

Premier Pulse

News for Premier Health Physicians

VOLUME 8 | ISSUE 4 | APRIL 2021



Do You Know All the Players on Your Team?

By Scott Kanagy, DO, MBA, chief medical officer, Upper Valley Medical Center



You are quickly approached by a nurse asking you to come to a room where one of your patients is in respiratory distress. You enter the room and notice your

patient needs to be emergently intubated. You take control of the situation; everyone knows their role and you move to the head of the bed and prepare to intubate the patient. The nursing staff has already attached the patient to the monitor and defibrillator pads are on the patient. The respiratory therapist is preoxygenating the patient with an AMBU bag awaiting you to intubate. Suction is set up and functioning normally. The nurse asks if you are ready for them to proceed with medications needed to start rapid sequence intubation. You say “yes” and the medications are given. The nurse hands you the laryngeal scope and an ETT tube and you successfully intubate the patient. The

patient’s heart rate returns to the 90s and oxygen saturation improves to 97 percent. Everyone takes a deep breath and you tell the nursing staff to move the patient to the ICU. As you head to the ICU to write further orders, you stop before you leave the room to thank everyone for all they did to help you treat this patient.

Now let’s look back one week prior. A critically ill patient from the nursing home with *Clostridium difficile* is dying in the same room as the patient you just intubated. An EVS worker comes an hour later after the patient passes to thoroughly clean the room to ensure your patient, you, or others do not contract or carry *Clostridium difficile* to others. Three days before, the nurse noted the overhead lights in the room were not working correctly and were dim. Plant operations had been called to the room and had found a short in a wire and fixed it, so the lights worked properly and offered good lighting, which allowed you to intubate the patient on the first attempt. The day prior,

the pharmacy department had checked the PIXUS and made sure all the correct medications needed to emergently intubate a patient were present and not expired. The morning of these events, sourcing had checked the code cart and supplies in the room making sure all the correct sizes of EET tubes and yankauers for suction were available.

I always knew prior to getting into hospital operations that it took an entire team. However, I did not thank all the behind-the-scenes individuals who allowed me to do my job as often as I should have. Today, I make it a point to know who these individuals are and thank them every chance I get. They walk among us every day in the halls quietly doing their job so you can provide the best care to your patients. I would ask everyone reading this article to take the time to recognize these team members and thank them for what they do every day, so you are able to care for patients. They make us all Premier Proud.

New Tool Improves Heart Failure Management



Miami Valley Hospital is one of the first hospitals in the region to offer the CardioMEMS™ HF System — the only remote monitoring platform clinically proven to aid physicians in preventing worsening heart failure, lowering mortality rates, and improving quality of life, even for HFpEF patients.

Featuring a home monitoring unit and a permanently implanted device, CardioMEMS provides daily pulmonary artery pressure monitoring, resulting in:

- Early detection of fluid overload, up to 14 days before patients become symptomatic
- Early detection of PA pressure changes through personalized ranges for each patient
- Timely intervention of medical therapy and lifestyle recommendations

- Earlier intervention of medical therapy and lifestyle recommendations, long before patients become symptomatic and congested
- Better data for more targeted diuretics and fluid management
- Improved care management in patients with diabetes and COPD
- Up to 40 percent reduction in heart failure hospital readmissions
- Optimized effectiveness of comorbidities medications

The implanted CardioMEMS device is designed for lifetime use and does not need a battery or replacement parts. It combines with a home monitoring unit to measure a patient's pulmonary artery pressure in just a few minutes each day. A large number of our interventional cardiologists offer this

minimally invasive, right heart catheter procedure, expediting prompt treatment of your referred patients. The CardioMEMS procedure is covered by Medicare and most commercial medical insurers.

The CardioMEMS HF System is not appropriate for all heart failure patients, specifically those with a history of recurrent pulmonary embolism or DVT and patients with other exclusionary health histories. Our Heart Failure Clinic APN reviews referred patients for eligibility criteria.



