

Premier Pulse

News for Premier Health Physicians

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Communication – The Doctor-Patient Relationship

By Scott Kanagy, DO, chief medical officer, Premier Health Northern Region



Effective doctor-patient communication is an essential piece of building a strong doctor-patient relationship. Good communication leads to strong relationships,

which are key to providing high quality health care.

Many patient complaints and low satisfaction scores are the result of poor,

ineffective communication that leads to a breakdown of the doctor-patient relationship. Communication and interpersonal skills enable doctors to gather information to make accurate diagnoses and give patients appropriate advice and care instructions. With these skills in play, doctors can interact with patients in a way that results in the best possible outcomes and high patient satisfaction.

The objective of any doctor-patient communication is to improve the patient's health and medical care. Effective doctor-patient communication helps manage patients' emotions and improves doctors'

ability to identify their needs and expectations. Patients who feel they have good communication with their doctor are better satisfied with their care, follow advice and instructions better, and adhere to prescribed medication instructions.

Good communication leads to better patient encounters, which results in better patient and doctor satisfaction. A satisfied patient is less likely to complain or initiate a malpractice complaint. Satisfied patients can also increase doctors' job satisfaction, decrease work-related stress, and reduce burnout.

Attentive listening, empathy, and the use of open-ended questions are examples of good communication skills. There are many barriers to good communication, such as patient anxiety and fears, as well as the doctor's burden of work and unrealistic patient expectations; however, what better way to reduce patient anxiety and fears, and decrease doctor workloads, than to communicate effectively? Good communication that answers the patient's questions and gives well-understood instructions at the first encounter leads to less work or phone calls at a later time. Patients only process a small amount of the information a doctor says to them, so it is imperative that doctors have good communication skills to maximize the amount of information that is processed.

Remember, a patient will never care how much their doctor knows until they know how much they care.



Premier Health Launches Nonemergency Neurology Telemedicine Program

Premier Health has launched a new telemedicine program, NEUROne, at Miami Valley Hospital South, Miami Valley Hospital North, and Upper Valley Medical Center to provide patients who have neurological conditions with greater access to nonemergency evaluation and care.

Through the program, Premier Health will give local hospitals seamless access to inpatient teleneurology services – in other words, remote telemedicine access to the expertise of a neurologist for a far greater range of neurological conditions than in the past.

Premier Health is the only health system in the Dayton area that offers NEUROne teleneurology technology. The program is suitable for patients with general neurological conditions, including headache, seizure, stroke and neuro-muscular disorders. This service is in addition to the

Premier Health TeleStroke Network that provides emergent services for acute stroke treatment.

Telemedicine is an emerging health care trend that puts patients in contact remotely with highly trained specialists. This access offers a care option close to home with quick access to the expertise of a neurologist, reducing the need to transfer patients to a hospital outside of their local community.

“The intent of the program is to provide efficient, cost-effective, high quality, and accessible care not only to our hospitals but to regional and rural hospitals in the area,” said Bryan Ludwig, MD, chair of Premier Health’s Clinical Neuroscience Institute.

The new service launched in October.

At locations offering NeurOne, an advanced practice provider trained specifically for neurology care will work with the hospitalist

team to determine if a remote neurology consultation is needed. If so, the off-site neurologist – with assistance from an advanced practice provider at the bedside – will collaborate to provide neurology care to the patient. The service currently is provided Monday through Friday with a goal to expand coverage.

The system uses a live video and audio over a secure internet line to connect the patient and caregivers at Miami Valley Hospital South, Miami Valley Hospital North, and Upper Valley Medical Center with Eleina Mikhaylov, MD, a board-certified neurologist. Dr. Mikhaylov has been on the medical staff of Premier Health since 2014.

“This service will not replace the team at the bedside but enhances their efforts to ensure patients receive a high level of care at their local hospital,” said Jennifer Hauler, DO, Premier Health’s chief medical officer.



New Sports Medicine Connections Program

By Gary Blake, vice president, service line integration, orthopedics and sports medicine



The Premier Health orthopedic/sports medicine service line has the largest school partnership program in the region. This program and several other similar programs

utilize the expertise of our athletic trainers, sports medicine physicians, and orthopedic surgeons to provide comprehensive sports medicine care to our communities.

To further strengthen our partnerships and leverage the expertise of our providers, our service line has initiated the Sports Medicine Connections Program. The program is designed to improve the coordination of services provided to our school partnerships, YMCA/recreation

centers, and sports performance services, and further invest in the health and safety of our local fire department/EMS partners. The program extends the Premier Health mission and meets the needs of the communities we serve.

