

# Premier Pulse

News for Premier Health Physicians

VOLUME 7 | ISSUE 5 | JULY 2020



## Future of Health Care in the Era of COVID-19

By Matthew S. Reeves, DO, MBA, chief of integrated care, Premier Health



Acknowledging that we are nowhere near being out of the thick of COVID-19, there are some lessons learned and trends developing.

Over the long-term, lower hospital admissions will be the new norm. Hospitals will move toward becoming centers of excellence and/or large intensive care units caring for a smaller volume of higher acuity patients.

As with any stress/crisis, the best and the worst of us show up. With health care, we've realized tight capacity margins and unpreparedness on a national level.

Furthermore, the pandemic has forced the global health care system to embrace ways of doing business that we've sluggishly tried to implement for some time. Now,

vast swaths of providers and patients have engaged in new means of providing health care that I think they'll appreciate and want to continue. Until this change was forced upon them, patients and providers could not fully understand or accept that change.

For example, telehealth, especially in the outpatient setting, is changed forever. Patients will demand this ease of access. Providers are going to feel a relief from running the rat race to keep up by unloading some of the care to these more efficient models. Granted, limitations and possible abuse of telehealth is a reality. Patients may not accept or understand that not all moments of clinical value can occur remotely based on their desire for ease of access. Hopefully doctors will not acquiesce to inappropriate telehealth demands and desires from their patients. What is for certain though is that we have a provider

shortage of severe magnitude, and telehealth is a woefully underutilized tool in our toolbox.

With great disruption comes the opportunity for great innovation and leadership. This will be a lesson learned from numerous perspectives – telehealth being just one illustration. When we look back on this time, it will be identified as the tipping point transforming our “sick-care” system to a “well-care” system. Out of necessity, new business models will develop that have greater vertical integration and collaboration across systems. Value creates volume. Those who get value right will see the volume.

The best of us is yet to come.

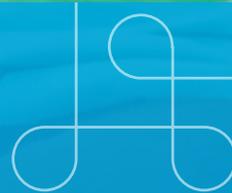
As always, I'm interested in your viewpoint. Feel free to reach out to me at [msreeves@premierhealth.com](mailto:msreeves@premierhealth.com) or (812) 361-6876.



SERVICE LINE UPDATE: ONCOLOGY

## Redefining Cancer Care

By Mikki Clancy, service line vice president, oncology



Premier Health Cancer Services is undergoing some exciting changes this year. Under the leadership of Charles Bane, MD; James Ouellette, DO, FACS; and Ryan Steinmetz, MD, the Oncology Institute has redefined its vision for the future of cancer care in our region. The vision of one cohesive program with

a consistent experience for patients, families, and referring physicians is driving a reenergized approach to refining and building our oncology services.

Our affiliation with MD Anderson Cancer Network® has verified the outstanding quality provided by our care facilities as well as the MD Anderson certified physicians and their practices. We have been able to leverage this relationship by bringing additional programs to our cancer services that will be implemented over the next few months. Our MD Anderson affiliations provide patients access to local physicians certified by one of the leading cancer centers in the nation, while receiving care close to home. Utilizing MD Anderson to verify our quality services provides patients with the ease of mind and confidence because our local certified physicians have easy access to MD Anderson faculty and best practices.

Officials with Premier Health cancer services also are pleased to unveil our new marketing plan. This plan started with a very successful set of Cancer Survivor Day activities, including a well-attended virtual event featuring the talents of Mark Marinella, MD, Beth Delaney, and Christine Broomhall; the Tree of Life mural of survivor photographs; and our survivor's billboard prominently displayed across our service area.

The implementation of the cancer navigator program has elevated the ease of traversing the scheduling, complexity, treatment plan, and journey of dealing with a cancer diagnosis. Our navigators' kind, compassionate, and supportive nature assists the patient and family during this scary journey. Nurse navigators are available to assist with ANY new diagnosis of cancer to ensure a cohesive patient experience. Please consider an oncology nurse navigator consult for inpatient or outpatient patients via EPIC or the navigator referral form for non-EPIC users.