For more information, please contact **McKenzie Mason**, MSN, APRN-CNS, AGCNS-BC, RN-BC, Heart Failure Clinic, Miami Valley Hospital.





Incision-Free Brain Surgery for Tremor



Premier Health is the only health care system in Southwest Ohio to offer this advanced treatment.

Premier Health has announced the implementation of MR-guided focused ultrasound, an incision-free brain surgery treatment for patients with essential tremor or tremor-dominant Parkinson's disease, available at Miami Valley Hospital.

MR-guided focused ultrasound is a new technology from Neuravive used for therapeutic purposes. The treatment uses focused soundwaves guided by MRI to treat tremor, deep in the brain, with no incisions or permanent implants. It is a single procedure often performed on an outpatient basis.

Patients benefit from:

- Immediate results with the potential to reduce or eliminate tremors
- Minimally invasive with no incisions or sedation
- Outpatient procedure with quick recovery and minimal side effects



To find out if your patient might be a candidate for incision-free surgery for tremor, please call **(800) 596-5936** or email

miamivalleytremor@insightec.com.



For more information on MR-guided focused ultrasound, visit **PremierHealth.com/tremor**.

Vaccine Public Service Announcement Targets Communities of Color



Premier Health has teamed up with Gem City Medical Dental Pharmaceutical Society, an association of Black health care professionals from across the Miami Valley region. The two organizations have partnered to develop a public service announcement (PSA) to instill confidence in communities of color about the effectiveness of the COVID-19 vaccine. This PSA, which features 12 health care professionals, will appear on local TV and will be shared at full length through the internet and social media. We encourage you to share this PSA broadly with those in your networks.

It is our sincere hope that this message will help close gaps across our society when it comes to the impact of COVID-19. We look forward to a day when this pandemic is in the rear-view mirror and when we can all come together again – for a greater Dayton.

View the PSA



Point your camera at the QR code and be taken directly to the PSA. Share it across all your media platforms.



COVID-19 Clinical Documentation Integrity and Coding Updates: Part 2

By Andrew B. Maigur, MD, Physician Advisor Program system director, Premier Health



Since I last wrote an article on this topic almost a year ago, a lot has become clearer and more well-defined with respect to treatment guidelines as well as

Clinical Documentation Integrity (CDI) and coding on COVID-19 patients.

The reimbursement implications are closely linked with accurate clinical documentation integrity and coding. Centers for Medicare & Medicaid Services (CMS) has clearly stated, "claims coded with U07.1 (code for an acute COVID-19 infection), during the admission or within 14 days prior to the admission documented in the medical record to receive the 20 percent DRG reimbursement increase as of September 1, 2020." Further guidance stated, "CMS will conduct post-payment audits to confirm the presence of a positive COVID-19 laboratory test and recoup the 20 percent increase if no such test is contained in the medical record. Code U07.1 should be assigned when the diagnosis meets the OCG definition of COVID-19; however, if the record does not have evidence of a positive test result, hospitals can decline the additional payment at the time of claim submission to avoid the repayment." This underscores the importance of documenting the positive COVID-19 test along with the accurate date and when performed outside the hospital obtaining a copy of the laboratory test (coding team obtains via EPIC Care Everywhere).

This leads us to the next important question, "What is considered an active COVID-19 infection and is there a time limit?" The CDC

states, "available data indicate that persons with mild to moderate COVID-19 remain infectious no longer than 10 days after symptom onset. Persons with more severe or critical illness or severe immunocompromise likely remain infectious no longer than 20 days after symptom onset." That being said, data and clinical experience indicates a subset of patients that remain positive beyond the above prescribed period. In such instances, the clinician must use their clinical judgment to determine if the patient exhibits recurrent symptoms that are attributed to a recurrent COVID-19 infection and document the same in the patient's medical record. If the patient is asymptomatic, the laboratory test will indicate persistent shedding of the virus; however, it does not equate to an acute infection given past the duration of 10-20 days as recommended by CDC and indicates a resolved COVID-19 infection. As a rule of thumb, indicators of a resolved COVID-19 infection used by our clinical documentation specialists and coding specialists are:

- Greater than 14 days since onset of symptoms or date of positive test
- Lack of COVID-19 treatment (Remdesivir, Decadron, etc.)
- No isolation

In the event of an acute COVID-19 active infection with Pulmonary manifestations, including pneumonia, acute respiratory failure, ARDS, etc., providers do not need to explicitly link the respiratory manifestation with COVID-19 since the causal relationship is implied, according to most recent coding guidelines.

However, with non-respiratory manifestations of an active COVID-19 infection, such as enteritis, thromboembolism resulting in cerebro-vascular accident, myocardial infarction, deep vein thrombosis, cytokine release syndrome, Guillain-Barre syndrome, etc., the causal relationship is not implied and the provider does need to explicitly link it with the following phrase, ".....due to a current COVID-19 infection."

With respect to COVID-19 sequela, is a manifestation or complication that occurs after the COVID-19 acute infection has resolved. Coding guidance recommends the provider clearly document COVID-19 has resolved and link the sequela (e.g. heart failure, pneumonia, cytokine release syndrome, or thromboembolic complications to COVID-19).

At the end of the day, an accurate medical record is a service to our patients. Happy documentation!

Region Rallies Around Premier Health Patients and Staff Throughout Pandemic



On the first anniversary of the COVID-19 pandemic, Premier Health is giving thanks for the tremendous support that individuals and businesses throughout the region have provided to the health system's patients and their caregivers.

The public's generous response to one of the greatest public health crises of the past century was coordinated through Premier Health's four philanthropic foundations: Atrium Medical Center Foundation, Good Samaritan Foundation-Dayton, Miami Valley Hospital Foundation, and the Upper Valley Medical Center Foundation.

Donations have ranged from homemade and hand-sewn items to monetary gifts. Large donations of food and beverages, personal protective equipment (PPE), and medical equipment – all of these items and more comforted and in some cases even protected Premier Health's staff on the front lines. In

the early months, when PPE supplies were strained, creative help came from almost every source imaginable. Nail and hair salons offered gloves, while construction companies donated gloves and boot covers. More than 900 volunteers sewed masks.

Through donations, Premier Health's four foundations played – and continue to play – a key role in covering the costs associated with the lab test necessary for the convalescent plasma donation program, which provided hope to many hospitalized COVID-19 patients in the pandemic's early days. When patients could not receive visitors due to the risk of virus spread, messages and cards flooded in from community members and school systems across the region, providing hope and encouragement. At Atrium Medical Center, a donation of 44 Facebook portals helped patients communicate with family and see familiar smiling faces.

Increasing patient volumes at times left little opportunity for caregivers to eat or take a short break away from the unit. Thanks to area businesses and the community, respite rooms at all Miami Valley Hospital sites provided a calming space for critical care staff to relax and recharge. At Upper Valley Medical Center, employee break rooms were enhanced with inspirational artwork, plants, massagers, gourmet snacks and coffees.

More than 300 employees severely affected by COVID-19 received help in paying bills and other expenses from donations through the foundation's COVID-19 Relief Fund. For staff, cards of gratitude, banners and posters outside hospital entrances, and community members cheering and waving to employees, provided encouragement and hope many caregivers needed to press on in service to the community.