School Partnerships – The Premier Health School Partnership consists of 38 schools and three universities. Athletic trainers cover each of the schools, and 34 physicians provide coverage during contact sports. The Sports Medicine Connections program will advance our relationships with schools by improving communication, visibility, and other service offerings that benefit the growth of the partnership in areas of both athletics and academics.

YMCA/Recreation Centers – Premier Health has relationships with several YMCAs in our markets, offering physical therapy and other clinical/wellness services. The Sports Medicine Connections Program will expand

Premier Health's presence and service offerings through a collaboration designed to meet the needs of members and the community surrounding the facilities.

Sports and Human Performance – The Sports and Human Performance Program provides customized programs for individuals desiring to become stronger in various areas of fitness. The service line is expanding the program through partnerships to meet growing demand for this service. The goal is to increase access and expand the services offered in various locations.

Fire/EMS – Working with our fire department/EMS partners has always been a priority for our service line. The Sports Medicine Connections Program will continue to look for opportunities to provide services that meet the needs of these important providers.

Premier Health Expands TeleStroke Network

Premier Health is expanding its TeleStroke Network to include Joint Township District Memorial Hospital, which is part of the Grand Lake Health System based in St. Marys, Ohio.

The TeleStroke Network provides real-time access to a Premier Health stroke specialist at all hospitals within the network, even if they are not stroke centers. It also includes Miami Valley Hospital in Dayton; Miami Valley Hospital South in Centerville; Miami Valley Hospital North in Englewood; Jamestown Emergency Center in Jamestown; Atrium Medical Center in Middletown; Upper Valley Medical Center in Troy; Wayne HealthCare in Greenville; and Wilson Memorial Hospital in Sidney.

The TeleStroke Network is a secure, two-way audio/video link that allows immediate access for a neurologist, emergency physician, patient, family, and caregivers to see and talk with each other to assess a patient's medical situation and discuss critical next steps. The off-site neurologist can view the patient's vital signs, X-rays, and other pertinent health information while visually examining the patient using a computer with a monitor and video camera that is wheeled to the patient's bedside. The computer also provides access to the patient's electronic medical record.

"Collaboration with the Premier Health TeleStroke Network is a logical next step as we continue to grow our Neurology Center

with Drs. Natasha Alexander and Peter Maceroni," said Kevin Harlan, president and chief executive officer of Grand Lake Health System, which serves people in west-central Ohio, including Auglaize and Mercer counties. "This collaboration will allow the Grand Lake Health System to continue meeting our community's needs."

Quick response to a stroke can be key to survival and recovery. Swift delivery of care can decrease long-term damage to the brain for an ischemic stroke and can be life-saving for a hemorrhagic stroke, especially before the blood vessel bursts.

CNSI Physician Designs Parkinson's Study



Local Parkinson's disease patients have an opportunity to participate in a research study that could improve some of the lesser known symptoms of the disease.

Premier Health's Clinical Neuroscience Institute (CNSI) will partner with Dartmouth Medical Center in New Hampshire to conduct a study aimed at understanding the effect exercise has on anxiety, fatigue, and depression among Parkinson's patients. At any time during the course of the disease, more than half of Parkinson's patients will experience any of these three symptoms.

"Everyone knows about the motor symptoms of Parkinson's disease such as tremor, slowness, and rigidity," said Mary Feldman, DO, the neurologist at CNSI who will lead the study. "However, the non-motor symptoms are often more

bothersome to patients and more difficult for us to treat. It is well-established that exercise is neuro-protective in Parkinson's disease, but the problem is we don't know which exercise is best."

The study will determine specifically whether yoga, spinning (cycling), or Parkinson's dance (also known as "Dancing with Parkinson's") will work better for three prominent non-motor symptoms of the disease. The institute will randomize 24 patients evenly to the three types of exercise, and patients will participate in one-hour classes twice a week for six weeks. Patients will complete a questionnaire before and after exercise to determine whether exercise interventions made a difference.

Participation in the study is free and will include a screening visit with a neurologist prior to the study, as well as a Microsoft exercise band to use throughout. Studies allow patients to be on the cutting edge of new research, while also playing an active role in giving back, Dr. Feldman said.

Dr. Feldman designed the study, which is being funded by a grant from the Parkinson's Foundation – a large non-profit organization that promotes research trials, education, and public awareness related to Parkinson's disease. The research design is particularly unique in that it is funded through the Parkinson's Foundation's PAIR (Parkinson's Advocate in Research) program that encourages physicians to partner with patients who have Parkinson's disease to help design and conduct clinical trials.

