind and took time to listen to me. I deeply appreciated

the time he spent with me.

Dr. Stuebaker always listens to my concerns. He always takes the time to look up any test results that he has ordered in the past. He always explains any future tests and procedures.

I think **Dr. Cheng-Ching** is a wonderful doctor and saved my husband from having a stroke or losing sight in his eye. He has a great team.

Editorial Board: Dr. Marc Belcastro, Dr. Roberto Colon, Dr. Andre Harris, Dr. Scott Kanagy, Dr. Matthew Reeves • **Chief Marketing and Communications Officer:** Kathy Harper
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