Leading the Region in Partnering with Extended Care Facilities for Bed Availability of COVID Patients

At the beginning of the COVID-19 pandemic, it was clear that a plan was needed to ensure our health system would not become overwhelmed by the amount of COVID patients and would not impact individual's need for care. Elizabeth Morgan, MSW, LISW-S, care transitions program manager, wanted to take a proactive approach as it was evident the pandemic was becoming undeniable. She took on the task of implementing new procedures to ensure our hospitals and ICU beds would be available for patients who required a high-level of care. Elizabeth began reaching out to Extended Care Facilities (ECF) to help implement COVID isolation units within our partnering ECFs. This allowed for hospitalized patients still requiring isolation to transition to an isolation center in an EFC without delay. Patients presenting to our emergency rooms with COVID-19 were also able to transition to an ECF COVID isolation center for a lower level of care. Standing up

these COVID-19 units in the ECFs allowed for our hospital beds to be available to care for COVID-19 patients who required a higher-level of care.

By the end of March 2020, Sycamore Glen was the first facility to accept COVID-19 transfers in our community. By mid-summer, Englewood Health and Rehab, Shiloh Springs Care Center, and Siena Woods also stood up COVID-19 isolation units and remained strong partners throughout the pandemic. At the peak of the surge, we had more than 650 isolation beds in about 25 nursing facilities in the Premier Health service area. Facilities created units from four to 80 beds based on our needs. Dayton facilities led the way, and as a result, Cincinnati saw positive outcomes and additional facilities opened isolation units further south.

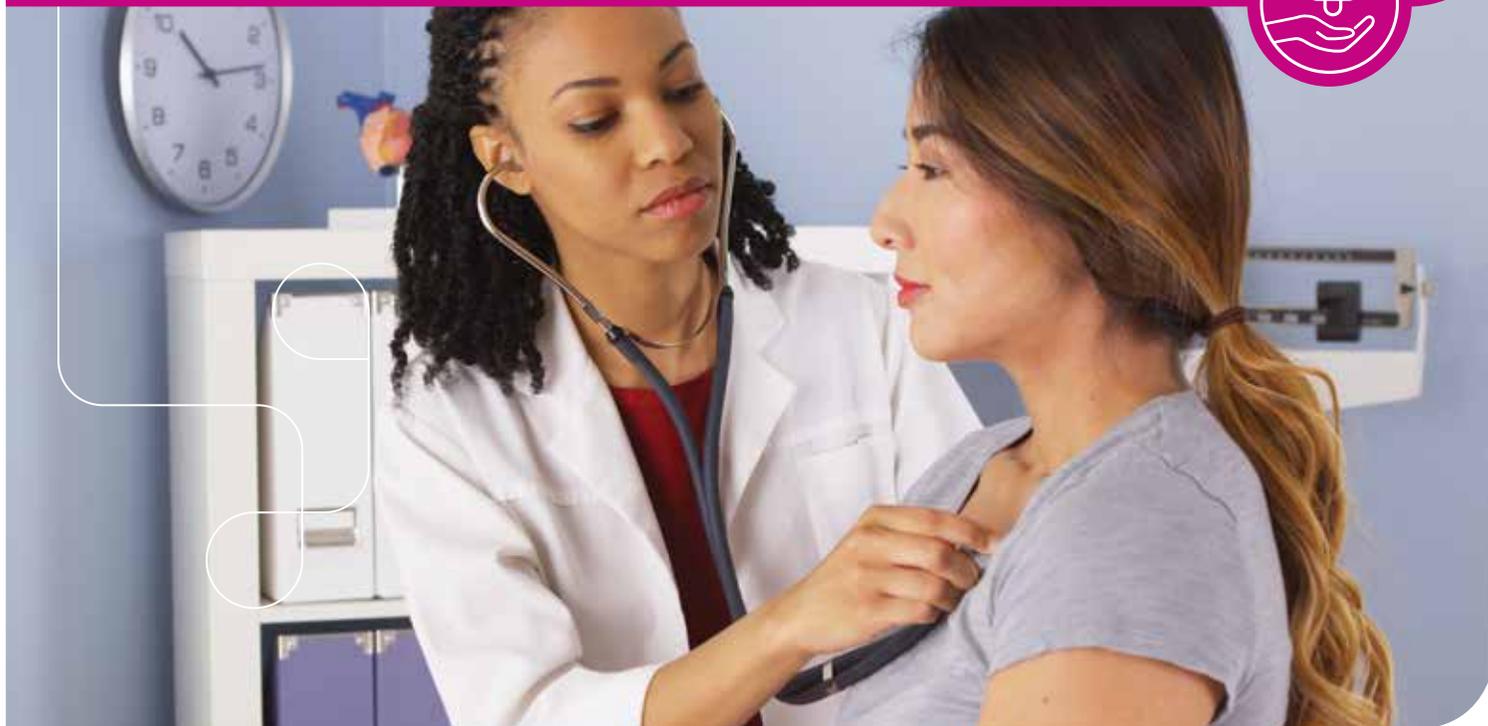
With unwavering partnership, Premier Health was able to provide support to these ECFs by offering 24/7 access for questions,