Over the past several weeks we have been working on additional programmatic additions, technology investments, and service changes for Premier Health cancer services. If you have suggestions for improvement or new ideas, please reach out to Dr. Bane, Dr. Ouellette, or me.

# Collegiate Athlete Returns Home to Practice Sports Medicine



**Aloiya Earl, MD**

**What is your clinical specialty?** Primary care sports medicine with Premier Orthopedics

**Where did you go to school?**

I went to University of South Carolina for undergrad, University of Toledo for medical school, The Ohio State University for residency, and University of Alabama for fellowship.

**What brought you to Premier Health?**

I was excited to come back to my home state of Ohio and join a group where I could practice 100 percent sports medicine. Premier Health has also given me the opportunity and flexibility to incorporate nutrition, sports psychology, sports performance, and exercise prescription into my practice.

**Why did you choose medicine as a career?**

I grew up as a distance runner and volleyball player, but I had several overuse injuries throughout high school and into college which kept me visiting the sports medicine

office. I started shadowing my own sports medicine physician when I was 14 and knew this was my dream career. I started watching YouTube videos of gruesome sports injuries to desensitize myself when I was a freshman in high school.

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

Dr. Luke Ragan – my own sports medicine physician and subsequent mentor; Dr. Fred Miser at Ohio State, who showed me the compassionate humanity of medicine and the importance of a primary care foundation; and Dr. Jimmy Robinson, my fellowship director at Alabama who I suspect invented the musculoskeletal system because that’s how well he knows and teaches it.

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

My childhood (and still) career aspiration was (is) to be a Zamboni driver for an ice rink.

**Where is your hometown?**

Lambertville, Mich. (near Toledo, Ohio)

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

Alabama Crimson Tide, South Carolina Gamecocks, Ohio State Buckeyes, Kentucky Wildcats

**What is the last book you read?**

Lessons by Gisele Bundchen

**What is your favorite song in your playlist?**

“Tennessee Whiskey” by Chris Stapleton

**What is your favorite food?**

Three-way tie between tacos, pizza, and ice cream

**What is your favorite hobby?**

Volleyball, watersports/lake days, traveling

**What is your favorite animal, and why?**

Penguins because they lie on their stomach to slide across ice and they search for the smoothest perfect pebble to give to their love interest

**Where is your favorite vacation spot, and why?**

Hawaii! It has vibrant green mountains and teal blue water. It feels like a different planet.