Dr. Feldman's research team also includes co-investigator Ashley Paul, MD, from Wright State University, and co-investigators Stephen Lee, MD, PhD, and John Tomeny, a Parkinson's patient advocate from Dartmouth-Hitchcock Medical Center. The team of researchers will combine results, assess statistical significance from both Premier Health and Dartmouth Medical Center patients, and publish the study's results by the end of 2019. Patients can learn more about the study, including how to participate, by calling **(937) 438-7500**.

UVMC Psychiatrist Enjoys Scuba Diving, Watching Cricket



Rafay Atiq, MD, is Medical Director of Upper Valley Outpatient and Inpatient Behavioral Health Services in Troy.

What is your clinical specialty?
Psychiatry (adult)

Where did you go to school?

Dow Medical College in Karachi, Pakistan (medical school), and Wright State University Boonshoft School of Medicine (psychiatry residency)

What brought you to Premier Health?

My mentor at Wright State University approached me with an opening at UVMC in their behavioral health facility. I wanted to stay local to help with the growing needs of the community. Over the course of the past decade, I have had the privilege to work with an excellent team at both inpatient and outpatient behavioral health and forge stronger bonds with the community.

Why did you choose medicine as a career?

My mother is an OB/GYN, and I spent the first 13 years of my life living in a hospital. My mother was the medical director of that hospital, and we were given residence

within the premises of that facility. I chose to become a doctor because I saw the passion and joy my mother had for her job, and I wanted to follow her footsteps.

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

My mother and my faculty at WSU and at Aga Khan University Hospital (located in Karachi, where I spent two years doing psychiatric training before moving to the USA). They shaped my professional career by showing me the passion and empathy that is required to uplift and inspire patients every day.

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

Halloween is my favorite holiday.

Where is your hometown?

Centerville, Ohio

What, if any, sports do you enjoy?

Pakistan Cricket Board

What is the last book you read?

"The Gene: An Intimate History" by Siddhartha Mukherjee

What is your favorite song in your playlist?

"Majesty" by Nicki Minaj

What is your favorite food?

Biryani, a traditional Pakistani meat and rice dish

What is your favorite hobby?

Scuba diving

What is your favorite animal, and why?

Dogs because they make great companions

Where is your favorite vacation spot, and why?

Any serene beach with multiple diving spots and diverse marine life

Describe something for which you are especially thankful:

My wonderful friends for being there during the high and low points in my life.

Pick a side

iPhone or Android?

iPhone

Early bird or night owl?

Early bird

Beach bum or mountain hiker?

Beach bum

Dress shoes or tennis shoes?

Both

Paperback or e-reader?

Paperback

Coffee or tea?

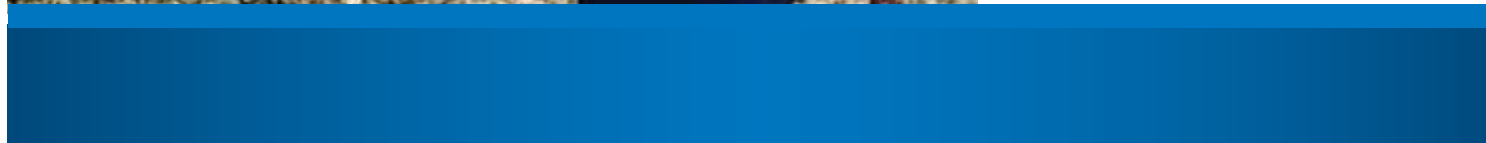
Coffee

Cooking or baking?

Cooking

Sweet or salty?

Salty



Hospital Awards, Employee Recognition, and Cancer Awareness Events

Atrium Medical Center

Atrium Medical Center's leadership team has been making the case to the community for why the opening of a hospital with inpatient beds directly across the street from Atrium would be detrimental to the Middletown community. The planning commission considered and approved the matter on Nov. 14; the proposal will now go before the City Council on Dec. 18 for final approval.

Atrium has received the Ohio Environmental Protection Agency's Encouraging Environmental Excellence Award. This award recognizes an organization's achievements in environmental stewardship. Fewer than 20 other Ohio hospitals/health systems have achieved this distinction. The award was accepted in Columbus on Oct. 16. It is the second environmental award received by the hospital in 2018.

Atrium recognized about 350 employees at its annual employee recognition banquet for years of service spanning from five to 45 years.

The Joint Commission has again recertified Atrium as an advanced primary stroke center.