crisis management, support with PPE, working through staffing crisis (with support from our staffing agency broker partner), FIT testing of N95 masks, and more. In addition, Steven Burdette, MD, medical director of infection prevention, Miami Valley Hospital, and the infection control team made themselves available to address questions or problems that arose, held calls that talked through management with ECFs, and participated in a Q&A panel for all our post-acute partners.

An outcome of our partnership resulted in timely and appropriate transitions at the time of hospital discharge, well-managed care for ECF residents, and fewer inappropriate admissions to our hospitals, allowing patients to receive the right level of care, at the right time, in the right care setting. This is an example of Premier Health executing successfully on our mission to build healthier communities.

Growth Opportunities for Women's Services

By Beth Blank, director of service line strategy, Women's Service & Cardiovascular, Premier Health



There is so much opportunity to continue to grow and enhance our Women's Services footprint in the Greater Dayton area and be the destination of choice for women's health care. Will Andrew, MD, and I are excited to lead the system in strategic planning for Women's Services.

As we look at growth opportunities in 2021, it is energizing to see all of the new providers who have joined us in 2020 and the additional providers joining Premier Health throughout this year. We take pride that Premier Health is a differentiator in the market because of the great providers we have on staff. We understand that you have a choice where to practice medicine and it is an honor and privilege to have you as part of the Premier Health team.

Connecting patients to our providers is our main strategy for growth. As we plan our outreach efforts, you will see more of a presence on digital platforms, targeted direct household strategies, virtual facility tours, and community engagement with

educational events. We will continue to be diligent in promoting patient stories to ensure we are sharing the testimonies of the lives you touch every day.

Women's Services spans the spectrum of health care. Our team is collaborating with other service line leaders and providers to ensure that care at Premier Health is easily accessible.

We look forward to the opportunity to work alongside you. If you have any ideas on how to further position Premier Health in the market, please do not hesitate to contact Dr. Andrew or myself. The best ideas for strategic planning come from the individuals doing the work each day who understand the true needs of our patients and providers. Thank you for all you do and for being a part of this great team.

Dr. William Andrew
wjandrew@premierhealth.com

Beth Blank
bnblank@premierhealth.com

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:

Dr. Marriott was there for our family when we visited the emergency room. We were lucky to see such a wonderful and knowledgeable provider.

Dr. Block is one of the best physicians I have had the pleasure of knowing. Premier Health is lucky to have him on their team.

Dr. Harju and his entire staff provide excellent service to our family.

Dr. Bell listened to my concerns and was very caring.

Dr. Hendricks is very helpful and knowledgeable. She seems to sense when I am struggling to calm down and comprehend my visit's details. I appreciate her patience with me.

Dr. Conley and staff are very personable and make me feel like I matter.

Absolutely love **Dr. Aldstadt!** Always takes time to make you feel valued.

Helping Build Our Provider Network

As a member of the Premier Health family, we hope you will join the efforts to grow our network by referring skilled and talented providers. We value our employees and would be delighted if you partnered with us in developing an exceptional referral network, which supports the ongoing endeavor to build healthier communities.