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

## Pick a side

**iPhone or Android**

iPhone

**Early bird or night owl**

Night owl

**Beach bum or mountain hiker?**

Beach bum

**Dress shoes or tennis shoes?**

Dress shoes

**Paperback or e-reader?**

Paperback because I love the smell of book pages

**Coffee or tea?**

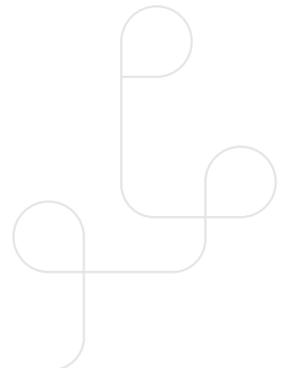
Coffee

**Cooking or baking?**

Baking

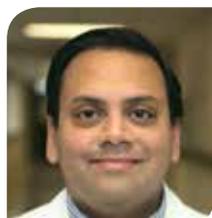
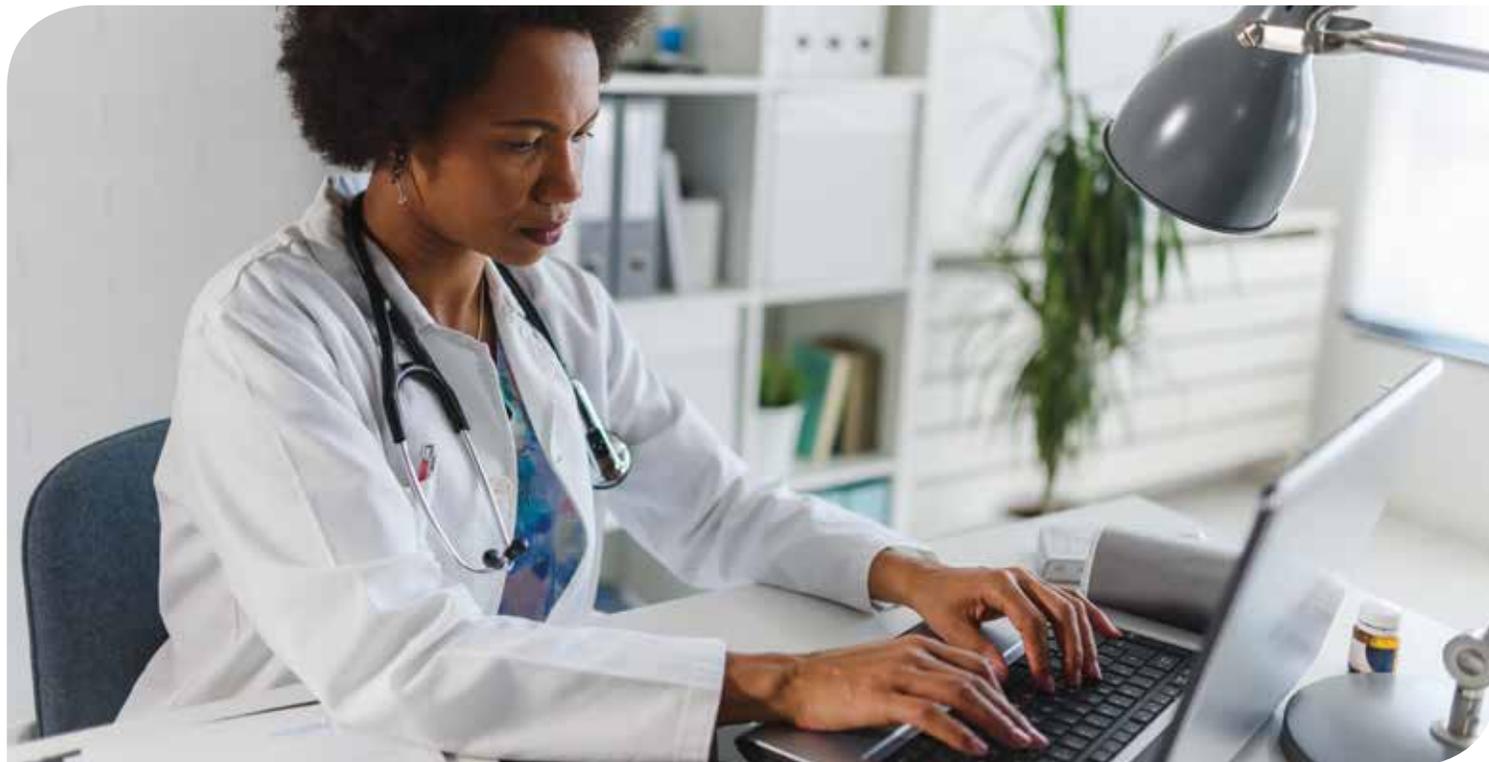
**Sweet or salty?**

Sweet



# Clinical Documentation

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



It's imperative as physicians to realize that Clinical Documentation Integrity is a quality initiative. Accurate, high-quality clinical documentation

improves communication, increases recognition of comorbid conditions that are responsive to treatment, validates the care that was provided, and shows compliance with quality and safety guidelines. As a fellow physician, I am positive that I would not have to persuade you to want to take excellent medical care of your patient.

Here are four reasons why you should be invested in optimal documentation:

- It is in the patient's best interests. We owe our patients an accurate medical record.
- It is in the provider's best interests. Not just the hospital's, but your quality metrics (LOS, readmissions, SOI-Severity of Illness score, ROM-Risk of Mortality score, PSI-Patient Safety Indicator, post-op complications) are also derived from observed-to-expected risk-adjusted

metrics (abstracted from coded data). Your quality measures are publicly available for review on Medicare's Physician Compare (<https://www.medicare.gov/physiciancompare/>) and may guide potential patients' choice of provider.