Miami Valley Hospital

Miami Valley Hospital employees and their immediate family members attended the annual employee picnic at Dayton's Carillon Historical Park. The afternoon included self-guided tours of the park, free miniature train rides, admission to ride the carousel, and complimentary food and fall treats.

Miami Valley Hospital's Level 1 Trauma Center hosted its annual Trauma Survivors Celebration and dinner for 208 attendees. At this moving event, four trauma patients treated at Miami Valley Hospital were recognized for overcoming tremendous odds on their journey to recovery and reunited with their trauma surgeons, nurses, and rehabilitation therapists, as well as first-responder paramedics and firefighters who cared for them.

A news conference to announce the official schedule for the 17th annual Premier Health



Flyin' to the Hoop Basketball Invitational took place at Miami Valley Hospital North. Premier Health Flyin' to the Hoop, which brings in \$1.9 million to the area, is preparing to bring the national stage to the Miami Valley over the four-day weekend event in January 2019.



Miami Valley Hospital recently received an Environmental Excellence Award from the Ohio Environmental Protection Agency for initiatives instituted to protect the environment. The award, which recognizes applicants for completing environmentally beneficial activities, is open to any business, industry, trade association, professional organization, or local government of Ohio. Applications are evaluated using environmental stewardship criteria developed by the Ohio EPA.

Encompass Health Corp. and Premier Health broke ground on their new joint venture, an inpatient rehabilitation hospital to be named The Rehabilitation Institute of Ohio. The hospital will be across from the Miami Valley Hospital campus at the intersection of South Main and Apple streets. The freestanding inpatient rehabilitation hospital will feature 60 private patient rooms, a spacious therapy gym, an in-house pharmacy, a courtyard, a four-chair dialysis suite, three bariatric rooms, an isolation room, a dining room, and dayroom areas. The facility is expected to begin serving patients in spring 2020. The hospital will provide inpatient rehabilitation services and higher medical management for patients recovering from stroke and other neurological disorders, hip fractures, brain injuries, spinal cord injuries, amputations, and complex orthopedic conditions. Patients will receive at least three hours of therapy per day five days each week, 24-hour nursing care, access to advanced technologies, and frequent visits by an attending physician during their stay.

Miami Valley Hospital recently opened an upgraded 36-bed neuroscience advanced care unit on the 10th floor of the hospital's southeast tower, and an upgraded 36-bed

Provider Praise

neuroscience intensive care unit on the 11th floor of the building. Both units feature advanced technology to enhance patient care and the patient experience.

Once again, the Panera Bread “Pink Ribbon Bagel” campaign took place throughout October to support Miami Valley Hospital patients with breast cancer. Bagels were sold in all Dayton-area Panera Bread locations, as well as in the Market Café and Valley Café at Miami Valley Hospital. A portion of every bagel sold supports the Miami Valley Hospital Foundation and programs to support breast cancer patients.

An enhanced flash mentoring event took place for Premier Health employees, with 51 employees from across the system participating. This is a career development opportunity that provides invaluable information about how to grow professionally through meeting with leaders from across the Premier Health system. The event also featured two breakout sessions: Growing Your Success Network and Interviewing Essentials. New this year, participants also had the ability to seek one-on-one resume tips.

Upper Valley Medical Center

The 18th annual Bill and Ruth McGraw Cancer Awareness Symposium was hosted Oct. 16 at the Crystal Room in Troy. The

program featured keynote speaker Otis Brawley, MD, chief medical and scientific officer/executive vice president of the American Cancer Society and author of a book on the risks of over diagnosis and treatment. The symposium, sponsored by the UVMC Foundation and the UVMC Cancer Care Center, is made possible by grants from the McGraw Family Fund of the Troy Foundation and the UVMC Foundation.

A free women’s health symposium on pelvic pain held Oct. 24 at the Crystal Room in Troy drew 68 attendees from throughout area communities. The program included a presentation by obstetrician/gynecologist Larry Holland, DO, of Premier Women’s Center, and was followed by a mini health fair featuring wellness booths and information for women. The event was part of Premier Health’s Women. Wisdom. Wellness. initiative.

UVMC/Premier Health was presenting sponsor of the Pink Ribbon Girls’ Paint the Town Pink 5K run/walk Oct. 19 in downtown Troy. Nearly 600 community members participated in the event, which featured family-friendly activities and entertainment throughout the evening in addition to the run/walk. UVMC also was a booth sponsor of the Troy Fire Department’s Pink Ribbon Girls Night Oct. 17 at the Troy Buffalo Wild Wings.