If you know of anyone attending medical school, completing a residency or fellowship, or finishing an advanced-practice program,

please send their contact information to Eric J. Sedwick, MBA, CPC, CPRP, system director of physician and advanced practitioner recruitment, Premier Health, at esjedwick@premierhealth.com. The recruitment team will reach out to them directly.

As providers with Premier Health, they will have the opportunity to pursue their passion in an environment that empowers them to deliver outstanding patient care.

Trauma and Critical Care Virtual Symposium

Trauma and Critical Care Update is designed to provide current information on the challenges health care professionals encounter when caring for critically ill or injured patients.

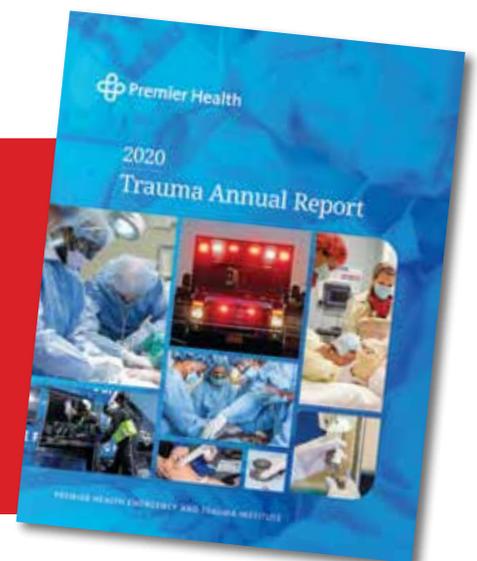
In our continuing effort to keep everyone safe, we're bringing this year's Trauma and Critical Care Update to you virtually.

Throughout the month of May, we'll offer a catalog of free online presentations you can access at your convenience.

This "a la carte" format will allow you to:

- Choose from a variety of trauma and critical care presentations
- Learn from experts in the field
- Earn CMEs

As May approaches, watch your email and **PremierHealth.com/TraumaUpdate** for a full list of trauma topics and presenters.



2020 Premier Health Trauma Annual Report

Premier Health is proud to provide comprehensive, nationally recognized trauma care for the communities we serve. The 2020 Trauma Annual Report provides a complete picture of our trauma care – from live-saving technologies and research to international trauma outreach and our team's response to the COVID-19 pandemic.

We invite you to review the report by visiting PremierHealth.com/TAR.

Vaccine Clinics; Foundation Fundraising; and Helping the Community

Atrium Medical Center

Atrium Medical Center leaders, including Keith Bricking, MD, president of Atrium Medical Center; Kim Hensley, chief operating officer and chief nursing officer of Atrium; and Jamie Yunger, MD, medical director of Atrium's critical care unit, met with U.S. Rep. Steve Chabot (R-Cincinnati) to provide an update about COVID-19 efforts at the hospital and vaccine clinics throughout Warren County. The congressman was also briefed on the pandemic's financial impact on the hospital as well as some of the more innovative measures undertaken by staff during the past year.

Community organizations and local businesses continue to support the efforts of Atrium's caregivers and support staff. Care bags filled with treats were recently donated to Atrium from Crossroads Church in Mason and Magnode Corporation in Trenton.

A video featuring Atrium employees reflecting on the past year of the pandemic was shared internally and with local media. The video is just one of many ways Premier Health has marked the first anniversary of the pandemic's start and offered moments of reflection for staff.

Miami Valley Hospital Campuses

Miami Valley Hospital South earned recertification as an Acute Stroke-Ready Hospital. The Joint Commission and the American Heart Association/American Stroke Association issues this certification to hospitals that meet certification requirements. To become recertified, the dedicated Miami Valley Hospital South stroke program underwent a rigorous virtual review of the ability to treat stroke patients with timely, evidence-based care prior to transferring them to a primary or comprehensive stroke center. The review also evaluated the hospital's ability to maintain qualified medical professionals trained in stroke care, collaborate with local emergency management agencies, the 24/7 ability to perform rapid diagnostic and laboratory testing,



aptitude to administer intravenous clot-busting medications to eligible patients, and the availability of telemedicine technology.