- It is also important that physicians understand the process of audits and denials and the financial impact on the hospital. At this time, most physicians have not felt any repercussions from a recovery audit contractor (RAC) denial, but the impact on a hospital is very tangible. Not surprisingly, the top 10 RAC-denied diagnoses are often similar to the top 10 queried diagnoses. Hence, good documentation done concurrently will only help to improve the outcome of a RAC audit. CMS issued Transmittal 541 that allows Medicare Administrative Contractor (MACs) and Zone Program Integrity Contractors (ZPICs) to deny "related claims." This means when the facility receives a denial if an admission is found to not be medically necessary, they can also deny the corresponding physician claims.

- It is in the hospital's best interests. The hospital is being judged by certain quality measures, and rewarded or penalized for, in turn. If our hospital looks substandard on Hospital Compare (<https://www.medicare.gov/hospitalcompare/search.html?>) patients and payers may avoid our services. If our sites of care look bad in value-based purchasing, they may lose money. No margin, no mission.

Some of you might think, "I don't care about the hospital's reimbursement." I would ask, is it fair that the hospital provides state-of-the-art care for your sick patients and incurs soaring costs of care but does not receive the appropriate reimbursement? Absolutely not!

I would ardently encourage you to consider CDI and Coding as your allies to facilitate accurate, codable, clinical documentation to reflect the excellent care you provide to our patients!

*References: Clinical Documentation Improvement-A Physician Perspective by Adele Towers, MD, MPH AHIMA*

*Physician Engagement Includes Physician Documentation by Erica Remer, MD, FACEP, CCDS icd10monitor*

## 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:

My visits with **Dr. Songer** are the most positive of all my doctor visits. I always look forward to my visits!

**Dr. Zeidan** is excellent as a physician. I am a nurse and know many physicians, but

she is the BEST. She listens to you intently and explains things fully.

**Dr. Wolf** is a fantastic doctor, he is professional, personable, knowledgeable, and spends all the time I need to ensure I am well-versed in my condition.

**Dr. Toth** is a very caring doctor and truly cares about his patients. He took very good care of me with my rectal surgery.

**Dr. Sulentic** is one of the best orthos I've ever met! The rest

of the staff is as pleasant as they come! This office is the best and that's why I drive one hour, one way to see them!

My experience was excellent. **Dr. Mesker** is one of the finest doctors I have had experience with. Both my husband and I highly recommend him.

**Dr. Kim** is so wonderful. He always listens to me and tries to help reduce my migraines. I would definitely recommend him to anyone with acute or chronic migraines.

## Healthgrades Recognizes Atrium, Upper Valley Medical Centers for Patient Safety

Atrium Medical Center and Upper Valley Medical Center have been named recipients of the Patient Safety Excellence Award™ by Healthgrades.

This recognition ranks Atrium Medical Center and Upper Valley Medical Center among the top 10 percent of hospitals in the nation for patient safety. The Patient Safety Excellence Award™ recognizes hospitals for their performance in safeguarding patients from serious and potentially preventable complications during their hospital stay.

Along with the Patient Safety Excellence recognition, which it has received every year since 2015, Atrium Medical Center was named among America's 100 Best Hospitals by Healthgrades earlier this year. This distinction places it among the top 2 percent of hospitals in the country for demonstrating clinical excellence across a broad spectrum of care. The hospital also was named among the top 10 percent of hospitals in the nation for critical care. Atrium offers a broad range

of advanced, innovative care as a Level III Trauma Center and Primary Stroke Center. It is also the only accredited Chest Pain Center in Warren County. Atrium offers maternity, cancer, orthopedics, and heart care.

Upper Valley Medical Center, which has received the Patient Safety Excellence Award™ for four consecutive years, offers a wide range of advanced care, including emergency, heart, cancer, maternity, behavioral health, long-term care, and much more. The hospital is the only Level II Special Care Nursery between Dayton and Lima. Both Upper Valley Medical Center and Atrium Medical Center have achieved Magnet® Recognition, which is widely seen as the highest standard for excellence in professional nursing.