Keynote speaker Dr. Otis Brawley (center) with UVMC President Tom Parker, UVMC Foundation Administrative Secretary Becky Eljifritz, Miami Valley Hospital Foundation President and CEO Jenny Lewis, and Atrium Medical Center Foundation President Mike Stautberg



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:

Dr. Adkins and the nursing staff were all wonderful during all three of my hospital stays. I couldn’t have asked for better caregivers during this difficult time. I truly appreciated them!

As a first-time mom, **Dr. Bachman** has been excellent at answering all questions – she’s great!

My family physician, **Dr. Luna**, referred to me to **Dr. Cullis** after Dr. Luna detected a heart problem. I really like and respect both of these doctors and would refer any family or friends to them.

Great care. Special thank you to **Dr. Chellis**, ER doctor, who took such great care of my dad. All the staff were wonderful. Thank you!

The labor and delivery unit was fantastic, and they were very helpful and caring during my stay. **Dr. Dilworth** was very thorough and listened to all my needs and concerns. Best OB/GYN ever!

Dr. Holland, the nurses, and staff are great to the patients. Thank you.

Was treated very well and professionally. **Drs. Hurlburt** and **Gaker** were on it! We (my wife and I) were treated very well.

My nurses during my stay in Mom/Baby were fantastic! **Dr. Rettig** is amazing and stopped in the next day to check on me and my newborn.

Dr. Speelmon was great. I believe she kept me alive – I am sure she is the best, I believe. Can’t say enough good about her.

Everything went great, and **Dr. Terry** was a great very good doctor. Love that hospital and doctors.

Very impressed with **Dr. Watson**. She was very caring.

Our nurses were great, especially our labor and delivery nurses. **Dr. Wood** is super!

SAVE THE DATE

Medical Marijuana Education Session

Premier Health will host an educational meeting for providers on the topic of medical marijuana on Monday, December 3, at 6 p.m. in the Weber Maxon Conference Room at Miami Valley Hospital. The meeting will include a review of results from the recent medical marijuana provider survey, and attendees will hear from human resources, legal, and pharmacy leaders within Premier Health on the topic. Providers also will have an opportunity to ask questions.

More than 300 providers responded to our recent survey. Nearly three in four survey respondents said they were somewhat, very, or extremely interested in attending a session on medical marijuana. Here are some other key takeaways:

- Nearly three in four providers who responded to the survey said they thought



marijuana should be a medical option for patients; however, more than two-thirds said they did not plan to recommend medical marijuana to their patients.

- Nearly 82 percent of respondents said they would continue to treat a patient's illness if that patient was receiving medical marijuana from another prescriber.

- More than 70 percent of respondents said they would like more information on regulatory requirements for medical marijuana.

- Nearly three out of every four survey respondents said they would find it helpful if Premier Health had a registry of physicians who recommend marijuana to their patients for medical purposes.

Freestanding Hospice House Coming to UVMC

Ohio's Hospice of Miami County is constructing a freestanding Hospice House and administrative office on the Upper Valley Medical Center campus. This building will give hospice patients a new option for inpatient hospice care and expanded opportunities for end-of-life educational offerings for the community.

The building will initially have 12 beds when it opens in late 2019, with sufficient space on the site for a six-bed addition when needed. There will be an interfaith chapel, as well as a center of excellence training center.

Ohio's Hospice of Miami County opened a seven-bed inpatient unit inside UVMC in late 2014. Those services, along with the offices at the Summit Professional Building in Troy, will relocate to the approximately 32,000 square-foot facility, which will be adjacent to Koester Pavilion on the north side of the hospital campus.

The new building will feature a spa and massage room for patients, exterior doors in all patient rooms to enable them to enjoy the outdoors, private meeting spaces for families, a large family living area, and a center of excellence meeting space for

clinical and community education programs. The facility will be home to 75 staff members and more than 125 volunteers.

Ohio's Hospice of Miami County is a community-based, nonprofit organization founded in 1983 to improve the quality of life for people and families facing life-limiting illnesses. Services – provided to anyone who qualifies, regardless of the patient's insurance coverage or ability to pay – are currently provided in patient homes, extended care and assisted living facilities, and a dedicated inpatient care wing at Upper Valley Medical Center.

Our New Physicians

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

You can find lists of new physicians here:

Atrium Medical Center go to atriummedcenter.org/ournewphysicians

Miami Valley Hospital go to miamivalleyhospital/ournewphysicians

Upper Valley Medical Center go to uvmc.com/ournewphysicians

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