The Miami Valley Hospital Foundation began planning for a new fundraising initiative benefiting cardiac and pulmonary patients. Later this year, the patient rehab space in the Weber Building at the Miami Valley Hospital main campus will be relocated to 25 E. Foraker Street, one block from the hospital. The new space will provide more room and consolidate services for rehab patients. Funds raised by the Miami Valley Hospital Foundation will go toward renovating the new space, equipment purchases, and will also allow for the program's future growth. This center will accommodate the growing needs of our community and provide greater access and ease of parking to the approximately 350 patients who utilize this center every week.

Plans were finalized in March for a specially landscaped Cancer Celebration Bell Garden to be constructed at Miami Valley Hospital South in coming months. Located near the entrance to the Comprehensive Cancer Center, the garden will contain a brass bell that will be used by oncology patients to celebrate significant achievements in their cancer journey. Fully funded by a generous gift from Gary and Rachel Auman, the area will include several different varieties of flowers and a special stone walkway leading to the bell, which will be housed on an arching structure mirroring similar structural features in the Jayne Emoff Miller Garden of Hope. The new Cancer Celebration Bell Garden will offer a cheerful location outdoors for patients to share the joy of attaining significant treatment goals with their family, friends, and caregivers.

The second dose K-12 vaccine clinics were held throughout the month of March for the school districts who partnered with Premier Health for vaccinations.



The month of March was National Athletic Trainers Month. Several of the athletic directors from the Premier Health partnership schools shared videos through social media celebrating the Premier Health athletic trainer providing services at their schools.

Joseph Allen, MD, regional medical director, Premier Health, presented a COVID-19 update to the Small Business Meeting for the Huber Heights Chamber of Commerce and to the Vandalia Optimist Club. Roberto Colon, MD, chief medical officer, Miami Valley Hospital, served as a speaker on the COVID-19 vaccine for AARP Ohio's Town Hall.



Upper Valley Medical Center

Scott Kanagy, DO, MBA, chief medical officer, Upper Valley Medical Center, was interviewed by Troy WTJN 107.1 and Piqua WPTW 98.1 radio stations on March 15 to provide a monthly health care update focused on the COVID-19 local status and colorectal cancer as part of Colorectal Cancer Awareness Month.

Upper Valley Medical Center President Kevin Harlan provided a program at the monthly meeting of the Tipp City Rotary on March 10. The presentation included a state of local health care and COVID-19 update.

Five local food pantry/soup kitchen programs and Meals on Wheels of Piqua in March were awarded much appreciated funding from the Upper Valley Medical Center Board of Directors Community Benefit Fund to assist with increased utilization over the past year due to COVID-19. Food pantry/soup kitchen recipients included First Place Food Pantry and St. Patrick's Soup Kitchen, Troy; Bethany Center, Piqua; Needy Basket, Tipp City; and New Path, Miami County. In other community support, the hospital donated dinnerware, utensils, and a variety of serving items no longer in use to the Miami County Family Abuse Shelter in Troy.

Continued on next page

SYSTEM NEWS (continued)

Nutrition Services delivered the items to the shelter on March 2.

Upper Valley Medical Center launched registration for the Edge Camp Jr. Summer Sports Performance Program to be offered by Upper Valley Medical Center's Center for Sports Medicine in June and July. This program is for Miami County area athletes entering grades six through eight.

In community relations activities, UVMC was a sponsor of the Shamrock Shuffle 5K Walk/Run held at Troy Memorial Stadium on March 20.