Healthgrades methodology for the Patient Safety Excellence Award™ uses inpatient data from the Medicare Provider Analysis and Review database and software from the Agency for Healthcare Research and Quality.



# Race Relations and What We Must Do

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



The brutal murder of George Floyd in Minneapolis has provoked reactions of rage and heartbreak, spurring demand for much needed change locally and around the globe.

Premier Health has been a strong leader in diversity and inclusion for decades, but in recent weeks I have learned that we have not done nearly enough. The discussion has widened to better address race relations and what we can do to better ensure everyone at Premier Health feels safe in sharing their feelings, expressing their thoughts, and in being celebrated for who they are. The same is true for how we treat our patients and their family members.

We don't have all the answers right now, but we are committed to placing much more focus on achieving a culture that consistently welcomes, understands, and applauds our differences and the value of each and every person. Our diversity committee of the Board of Trustees and our facility-based diversity committees are making plans for broader and more meaningful actions. This includes a diversity leadership forum and employee listening sessions on Hurt, Healing, and Hope.

# Medical Executive Committee Update: Unifying Medical Staff

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



This summer, the Medical Executive Committee (MEC) will move forward with a vote for our Premier Health system medical staffs to organize and unify as one medical staff. If the vote by each MEC is to proceed, we will communicate this in September through various forums. We will also continue to utilize the Premier Pulse newsletter for

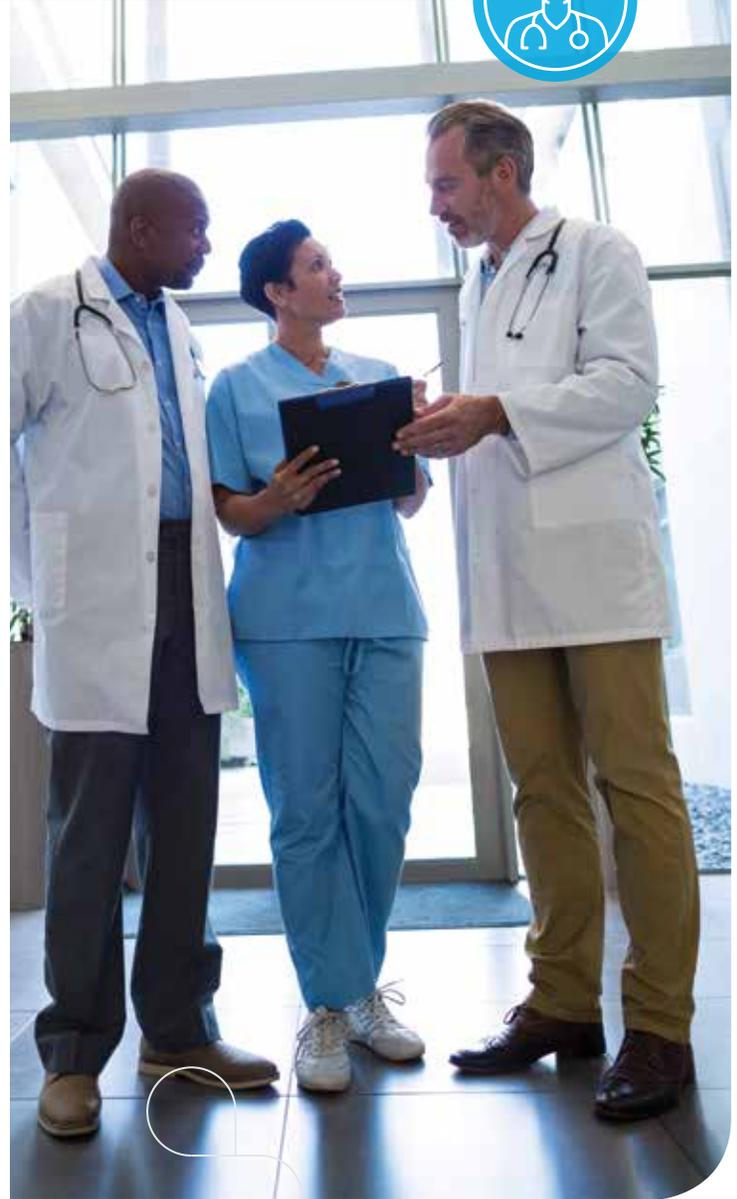
communication. A move to one medical staff would be a bylaws change and therefore will require a vote of the entire medical staff at all sites. We hope to have the voting sent in October.

The benefits of one medical staff are listed below. The first bullet point is underlined and in bold due to its importance and value for our medical staffs.

- **BRINGS TOGETHER ONE UNIFIED VOICE TO THE BOARD (THIS CURRENTLY DOES NOT EXIST)**
- SPEED of process resolution with greater communication
- EFFICIENCY – The approval process for vital changes is reduced
- SHARING – One credentials committee
- STANDARDIZATION - Where needed
- CULTURE - Preserves the unique culture of each facility
- CULTURE – Adds a new culture of cohesion for physicians

Under this proposed structure, wellness and peer review will remain local. Credentialing will become centralized under one committee. We will preserve the local MECs as operating committees and create a central MEC.

Please reach out to your local chief medical officer or medical staff presidents with any questions. More information and detail will be forthcoming in each month's Pulse.



# CompuNet Plans for Enhancement



With the Sunquest Lab Information System conversion completed at the core laboratory, CompuNet is planning some service enhancements for providers and patients in the coming weeks.

## Appointment Scheduling

CompuNet will soon roll out patient appointment scheduling utilizing the SOLV scheduling platform. CompuNet will first pilot appointment scheduling in a handful of patient service centers, with plans to add all locations soon after. Details will be forthcoming.

## New Locations

As CompuNet expands business in the Cincinnati region, new patient service centers will be essential for providing convenient access to lab services. On June 13, CompuNet opened its second Cincinnati patient service center in Montgomery. CompuNet opened its first Cincinnati-area location at the Liberty Family Medicine building in 2019.

CompuNet with proximity to I-75 and is strategically placed near multiple provider offices.

To find a CompuNet patient service center, visit [compunetlab.com/locations](http://compunetlab.com/locations).

## COVID-19 PCR Collections

As the need continues to grow for testing to detect an active infection of COVID-19, CompuNet will soon introduce swab collections for COVID-19 PCR testing at select patient service centers. Staff is currently undergoing training to collect specimens using a nasopharyngeal swab. CompuNet phlebotomists who have been trained on COVID-19 collections currently staff the collection tent at the collection site at the University of Dayton Arena. Their experience at this collection site allows them to become thoroughly proficient and develop confidence in their abilities to collect a potentially infected COVID-19 patient.

CompuNet will communicate the availability of both appointment scheduling and COVID-19 PCR collections to providers in the coming weeks.

## SARS CoV2 IgG Antibody Testing

Demand is growing from patients to understand whether or not they have had a past infection of COVID-19 infection. SARS CoV2 IgG Antibody testing can provide the answer. CompuNet performs this test on the Abbott Architect platform which received Emergency Use Authorization from the Food and Drug Administration in April 2020.

To order SARS CoV2 IgG Antibody testing, it is recommended that patients be asymptomatic for 10 days prior to testing. To place an order, please use EPIC order code LAB 6596.

### CompuNet Montgomery Patient Service Center

11135 Montgomery Road, Suite 200  
Cincinnati, OH 45249

Phone: (513) 832-1400; Fax: (513) 832-1434

Hours:  
Monday - Friday 8 a.m. - 12 p.m.; 1 p.m. - 5 p.m.

Drug Screen Hours:  
7:30 a.m. - 12 p.m.; 1 p.m. - 4:30 p.m.