CompuNet Clinical Laboratories

CompuNet Clinical Laboratories continues to provide COVID-19 test options throughout the community at several collection sites, select CompuNet Patient Service Centers, and within Premier Health hospitals. While testing for active COVID-19 infections has decreased, the demand for COVID-19 PCR testing from individuals who are traveling - especially those traveling internationally - has increased. CompuNet offers COVID-19 PCR testing through its direct-to-consumer program, CompuNet Direct.

Special discounts for the COVID-19 PCR test (\$80 vs. \$100) and COVID-19 Antigen test (\$50 vs. \$60) are available for all Premier Health employees, volunteers, and medical staff of Premier Health, Premier Physician Network, CompuNet, Fidelity, and Samaritan Behavioral Health through December 31, 2021. PCR testing is appropriate for those who believe they have COVID symptoms or for required documentation when traveling. Results for the PCR test will be available within the 72-hour travel window typically required for international travel. The COVID Antigen test is appropriate for individuals who have had COVID symptoms for 5 days or less. Antigen results are available in a couple hours.

CompuNet joined other labs across the nation to celebrate the 2021 Medical Laboratories Professionals Week, April 18 – 24. Lab Week originated in 1975 to highlight the lab profession's contribution to medicine and to recognize clinical laboratory science personnel. CompuNet will recognize peer-nominated staff members during Lab Week and honored two CompuNet employees and one CompuNet manager with the 2021 INSPIRE award.

The deployment of EPIC Beaker occurred on April 10 for Miami Valley Hospital, Miami Valley Hospital South, Miami Valley Hospital Austin Emergency Center, and Miami Valley Hospital Jamestown Emergency Center. The deployment completes the conversion to EPIC Beaker, thus achieving our strategy for continuity across all Premier Health hospital labs. Providers will now benefit from improved access to approximately 50 percent more laboratory tests through the consolidated test compendium and a more consistent flow of laboratory orders.

CompuNet is rolling out a new, state-of-the-art automation line within its Sandridge core laboratory. The high-speed Roche cobas 8100 system will automate many routine tasks which increase efficiency, reduce expenses, and maximize patient safety. Using intelligent robotics, the cobas 8100 series automatically prepares blood samples for immediate testing and post-analytical processing, providing high-speed processing of up to 1,100 samples per hour. The automation line will connect the processing department to the lab's main chemistry and hematology instruments and will allow for a consistent and continual flow of specimens.

Premier Physician Network

When patients have back or neck pain issues, help them find the right care quickly with Premier Health Spine, a referral center where patients are placed with appropriate specialists throughout PPN, including orthopedic surgeons, neurosurgeons, pain management, and physical medicine and rehabilitation. If a referred patient requires additional imaging or therapy, the Premier Health Spine team will coordinate to get it completed. Click here to meet the Premier Health Spine Team. It's now faster and easier than ever to refer to Premier Health Spine. Just search location/department "Premier Health Spine" in EPIC, or fax the referral to **(937) 341-8991**.

NRC Star Ratings and Reviews have been displayed on PPN Provider Profiles on PremierHealth.com. This work is aligned to the goals of our 2023 Strategic Plan and helps improve our digital front door for our patients. Reviews and star ratings improve profile searchability and are helpful information to patients when they are deciding to schedule with a new provider. The data behind the star ratings and patient comments is pulled from patients' NRC patient satisfaction surveys. So far, reactions to the online star ratings have been very positive, and PPN providers together average a rating of 4.7 out of 5 stars! Perhaps uncoincidentally, more than 1,000 new patient appointments with PPN providers were scheduled online in March.



4.9/5 641 Ratings

10 Comments



National
Nurses' Week

May 6-12



National
Hospital Week

May 9-15



Editorial Board: Dr. Marc Belcastro, Dr. Roberto Colon, Dr. Andre Harris, Dr. Scott Kanagy, Dr. Matthew Reeves • **Chief Marketing and Communications Officer:** Kathy Harper
Director, System Communications: Ben Sutherly; **Editor:** Tim Carrico

 Premier Health