CompuNet's third Cincinnati-area location will open in early August in West Chester at the newly renovated Tylersville Point shopping center at the corner of Cox and Tylersville roads. This is a prime location for

# Boosalis Named to Modern Healthcare's 50 Most Influential Clinical Executives



Premier Health is proud to announce that its president and CEO, Mary Boosalis, has been recognized by Modern Healthcare as one of its 50 Most Influential Clinical Executives.

The 50 Most Influential Clinical Executives awards and recognition program honors individuals in health care who are deemed by their peers and the senior editors of Modern Healthcare to be paving the way to better health through their executive responsibility, leadership qualities, innovation, community service, and achievements inside and outside of their respective organizations.

Boosalis joins notable names such as Dr. Anthony Fauci, director, National Institute of Allergy and Infectious Diseases; Dr. Deborah Birx, ambassador-at-large, coronavirus response coordinator, Trump administration; and Dr. Jerome Adams, U.S. surgeon general, U.S. Department of Health and Human Services; plus fellow Ohioans Dr. Amy Acton, chief health advisor to Ohio Governor Mike DeWine, and Dr. Tomislav Mihaljevic, president and CEO, Cleveland Clinic.

Boosalis is a member of the Ohio Hospital Association, Midwest Health Collaborative, and the Greater Dayton Area Hospital Association. She currently serves as chair of the University of Dayton Board of Trustees, and as a member of the Dayton Development Coalition Board, the Dayton Business Committee, the City Manager Advisory Council, and the board of Hub Group, Inc. She is a past member of the Sinclair Community College Board, the Life Connection Board, and is a past chair of the Dayton area's American Heart Association Board.

Modern Healthcare named Boosalis as one of its 2019 Top 25 Women Leaders. Boosalis has been named to the Top 10 Women list by the Dayton Daily

News, and has been recognized as an Ohio Most Powerful and Influential Woman by the Ohio Diversity Council. The Dayton YWCA has recognized her as a Woman of Influence, and she was honored as an inaugural member of the Dayton Business Hall of Fame.



# YMCA Partnership; Enhancing Philanthropy; Hospital President Retires



## Atrium Medical Center

Thomas Yunger, MD, Anuj Goyal, MD, and the interventional pulmonary team at Atrium Medical Center treated two patients in May with the Zephyr Valve, a less-invasive treatment option for COPD and emphysema. The procedure was the first completed in the Cincinnati area, according to PulmonX, manufacturer of the Zephyr Valve.

Countryside YMCA, one of the world's largest YMCAs, has teamed with Atrium Medical Center to offer athletic training services to its members. A full-time athletic trainer will provide free injury assessments, treatment, and injury prevention advice to YMCA members as part of an enhanced relationship between Atrium and Countryside YMCA. The services



began in June at Countryside YMCA in Lebanon. Atrium and Countryside YMCA have enjoyed a positive relationship for many years, with sports medicine and

physical therapy services located at the YMCA. **Whitney Hare, AT**, will provide the athletic training services at Countryside YMCA.

## Miami Valley Hospital Campuses

The Ohio Hospital Association and the Ohio Department of Health awarded the "Ohio First Steps for Healthy Babies" recognition to Miami Valley Hospital and Miami Valley Hospital South. The maternity centers earned this recognition for their great work related to the Ten Steps to Successful Breastfeeding program.

Betsy Chapin Taylor, FAHP, president of Accordant Philanthropy, is currently working with the Premier Health foundations on a philanthropic strategic plan for 2021 through 2023. Among the areas of emphasis will be to enhance a philanthropic culture by engaging with system leaders to align with the foundations' fundraising goals and health system's strategic objectives. The plan will also include modifying fundraising responsibilities among existing foundation staff, providing more focus on major gifts, planned giving and developing a grateful

patient strategy. Ms. Taylor is an award-winning author, speaker, and consultant with more than 25 years of experience, including 17 years as chief philanthropy officer in academic, community and children's hospitals. The report should be complete by the end of August.

The Good Samaritan Foundation-Dayton board awarded 16 scholarships to children of former Good Sam employees. Each scholarship was \$1,000 with the checks mailed in June. Since 2015, the Foundation has awarded 74 scholarships totaling \$120,500. One student recipient wrote, "I am so grateful to have been chosen as a recipient of the Good Samaritan Foundation Youth Scholarship. It is an honor to have the foundation's support as I pursue my education and work toward becoming a compassionate health care professional, furthering the mission and values of Good Sam. Thank you so much for your support!"

As Miami Valley Hospital celebrates 130 years, it is interesting to note that the recent donations of hand sewn masks echo back to the hospital's earliest days, when volunteers stitched gauze for surgical dressings and sewed towels, night gowns, aprons, and tablecloths. During the Great Depression and World War II, community volunteers donated thousands of pieces of linens to the hospital. Once again in our time of need, the community stepped up with their support. During the COVID-19 pandemic, volunteers

sewed and donated more than 15,000 face masks to address the shortage of personal protective equipment.

The City of Dayton began a massive pavement replacement project on the south side of Miami Valley Hospital on Wyoming Street. Our facilities team has been working with the city to ensure minimal disruptions to the emergency department, surgery parking garage, and the main hospital loading dock. Wyoming Street is expected to fully reopen by the end of August. The project will include replacement of the pavement, as well as installation of new street lighting and medians.

The Miami Valley Hospital Diabetes Center is now seeing patients at their new location on the north campus. The center is located on the first floor, next to the financial counselor's office. Appointments are available Monday through Thursday, 8 a.m. to 6 p.m. Diabetes Center leaders include certified diabetes educators Tambra Samuels, RN at (937) 734-5719 and Carol Nartker, RD at (937) 734-6175. Additionally, the order in EPIC is now called "Consult to MVHN Diabetes Center"- CON30140. Under scheduling instructions, please type "Eval" and "Treat" to assess the patient and determine how they best learn - group or individual. With this new addition on the MVHN campus, the administration office has re-located to the second floor, Suite 239.

## Upper Valley Medical Center



Tom Parker, president of Upper Valley Medical Center, has announced plans to retire from Premier Health effective July 31.

Parker began his career locally in

the Miami County Probate/Juvenile Court system in 1980 before transitioning to oversee behavioral health services for UVMC in 1992. He progressed through various key leadership roles at UVMC, including vice president of operations, senior vice president of operations, chief operating officer, and chief executive officer.

Parker has also held Premier Health system roles, including those for service lines and the hospitalist program. In 2015, he became the chief experience officer, leading numerous system initiatives and spearheading efforts to continuously enhance and hardwire an excellent experience for patients. He has continued leading the system's patient experience work and in 2018 became president of UVMC.

Parker has worked tirelessly to position UVMC as the health care leader in the region's northern communities. Most recently, he has exemplified and modeled the true spirit of Premier Health's core values and mission, leading the UVMC team through the COVID-19 pandemic with the utmost compassion and excellence.

"Tom is known for his fierce compassion and commitment to both improving the lives of our patients and supporting the staff who make it all possible. He has also taken an active part through various community initiatives and partnerships to improve the overall health in Miami County," said Barbara Johnson, executive vice president and chief operating officer for Premier Health.

"While we will deeply miss Tom's unwavering devotion to UVMC, we are grateful for his many contributions and excited that he will be able to begin a very well-deserved retirement," she added.

The plan for the UVMC president role will be communicated as it becomes final, Johnson said.

*The very first hospital dedicated October 14, 1894 as the Protestant Deaconess Hospital; January 1903, the hospital name was changed to Miami Valley Hospital to better reflect its mission.*





Our care lives here more than ever.  
Now just behind a mask.



We know getting care comes with a little uncertainty right now. But behind these masks, you'll find unwavering dedication, compassion, and protection for you and the care we provide to you. You won't find us backing down. As long as you need us, we'll be here, standing strong. Because it's who we are, and care is behind everything we do.

**Our Care Lives Here. Still.**

Our Care Lives  Here

For more information on the steps we are taking to keep you safe, visit [PremierHealth.com/KeepingYouSafe](https://PremierHealth.com/KeepingYouSafe)

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